

# ANNUAL REPORT

2017 - 2018





# Contents

Acknowledgment of Country and Traditional Owners	3	Advisory Board	11
CatholicCare Social Services Hunter-Manning	4	Our People	12
Mission, Vision, Values	5	Child, Youth & Family Services	12
Our Approach	5	Social Justice	18
Highlights	6	Disability Services	21
A Message from Bishop Bill Wright	8	Mental Health	24
A Message from the Director	9	Our Funding Agencies,	
Leadership Team	10	Member Associations and Accreditation	27
Office Locations	10	Financial Report	28



## Acknowledgement of Country and Traditional Owners

We acknowledge Aboriginal Peoples as 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.

# CatholicCare Social Services Hunter-Manning

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and an agency of the Catholic Diocese of Maitland-Newcastle. We offer whole of community support and empowerment options to those in need regardless of religion, age, gender, physical and intellectual capacity or ethnicity.

Being responsive to local needs is at the heart of everything we do. We work with people to address issues from an early intervention perspective. Our programs are a combination of fee-for-service and government-funded. The entirety of our support network and ability to cross-refer sets us apart.





# Mission, Vision, Values

## MISSION

CatholicCare Social Services Hunter-Manning listens and responds by working together with local 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 realise their individual potential.

## VISION

For inclusive, just, strong communities where all people feel safe, heard and validated. We nurture and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

## VALUES

- ▶ **Respect** - We show consideration for ourselves and others, whilst recognising each other's differences.
- ▶ **Justice** - We believe in, actively seek and encourage, equality for all.
- ▶ **Connection** - We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like minded organisations that uphold a commitment to assisting the vulnerable.
- ▶ **Collaboration** - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement.
- ▶ **Innovation** - We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.

## Our Approach

CatholicCare's progressive approach is participant centred. We support people to define their goals, identify their strengths and access resources by developing collaborative, open, honest and transparent relationships with customers in a multi-disciplinary environment.

Our staff are local, passionate and professional. As an organisation we are flexible in our service delivery, with a skill set and capacity to deliver.

We understand our community through active feedback and engagement strategies, therefore allowing us to respond based on identified community needs.

As a continuous improvement organisation we use current, evidence-based practices to ensure the integrity of our program delivery models and seek new and innovative ways to benefit the community we serve.

# Highlights



DR TONY ATTWOOD  
PRESENTS ON AUTISM  
SPECTRUM DISORDERS



MEET AND GREET WITH  
NEWCASTLE KNIGHTS  
FOR YOUNG ADULT AND  
DISABILITY SERVICES



OFFICIAL OPENING  
OF CATHOLICCARE'S  
SINGLETON OFFICE



NATIONAL VOLUNTEER  
WEEK CELEBRATIONS



PERMANENCY SUPPORT PROGRAM CHRISTMAS PARTY



THERAPEUTIC FOSTER CARE  
TRAINING SESSION FOR CARERS



TAREE COMMUNITY KITCHEN VOLUNTEERS SERVE 10,000 MEALS



CARERS LUNCHEON



NSW DEPUTY PREMIER (JOHN BARILARO) AND MEMBER FOR MYALL LAKES (STEPHEN BROMHEAD) VISIT TAREE COMMUNITY KITCHEN



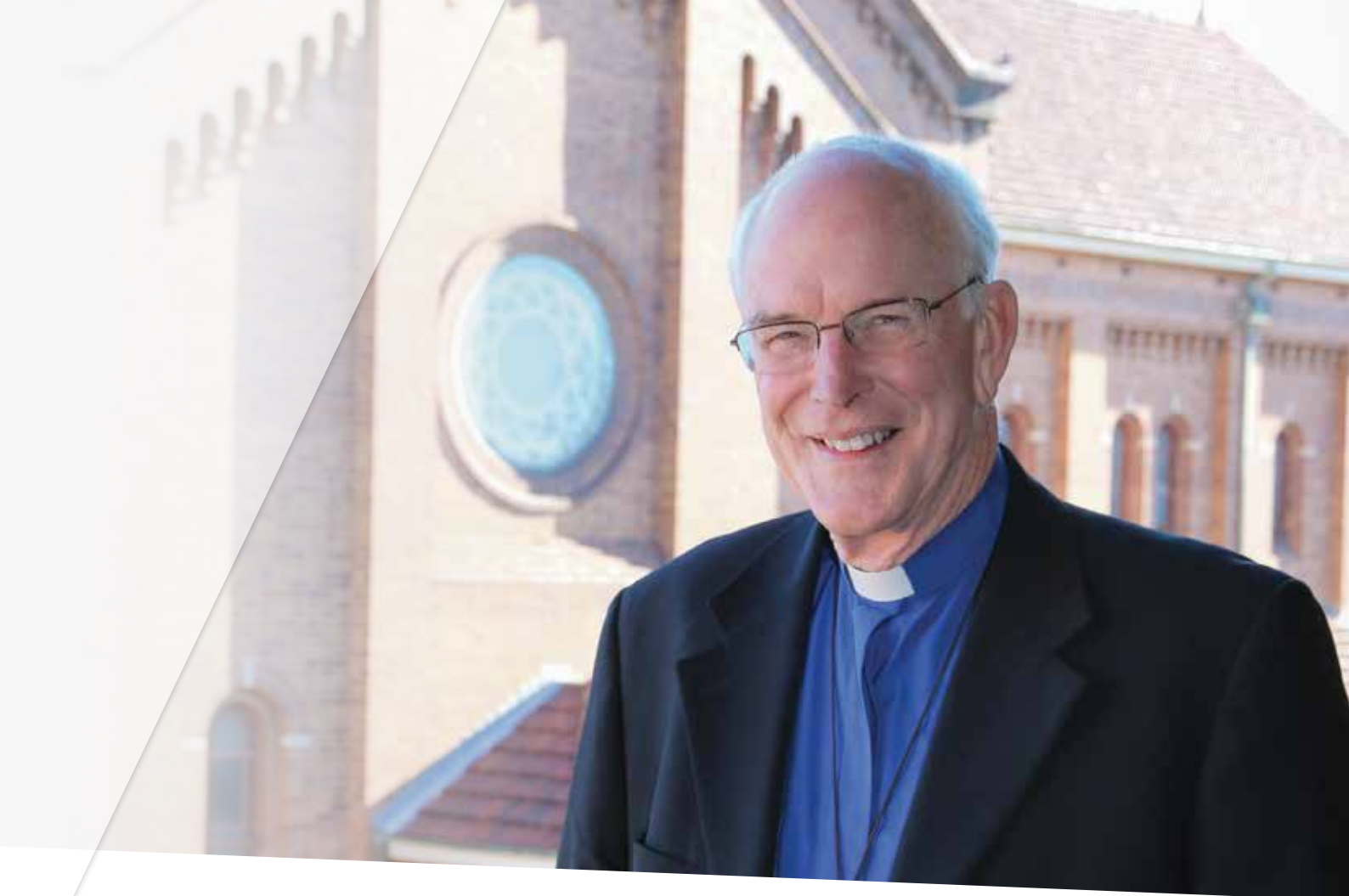
EARLY INTERVENTIONS ART PROGRAM



OFFICIAL OPENING OF CATHOLICCARE'S MUSWELLBROOK COMMUNITY HUB



INTERAGENCY FOSTER CARE PICNIC



## A Message from Bishop Bill Wright

It is incumbent on every Christian to care for others, especially those in need. The individual believer will do what he or she can for those close at hand who need help and will support the charities and agencies in their society that work to resolve social and global needs. Local parishes will look to the needs of the people in their locality and the Diocese will strive to make a difference at the level of societal needs.

CatholicCare is one expression of the Church's attempts to 'love your neighbour' by offering professional and organised caring services to meet the needs that run across our society.

This Annual Report will provide you with much information about the types of social services that CatholicCare has provided in this last year and how this help to the community has been resourced and delivered. I hope that it is widely read and discussed so that our community is well informed about the work of CatholicCare.

I have said that CatholicCare is an expression of the Church's care for others at the level of social needs. It is important, I believe, that the Catholic community is aware of the work of CatholicCare and feels some sense of ownership of that work. Equally, it is vital that those who work in CatholicCare are conscious that they are providing assistance to people on behalf of the Catholic community and in ways that reflect the traditions and values of that community.

This can be challenging in a time when most of the resourcing of CatholicCare comes from government funding, most of the services delivered are government initiatives and subject to government regulation in their delivery. In these circumstances, the relationship between the Catholic community and its social services agency needs constant attention and reinforcement.

I hope this report helps raise awareness in the Catholic Community of the work of CatholicCare. I hope it generates a certain pride in "our" social services. I hope it promotes a desire within the community to be involved as supporters or volunteers within CatholicCare and I hope that the Annual Report will be but one of the ways that CatholicCare will seek to inform, engage and involve the broader church community in the caring work it does in their name.

I thank the Board, Management, staff and volunteers of CatholicCare for their dedication and professionalism. I urge my fellow Catholics to interest themselves in CatholicCare's services and to support its works in every way possible.

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

# A Message from the Director

It is with a great sense of gratitude that I write this message for the CatholicCare Social Services Hunter-Manning annual report.

At CatholicCare our mission is to listen and respond to the needs of local communities by working together with key stakeholders to build a stronger, fairer and kinder society that values children, young people, families and individuals. As you read through the various articles in this report you will see that the work we do is this mission in action.

This year has been one of tremendous change within the social services sector. As with all change, it presented our organisation with great opportunities and a few challenges. As I reflect on the year that was I feel very proud of the CatholicCare team including our staff, carers and volunteers. I am particularly proud of how each team member has navigated the changes and the positive outcomes that have been achieved for vulnerable people. Our team is passionate, engaged and committed to undertaking the good works of the church.

Throughout the year we have worked diligently to achieve the outcomes listed in our 2017-2020 Strategic Plan. The fruit of this work can be seen in the increase in the services we offer, after additional funding was secured in a number of program areas across the diocese. Being responsive to local community needs is at the heart of everything we do and this is reflected in the opening of our Upper Hunter offices in Singleton and Muswellbrook. As a recipient

of government funds, provided by the tax payer, it has been essential that we demonstrate good financial stewardship to ensure our ongoing sustainability. This has meant making some difficult decisions about service direction but our participant's best interests always remain at the forefront of our thinking.

At CatholicCare we continue the mission of Christ by offering opportunities for growth, healing and hope to vulnerable people. These opportunities are offered through services and programs such as counseling and clinical services, child, youth and family services, domestic and family violence interventions and mental health and disability services. The work that we do would not be possible without the ongoing support of our Bishop and the CatholicCare Advisory Board and I thank them for their direction, guidance and support throughout the year.



**Gary Christensen**

Director of CatholicCare Social Services Hunter-Manning



# Leadership Team

- ▶ **DIRECTOR**  
Gary Christensen
- ▶ **ASSISTANT DIRECTOR**  
Tanya Russell
- ▶ **BUSINESS MANAGER**  
Megan Thornton
- ▶ **QUALITY AND COMPLIANCE MANAGER**  
David Robson
- ▶ **CHAPLAIN**  
Sr, Kim Barnes rsj
- ▶ **STAKEHOLDER ENGAGEMENT MANAGER**  
Lizzie Snedden
- ▶ **EXECUTIVE ASSISTANT**  
Rebecca Swan
- ▶ **OPERATIONS MANAGER,  
PERMANENCY SUPPORT PROGRAM**  
Maryanne Kerrins
- ▶ **NDIS PROGRAMS MANAGER**  
Bryn Hoskins
- ▶ **COUNSELLING AND  
CLINICAL SERVICES MANAGER**  
Kelly Pavan

## Office Locations



- ▶ **CATHOLICCARE MAYFIELD**  
50 Crebert Street, Mayfield NSW 2304  
**P** (02) 4979 1120 **F** (02) 4961 6710  
**E** ccenquiries@catholiccare.org.au
- ▶ **CATHOLICCARE CARDIFF**  
17 Kelton Street, Cardiff NSW 2285  
**P** (02) 4944 0700 **F** (02) 4944 0777
- ▶ **CATHOLICCARE MAITLAND**  
Suite 2/212 High Street, Maitland NSW 2320  
**P** (02) 4015 2800 **F** (02) 4934 4378
- ▶ **CATHOLICCARE GLOUCESTER**  
47 King Street, 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
- ▶ **CATHOLICCARE SINGLETON**  
16 Cambridge Street, Singleton NSW 2330  
**P** (02) 4015 2820
- ▶ **CATHOLICCARE MUSWELLBROOK**  
2 Francis Street, Muswellbrook NSW 2333  
**P** (02) 6542 4400
- ▶ **CATHOLICCARE FORSTER**  
33 Lake Street, Forster NSW 2430  
**P** (02) 6539 5900 **F** (02) 6551 3715
- ▶ **TAREE COMMUNITY KITCHEN**  
250 Victoria Street, Taree NSW 2430  
**P** (02) 6539 5900 **F** (02) 6551 3715



## Advisory Board

The past year has been an interesting and exciting one for CatholicCare as I reflect from the perspective of the Advisory Board. As a humble group of people with a mix of skills and experience who are able to provide guidance, oversight and an arena for peer review of ideas before implementing, we have had many diverse conversations. I'd like to think that the objectivity the Advisory Board provides enhances the operational performance of CatholicCare. The highlights of the year are all operational achievements by staff as that is where the real mission – of service to those less fortunate – is in action.

We welcomed Gary Christensen to the permanent role of Director after some months in his role as Acting Director, where he demonstrated capability as a committed and passionate leader and mentor for our CatholicCare operation. Gary was a part of the Advisory Board workshop that developed the draft Strategic Plan and embraced the opportunity to embed it into the operation, with a significant array of goals and actions developed as it was rolled out among staff through a series of workshops. The feedback and fine tuning showed there was a strong team culture that was keen to make CatholicCare a success for staff and, more importantly, for clients.

Guided by our Strategic Plan, we have strengthened our position in important caring areas such as Permanency Support, where a five-year contract offers us a stable and significant period to consolidate our strengths and grow. We've also successfully relocated all our residents to more modern facilities that are better suited to meeting their individual needs.

Diversification into areas where there is a need for care has been enhanced by opening offices in Singleton in October and Muswellbrook in February. Both are significant milestones in demonstrating a physical presence in these areas where these communities, so dominated by mining and agricultural boom and bust cycles, create significant challenges for the people living there.

We passed an external audit for our disability services operation. The auditors were particularly impressed with the supporting processes and documentation which enable us to consistently deliver high-quality care.

In recent months there has been a huge amount of media and social media promotion for foster carers. The response has been extremely pleasing with widespread interest from people wanting to share their lives with someone who does not have a stable living environment. The challenge now is to convert the interest into as many placements as we can and support both parties through their respective journeys together.

In conclusion I'd like to thank the Bishop for creating this guiding advisory role and my fellow Advisory Board members for giving their time and expertise so willingly to assist the many wonderful CatholicCare staff who deliver first class care to those in need.

**Greg Skinner**

Chair of the CatholicCare Advisory Board



## Our People

In line with our strategic objective around learning and growth, in June this year we held our annual staff conference at McDonald Jones Stadium.

The purpose of these two days was to foster unity and reinforce the vision, mission and values of CatholicCare among all staff. The theme of this year's conference was 'Towards Practice Excellence'. The two-day event brought together all of our teams from each office, where we immersed ourselves in individual professional development and team development.

The event was facilitated by Justine Cox from The Leaders Change Room, with the focus being on building personal and team resilience in a sector that is currently going through one of the largest reforms ever seen.

The sessions throughout the two days were designed to incorporate neuroscience, change management, leadership theory and practice, planning, action learning and coaching. The conference also provided an opportunity for teams from across the agency to come together and learn more about what each program does and how they do it.

It was evident from the team presentations that CatholicCare's staff are a passionate, engaged and professional group of people who are driven by the desire to make a difference in the lives of vulnerable people. Whilst each team provides social services to different client groups, all of our programs are underpinned by evidence-based practice that is trauma informed and empowers participants to make positive life choices for them and their families.

At CatholicCare, we pride ourselves on having a commitment to the ongoing development and education of our staff and these two days demonstrated our teams' willingness to actively participate, connect with colleagues and contribute to the discussion and workshops as we continue on our collective journey 'Towards Practice Excellence'.



## Child, Youth & Family Services

### Brighter Futures

*CatholicCare had over 120 referrals with 109 families receiving support.*

The Brighter Futures program supports parents to give their children a good start in life. This includes families experiencing unmanaged mental health concerns, misuse of drugs and/or alcohol or domestic violence. Brighter Futures can also support parents who do not have much help from family or friends and may be finding parenting tough due to a lack of parenting skills, especially involving children with challenging behaviours.



**Brighter Futures CatholicCare has helped me enrol my two children into child care and prepare for the arrival of my third baby. I'm not quite sure how I would have managed without their support.” – Karen**



Brighter Futures provides a home visiting service to identified families via referral, 90% of our families are referred from Community Services while the other 10% of our referrals are from local service providers such as health workers, schools and family support services.

CatholicCare had over 120 referrals in the 2017/18 financial year with 109 families receiving support. Of these 109 families, over 45% were Aboriginal and Torres Strait Islander families.

The year also saw CatholicCare Taree chosen as a site for the rollout of the SafeCare NSW trial. SafeCare is an evidence-based intervention addressing child neglect. SafeCare provides weekly in-home, direct skills training to parents in the areas of infant and child health care, home safety and parent-child interactions. All six of Brighter Futures' case managers and their team leaders have been accredited in SafeCare delivery.



**I can now see my daughter's cues and figure out what she needs.  
I feel like I know what I'm doing now." – Lisa**

## Early Intervention Placement Program

The Early Intervention Placement Prevention Program offers a range of services for young people aged between 12 to 17 who are at risk of mental health problems including AOD misuse, potentially going into care or the juvenile justice system or becoming homeless.

This program is funded by NSW Family and Community Services (FACS)

The service, which operates across the Maitland and Cessnock areas, also offers support and services for the families of young people. We have historically worked very closely within the school environment offering case management and case coordination services, parenting group programs and life skills groups, as well as counselling.

Over the past 12 months there has been a review of all targeted early intervention programs and in response we have changed our model of service to become more counselling focused. We have also moved from employing two part-time workers to one full-time worker.

Our focus is on connecting with the most vulnerable young people in our area who are struggling to access any type of support and on working closely with the Murrumbidgee Local Aboriginal Land Council.



## Supported Independent Living (SIL)

Our SIL program provides a range of services and supports for young people aged from 16 to 18 who have been living in either out-of-home care (foster care) or residential care. The program is for young people who have the capacity to build on their already acquired living skills and be able to live independently. Young people who have been in care associated with any service providers (including all other NGOs and FACS) are eligible for the SIL program, not just young people from CatholicCare.

### Services and support include:

- ▶ financial and practical support in finding and securing a suitable home for rent
- ▶ financial and practical support in setting up a home
- ▶ case management support in identifying and working towards goals
- ▶ support in maintaining or pursuing educational or work opportunities
- ▶ practical and emotional support in managing the running of a home
- ▶ referral to other specialist services as identified by the young person.

### Over the past 12 months we have:

- ▶ grown from 36 placements in our SIL program to 43 placements
- ▶ secured four placements in the Taree region – we have several



young people on the waiting list for the program both in Taree and across the wider region

- ▶ have seen nine young people exit after their two years on the program and have nine new participants settled in
- ▶ trialed placing two people in a two bedroom home to reduce isolation and improve outcomes
- ▶ offered participants a range of cultural activities and events to attend
- ▶ increased the size of our team to meet the increase in our client numbers.



## Permanency Support Program

The last 12 months have been focused on preparing for the implementation of massive changes across the social services sector generally, including CatholicCare Hunter-Manning in the out-of-home care space. We have been preparing and planning our new model of therapeutic care for children that we support who are unable to live with their birth parents.

Our Attachment Regulation and Competency (ARC) model focuses on understanding the impact that trauma has on the development of a child's brain and their ability to regulate themselves and attach to significant adults and others in their lives.

The new Permanency Support Program ensures that within two years of a child entering into care they will have a permanent pathway determined for them. This will be done in consultation with their birth parents, other family members and kin, their foster carers and significant other stakeholders.

Over the last 12 months we have:

- ▶ provided a loving, safe nurturing home for over 168 children
- ▶ provided ongoing support for 150 carer households, with 22 new authorised households within the last 12 months
- ▶ offered education and training for over 80 foster carer households
- ▶ facilitated weekend health and wellbeing retreats for our carers
- ▶ participated in many family-finding and family reunification activities, which saw 12 children restored to their birth families or their extended family
- ▶ 11 children were supported through guardianship and open adoption with their carers or their extended family
- ▶ facilitated an Easter Egg hunt day, a bowling event, our annual children's Christmas party, a Carers' Luncheon and we helped run the annual Foster Week Picnic in conjunction with another NGO's.



## Renewing Pathways

*125 women supported along with an additional 40 children and young people who received direct service support.*

Renewing Pathways is a domestic and family violence specific program providing case management, case coordination, education and group work to women and children experiencing or who have experienced domestic and family violence. Renewing Pathways also provides education sessions through the LoveBites Healthy Relationship program and domestic violence training and upskilling for professionals.

Renewing Pathways provides support, advocacy, referrals and safety planning, along with direct service to some children on the caseload. Renewing Pathways also contains a brokerage component which assists women with safety modifications to the home, basic needs and

establishing a life free from violence for themselves and their children.

The 2017-2018 financial year saw a new partnership form between Renewing Pathways, Women's Domestic Violence Court Advocacy Services and PCYC, where the Box-N-Balance program was created and piloted with great success. This program provides attachment building through a play at kindy gym, domestic violence support and education sessions and boxing for the mental health and fitness component. This program currently is providing weekly holistic group support for eight women and 11 children.

## Beyond the Gates

In line with our strategic direction to increase our partnerships with catholic schools and parishes, earlier this year we commenced a new program in collaboration with St Mary's Catholic College, Gateshead, called Beyond the Gates. The project provides a flexible case management service for students who are at risk of disengaging from school. The caseworker forms part of the school staffing team and has the added flexibility of being able to meet students off school grounds if necessary, as they work toward re-engagement with the school. Our data shows there has been an improvement across the measured outcomes which include school attendance, quality of class attendance and general wellbeing of the students participating in the program.

Some of this data along with the number referrals includes:

- ▶ 18 referrals have been made to the Beyond the Gates program
- ▶ 55% are Year 9 Students
- ▶ 27.78% are Year 11 Students
- ▶ 16.67% are Year 8 Students
- ▶ Students have had a 32.48% improvement in student attendance
- ▶ Students have reported improvement in wellbeing of up to 30%
- ▶ Parents have reported a 25% increase in their child's wellbeing with the interventions of the program.

Beyond the Gates is an excellent example of the benefits of collaboration between CatholicCare Social Services and Catholic Schools in the Diocese of Maitland Newcastle.





## Supporting our Carers – Carers Luncheon

It is a big step deciding you are ready to open your heart and home to foster a child or young person in need; especially those children and young people who require an immense amount of support, nurturing and understanding to help them reach their full potential.

The rewards of foster care, include making a real difference in a child's life and – in some instances – uniting them with their family, but this does not come without challenges. Foster carers need to be patient, compassionate and available as many children and young people in care have experienced neglect and/or abuse and all experience grief and loss.

At CatholicCare we recognise and appreciate the significant role that our carers play in supporting vulnerable children and young people. We endeavour to support them by providing access to training, an allowance and assistance from passionate staff.

In addition to hosting a number of social events for children and young people throughout the year, CatholicCare hosts an annual event designed specifically for our carers.

This year we hosted a Carers Luncheon at Harrigan's Irish Pub in the beautiful Hunter Valley as a way to say thank you for providing a safe and secure environment for children and young people to flourish. Our carers enjoyed the opportunity to meet one another and our staff in a relaxed environment, and were treated to massages and wine tasting, as well as gifts kindly donated by local businesses. There was plenty of laughter and smiles around the tables, indicating that a good time was had by all who attended.



## Dr Tony Attwood Speaking on Autism

CatholicCare Social Services Hunter-Manning, in partnership with the Federation of Parents and Friends Association in the Diocese of Maitland-Newcastle, invited Dr Tony Attwood to present a free information session in Maitland for carers, parents and teaching staff of children with Autism Spectrum Disorders (ASD).

Dr Attwood is a clinical psychologist who has specialised in ASD since he qualified as a clinical psychologist in England in 1975 and is renowned worldwide for his work. He currently has his own private practice, is an adjunct professor at Griffith University Queensland and is a senior consultant at the Minds & Hearts Clinic in Brisbane. As a published author, Dr Attwood has been invited to be a keynote speaker at many Australasian and International Conferences. He presents all over the world and is a prolific author of scientific papers and books on the subject.

It was an absolute privilege to have him present to our community on topics including:

- ▶ *Making Friends*: Strategies to improve social understanding and friendship skills
- ▶ the latest research in Autism Spectrum Disorders

CatholicCare and the Federation of Parents and Friends Association took the unique step of offering complimentary registration so that we could instill a greater understanding and awareness of ASD and consequently provide greater support to the local ASD community.

"Having been interested in Autism Spectrum Disorders for nearly 50 years, I'm passionate about sharing my understanding and working with parents and professionals to help children and adults who have autism," said Dr Attwood.

The event was well attended with over 200 people registering, and many had the opportunity to ask Dr Attwood questions, providing them with immense insight into their experiences with ASD.





# Social Justice



JILLIAN GALBRAITH AT THE TCK



**Keep up the good work. You are all cheerful and friendly. Thanks a million."**

## Taree Community Kitchen

The Taree Community Kitchen was established to not only provide a hot nutritious meal for vulnerable people, but to also offer a soft entry point for those needing access to essential social services in the local community.

With this in mind, CatholicCare now partners with a number of other service providers to ensure it can continue to offer multi-faceted supports. An example of this is our partnership with Orange Sky Laundry which provides a free clothes washing and drying service once a week at the kitchen. This has been greatly appreciated by many of the homeless patrons and young families who come to the kitchen for a hot meal.

The Taree Community Kitchen is open for lunch Monday to Friday and our team of dedicated volunteers has served over 15,000 meals to vulnerable people in the local community since the service commenced.

We thank the numerous local businesses and donors who continue to support the good works of the kitchen via food donation and financial contributions. Without this support the kitchen could not continue to operate.

Some key data from the Taree Community Kitchen includes:

- ▶ 21.4% of people attend the kitchen 5 days per week
- ▶ 42.9% rely on the kitchen to provide their main meal of the day
- ▶ 48% struggle financially, with income that does not allow them to buy a sufficient amount of food
- ▶ 32.1% are homeless, with an 11% increase in pensioners accessing the service.



NEWCASTLE PERMANENT  
**CHARITABLE  
FOUNDATION**



*Bakers Delight*  
We're for real.

Mayo  
Private Hospital

Taree West Plaza  
Butchery

**LAMBERTS**  
QUALITY MEATS

Eddie's Fresh Chickens

**McGrath**  
RETAIL & WHOLESALE  
**MEATS**

Solomon's Fruit  
Market

Car Park Deli

*Mentges Master Meats*  
Rustic continental shop

Manning Valley Pie  
Company

Centrepont Fresh  
Chickens & Game Meats



Old Bar Beach  
Quality Meats

Tarcol Construction

Woolworths

J&M Bake Café



**101% EFFORT - Very much appreciated! I won't forget your Christmas lunch in a hurry."**



**All is good. Shalom."**



## Partnership with Forster Parish

The establishment of our partnership with Fr. Greg Barker and the Forster Parish has allowed us to expand our services into the Great Lakes area. Instead of having a stand-alone office in Forster, we have collaborated with the parish and established a satellite office within the church premises. This approach has provided us with opportunities to work closely with Fr. Greg, the parish community and importantly with Holy Name Primary School, Forster.

Our services in the Great Lakes area include counselling, psychology services and autism and cognitive assessments. This has filled a gap in the area and it has been responsive to community need.

The partnership with the Parish has also meant that our Brighter Futures case managers and Personal Helpers and Mentor case workers have been able to deliver early intervention child protection services and mental health programs to the local community.

Our collaboration with Fr. Greg and the Forster parish is underpinned by a mutual understanding that we are called to support vulnerable people in the local community so they are empowered to live life to the full.



## Singleton and Muswellbrook Openings

*Supporting the community in the Upper Hunter*

Bishop Bill Wright and Upper Hunter MP, Michael Johnsen, were on hand to celebrate the opening of the Singleton Office and the Muswellbrook Community Hub, which brings CatholicCare, Access Programs and One Door Mental Health under one roof.

It is our strategic intent to expand into new geographic areas and become a service that is part of the local community and is known to help in times of need. The opening of the Singleton office provides a great opportunity to partner with St Patrick's Parish in Singleton and the opening of the Muswellbrook Community Hub is a showcase of true collaboration between likeminded non-government agencies who provide social services.

The opening of our two Upper Hunter offices enables CatholicCare to extend the services we provide to the wider Hunter community in general, but in particular to the number of young people and children who need our support. The establishment of offices in the Upper Hunter also allows CatholicCare to support Upper Hunter farmers and their families as they continue to struggle with ongoing and extreme drought conditions.

# Disability Services



At CatholicCare we believe that every person should have the opportunity to live their life to the best of their ability, with the respect and support of their community.

It is the focus of the Disability Services team to ensure that all participants have sufficient support to ensure they have a lifestyle where they can live as independently as possible, both at home and in the community, free of any forced dependency

upon their family or friends, and can exercise choice and control over the decisions affecting their own lives.

Whether providing the support directly or supporting participants to navigate and access services through the National Disability Insurance Scheme, our primary motivation is ensuring that participants can live a life of self-determination and aspiration.



## Supported Accommodation

We currently operate two five-bedroom, purpose-built supported accommodation residences in Newcastle supporting ten participants with varying needs. Care team workers provide person-centered, capacity-building assistance to the residents, working beside them to complete all aspects of home life to the best of their ability

### Cindy's Story – Individual Goals

As a participant in CatholicCare's Supported Accommodation, Cindy is encouraged to work hard and achieve her goals. One of Cindy's goals is to improve her literacy and numeracy skills. To help her achieve this aim, CatholicCare staff are supporting Cindy to attend classes at Ability Options on a weekly basis. After each class, Cindy is given homework and enjoys completing this with the support of her Care Team Worker. Cindy says she loves working towards her goals, having one-on-one time with her teacher and spending time with CatholicCare staff while completing her homework.

## Community Access

Our Community Access team supports participants to live as independently as possible in their own home. We assist people with self-care and provide domestic supports, while aiding people with a disability to access the services and facilities of their local community. Supports may range from assistance with dressing, showering and toileting, meal preparation, domestic duties and help accessing appointments, the completion of grocery shopping and attending community outings and events. Our community access program promotes choice and control for the individual accessing the service.

### Ignace's Story – Culturally and Linguistically Diverse Supports

Ignace is a man with a disability who migrated to Newcastle from Burundi in Africa. On arrival in Newcastle Ignace was provided with settlement support from the Refugee Hub, a part of the Diocese Development and Relief Agency (DARA). The team at the Refugee Hub referred Ignace to CatholicCare's disability support team so we could work with him to develop a support plan that would allow him to continue living independently at home and maintain his connection with his family, friends and local community. Being mindful of cultural sensitivities, two members of the local Burundi community were brought on board as Community Access workers to provide support to Ignace. Ignace is provided with daily supports in the areas of self-care and domestic assistance. Helping Ignace maintain contact with the local Burundi community is an ongoing priority. Recently Ignace enjoyed supported trips to Goulburn and Adelaide to visit family.



## Co-ordination of Supports – Psychosocial supports

Our team provides a Support Coordination Service for people with mental health issues who require psychosocial supports in the Manning area. A large proportion (70%) of our client base has transitioned from the Personal Helpers and Mentors (PHaMs) program to NDIS over the past 12 months. CatholicCare's support coordinators help participants increase their ability to access supports independently. This can include empowering them to access and coordinate their own supports and providing assistance to help them actively participate in the community. Support coordination is about enhancing a participant's ability to manage and direct their own services. It provides the flexibility to help participants find the community, employment and accommodation options that are right for them. It is also the role of support coordinators to build the capacity of participants to make the most of the flexibility in their plans.

## Paul's Story – Empowerment

Paul is a former CatholicCare PHaMs participant who was granted an NDIS package for his psychosocial disability. He chose CatholicCare to provide him with support coordination so he could get the most benefit from his NDIS plan. Paul's physical disability began to have a severe impact on his daily activities. It was noticeable that he was reducing his social activities and missing counselling appointments due to ongoing back pain. His electric scooter was aging and in need of repair and Paul did not have the finances to replace or maintain it. Paul was supported by CatholicCare's support coordinator to gather the necessary assessments and reports to request a review of his NDIS plan for additional funding. After receiving support from an Occupational Therapist, Paul now has a Peak Pioneer 10 Scooter and a portable foam gel cushion with lumbar support which he needs while attending meetings and community outings. He also has a lift chair for his home and physiotherapy to enhance his physical wellbeing. Paul has said that without this support he would not be able to move. Paul now attends many group activities with the combined PHaMs and NDIS community access and has become a great mentor to other members of the group having successfully improved his quality of life. Paul is now offering support and understanding to other participants who may be experiencing mental health concerns.



# Mental Health

## Counselling and Clinical Services

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 support and achieve optimum mental health. People can self-refer or be referred to our clinical services across our CatholicCare offices and outreach locations, which are positioned to maximise our community access and availability for all.

### Counselling

*6,536 counselling sessions were conducted.*

This is a 107% increase in the number of counselling session conducted over the past 12 months. This reflects the positive reputation, growth and progress of the counselling service in the community over the past 12 months.

CatholicCare employ a team of psychologists, provisional psychologists and counsellors to assist individuals, couples and families to enhance their mental health and wellbeing. Anyone can turn to us for supports in areas such as, dealing with the daily stresses and competing demands of a busy modern lifestyle and support with the management of chronic mental health conditions. There is no age restriction for the client, as the team has the expertise to work with any age bracket.

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 strengths and skills to cope with the presenting problem.



Our counselling service is accessible and affordable, with a range of referral pathways:

- ▶ Medicare
- ▶ Private Health Funds
- ▶ NDIS
- ▶ Government subsidised counselling
- ▶ WorkCover/Comcare
- ▶ Carers NSW
- ▶ Full-fee paying



## Adoptions Counselling

*21 adoptions counselling sessions were conducted.*

CatholicCare's adoptions counselling service is a free, fully-funded government program for anyone considering adoption of a child, or 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 psychologists with the skills and experience required, including empathy and a person-centered focus.

## Clinical Assessments

*47 people participated in clinical assessments.*

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

The types of assessments available include:

- ▶ Autism Assessments
- ▶ Intellectual/cognitive and memory
- ▶ Developmental
- ▶ Sensory
- ▶ Behavioural and adaptive functioning
- ▶ Screening for ADHD/ADD.





## Access Newcastle Hunter and Manning – Employee Assistance Program (EAP)

1,149 EAP sessions were conducted, a 42% increase on last year.

CatholicCare is an Employee Assistance Program provider partnering with the nationally recognised ACCESS Programs. Access Newcastle Hunter and Manning is an Employee Assistance Program (EAP) offering individual counselling and workplace consulting services aimed at enhancing employee mental health, improving workplace morale and boosting overall productivity.

Our EAP services have grown over the past 12 months to include:

- ▶ *Short term, solution-focused counselling*
- ▶ *Executive Coaching* – to heighten executive learning, improve workplace performance, enhance relationships and produce greater leadership efficiencies.
- ▶ *Workplace mediation* – fosters shared respect through improved communication and can mend and preserve strained working relationships.
- ▶ *24/7 emergency phone support* – for employers and clients.
- ▶ *Regular Workforce Health reports* – provide an organisation with an overview of workplace trends, progress and costs.
- ▶ *HR initiated referrals* – to support performance improvement in the work place.
- ▶ *Critical Incident Response* – to workplace events that occur outside the regular course of work and have the potential to cause trauma to stakeholders involved.
- ▶ *Professional supervision* – allows an individual to talk to someone outside their organisation about work and the various factors that influence and impact on him/her personally and professionally. Key focus areas may include competency, accountability, professional development, personal support and confidentiality.
- ▶ *Tailored workplace training packages* – including lunch time “Brown Bag” educational sessions on a range of mental health awareness topics to more extensive staff and manager training.
- ▶ *Constantly developing online services for organisations and their employees to access* – including online mental health resources, calendar of mental health events, topical monthly blogs and feedback options.
- ▶ *Workplace Mental Health Policy consultant services* – to support organisations to develop Workplace Mental Health policies that promote the mental health and wellbeing of all staff through workplace practices, and encourages staff to take responsibility for their mental health and wellbeing.

### Critical Incident Response: A Case Example

A critical incident is a workplace event that occurs outside the regular course of work and has the potential to cause trauma to stakeholders involved.

A serious assault occurred at the workplace and the staff were understandably experiencing a lot of feelings around this; anger, fear, anxiety and concern. This had to staff absenteeism, low morale, lost productivity, service disruption and there was potential for the development of longer term mental health ramifications for employees.

Our counsellor attended the site and met with the team involved in or affected by the incident. Education, support and group work was delivered, and some of the individuals involved went on to access further one-on-one support. The manager of the service provided really positive feedback about the team’s experience of coming together to process this incident, having their feelings and responses normalised and learning about when to seek further help and support. This was an example of the difference that early intervention can make in managing work place incidents and the kind of diverse support that EAP programs can offer.

# Our funding agencies, member associations 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 and Newcastle Permanent Charitable Foundation.

## 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 2018

	Note	2018 \$	2017 \$
<b>INCOME</b>			
Grant Funding		13,894,699	12,587,550
Donations & Fundraising Income		28,222	22,093
Fee for Service		2,982,438	3,671,453
Interest Income		46,721	66,810
Rent Income		317,999	462,082
Contributions from Diocese & Related Entities		1,538,707	1,297,886
Other Income		850,692	924,413
<b>Total Income</b>		<b>19,659,478</b>	<b>19,032,287</b>
<b>EXPENSES</b>			
Advertising		153,364	155,007
Agency Temp Staff		599,050	812,297
Audit Fees		47,498	48,344
Amortisation		65,342	50,301
Conferences & Professional Development		134,313	66,859
Consulting Fees		90,987	145,396
Depreciation		387,048	382,477
Client Support Costs		4,812,402	4,528,747
Information Technology		257,296	189,138
Insurance		71,850	68,240
Management Fees		461,193	294,860
Membership Fees & Subscriptions		57,550	43,856
Motor Vehicle Expenses		341,938	313,990
Non Capital Equipment Purchases		111,321	199,095
Office Rental Expenses		924,760	826,639
Property Expenses		239,842	226,887
Printing & Stationary		69,128	77,427
Salaries & Wages	7	10,882,066	10,774,777
Telephone, Fax & Internet		118,413	152,428
Training Presentation Expenses		41,521	8,779
Other Expenditure		566,408	420,532
<b>Total Expenses</b>		<b>20,433,290</b>	<b>19,786,075</b>
<b>Operating Profit</b>		<b>(773,812)</b>	<b>(753,788)</b>

The above income statement should be read in conjunction with the accompanying notes.

# Financial Report

## CatholicCare Social Services Hunter-Manning

### Balance Sheet

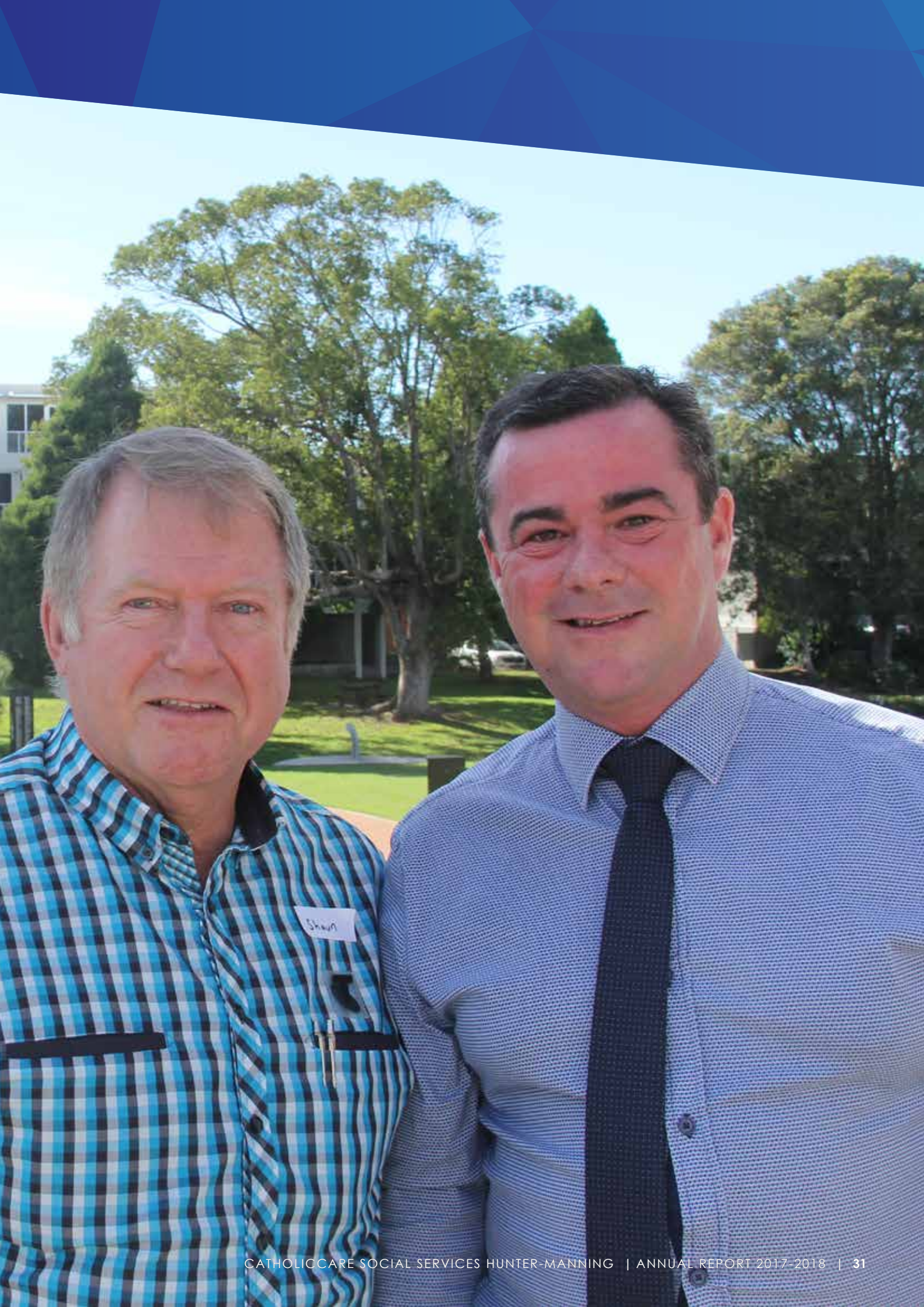
For the year ended 30 June 2018

	Note	2018 \$	2017 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	3	2,430,066	3,599,606
Trade and other receivables	4	1,841,806	930,895
<b>Total current assets</b>		<b>4,271,872</b>	<b>4,530,501</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	5	477,790	839,437
Intangibles	6	174,222	204,308
Total non-current assets		<b>652,012</b>	<b>1,043,745</b>
<b>Total Assets</b>		<b>4,923,884</b>	<b>5,574,246</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade and other payables	7	2,119,744	1,877,578
Provisions	8	394,010	545,485
<b>Total current liabilities</b>		<b>2,513,754</b>	<b>2,423,063</b>
<b>Non-Current Liabilities</b>			
Provisions	8	172,917	140,158
Total non-current liabilities		<b>172,917</b>	<b>140,158</b>
<b>Total Liabilities</b>		<b>2,686,671</b>	<b>2,563,221</b>
<b>Net Assets</b>		<b>2,237,213</b>	<b>3,011,025</b>
<b>EQUITY</b>			
<b>Retained earnings</b>		<b>2,237,213</b>	3,011,025
<b>Total Equity</b>		<b>2,237,213</b>	<b>3,011,025</b>

The above balance sheet should be read in conjunction with the accompanying notes.

# Taree Community Kitchen

[www.catholiccare.org.au](http://www.catholiccare.org.au)





50 Crebert Street, Mayfield NSW 2304

**Phone** 02 4979 1120 **Fax** 02 4961 6710

**Visit us online** [www.catholiccare.org.au](http://www.catholiccare.org.au)

**Email** [ccenquiries@catholiccare.org.au](mailto:ccenquiries@catholiccare.org.au)