



Formerly Centacare Catholic Family Services

Caring for the whole community

ANNUAL REPORT 2010 -2011





THANK YOU

CatholicCare would like to thank all those who contributed to this report, including Directors, Managers and their teams.

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VISION

'I have come that you may have life and have it to the full.'
(John 10:10)

MISSION

The mission of CatholicCare is to build on the Gospel vision of 'life to the full' for families, individuals and communities in all their diversity. We seek to achieve this especially for those who are vulnerable or disadvantaged through:

- provision of services that improve the lives of those in need
- a focus on the prevention of further social need
- advocacy for greater opportunity and fairer social structures.

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Critical support for families

Dear Friends,

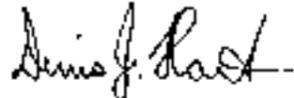
Although families are a crucial building block of society, they face an increasingly difficult task in our complex world. Financial and time pressures fuelled by technology and economic need mean that for many families, much more time is spent at work and online than together.

While new technology brings great breakthroughs in communications and work brings many opportunities, they can (if not checked), take away from the most important communication of all - which is simply to be available for those close to us. A meal shared; problems worked through; some healing words and soothing gestures; all of these help create a family and a home wherein children and adults find acceptance and belonging. In such a home, all are nurtured and encouraged in turn to take on their own social responsibilities and to live their lives to the fullness of their potential.

In society today, families come in many shapes and sizes but regardless of the particular shape and size, families need support. Economic and social policy should aim to strengthen families; and programs that assist families at times of change or crisis should be encouraged and promoted.

It is those types of programs that I have asked CatholicCare to provide throughout the Archdiocese on behalf of the Church. Outreach to families affected by problems related to addiction; programs offering counselling to couples seeking to get their relationship back on track; support for families with a member in prison; relationship education programs for those on the threshold of marriage; support for families in communities affected by economic hardship or recovering from bushfires; these are all the types of programs that CatholicCare offers to families in need.

Congratulations to the Chairman, Mr Frank Swan and the Board, all staff, volunteers and supporters on an excellent year; the seventy fifth year of dedicated service. On behalf of the Catholic Church in the Archdiocese of Melbourne, thank you for your contribution to this mission of service to the broader community.

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Archbishop of Melbourne



Looking to the future

In April 2011, the year of its seventy fifth anniversary, Centacare Catholic Family Services became CatholicCare. The journey had commenced in 1935 when the Catholic Social Services Bureau was created; later this became the Catholic Family Welfare Bureau, then Centacare and now CatholicCare. The name has changed but the original mission to serve the community and the needs of families remains central. CatholicCare is a name which identifies us strongly with our origins, our mission and our commitment to serve the whole community.

Reflecting on the activity of CatholicCare over the decades, one can only begin to imagine the positive influence that the organisation has had on the many thousands of individuals and families who have come to it in moments of crisis and great need. While CatholicCare has been able to touch the lives of many over the years, our staff are also acutely aware of the extent of unmet needs in the community. The challenge for CatholicCare remains to grow its resources so it can address more of those needs, and reach out into those new communities and suburbs where there is a lack of support services.

This year has given us the opportunity to celebrate our achievements and reflect on our past, with a view to our future. We are therefore well positioned for the development of our 2012-2015 plan which will help us meet the challenges ahead in a timely, efficient and effective way.

The Bishops of Victoria and Tasmania established a new entity, CatholicCare Victoria Tasmania this year, with the aim of creating joint contracting by Diocesan welfare agencies for the provision of social services. This promises to open up new opportunities for all members including CatholicCare and the Centacare agencies across Victoria and Tasmania, and will in time help us to realise some further efficiencies.

This year, CatholicCare has been active in support of refugee families settling in their new land; families affected by the grief associated with substance abuse and addictions; couples seeking to rediscover their dreams and hopes as they rebuild failing relationships and the many others who have turned to us in times of personal crisis. I wish to commend the professionalism and dedication of management and staff, which ensures that CatholicCare continues to have a positive healing influence in the lives of many of these needy families and individuals in the Melbourne and Geelong regions.

Once again, the ongoing support from the Archbishop and the Archdiocese of Melbourne is greatly appreciated, as is the support from our many service partners and generous donors.

Finally, I thank my fellow Board members who give so generously of their time and who have articulated a clear vision for CatholicCare as we embark on our next seventy five years of service on behalf of the Catholic Archdiocese of Melbourne.



A new name – and an unfaltering commitment to our vision

Anniversaries are important events, they provide a point in time to reflect on the past and project to the future. That has certainly been the case for us this last year when we celebrated our origins as a family welfare agency in 1935 and then opened another chapter in our history by changing our name to CatholicCare.

Celebrating 75 Years

In 1935, Australia and indeed the world, was in the grip of the Great Depression. Communities and families around Melbourne and Geelong were not spared, with unemployment in 1935 stuck at more than 20 per cent. This difficult economic and social situation saw many Australians being left behind – families struggling to get by frequently did not have the means to keep their children at home. Too many felt forced to hand their children over to the care of orphanages and institutions of the state. This caused much heartache and broke apart many families forever.

Into this situation in Melbourne came a couple of newly trained social workers – Norma Parker and Connie Moffit. They were Australia's first professionally trained social workers, having recently graduated in the new discipline from the Catholic University in Washington DC.

Once back in Australia, they advocated for and provided support to families so children could remain within the family unit wherever possible. The interventions of Norma and Connie contributed a great deal to the eventual de-institutionalisation of child protection and the improved welfare of vulnerable children and families. Norma and Connie prevailed upon Archbishop Mannix for the Catholic Church to establish an organisation in Melbourne which would support families in need. And so the Catholic Social Services Bureau was born under their leadership.

Our Name Change

Our name may have changed over the years and the programs and services have developed. Yet what has remained throughout the organisation's history is a commitment to support families wherever they are in need. The new name of CatholicCare, adopted in April 2011, is intended to convey that we are a Catholic agency which cares for all in the community who are in need or require support - regardless of their faith, cultural background or personal values.

CatholicCare gives expression to the Church's social justice mission and emphasises a sense of solidarity. The concept of solidarity implies that when one member of the community is suffering, then the whole is diminished – and that in the spirit of the Good Samaritan, we have real responsibilities to assist those who have fallen by the wayside – without discrimination.

Continuing Focus on Families

Our own history and expertise has focussed our efforts on families in particular and this is also where we see our focus into the future. Families, in whatever way they are constituted, provide the foundations for the development of our children. Ideally, it is within families that children are loved and nurtured and grow to become responsible members of a broader community. Families, when encouraged with sufficient means and the right supports, also provide a place of love, a place of belonging when adversity strikes or when ageing and ill health begin to take a toll. CatholicCare stands firm to support families in their crucial social role.



Given limited resources, we are never able to do all that we would wish. So, as a matter of priority, we seek to work particularly with those who experience the greatest need and who may not have the capacity to pay for vital support services. In the past year, this has seen us maintain our numerous programs and services as well as focus further on the needs of refugee families and asylum seekers. We have provided family counselling in some communities in the western suburbs and Geelong region where there are currently few supports; and established family directed drug and alcohol counselling in the northern suburbs.

Funding

The funding for all our programs remains very constrained with Government funding failing to keep pace with real cost increases. None of what we have achieved could have been accomplished without the financial support of both Commonwealth and State Governments, our loyal and generous donors, our partners such as Cabrini Health and Give Where You Live (Geelong), and the outstanding support of the Archdiocese. This Archdiocesan support has been reflected especially through the parishes and the sponsorship of key programs through the Archbishop and his Finance Council.

Continuing to Evolve

While funding is a necessity, it is not of itself sufficient in ensuring good quality responses. What is also needed is imagination, commitment and persistence. I am very pleased to report that there is no shortage of these attributes at CatholicCare. From the dedicated staff and volunteers working directly with clients, to those providing the background administrative support, to the Managers and Directors and right through to the highly skilled and generous Board, the mission of CatholicCare is in excellent hands. We will build on our strong tradition established over the past seventy five years as our organisation continues to evolve to meet ever changing needs.



COMMUNITY SERVICES

CatholicCare's Community Services work to build connections across and within communities, reducing social isolation and disadvantage.

We focus on supporting individuals, understanding their best supports are found within families, workplaces and communities.

Our aim across all Community Services programs is to build people's self esteem and self reliance to be able to enjoy all aspects of their life to the full.

Empowering the vulnerable and disadvantaged

2010-11 has been a year of consolidation for CatholicCare's Community Services programs. We have continued to focus on quality service provision, meeting the needs of families and individuals experiencing a range of challenges – alcohol and other drug misuse, refugee and humanitarian entrants settling in a new country, employees affected by critical incidents in their workplace, vulnerable families seeking help to support their children, children in need of families through adoption and permanent care, and families seeking asylum and protection in Australia.

Much time and energy has been put into working together across the programs to enable us to achieve external accreditation, assessed by QICSA (Quality Improvement and Community Services Accreditation).

ACCESS Programs

In 2010-11, the number of workplaces supported by our ACCESS Employee Assistance Programs has again increased, with employees able to access skilled counselling, mediation and critical incident response clinicians. In addition to these services, the team has offered employers a range of professional development opportunities relating to maintaining health and wellbeing in the workplace, managing stress, and supporting staff experiencing mental illness. The core counselling services provided through ACCESS Programs enables employees to receive free, confidential counselling. This can support them in addressing a wide range of personal and work-related issues including family, health, substance abuse, financial, relationship or emotional concerns.

Alcohol and Other Drug Family Service

The funding for this program diversified in 2010-11 to include partial and ongoing funding from the Department of Health. Two one-off grants were also received from the Department for specific work with the Cambodian, Laotian and Vietnamese communities. Fundraising through the incredible support of the Friends of St Mary of the Cross continues to provide much needed financial support and awareness raising. Through the generous support of a private donor, we have been able to extend our services into the Northern growth corridor, with a full-time Drug and Alcohol Counsellor now located at CatholicCare's Bundoora office. Proceeds from the Gala Ball, including income from generous donors such as major sponsor National Australia Bank, enabled us to further extend the Alcohol and Other Drug Family Service.

Family Support and Out Of Home Care

The Family Support and Out of Home Care teams are now based together at the Footscray office, with Family Support workers also providing services from the Werribee office. Supporting families embarking on adoption and permanent care of children is valuable and complex work. As a statewide provider, we work with families across Victoria to provide for children in need of nurturing family environments. The Family Support Program works with vulnerable families to overcome their difficulties and maintain wellbeing, with the aim of enabling children to remain with their families of origin.

Refugee & Settlement Program

The Refugee and Settlement Program continues to work with newly arrived refugees and humanitarian entrants settling in the Dandenong, Western and Wyndham-Melton areas. The program provides a range of services for women, men, young people and children and families. The overall aim is to empower families, individuals and communities to be self-reliant and connected within their own cultural communities and the broader Australian community.

Our People

Having commenced at CatholicCare in May 2011, I have been struck by the skill, dedication, enthusiasm and vision of each member of the Community Services team. I am excited by the prospects for continuing growth and expansion of our valuable services for vulnerable members of our community.

Our Future

Over the next twelve months, Community Services managers and their teams will be focusing on opportunities to work collaboratively for better outcomes for service users across program areas.

We will also spend time developing our new Asylum Seeker Support Program. By working with parishes and communities, we seek to establish housing support for extremely vulnerable families awaiting an outcome from the Department of Immigration for their claim to asylum and protection.

We are also conscious that 2012 will herald the commencement of a new Strategic Plan for CatholicCare and we look forward with enthusiasm to contributing to the development of our new plan.

Addressing health and wellbeing in the workplace

ACCESS Programs is an Employee Assistance Program (EAP) that provides employer-funded, confidential counselling services to employees. As well as providing counselling for work related or personal issues, ACCESS Programs provides a suite of professional services to organisations, including critical incident responses, workplace training, workplace mediation and management consultation.

Employers engage ACCESS Programs for specific services tailored to suit the needs of the workforce, and designed to support their health and wellbeing. Organisations recognise that work related challenges impact on employees' personal lives and similarly, personal challenges impact on employees in the workplace.

Although ACCESS Programs was established in Centacare offices around the country in 1989, it is only in the last decade that ACCESS Programs has shown real growth in Melbourne. At the same time, ACCESS Programs has also grown at other Centacare sites. ACCESS Programs is a revenue-driven, business unit of CatholicCare. In the 2010-11 financial year, the revenue was more than double that of 2005, with in excess of \$600,000 being billed for EAP services across 100 companies.

More companies are choosing to use ACCESS Programs as their Employee Assistance provider because of the values fit between CatholicCare and their own organisation. The values of CatholicCare are reflected in the work done by staff and sub-contracted practitioners and this is a significant differentiator in the marketplace.

ACCESS Programs' enduring vision is to be not only the EAP provider of choice among the Catholic Social Services sector but also the broader commercial sector.

Staff and contractors working for ACCESS Programs believe that our work, be it counselling or management consultation, helps all employees "live life to the full" and that our services increase the wellbeing of the entire organisation.

Pulling Together After Disaster

In 2010, ACCESS Programs was asked to assist a team of 30 people from a large organisation when a new team manager came on board.

The manager felt that this team had very distinct sub-groups who didn't communicate, were reluctant to help and continually complained about each other. An ACCESS Programs consultant met with the four different groups to assess the barriers and issues within the team.

It seemed that another sub-group was always to blame, along with management. This team had experienced a series of managers, had significant periods without a designated leader and wanted their concerns and grievances taken seriously by the larger organisation. Common themes emerged during discussions – poor internal communication, a lack of interaction between different departments, and no sense of belonging to a larger team. Analysing our service data revealed an increasing demand for ACCESS Programs services within their organisation over the last few years, with large numbers of employees seeking regular counselling or assistance.

ACCESS Programs developed a unique coaching program for the new manager, including six sessions of strategy development to make subtle differences to team interaction in small but vital ways.

A few months after the ACCESS intervention, the team was physically split up as a result of a natural disaster affecting their worksite. Once the physical damage was repaired and all team members were back at the original location, they joined in a review meeting with the manager. ACCESS Programs was asked to facilitate a discussion about the previous weeks and how productivity and service delivery had continued, despite the disaster. Common themes emerged - everyone had pulled together, information sharing was occurring and a great sense of a team of "people helping people" had developed. Many people expressed their delight and happiness at being part of such a capable team and all expressed gratitude to the manager who had not given up on them over the past year.

The team had made an effort to mend and build relationships in the workplace as a result of watching the manager build those strong relationships across the team. As a result, they were all carrying much less stress in the workplace.

ACCESS PROGRAMS PROVIDED

3,307 SESSIONS

Restoring wellbeing and repairing relationships

CatholicCare's Alcohol and Other Drug Family Service (AODFS) recently celebrated its 10th anniversary. This milestone exemplifies the commitment of the Archdiocese to the community of Melbourne, to safeguard those who are defenceless and in pain. Previously, there were no services dedicated to supporting families affected by substance abuse.

Good family relationships form the key to the success of rehabilitation and preventative programs. The Alcohol and Other Drug Family Service (AODFS) is focused on restoring the wellbeing and relationships of those affected by problematic alcohol and other drug use.

Within our community, there are pockets of disadvantage, particularly amongst those who are young and lacking family supports. At the same time, the proliferation of illicit substances has increased, with traffickers targeting the most vulnerable.

Sadly, alcohol abuse also continues to be a major concern. A new report from the Alcohol Rehabilitation & Education Foundation summarises the impact of alcohol on Australians.

- Almost three quarters of Australian adults were negatively affected by someone else's drinking in the period 2009-10
- More than 70,000 Australians are victims of an alcohol-related assault every year (including 24,000 caused by alcohol-related domestic violence)
- Almost 20,000 Australian children were victims of substantiated, alcohol-related child abuse

Strengthening Families

Approximately two thirds of our clients are the family members of users, and we work with them in a range of ways. Our Community Educator focuses on the Cambodian, Laotian and Vietnamese members of our community, centred around the hotspot of Richmond. She strengthens parents' knowledge in order to help them to prevent problems or to deal with issues they are currently facing. We also provide families with information about alcohol and other drugs. More than 560 families benefited from this program over the last financial year, an increase of over 30 per cent compared to the previous year. The Community Educator works closely with other professionals also providing assistance to the local Indo-Chinese community.

Our team of Counsellors supported 743 families last year. This represents an increase of more than 50 per cent over the past two years, reflecting the growing demand. Services were provided from the St Mary of the Cross Centre in Fitzroy as well as our offices in Footscray and Bundoora and the Cyrene Centre in Noble Park. In response to the pressing need for support for families in the northern metropolitan region, a private benefactor has generously funded a specialist Alcohol and Other Drug Counsellor in CatholicCare's Bundoora office.

With the financial support of the Department of Human Services, the Archdiocese and parishioners, our benefactors and our inspiring Friends of St Mary of the Cross, we have continued to provide support ranging from crisis intervention to acting as a stable, long-term presence for families dealing with severe problems. Recovery from problematic use is often characterised by relapses. Our mix of funding sources enables us to offer the continuity of care that is often the determinant of successful recovery.

Supported Playgroups

Another expression of our focus on families is CatholicCare's three Alcohol and Other Drug Supported Playgroups, which supported 27 families over the last year. Their goal is to reduce the isolation of families affected by problematic alcohol and other drug use and to improve the quality of care these parents provide to their children. The playgroups are a wonderful opportunity to engage these families after they have just entered this important period of caring for infants and toddlers. Research tells us this is a window of opportunity to disengage people from substance abuse. Our group in Noble Park focuses on Vietnamese-speaking families, and is conducted with our partners at the Dandenong Deanery's Cyrene Centre, with funds supplied by the Brigidine Sisters and the Lord Mayor's Charitable Foundation.



WE SUPPORTED **1,330** FAMILIES AFFECTED BY ALCOHOL AND OTHER DRUG MISUSE

Helping families stay together

The Family Support Services Program is funded by the Department of Human Services to provide in-home family support, advocacy and group work for families with complex needs. Some of our most vulnerable families experience a mix of family violence, family breakdown, substance abuse, mental illness, disability, poverty and social exclusion. Our aim is to assist families to build on existing strengths to maintain the family unit, and provide a safe, stable and nurturing environment for their children.

We provide support to families with children of all ages from 0 to 18, including unborn children. The Family Support Service is provided through CatholicCare's active involvement in the Integrated Family Services model. This model operates under the Department of Human Services' 'Child FIRST' program. We provide a range of services for families living within the Maribyrnong, Melbourne, Moonee Valley, Hobson's Bay, Wyndham and Brimbank/Melton regions.

We work with families to strengthen the parents' ability to support their children's safety, stability and development. We also help families build strong parent-child relationships and enhance their understanding of each other. We increase parents' skills to manage their children's behaviour and assist families to reduce their sense of social isolation by increasing their connections to the community.

Culturally and Linguistically Diverse Group Programs

Client numbers continue to grow, as does our work with culturally and linguistically diverse (CALD) clients. One way we support and assist our CALD clients is to provide group work. This type of work is especially important to those who are isolated in our community, either through lack of family support or English language skills.

To help overcome such isolation, we commenced a group in 1997 for Vietnamese mothers with limited English. After almost 14 years, the group is still running. The group operates on two levels, Beginners English and Advanced English. The group's purpose is multi-faceted, including providing an opportunity for women to support each other, helping to reduce isolation, as well as improving written and spoken English, which in turn assists with integration into the wider community. It also provides opportunities

for mothers to enhance their parenting skills by having guest speakers talk about parenting and women's health. Currently as many as 15 mothers come weekly to the group – the majority of the women are Vietnamese and we have one mum from Papua New Guinea. Our mums range in age up to their 60s. Children frequently accompany their mothers, and to provide some respite, a childcare worker is employed to look after the children each week. Our mothers come with many experiences. Some are newly arrived migrants, a very small number are refugees, and there are those who came to Australia during the Vietnam War.

What is really heartening is to know that at least three of the mothers did so well with their English they have gone on to study childcare courses and found employment, and another has found employment with an insurance company. One other success story is that of a single mother, Kieu, who has three children, two of whom are hearing impaired. When Kieu came to the group she was quite isolated and unaware of services available to her and her children. Kieu went on to improve her English and her self-confidence grew. By the time Kieu finished with the group, her new found confidence had helped her find employment and a great circle of friends and she was linked into the most appropriate services to support the needs of her children.

It's been a year of hard work and developmental growth towards best practice. In April 2010 the hard work and dedication of the Family Support Services team resulted in the program being awarded Quality Assurance accreditation by QICSA, under the Registration Standards for Community Service Organisations (funded service providers for the Department of Human Services). This brought to a culmination a two year process of self review and improvement work.

FAMILY SUPPORT ASSISTED **220** FAMILIES



Recreating family connections

Our Adoption and Permanent Care Programs attempt to balance everyone's needs while supporting the placement of children who are often vulnerable and unable to live with their biological families. Our Adoption Information Service helps to provide a greater sense of identity and reunites families.

Adoption Information Service

The Adoption Information Service has experienced an increase in requests for searches over the last 12 months. We are privileged to provide the opportunity to bring together people seeking information on lost or previously unknown family members. One such story involved a request from brother and sister, William and Mary, to search for a brother adopted out more than 60 years ago, whom they only learnt of in 2010. After exhaustive searching, the three siblings met up and were eager to develop lasting relationships.

Permanent Care

The Permanent Care Program provides permanent placements for children who are over the age of twelve months and have special needs. We also accept referrals for placement of children from the Department of Human Services. Two education training sessions were held this year, assisting prospective Permanent Care parents to develop their confidence, knowledge and skills to care for some of the most traumatised children in our community – children who are unable to stay permanently at home with their biological parents.

Permanent Care parents provide a much needed stable, nurturing family environment for a vulnerable child or siblings who have experienced a background of abuse and neglect. Such a home setting helps children feel safe and secure, whilst being able to maintain their identity and connectedness to their family of origin.

Without these wonderful parents, we could not successfully link children into their new families. Children coming into our care hope for the chance to belong to a family once again, and CatholicCare continues to seek loving families to care for these children.

Adoption

In the past year, our Adoption Program has had a higher number of infants relinquished for adoption. We are pleased to say all the babies were successfully linked to accredited, adoptive parents, one or two of whom were second time applicants.

Whilst all these babies are healthy and active, there are some who come to us with quite severe disabilities, most often impacting their physical and mental capacity.

Anne's Story

One such child is Anne who was born with a condition called Bilateral Schizencephaly – this means that a cleft developed in her brain while she was in utero. Anne has developed symptoms that mirror those of Cerebral Palsy but her condition is not degenerative or progressive. After almost a year of advertising and searching, we were extremely fortunate to link Anne with her new adoptive parent, Viv.

Viv has so much professional and personal experience to help her in addressing Anne's needs. Viv has worked in the disability field, trained as a mothercraft nurse, then worked in community development and social work. Viv's gentleness, her care and consideration of Anne's disabilities just shine out. The immediate bond between the two of them was incredible to witness.

Viv explains her motivation in adopting Anne: "I had another little boy called Jay who died in 2000. I cared for Jay from the time he was eighteen months – when the doctors said he would only live for three weeks – and he survived until he was 4 ½ years old. I loved Jay dearly and I know the joy he brought. When you have children with special needs, you don't have the same expectations but it's all the little things that really matter – like when Anne spontaneously smiles when I just walk in the room.

"Anne's a country girl now and she's settling in beautifully at home on our bush block with the horses, dogs, chickens and a cat. She adores being with the animals and she loves the wind in her face when we're outside."

Anne has been blessed with a new big sister, Maddie. Maddie has autism and is non-verbal, but just after Anne arrived, Maddie was at her Specialist School signing 'Baby, baby' and excitedly pointing to Anne's photo.

Anne will continue to face many challenges but she will always have the best supports available. She has been growing well and having fewer seizures. Viv says, "My wish for Anne is that she lives a happy and fulfilled life and reaches her potential, developing whatever skills she can." CatholicCare will provide support to Anne and Viv on an ongoing basis.

THE ADOPTION INFORMATION SERVICE RESPONDED TO

58

ENQUIRIES FOR THOSE SEEKING INFORMATION ON LOST OR PREVIOUSLY UNKNOWN FAMILY MEMBERS

Building a sense of community

The most recently arrived refugee communities in Australia must overcome huge challenges to be able to settle successfully in their new homeland. They often have chronic settlement issues, as well as physical and mental health problems resulting from exposure to extreme violence, war and trauma in their countries of origin. Many have little exposure to complex Western economic, legal, political and social systems.

CatholicCare's Refugee and Settlement Program (RSP) provides responsive settlement support services to recently arrived families and individuals from refugee and humanitarian entrant backgrounds. This program focuses on assisting emerging refugee communities to develop their skills, build independence and support their participation in Australia's socio-economic system and develop a sense of belonging in their new country. We are currently working mainly with the African, Afghan, Burmese (Karen and Chin), Iraqi and Iranian communities.

Culturally Sensitive Services

Services include:

- Casework and referral services
- Capacity building and ongoing life skill development through the traditional village-like women's and men's social support groups – which also serve as a means of sharing stories, reducing isolation and strengthening job readiness
- Interest free loans and financial literacy education
- After School Hours Learning Support Program
- Young Parents' Support Program
- Assisting mainstream agencies to work with newly emerging refugee communities to provide maternal and health services, parenting programs, housing and employment support, family violence, family mediation, access to women's refuges, the justice system and foster care.

A total of 1,515 client contacts (668 in South East and 847 in the Western suburbs) were responded to in the year 2010-11. A total of 5,690 referrals were made to link clients in with appropriate specialist and universal services.

Three hundred and forty nine linguistically and culturally sensitive social skill development and information sessions were delivered to 4,127 participants. Participants are taught life skills such as parenting, cooking, healthy eating, sewing, computing, personal care, transport, pre-employment skills, banking and money handling, shopping, tenancy, medication, emergency support services and English language skills.

The After School Hours Learning Support Program engaged 145 students in Braybrook, Hoppers Crossing and Dandenong to tutor newly arrived students and help them cope with their mainstream schooling. Twenty four young mums were offered extensive case management support under the Young Parents' Support Program.

CatholicCare has secured a grant from the National Australia Bank and FaHCSIA through Good Shepherd Youth and Family Services to expand the only ethno-specific No Interest Loans Scheme (NILS) service. Forty eight loan applications were approved and 19 culturally and linguistically appropriate financial literacy workshops were provided to 209 participants.

Job ready skills were provided to 128 participants through vocational skills, English conversation, computer skills and citizenship classes. Twenty six participants qualified with Certificate II in Horticulture and 17 participants qualified with Certificate II in Painting and Decorating. Five of the participants have established a social enterprise under the Green Patch – Sowing the Seeds Project and two participants secured employment.

4,127

PARTICIPANTS BENEFITED FROM SOCIAL SKILL DEVELOPMENT AND INFORMATION SESSIONS

CatholicCare secured a grant from the Victorian Department of Planning & Community Development. The funding enabled a feasibility study on strategies to empower the newly emerging communities to facilitate their settlement process. This will focus particularly on building partnerships and collaborations between target groups and local governments, neighbourhood houses, schools, sport and recreation services, and local parishes. Once completed, the results will be used to develop a demonstration project.

In order to better meet the needs of our services users, we have recently established a new office in Dandenong, and co-located with other services in Laverton and Melton.

As the reputation of the Refugee and Settlement Program has grown, more and more people are accessing our services. Our goal is to further diversify the services to offer targeted assistance to refugee families and individuals in response to their specific needs and circumstances. Promoting self-reliance among refugees remains a high priority, as does advocating pathways into formal training leading to vocational qualifications.

Creating a sense of home and community

In December 2010, CatholicCare joined with MacKillop Family Services and Jesuit Social Services to assist in the care of unaccompanied minors and vulnerable families under the Community Detention Program (CDP). The program was expanded by the Federal Government as part of a commitment to move all children out of Immigration Detention Centres while their claims for asylum are processed.

CatholicCare established an expert Reference Group with representatives from the Brigidine Asylum Seeker Project, Catholic Social Services Victoria, Missionary Sisters of Service, Asylum Seeker Resource Centre, CatholicCare's Refugee and Settlement Program, and volunteers to develop our Asylum Seeker Support Program. As well as those under the Community Detention Program, we were also keen to address another area of significant need – asylum seekers on bridging visas awaiting the resolution of their claims for asylum and protection. With minimal government funding and support available, the needs of families with children are particularly intense.

Parish Support

CatholicCare wrote to parishes in December 2010, seeking assistance to provide accommodation for asylum seekers. Several generous offers were made, and at the end of the financial year, we have four confirmed properties and another two under negotiation. The program is set to expand further.

Parishes are key to the success of this program. Each house is supported by local volunteers trained to provide social, emotional and practical support to families seeking asylum.

Program Aims

This program aims to achieve the following outcomes:

- Asylum seekers, including families with children and individuals, are housed appropriately
- Families, children and individuals are assisted to access education, language development, cultural support, emotional and psychological support
- Asylum seekers are able to live independently in the community and build connections which can be sustained if their application for permanent residency is successful
- Parishioners are engaged actively in supporting asylum seeking families and individuals
- Parish communities increase their understanding and empathy for asylum seeking families and individuals
- Parishes actively engage in social justice activities

The establishment of the Asylum Seeker Support Program would not have been possible without the incredible support of the parishes of Forest Hill, Hawthorn, Noble Park and Oakleigh, Sisters of Charity Community Care, Brigidine Sisters, Missionary Sisters of Service, Order of Malta, Gill Family Foundation, Asylum Seeker Resource Centre, Australian Red Cross Migration Support Programs and two truly wonderful and committed volunteers, Adrian Foley and Hans Zerno.

AT THE END OF THE FINANCIAL YEAR, WE HAVE

6

HOMES FOR ASYLUM SEEKERS. THE PROGRAM IS SET TO EXPAND FURTHER.

In Australia, we are fortunate to be able to freely choose our religion. Yet in Iran where Alex and Sherin come from, practising Christianity can signify to the authoritarian Government that you are an enemy of the state.

In 2010, Alex and Sherin converted from Islam to Christianity. They knew they were risking their lives when they were secretly baptised in a Catholic Church where they never dared to worship. They held Christian gatherings at their house, risking everything for their faith.

They hoped to celebrate Christmas without fear, and so they arranged a holiday in Australia in December 2010. Only days before their departure, armed security agents burst into their home, attacking them and their Christian friends. Fortunately, Alex and Sherin managed to escape their home and their country. They left everything behind, the Government confiscating their bank accounts, their house and their car. They still don't know what happened to their Christian friends, and since their escape, Sherin's brother has been beaten by security agents and Alex's mother threatened with imprisonment.

After arriving in Australia on tourist visas, Alex and Sherin sought asylum in January 2011. That same month, the Wall Street Journal reported that dozens of Iranian Christians had been arrested in the fortnight before Christmas.

Alex and Sherin fear they will be condemned to death if they are forced to return to Iran. Sherin suffers from constant nightmares. They live in a state of anxiety as they await the Department of Immigration's decision on their refugee status. Alex and Sherin do not wish to stay in Australia simply to enjoy a better lifestyle. They wish to stay in Australia so they can survive.

Alex and Sherin were the first to find accommodation through CatholicCare's Asylum Seeker Support Program. They are taking English language classes and are well connected with the parish community in which they are living. Their anxiety remains high but they have the unconditional support of many ordinary Australians who demonstrate kindness, compassion, a sense of inclusion and hope.

Postscript: Now Alex and Sherin have protection visas, employment and study.

Walking the journey together

The third year anniversary of the Black Saturday bushfires has passed. Much has been done to rebuild communities; much remains to be done as people continue to rebuild their lives. CatholicCare will continue to work alongside these communities for the long haul and will walk with them as they progress along their journey of recovery.

Since its inception, the Bushfire Community Recovery Service (BCRS) has provided a variety of programs and services to those affected by the Black Saturday bushfires. The service is spread amongst the many communities affected by the bushfires and has developed and funded a wide range of different programs, services and community events. Many new and exciting innovations have been made possible.

Our multidisciplinary team continues to work with the communities over an extended period of time. Funding which was originally approved for three years has been extended for a further year in recognition of the continuing need for support.

Counselling

Our different services and projects, developed with assistance from community members, support and assist in the healing and recovery of the community. These services include counselling and outreach counselling. A unique attribute of our service is the capacity of counsellors to continue to provide outreach work. The counselling component delivers between 58 to 60 sessions weekly. Sessions last between 1 to 1.5 hours depending on need.

Partnership Projects

Whilst there are formal counselling sessions, there are also a number of pastoral type sessions, which are delivered not only through our pastoral assistant but also through the Community On Ground Assistance Program. It provides practical assistance to people rebuilding their properties. Based on the principle of “a hand up, not a hand out”, it assists those most in need who simply do not have other resources at their disposal. This partnership project, along with the Kinglake Ranges Volunteer Resource, was developed this year through generous funding from the Victorian Bushfire Appeal Fund.

We also provide a range of facilitated support groups, programs and workshops, which provide emotional support to community members.

We have funded a number of community events that have assisted in bringing community members together with an emphasis on healing the community as a whole. Other projects and services have focussed on providing informal support through recreational activities, which can provide much needed respite and the opportunities for light-hearted, social interactions.

Community Development

Community development and community partnership projects also underpin the service delivery. As a team, we have over 75 contacts each week with community engagement and community development projects. There are a number of key principles that the workers in this team have utilised for productive community development practice. Some of these are:

- Understanding the local context
- Sharing the community's vision for the future
- Locating oneself within the community
- Supporting self-determination
- Supporting collective responses
- Seeking positive social change for all communities in the locality
- Engaging in both action and reflection

It has been fundamentally crucial to remain aware of what is unfolding and not to impose our notions of the best solution on the individuals, families and communities. It is important to be flexible in discovering the best possible responses to the crisis. Listening, consulting, collaborating and, in the end, working closely with all the other people and agencies in the fire zone has brought about the kind of disaster recovery program that could be a model for disaster recovery into the future.

We have been extremely privileged and humbled to work in communities where the spirit of solidarity, grace and tenacity has been so evident since Black Saturday in 2009.

This awful catastrophe is not the end but the beginning. History does not end so. It is the way its chapters open.

— Saint Augustine

WE SUPPORTED COMMUNITY MEMBERS THROUGH **243** COUNSELLING SESSIONS



COUNSELLING & FAMILY SERVICES

Our Counselling and Family Services team assists couples and families to work through difficulties and develop and sustain strong and supportive relationships. When there is conflict, we aim to help minimise the pain and ease families through transitions. Our school counsellors help students to succeed educationally and to overcome social and emotional difficulties.

Building strong relationships and support systems

Our Counselling and Family Services continued to provide valuable support for the community over the past year. Our main programs are the Federally funded Family Relationship Services (FRS) and the School Counselling Unit. This year, we developed a number of new initiatives and extended our existing services. We also focused on enhancing program capacity.

New Initiatives

Over the last twelve months, we have developed several new services in response to emerging needs and government funding opportunities. One of our particularly interesting start-ups is a support program for refugee children, youth and families. It is located in the Geelong suburbs of Corio and Norlane where greater numbers of refugee families are settling. Typically, the refugees are grappling with adjusting to a new culture, as well as dealing with the trauma they sustained in their home countries. This pilot program was funded by Give Where You Live (formerly United Way Geelong).

We also obtained funding to provide family counselling services in Melbourne's outer western and northern suburbs. Through this financial year, our practitioners have worked in Hoppers Crossing, Melton, Sunbury and Mernda. All these areas are on Melbourne's rural/urban fringe where the development of new housing estates is generating rapid population growth. Young couples and families with small children are moving into these areas, and finding few community services to meet their needs.

Extending Existing Services

In 2010/11, the Attorney General's Department gave the program extra funding to extend its work with Family Law Pathways Networks. These are vital umbrella groups that bring together the key players working with separated and divorced families. Membership includes solicitors, court staff and Family Relationship Services providers. CatholicCare has traditionally run the Family Law Pathways Network for Melbourne and has now been invited to take on a statewide role. The program now supports existing networks in Barwon, and has assisted with the development of new programs in Shepparton, Ballarat and Mildura.

Strengthening Program Capacity

Over the last financial year, one of our priorities has been strengthening ongoing program evaluation and performance monitoring processes. We used the Results Based Accountability framework (RBA) to create new measures of success for our services.

Our current major project is to review and upgrade the ongoing evaluation processes of our larger programs. This year, we looked at our Parenting Orders Program (POP) and Pre-Marriage Education.

Clinical Supervision and Professional Development

We have a strong commitment to provide good clinical supervision and professional development. We see this as the cornerstone of ensuring quality service delivery and the key to retaining staff. Our short courses are available to both our staff and professionals from other agencies and continue to attract strong community interest. This year, 'Core Concepts in Couple Counselling' and 'Play Therapy' were particularly popular. We also ran these courses in regional Victoria in response to invitations from local agencies.

Going Forward

Our Counselling and Family Services team is looking positively towards the future. We have forged a partnership with the City of Stonnington to offer family support at a community centre on a high-rise public housing estate in Prahran. Cabrini Health will fund this project. As part of the new CatholicCare Victoria and Tasmania collaboration, we will also be working more closely with the Centacare agencies across Victoria and Tasmania.



Providing support through difficult transitions

This has been a hard year nationally and internationally with wars, environmental disasters, political unrest, financial pressures and social dislocation. The impact of these external forces can escalate personal and relationship difficulties. In these times, we rely more than ever on significant others to help prevent us from becoming overwhelmed by life's threats. Our relationships with partners, family, friends, colleagues and community are particularly important for maintaining our resilience and wellbeing.

What then if any of these relationships become particularly problematic, or if problematic relationships from our past have left us feeling incapable of forming or maintaining supportive relationships? Initially, we may try to sort out our problems by ourselves. Or we may act out our frustrations, sometimes in antisocial, unhelpful ways. We may turn to parents, priests, coaches, teachers or friends, or professionals such as GPs and counsellors for help.

At CatholicCare, we are proud of the calibre of our family counsellors. They are all psychologists or social workers with specialist training in relationship counselling, up to date in the latest research and training in issues affecting our clients. We provide in-house professional development and specialist training courses (such as Couple Counselling and Working with Children) and topics dealing with specific issues such as helping people after affairs, or with sexual difficulties, addictions, effects of trauma, Asperger's Syndrome, or separation.

In this financial year, we have helped 4,356 new clients through our counselling programs and we are proud of the feedback from clients about the service they have received. The following case study will provide an illustration of the issues that a family may present with, and what transpired in the course of counselling provided by CatholicCare.

When a Mother has to Say Goodbye

When Tony and Mietta came to CatholicCare for counselling, they appeared to be a young couple with everything they could hope for. They had a loving relationship, a beautiful three year old daughter, Mia, and were surrounded by a supportive, extended family. Both had successful careers.

Unfortunately, they had just been informed of another 'traveller' in their life journey – cancer. Mietta had recently been diagnosed with a malignant melanoma and the prognosis was not good. Tony and Mietta were both struggling with the shock of the diagnosis and as is often the case, their individual grief reactions were different, and difficult for each other to understand.

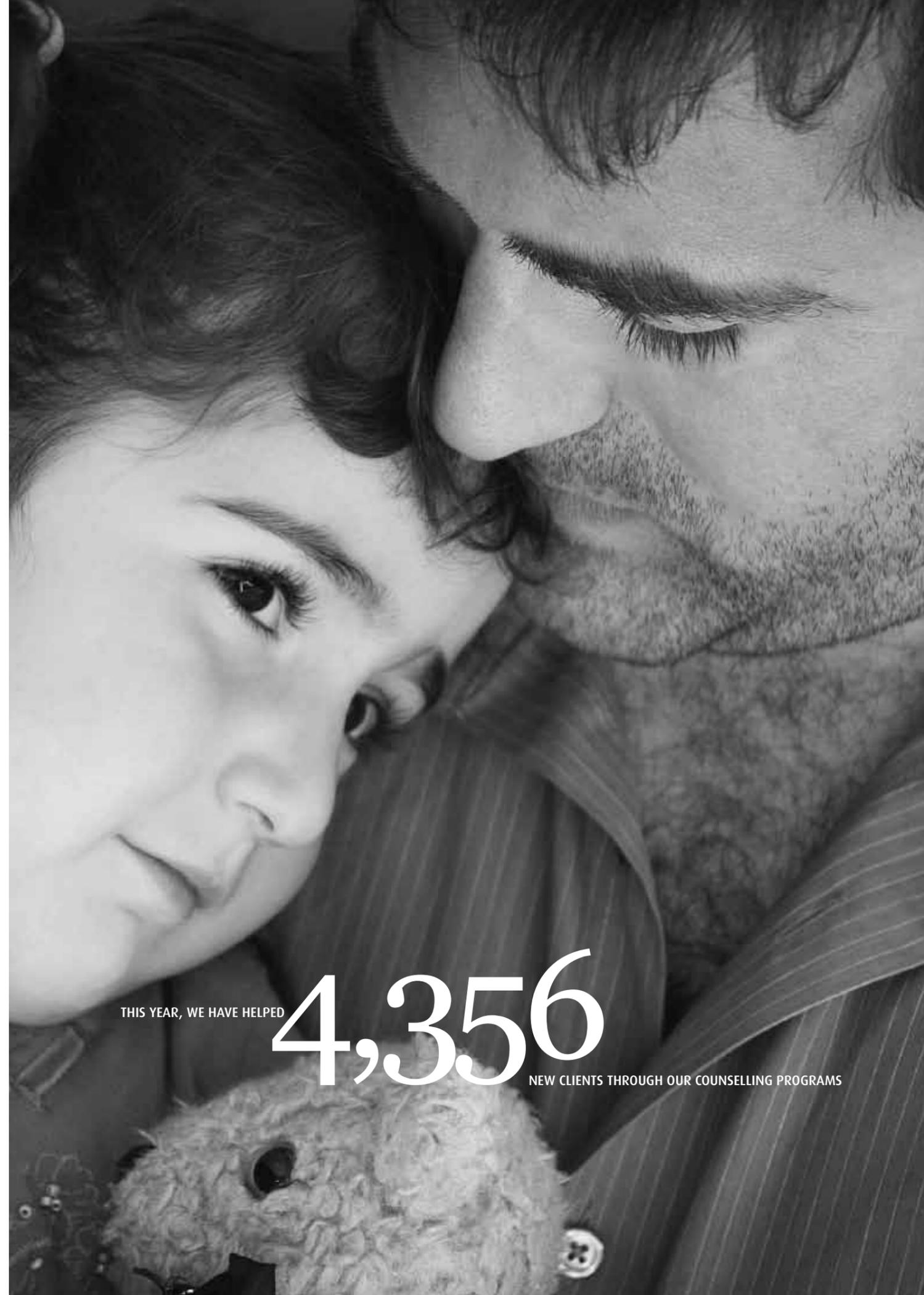
Tony wanted to stay positive, refusing to believe that the cancer was terminal. The grandparents and extended families were also totally focused on 'treatment and cure'. Facing the alternative was heartbreaking.

Mietta was reeling in her emotions and thoughts. She wanted most of all to discuss her wishes for Mia's care after she was gone, including her dreams for her future, and what needed to be in place to ensure Mia had memories of her mother, and her mother's love.

In counselling, both Mietta and Tony could safely discuss their own loss and grief journey, and were still able to be there for each other. Counselling was also provided for the extended family, assisting them with the emotional roller coaster as Mietta's illness progressed. Together, the family set in place a plan for the ongoing care of Mia, and a support network for Tony was created.

Two days before Mia's fourth birthday, Mietta died peacefully with her family around her. Mietta's mother and Tony continued with their counselling. The following is Tony's honest evaluation of his counselling sessions:

"You helped me to see beyond my own fears, and this enabled me to be fully present for Mietta when she needed me most. I will miss her every day of my life, but I am happy to know I allowed her to plan for our daughter's future. This gave her peace."



THIS YEAR, WE HAVE HELPED

4,356

NEW CLIENTS THROUGH OUR COUNSELLING PROGRAMS

Addressing the gaps in support services

This program was originally established to support rural communities coping with climate challenges. When the drought eased, we received an extension of government funding in recognition of the ongoing stress, financial pressures and family separations being experienced by rural and outer suburban communities – where there are limited support services. Unfortunately, the funding ended in December 2011, but our counsellors had managed to help increase the resilience in these communities and our counselling services are able to continue in some of these areas.

Geelong Region

The Geelong branch of CatholicCare has offered valuable rural information, counselling and support programs to the Geelong/Barwon area for the last four years. Annual funding provided by the Federal Government under the Drought Assistance program was renewed regularly in response to the long term drought conditions in this region.

The constancy of drought conditions and the uncertain implications of climate change have created stressors within rural communities and families.

The Geelong program grew and responded to these needs by building significant community rural partnerships and developing a program to support and strengthen people through this long term crisis. It offered a blend of counselling, group work, education and skills training, farm gate cold calling, partnership building and community development activities. Services have been offered at Bannockburn and throughout the Golden Plains region, Winchelsea, Torquay, Ocean Grove, Drysdale and Lara.

This program has highlighted the scarcity of support resources pre-drought, and the continual lack of rural family support services. As the Federal funding ended in December 2011, we are most concerned at the partial withdrawal of services from our rural localities and from families in need.

Wellington and East Gippsland Shires

CatholicCare has worked in partnership with Centacare Gippsland to provide the Drought Community Support Program. This program was based in Sale and assisted communities in and around Maffra, Heyfield, Rosedale and Bairnsdale. The service offered individual counselling and support, couple and family counselling, outreach home visitation to farms, community development information, psycho-educational facilitation and skills training, community service network participation and referral.

Much of the community development and educational skills have been delivered in partnership with the Gippsland Rural Outreach Workers Network. Highlights have included a support group for isolated rural women, camps for women and families, a community pamper day, mental first aid educational seminars, the Koorie Women's Project, financial/budgeting workshops and other psycho-social educational and skills seminars.

The service's main focus was community strengthening and resilience building, and bringing socially isolated people together. Clients' issues ranged across the mental health spectrum, with the majority seeking help with relationship conflict, separation and breakdown, and the financial burden and stress of a rural community struggling after years of drought. Added to these issues are the disadvantages that rural communities face with the lack of services in rural and regional areas.

WE ASSISTED

502

PEOPLE THROUGH THE RURAL AND OUTER SUBURBAN SUPPORT PROGRAM

Outer Suburban Communities

In June 2010, CatholicCare received a funding extension to its Rural and Outer Suburban Support Program, enabling our counsellors to support communities in Melton, Sunbury, Mernda Village and Hoppers Crossing. For people living in outer suburban areas there are special challenges, including social isolation and the lack of infrastructure and support services. Financial hardship is also a 'hidden' issue, when people over-extend to purchase a family home only to find the mortgage is too great a burden. The facade of the beautiful homes in the newly developed areas may hide many dark secrets. High levels of stress often lead to marital conflict, drug and alcohol misuse, or domestic violence. There are serious impacts on children.

Our counsellors focus on supporting families and communities, aiming to keep them together. If parents make the difficult decision to separate, we assist them with post-separation parenting plans to ensure the impact on children is minimised.

Justin and Kerrie's story below illustrates the positive outcomes of this program.

Justin and Kerrie have two young children. Justin recently lost his job and they've been unable to meet the mortgage. One of their children also requires expensive early intervention for an autism disorder. Justin and Kerrie presented at CatholicCare's Rural and Outer Suburban Support Program because Justin was highly stressed and had turned to alcohol. On one occasion he'd been violent towards Kerrie and while he was remorseful, Kerrie was afraid to

stay with him due to her own childhood experiences of family violence. With the help of their relationship counsellor, they are working towards family reconciliation and Justin is receiving support from CatholicCare's Alcohol and Other Drug Family Service.

Responding to communities with acute needs

In addition to Geelong's core counselling programs at McKillop Street in the centre of Geelong, almost a third of our services are now based within the northern suburbs where transgenerational poverty is having an enormous impact on families.

In 2007, CatholicCare in Geelong began to respond to the needs of the Corio/Norlane/Rosewall regions, which had unfortunately been receiving inadequate community and family support resources. For some families, this contributes to transgenerational poverty. The average weekly income for the Corio, Norlane and North Shore area is currently \$326, and with 15 per cent unemployment, many families are finding life tough and are in desperate need of support.

Family Counselling and Advocacy Services

In response to a request from the City of Greater Geelong, CatholicCare has focused on family counselling and advocacy services, with an emphasis on support for families with young children. We have integrated our specialist counselling services into a holistic model of support to meet the complex needs of our clients, and offer them the best possible service. Extensive partnerships have been developed with education, health and community service providers, and co-located where possible.

In 2010, CatholicCare facilitated the formation of a family and community hub, with six service providers working closely together in the Rosewall facility. Sadly, in January 2011 the building was burnt, forcing agencies to seek temporary premises whilst the local government considered rebuilding.

The fire has resulted in significant losses for clients and the local community. Whilst services now run from temporary premises, unfortunately the integrated service model has yet to be reinstated.

Child, Youth and Family Refugee Counselling and Advocacy Program

Based on the quality work provided in the Northern suburbs, CatholicCare's Corio/Norlane team has been funded by Give Where You Live to support the social and emotional needs of newly arrived young migrants in the North. We have co-located counsellors at North Geelong Secondary College and Northern Bay College, Vermont Avenue, giving refugee students easy access to the service. We also support their families.

To date, we have worked closely and intensively with young people from Burma, Liberia, The Democratic Republic of Congo and South Sudan. Some students have arrived alone, unaccompanied by a parent. They must therefore live with distant relatives or other community members. Many are struggling with cross-cultural conflicts, and others are being assisted to work through the traumatic experiences they endured before coming to Australia.

Geelong has recently been identified by the Department of Immigration as the primary regional target for settling refugees over the next five years. As numbers increase, our work will become increasingly important to these communities.

The launch of this exciting, innovative program at our 'Name Change and 75th Anniversary Lunch' was a highlight of the year. Over 120 CatholicCare supporters and local partners attended the event in May, demonstrating the strength of our local network of stakeholders and supporters.

Yet CatholicCare in Geelong faces a potentially difficult year as our North Geelong programs are not government funded. Our challenge is to consolidate a secure funding base that will enable us to continue to provide services to the most vulnerable members of our community.

In 2010/11, we have been enormously grateful to the following funding sources: Give Where You Live, Newsboys Foundation, Geelong Regional Parenting Centre, Percy Baxter Trust, Jack Brockhoff Foundation, and The Geelong Community Foundation.

The case study below illustrates the vulnerability of the young migrants who need our support.

Sixteen year old Arun is trying to deal with his sense of feeling threatened in public places whilst he negotiates his way through "normal" adolescent experiences. Traumatized by the death of his father and grandparents in the Burmese camps, Arun has found his new life in Corio extremely difficult. With the support of an interpreter, our work with Arun is slow and gentle as we move towards helping him to understand his experiences and see the positives that may lie ahead in this, a free country.

THE NORTHERN GEELONG PROGRAMS SUPPORTED

160

NEW CLIENTS

Understanding the impact on the children

Reflecting CatholicCare's expertise in post separation services, we are involved with three Family Relationship Centres – at Geelong, Greensborough and Sunshine. CatholicCare is the lead agency for the Geelong Family Relationship Centre.

Geelong Family Relationship Centre

The Geelong Family Relationship Centre (FRC) is managed by CatholicCare in collaboration with our consortium partners: City of Greater Geelong, Glastonbury Community Services, MacKillop Family Services and Relationships Australia (Vic). Since its establishment in 2007, the service has experienced a steady increase in demand for relationship support, particularly to assist families navigating separation.

A key focus of our work is helping parents to manage relationship issues, undertake Family Dispute Resolution, and develop agreements or parenting plans which are child-focused and made in the best interests of children. We provide intensive counselling support and group programs for parents experiencing high conflict following separation, via the Parenting Orders Program. Our work also includes information and referral advice.

During this past year, there have been a number of changes and enhancements to our service and practice model. These have included:

- Legal practitioners now providing legal information in Family Relationship Centres. We have developed a partnership with Barwon Community Legal Service and Victorian Legal Aid (Barwon) to provide this service, and offer free legal appointments for clients at the FRC
- The integration of the Parenting Orders Program and case management of clients seeking Family Dispute Resolution within the FRC
- The introduction of information sessions (including legal information) in Colac on a monthly basis for both clients and professionals

- Active involvement in the Geelong Federal Magistrates Court Circuit through the provision of Family Relationship Services information
- The development of a partnership with Bethany to provide integrated service provision to separated parents through the Building Connections program and streamlined referral processes

We have continued to provide child-inclusive practice and maintain extensive supervision, support and training to our highly skilled staff. Thank you to our consortium partners for enabling us to provide a more comprehensive service response to clients.

Client Feedback

We have received insightful feedback from many clients who have made positive changes to their behaviour as a result of participation in our programs:

"The children need to know that the separation is not their fault and that their parents love them."

"The homework was helpful as it made us practice at home and my kids could see how I was trying to be a better parent."

"I am going to change my parenting arrangements as I now understand the impact on the children."

Since the Family Relationship Centre was established, there have been significant increases in clients attending the Centre for Family Dispute Resolution and the Parenting Orders Program. In the first year of operation, the Centre assisted 822 clients compared to 1,611 clients this financial year, representing an approximate 100 per cent increase in clients. We also provided services to a small proportion of culturally and linguistically diverse clients and indigenous clients.

Clients have attended from across our region. The largest proportion of clients, 59 per cent, is from within Geelong. 18.5 per cent are from the Bellarine Peninsula, 5.4 per cent from Colac Otway Shire, 6.2 per cent from the Surf Coast Shire and 2.8 per cent from Golden Plains Shire. The remaining eight per cent reside in metropolitan Melbourne and rural Victoria.

The Family Relationship Centre provides an important service to many families across our catchment, assisting with relationship issues and facilitating the development of parenting plans in the best interests of children following relationship breakdown.



THE GEELONG FAMILY RELATIONSHIP CENTRE ASSISTED

1,611

CLIENTS WITH POST-SEPARATION SERVICES THIS YEAR

Building a new parenting alliance

Our small team of Family Dispute Resolution (FDR) practitioners continues to operate from our Bundoora, Dandenong, Footscray, Geelong, Malvern and Mitcham locations. Our brief is to work with separated couples, assisting them to resolve issues involving children and/or financial matters, without the need to take the expensive and potentially destructive alternative of going to court.

While we aim to assist people to resolve their disputes, our work is at a deeper and more fundamental level. Clients come to us as separated adults in dispute with each other. All too often, the separated parents are unable to focus together on the wellbeing of their children. At a time of turmoil when the children need their parents to give them extra understanding and support, their parents can find that the separation process has left them with nothing more to give. Our work is at its most valuable and rewarding when we see people make the shift from being adults in dispute, to the point where they are able to put their adult issues aside and create a new alliance as parents, working together for the sake of their children.

Where appropriate, we work in conjunction with CatholicCare counsellors. Sometimes there is emotional baggage due to the separation process, or other issues which get in the way of parents focusing on the needs of their children. The counsellor works with the parents on the “elephant in the room” type issues to enable them to properly engage in the dispute resolution process. This process is called conjoint mediation and therapy.

Child Inclusive Practice

Counsellors may be involved in Child Inclusive Practice, where a counsellor will spend gentle therapeutic time with the children, checking how they are coping with their new and very different post-separation world. The counsellor then joins the next meeting with the parents as the children’s voice in the room, encouraging the parents to be aware of how their children are really feeling, and to base ongoing planning and decision making around best meeting their children’s needs. It is often a powerful and moving process for practitioners as well as parents. The following case study illustrates the importance of Child Inclusive Practice.

Our Family Dispute Resolution (FDR) Program team works closely with our Parenting Orders Program team at the Bundoora and Footscray offices, with referrals in each direction and both teams working with some clients. We also work with our FDR colleagues at the Geelong Family Relationship Centre for shared training and supervision, discussion of current issues and future trends.

We are involved in a program at the Dandenong Federal Magistrates Court, greatly appreciated by the legal practitioners, and are regularly involved in external events, such as the Victorian Family Law Pathways Network.

The parents of 9 year old Alex and 11 year old Joel came in with deep anger and resentment between them, and a real mistrust of the capacity of the other to be a proper parent. One of the tools the Child Inclusive Practice worker used was to have Alex and Joel separately look at cards of bears, and choose ones which best represented their mum and dad in various situations. The bears ranged from angry, threatening, scared, aloof et cetera to warm, inviting, funny and happy. Both Alex and Joel chose the same two cards as each other – one for mum and one for dad. Both cards showed a bear that was safe, loving and welcoming. It was important for the mum to hear the children’s message about how they saw their dad. In turn, dad was able to hear the same positive message about how the boys saw their mum.

Removing the negativity and mistrust from the equation in such a simple but profound way made the discussion about how much time the boys would spend with each parent so much simpler, and more amicable.



THE FAMILY DISPUTE RESOLUTION PROGRAM ASSISTED **688** NEW CLIENTS

Parents for life

Our Kids Parenting Orders Program (POP) assists separating parents to forge more co-operative parenting alliances that will support and nurture their children as they grow and develop. We help parents recognise that even though their relationship may be over, they are parents for life.

The Our Kids Parenting Orders Program commenced operation in 2006 in anticipation of amendments to the Family Law Act (1975) that focused on the “Shared Care and Responsibility” for children of separating parents. In the ensuing years, the program has worked with over 2,500 clients, assisting parents to forge more cooperative parenting alliances that will support and nurture their children. This year, we have once again met our target, working with 581 clients, as well as providing 15 post separation parenting groups across the Footscray and Bundoora service outlets.

The individual and family counselling components are acknowledged as vital to preparing clients to embrace change. Once engagement occurs, a thorough understanding of the family’s situation is reached over a number of sessions. Parents can then take part in the eight week Smart Moves Separated Parents Program.

In keeping with the aim of continuous improvement, the group component, Smart Moves was externally evaluated. Over 90 per cent stated that they had put into practise material covered in the group, in order to manage their post separation parenting. This ensures that our service continues to provide best practice.

Diverse Client Group

Over 30 per cent of our clients are from culturally and linguistically diverse backgrounds. Timely access to interpreters is vital. Often, family counsellors/case managers conduct family sessions or present material from Smart Moves in a condensed and culturally appropriate manner via interpreters. This allows clients from diverse backgrounds to gain more from Smart Moves and effectively fulfil their court orders, which require them to attend post separation parenting programs.

Networks

We continue to work closely with other CatholicCare post separation services, such as the Family Dispute Resolution Program and the Geelong Family Relationship Centre (in particular POP), as well as the Contact Centres at Community West and Berry Street.

The following case study illustrates the importance of the different components of our program and how important it is for the service to liaise with other post separation services.

Like most of our clients, Phil and Pam were referred by the Family Court. Following a traumatic separation, Phil had filed with the Court in the hope of reconnecting with his child whom he had not seen for 18 months. The family had experienced extreme conflict and everyone was feeling very vulnerable. Phil and Pam arrived at CatholicCare with extensive, directive court orders that stipulated an interdisciplinary approach to reunification and involved a number of courses.

Although Phil and Pam were motivated by different expectations, they both engaged willingly with their case manager and completed the Smart Moves group program. Family reunification cases require extensive therapeutic work to restore and strengthen both parenting and child/parent relationships. Individual work with Phil and Pam and their child was also facilitated. Over an extended period working at the pace of the mother and young child with calmness and patience, therapeutic work enabled Phil to become a caregiver again.

To date, Phil is having regular fortnightly contact with his child monitored by a Contact Service. The parties are working towards a parenting plan later in the year.

THE PARENTING ORDERS PROGRAM HAS ASSISTED

581

MEMBERS OF SEPARATING FAMILIES ACROSS THE NORTHERN AND WESTERN REGIONS OF MELBOURNE



Building strong and healthy relationships

Healthy relationships underpin the wellbeing of the whole community and are a significant factor in reducing the impact of life stresses and disadvantage. While CatholicCare offers many services designed to pick up the pieces when life becomes difficult, the Marriage and Relationship Education Unit is in the privileged position of caring for the whole community. It provides opportunities for individuals, couples and families to work towards building strong and healthy relationships during various life stages.

Partnerships

Marriage and Relationship Education has been part of CatholicCare's suite of services for 30 years. Where programs once had 30 or 40 couples listening to different talks, we now run the Partnerships program with qualified educators. Twelve couples explore sound, well-researched information that they learn to apply to their own marriages. One couple shared the following feedback: "We were surprised that the program was so much fun. But more importantly, it gave us time to discuss some things we hadn't thought of and to think outside the square about how to understand the differences we have, especially when we have a disagreement."

Foccus

Foccus is an inventory process for individual couples and is often selected by older couples, or where one or both are marrying for the second time, or couples who are time poor. The following comment is reflective of the response of many Foccus couples: "It was great to have time to stop and reflect on our relationship with a great facilitator."

Bringing Your Baby Home

Thirty years ago, ante-natal classes were only developing. Now, with greater research and knowledge, we understand how important it is for couples making the transition to parenthood to care for their relationship. Bringing Your Baby Home helps couples discover parenting together while keeping their own relationship intact. Strong, happy couples give children a wonderful environment in which to grow. At a recent Bringing Your Baby Home program, one couple said, "This program was very positive and helped us to think about how we will look after our relationship, and the importance of the father's involvement in the baby's life."

African Dads and Kids Program

We have been thrilled at the response to our African Dads and Kids Program. The program takes fathers away with one of their children

for a camping weekend of fun, bonding activities and formal learning sessions. The men have the opportunity to explore the differences between being a parent in Africa and a parent in Australia. It is an opportunity for fathers to discuss how to address the many challenges their children face in adapting to this new culture, and how to renegotiate their own roles. Many refugees find it challenging to keep their families together, particularly as their children mature, so strengthening the family unit is critical in enabling refugee families to successfully settle in Australia. Many of the dads say they get so much out of the camps that they ask to attend the next camp with their other children. Word about this program has spread quickly throughout the local African communities, to the point where demand far outweighs availability. Some of these fathers now feel empowered to act as community leaders and mentors, passing on their learning to other men in similar situations.

GodStart Post-Baptism Program

In the busyness of life, many couples and families have few opportunities to connect with community. CatholicCare's GodStart Post-Baptism Program assists families and parishes to stay connected in the pre-school years through playgroups and other pre-school activities. The GodStart office provides information, resources, support and encouragement to any parish wishing to run this invaluable program. In the past year alone, 35 parishes have been supported with resources.

During 2010-2011, the Marriage and Relationship Education Unit educated 1,600 people in marriage education; approximately 4,000 in the VCE schools program; and nearly 150 in the cross-cultural programs.

We will continue to recognise and respond to the needs of couples, individuals and families who are seeking strong, healthy, life-giving relationships. By caring for their relationships, we can care for the whole community.



"When there is a good Dad, there is a good child. When there is a good Mum, there is a good family. Our children should be our best friends and we should be able to talk about everything. It has been very special to bring my eldest son Mayer on the African Dads and Kids Camp and to hear his views and all the children's views. The weekend has brought back many memories of our lives in Africa and it is important to share these with our children – for them to understand."

– Ambrose Marang

DURING 2010-2011, WE EDUCATED

5,750

PEOPLE IN MARRIAGE AND RELATIONSHIP EDUCATION

“I believe in you”

Our School Counsellors can be available on site at schools to help address the social, emotional and behavioural difficulties experienced by students. Our School Refusal counsellors support children to reconnect to their school community, as many have disconnected from all their support networks for a range of complex issues.

School Counselling

CatholicCare’s School Counselling Unit is made up of 28 members who work across Melbourne and Geelong. Our central focus is to best support families within the school system through counselling, psychological and assessment services.

Many of the services offered to schools are in the primary sector yet a significant number of Catholic secondary schools also access our services. CatholicCare’s School Counselling Unit provides essential counselling and clinical psychological services to schools. This counselling service provides valued support by working with students, principals, senior teachers and parents.

Three hundred intellectual assessments of children have been organised under a joint venture with the Catholic Education Office. CatholicCare’s assessment service assists the teachers and the families of these children who are often seriously affected by their children’s academic challenges.

School Refusal

CatholicCare’s cool2b@school School Refusal Program has been operating for eight years. During that time, hundreds of children with phobia-like symptoms to school attendance (school refusal) have been helped to reconnect to educational opportunities and their peer group. As the program works holistically with the child or young person, families and schools are also assisted in the management of this highly distressing disorder. Research strongly indicates that if left untreated, children with school refusal disorders are at risk of developing long term, mental health illnesses such as obsessive compulsive disorder, social phobia and chronic depression.

The families we work with tend to fall between the gaps in mental health/ education/child protection. We are constantly asking whose responsibility this is – child, family, teachers, administrators, mental health professionals, or child protection authorities? CatholicCare believes it is a whole community responsibility. Children are our most precious resource and without a reasonable standard of education, their life opportunities are extremely limited indeed.

The following story conveyed by William’s adoptive mum Jodie indicates the difficulties our families impacted by school refusal face:

“My 14 year old adopted son William was referred to CatholicCare by his school because he was so anxious about attending. We had recently moved from the country because my husband Cameron had been retrenched. We were struggling financially and the move for William was very difficult, as we all had to leave behind extended family and friends.

“William’s life has always been challenging. His biological mum was a heroin addict and he had been placed in a variety of emergency foster care placements for the first year of his life. William’s mum loved him, but was unable to provide a safe environment for him. When he was an 18 month old toddler, William was placed with Cameron and I, but continued to return to his mum for short periods.

“Then William’s mum died of an overdose when he was six years of age, and Cameron and I were able to legally adopt him after a long battle with red tape.

“Understandably, separation anxiety has been an issue for William throughout his life. He found it hard to settle at kindergarten, primary school and secondary school. Now we were asking him to resettle again in a new environment. William was refusing to go to school, staying up late at night playing computer games, and sleeping during the day. He was withdrawing from everything. Cameron and I were arguing about how William’s behavior should be managed. Cameron believed in tough love while I felt we had to make more allowances for William, given everything he had been through. I was trying to support William but I felt unable to set reasonable boundaries for him.

“CatholicCare’s counsellors provided individual counselling for William, family therapy for our whole family, and advice for his school. William needed to be able to talk to his counsellor – someone outside our family – about all the heartache and grief in his life. Cameron and I needed to work out how we could best support and encourage William. With everyone working together, William eventually connected with his new school and developed a great support group of new friends. Every parent can relate to the heartbreak of watching their child struggle – so it is such a relief to see William happy now and more confident in himself.”

The last time William saw his CatholicCare counsellor he said, “You believed in me, and now I can do things I felt I couldn’t do before”.

OUR SCHOOL COUNSELLORS SUPPORTED

4,290
CHILDREN AND ADOLESCENTS



PASTORAL SERVICES

Pastoral Services has distinct areas of expression across Chaplaincy services and the Seasons™ Loss and Grief Program but all are motivated by the principle that “If one person is disadvantaged or left behind, we are all diminished.”

(Australian Catholic Social Council 2008)

Standing on sacred ground

Over the past year, our Pastoral Services team has continued the work of caring for those who suffer and are most vulnerable, those who are socially isolated and alone.

Youth Justice Ministry

CatholicCare's collaboration with the Department of Human Services – Youth Justice Program has seen the appointment of a Catholic Chaplain at the Malmsbury Youth Justice Centre, complementing the work of CatholicCare's long term Chaplain at the Parkville location. Our Chaplains report that the staff at both the Parkville and Malmsbury Centres are overwhelmingly supportive of their role. Chaplains have identified several areas for improvement such as the need to better prepare some clients for release in order to reduce the frequency of reoffending. Our Chaplains are also advocating for improvements in the referral systems so that the human dignity of young people in detention can be better upheld.

Prison Ministry

Our dedicated team of Prison Chaplains continues its support of prisoners across Victoria's 13 prisons. As a member of the Chaplaincy Advisory Committee to the Criminal Justice Sector in Victoria, CatholicCare works with the Anglican Church, Buddhist Council of Victoria, the Greek Orthodox Church, Islamic Council of Victoria, Jewish Chaplaincy Services, the Salvation Army and the Uniting Church to advocate on behalf of those who have no voice. This multi-faith group uses every opportunity available to lobby for adequate funding that recognises the complexity of the task of Chaplaincy – the restoration of the human being.

HIV/AIDS Ministry

An ongoing goal of this Ministry is to remove the prejudice associated with HIV/AIDS through education and information. An education program for young people is offered each year in conjunction with the Catholic Education Office to ensure awareness of HIV/AIDS at both the local and global levels. A key highlight of this program is School AIDS Day.

Healthcare Chaplaincy

Each member of this team works within a major Melbourne public hospital within a multi-faith pastoral and spiritual team. Each Chaplain provides pastoral support and enables sacramental ministry to be available to Catholic patients. As the daily Catholic population of hospitals is regularly above 30 per cent, the day of a Catholic Hospital Chaplain is very demanding. The professionalism and commitment of this team of Chaplains is matched only by their belief in the principle of solidarity. Their daily actions give life to social justice teaching by supporting the dignity and rights of people who find themselves confronted with the complications of illness and in many cases, death. CatholicCare represents the Archdiocese on the Healthcare Chaplaincy Council of Victoria and is active in improving the competence of the profession. CatholicCare has also made its expertise available to parishes as they seek to appoint Lay Chaplains to hospitals within their parishes.

Seasons™ Loss and Grief Program

Seasons is recognised as an invaluable support to children and their families who are experiencing the grief that comes from death, separation and divorce. The symbol of a tree was chosen as a focus for Seasons when CatholicCare wrote the program in 1996. The children who join the Seasons groups are encouraged to use the changing nature of the tree over summer, autumn, winter and spring as a tool to express the pain of the loss they are experiencing.

The wisdom of the young person who wrote the following journal entry is typical of the strength and resilience of children as they seek to re-establish relationships and return a balance to their lives. CatholicCare places great value on this program as a preventative and empowering tool that enables grief to be addressed before long term patterns of dysfunction appear within families and society.

"I am a tree. Every day I go through changes. So does everyone else. When my dad left, I felt really upset and sad. My seasons changed to autumn. A few days later, my seasons changed again to winter. I felt sadder than ever. My mind was changing – all I was thinking about was what had happened. Then one day, something changed again. Mum got a boyfriend. My leaves all came down and my colours turned to grey. My family had changed too. After a few months, I started to turn into spring. I was happy again."

Over the past year, CatholicCare has trained 185 people in Victoria and Queensland to become Companions and implement the program with young people. Over the past 15 years, we have also supported our New Zealand partner, Waiapu Anglican Social Services, to extend the program to the point where they assist thousands of children annually.

OUR HEALTHCARE CHAPLAINS SUPPORTED

27,756

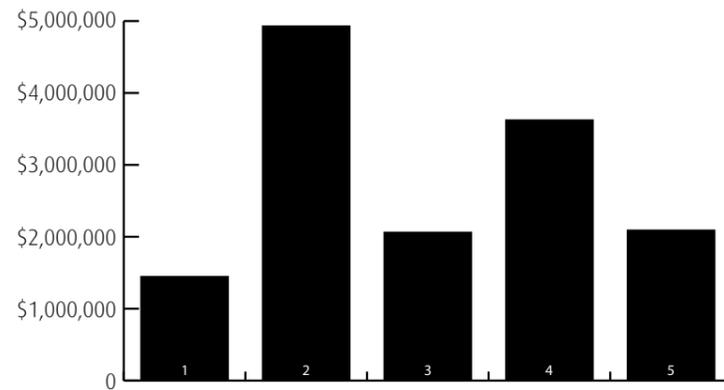
PATIENTS ACROSS 17 HOSPITALS

Vital support systems for client services

Our ability to make improvements in all of CatholicCare’s programs and services is underpinned by good governance, sound financial management, human resources development, continuous quality improvement and information technology enhancements. Through its focus on these responsibilities, Corporate Services endeavours to support all managers, staff and programs in the delivery of quality services to CatholicCare clients.

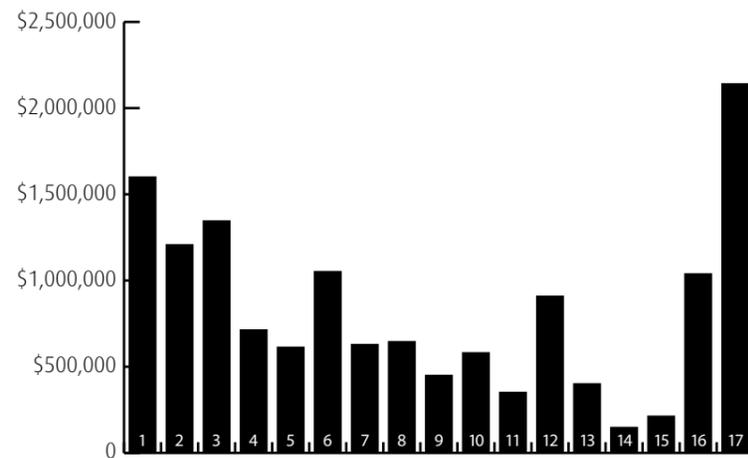
Finance

Revenue: The accompanying chart shows CatholicCare’s income by type for 2010/11. Total income increased in 2010/11 by 9.5 % to \$14.1 million. Gifted and sponsorship income from our highly valued supporters is of utmost importance, enabling us to deliver a wider range of services. Granted income from Commonwealth and State Government sources is our largest income category.



1. Donations & Bequests 2. Federal Govt Grants 3. State Govt Grants 4. Fees & Charges 5. Project Specific Contributions

Expenditure: During 2010/11, CatholicCare spent \$14 million on program delivery and support. The following chart shows the allocation of expenditure to major programs.



1. Family & Relationship Counselling 2. School Counselling Program 3. Geelong FRC & POP 4. Chaplaincy 5. Family Dispute Resolution 6. Family Support Program 7. Parenting Orders Program 8. Drug & Alcohol Services 9. Adoptions & Permanent Care 10. ACCESS – Employee Assistance Program 11. Marriage & Relationships Education 12. Refugee & Community Settlement 13. Drought Counselling 14. Outpost Counselling – Geelong 15. Morwell Post Separation 16. Bushfire Recovery Project & COGA Kinglake 17. Other Programs and support



Equity: CatholicCare’s reserves and accumulated funds increased to \$5 million. Most of this equity is accounted for by specific reserves:

| | |
|--------------------------|-------------|
| Development Fund Reserve | \$1,700,000 |
| Heritage Fund Reserve | \$845,000 |
| Chaplaincy Reserves | \$308,333 |

A current and ongoing focus is improved financial management and reporting of programs and project outcomes. Our goal is to better address the information needs of internal management, as well as the requirements of external funding bodies.

A copy of CatholicCare’s Financial Statements can be requested from the Director, Corporate Services.

Information & Communications Technology

Information & Communications Technology developments during the year reflected continued growth in CatholicCare programs. A new staff Intranet utilising Microsoft SharePoint has been introduced. An Agency-wide, centralised email and diary facility was also established. SharePoint has enabled much needed, improved access to all documents.

Human Resources

Staff performance and development continues to be a particular focus. Significant progress has been made to enhance employment policies and procedures.

Property

Our Alcohol and Other Drug Family Service has relocated to 23 Brunswick Street, Fitzroy. We have opened a new branch office at 2/19 Synnot Street, Werribee, while our Refugee and Settlement Program at Dandenong has been relocated to 224 Thomas Street, Dandenong.

Our integral support network

CatholicCare acknowledges with appreciation the generosity of donors, friends and benefactors for their continued commitment to our mission.

Mainly through private donations and bequests, together with philanthropic Trust, Foundation, sponsorship and event income, we have been able to continue to provide the community with services that are either unfunded or only partially funded by government or other sources. These include programs such as our Alcohol and Other Drug Family Service, our Refugee and Settlement Program and our local community Counselling Services for socially and economically disadvantaged communities.

Gifted income for the 2010/2011 financial year was \$1,461,472, representing 10.4 per cent of CatholicCare's total income of \$14,025,284.

CatholicCare held three major direct mail appeals during the year at Easter, June and Christmas, raising \$443,381. CatholicCare's Church Appeal was held throughout the Archdiocese of Melbourne including Geelong, on the first Sunday in August, and raised \$304,815.

The loyalty of our donors and parishioners continues to inspire us in our commitment and is testimony that the work of CatholicCare to assist disadvantaged and vulnerable children, families and individuals is seen as an important part of the mission of the Archdiocese of Melbourne.

Our appreciation is also extended to those donors who contribute financially through their ongoing membership of the Calendar and Friendship Clubs with regular monthly, quarterly, bi-annual, or annual donations, raising \$69,601.

CatholicCare's Family Week campaign was held in schools in May 2011 and raised \$18,868. We appreciate the fundraising efforts of all the schools involved and particularly want to highlight the efforts of St Anne's in Park Orchards where the students made a great effort to raise just under \$3,000 for CatholicCare through a Twilight Market.

Funds received from Estates was \$42,212 (as compared with \$276,089 received in 2009/10). Understandably, this source of income is quite unpredictable and, although disappointingly low, we have received advice that bequest income will be significantly higher in 2011/12.

Bequest income will become increasingly important to us in the years to come and will assist us to continue to help those in need. We greatly appreciate our supporters considering CatholicCare when they are next updating their Will.

Our Anniversary Register continues to be an important way for us to give back to our donors, by enabling them to honour friends and family who have died. CatholicCare writes to donors as an anniversary approaches, remembering them in thought and prayer. Our spiritual director, Father Gerard Dowling, also offers memorial masses for the deceased on their anniversary.

A regular feature of the CatholicCare annual calendar is our November Mass of Appreciation at St Patrick's Cathedral. This Mass, and its associated function, provides CatholicCare with the opportunity to gather and thank our friends, donors, benefactors, volunteers and staff for their dedicated support of our programs and services which stretch right across the Melbourne and Geelong communities.

In May 2011, CatholicCare held its 75th Anniversary Gala Ball at the Plaza Ballroom in Collins Street. Over 300 people attended and through ticket sales, sponsorships, donations, auctions and raffles, we raised over \$140,000 for our Alcohol and Other Drug Family Service.

CatholicCare wishes to acknowledge with appreciation the support received from our many donors, the following local, State and Federal Government Departments, sponsors and philanthropic Trusts and Foundations. We also wish to acknowledge the Estates of those generous individuals who have remembered CatholicCare in their Will:

Bequests

Estate of Ms Maureen White
Estate of Mrs Carmel Anne Geraghty
Estate of Mrs Lucia Macri
Estate of Fr Gerard Fitzgerald PP
Estate of Mrs Georgena Bradshaw

Government Funding

Commonwealth Government Departments

Attorney General
Families, Housing, Community Services and Indigenous Affairs
Immigration and Citizenship

Victorian Government Departments

Human Services
Justice – Corrections Victoria
Regional Development Victoria
Parks Victoria

Local Government

City of Brimbank
City of Maribyrnong
City of Wyndham
City of Hobson's Bay

Trusts and Foundations

Geelong Community Foundation
Give Where You Live (formerly United Way Geelong)
Jack Brockhoff Foundation
Newsboys Foundation
Percy Baxter Charitable Trust (Perpetual Trustees)
The William Angliss Charitable Fund
The William Buckland Foundation

Sponsors

Archdiocese of Melbourne
Catholic Education Office
Cabrini Health
Friends of St Mary of the Cross Centre (AOD Family Service)
Good Shepherd Youth & Family Service
Our Community
Parks Victoria

Gala Ball Sponsors

National Australia Bank
Abigroup
Archdiocese of Melbourne
Australian Catholic University
BUPA
Cabrini Hospital
Catholic Development Fund
Catholic Education Office
Catholic Homes
Catholic Church Insurances
Our Lady of Good Counsel Parish, Deepdene
Ernst and Young
Friends of St Mary of the Cross
Gadens Lawyers
KPMG
Mercy Health
Netwealth
The Agenda Group
Trawalla Foundation
Woods Bagot

Our vision of excellence

“All that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence.”

– Martin Luther King Jnr

Why excellence?

Aspiring to excellence is a high priority for CatholicCare. We strive to maintain and build upon the principles and practices which underpin the achievement of our expressed values and aims.

First and foremost, quality of service is important to clients, as well as to the communities in which organisations operate. CatholicCare works with management, staff and others who are committed to values and beliefs which place people, community and the environment at the centre. Continuous improvement and aspiring to excellence gives concrete expression to these values.

Our vision of excellence is reflected in the confidence that others, especially our clients, place in CatholicCare. This vision can be seen in our achievements, current operations, and goals for the future.

We believe continuous improvement goes beyond meeting a range of minimum standards. It is about the best practice to which we aspire, and providing staff with the tools to deliver cohesive quality services to our clients, regardless of their presenting needs.

The establishment of our Bushfire Community Recovery Service program in 2009 is a good example. It required a timely response to the acute personal and community needs following Black Saturday. Team members were immediately able to engage in the critical, ‘hands-on’ work, due to existing policies, procedures and guidelines that had already been established – rather than having to invent them as they went along. We also needed to structure services for the longer term which would help these families and communities on their journey towards recovery.

The Asylum Seeker Support Program is another example where our experience with refugees and asylum seekers, along with our existing policies and procedures, enabled us to develop the program rapidly.

A recent improvement for the entire organisation is the development of SharePoint as our intranet site, providing staff spread across so many locations with ready and user-friendly access to current organisational information – even those working from the other side of “the black stump”.

Assessing and monitoring our performance

CatholicCare has been progressively seeking more external evaluation to continuously improve. Services funded through Federal Government Departments were externally audited in 2008 against the 15 Family Relationship Services Programs standards under the Family Law Act, 1975. They were rated as meeting all set standards.

In 2010, our Family Services program was externally assessed as meeting all requirements to satisfy registration as a Community Service Organisation under the Children, Youth and Families Act, 2005.

In November 2011, organisational functions and five community services programs were externally assessed by QICSA (Quality Improvement Community Services Accreditation). From this we were able to derive an objective rating of performance to date, along with recommended improvements, which now form the focus of ongoing work plans during the next three year cycle.



Top row (L-R):

Mr Frank Swan, Chair
(Appointed to the Board November 2001)

Fr Kevin Mogg AM, Episcopal Vicar Social Welfare
(Appointed to the Board October 1991)

Prof. Joe Remenyi
(Appointed to the Board May 1996)

Fr Kevin Dillon
(Appointed to the Board July 2003)

Assoc. Prof. Ruth Webber
(Appointed to the Board July 2003)

Mr Richard Stone, Chair Fundraising Committee
(Appointed to the Board September 2003)

Bottom row (L-R):

Fr Joe Caddy
(Appointed as Chief Executive Officer October 2004)

Ms Jane Tongs, Chair Finance Audit & Risk Committee
(Appointed to the Board March 2006)

Mr David Huggins
(Appointed to the Board March 2006)

Ms Bernadette McMahon
(Appointed to the Board May 2008)

Mr James McGarvey
(Appointed to the Board May 2008)

LOCATIONS

ACCESS Programs

Level 2, 174 Victoria Parade East Melbourne 3002
T: 9662 3929

Administration

383 Albert St East Melbourne 3002
T: 9287 5555

Alcohol & Other Drug Family Service

St Mary of the Cross Centre
23 Brunswick St Fitzroy 3065
T: 8417 1200

Bushfire Community Recovery Service

Level 1/10 Main Rd Kinglake 3763
T: 5786 1016

Out of Home Care

3 Wingfield St Footscray 3011
T: 9689 3888

Refugee & Settlement Program

224 Thomas St Dandenong 3175
T: 8710 9600
3 Wingfield St Footscray 3011
T: 9689 3888
2/19 Synnot St Werribee 3030
T: 8742 6835

Bundoora

15 Plenty Rd Bundoora 3083
T: 9466 7353

Dandenong

96 Cleeland St Dandenong 3175
T: 9793 2200

Footscray

3 Wingfield St Footscray 3011
T: 9689 3888

Geelong

62 McKillop St Geelong 3220
T: 5221 7055

Malvern

1 – 3 Valetta St Malvern 3144
T: 9576 2377

Mitcham

510 Whitehorse Rd Mitcham 3132
T: 9873 4344

Werribee

2/19 Synnot St Werribee 3030
T: 8742 6835

Family Relationship Centres

Geelong (CatholicCare Lead Agency)
Suite 2/ 27- 31 Myers St Geelong
T: 5246 5600 or 1300 656 043

Greensborough

3/25 – 33 Grimshaw St Greensborough 3088
T: 9431 7777

Sunshine

1 Clarke St Sunshine 3020
T: 9313 0444



Formerly Centacare Catholic Family Services

www.ccam.org.au