



Celebrating
60 YEARS

OF SUPPORTING OUR LOCAL COMMUNITY

ANNUAL REPORT

2017-2018



CatholicCare

CANBERRA & GOULBURN



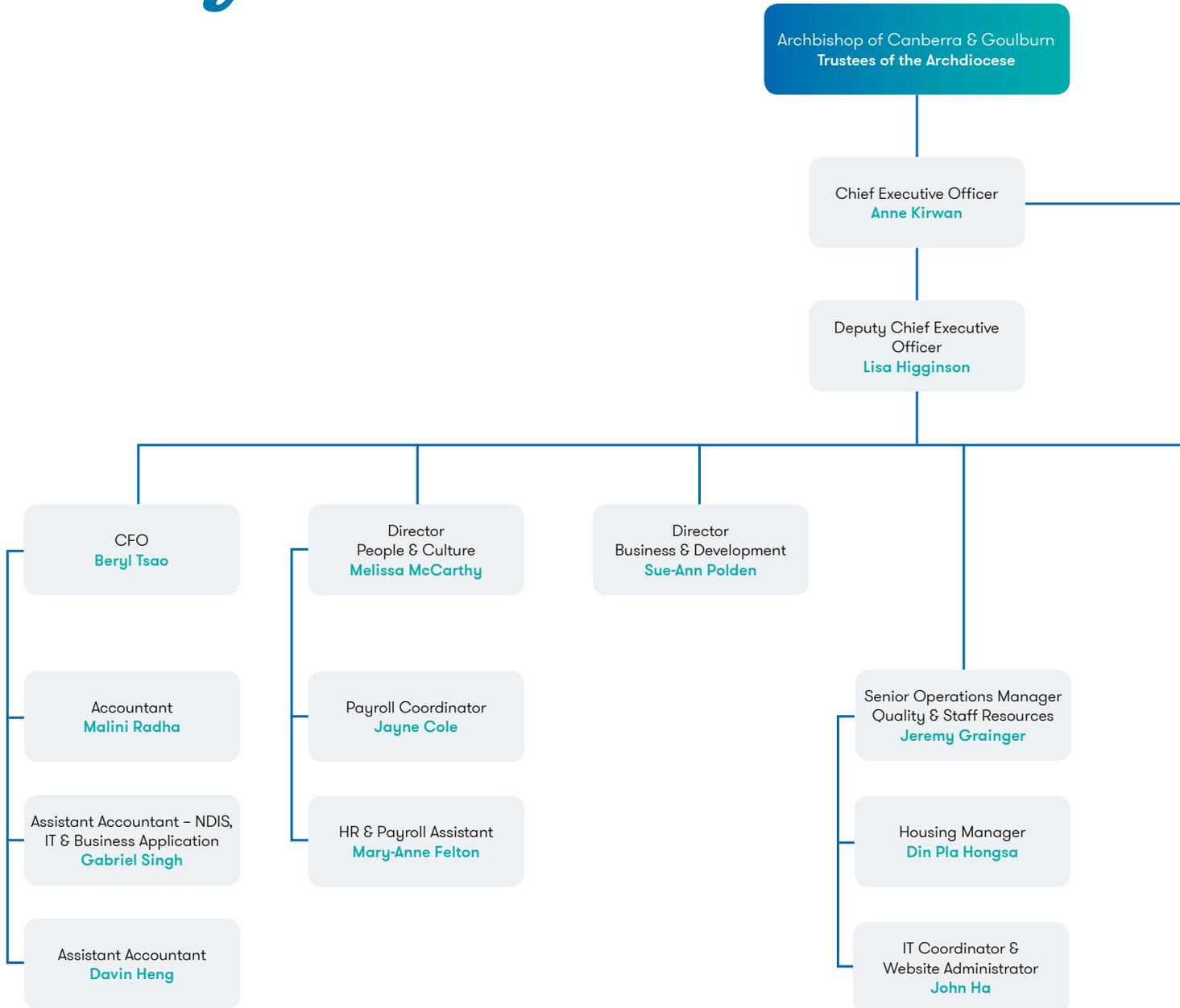
PLEASE VACATE THIS SEAT FOR A
DISABLED PERSON, ELDERLY PERSON
OR EXPECTANT WOMAN

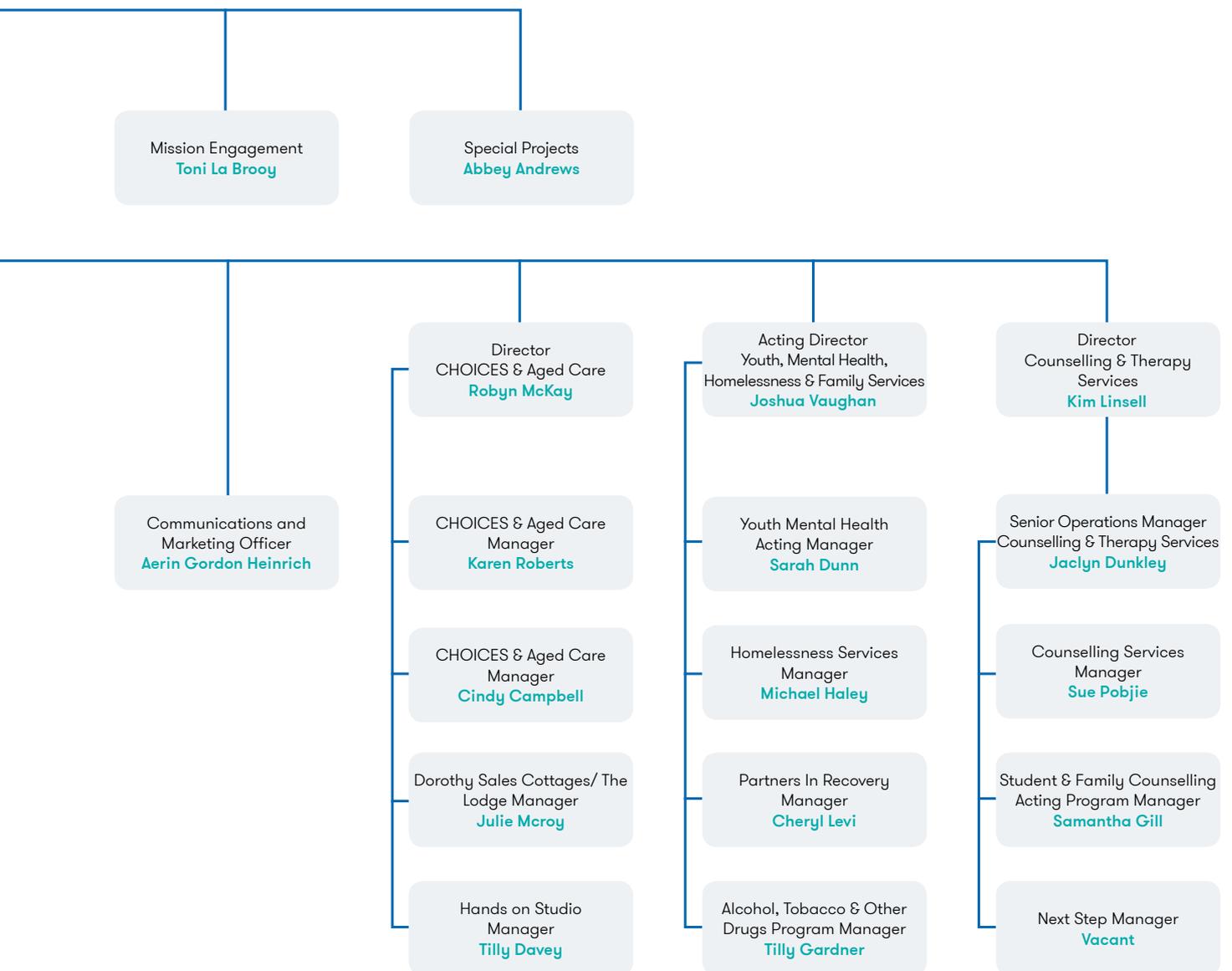


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Organisational Chart





CEO Report

As we celebrate our 60th year of operation, I am pleased to report against the achievements of CatholicCare Canberra & Goulburn. The last twelve months have seen significant challenges within the social services sector in our region. Amidst the distractions of changing social policy and government funding, we have continued to focus on delivering quality services that make a measurable impact upon the people we serve.

To recognise this 60 year milestone, we hosted our first fundraising dinner for CatholicCare Canberra & Goulburn with the theme of a bush dance, a nod to the Bush Capital where the majority of our services are located. This was a wonderful event which reflected upon CatholicCare's growth from a volunteer led organisation that responded to a need within a parish, to the multi-disciplinary organisation we are today, employing over 260 staff and volunteers and providing a wide range of services to those most in need.

In this context, we continued to market and promote our services across the community, enhancing our profile as a long standing, trusted provider of services in the region, there for any human.

We gained re-accreditation for the third time as a Quality Assured provider through the Quality Improvement Council's (QIC) quality standards, recognising the efforts of staff to deliver care services within a quality framework for over a decade.

We continued to focus on improving our Governance and Risk Management practices, building skills and implementing new systems to assess and monitor risk. These activities included a whole of organisational review of our Business Continuity Plans and Risk Appetite Framework for the Board and leadership team.

We also targeted resources to upgrade our phone and communication systems across both our ACT and rural NSW offices to enhance connectivity, and focused on network and system improvements to enhance the security of client and organisational data within CatholicCare.

We developed and celebrated our third Reconciliation Action Plan (RAP) which demonstrates our readiness to develop and test innovative approaches to reconciliation, and champion reconciliation at every level of CatholicCare. Through this we will progress the key pillars of reconciliation – relationships, respect and opportunities.

The organisation has continued to respond to opportunities to provide services in areas of need across the Archdiocese of Canberra and Goulburn. As a result, we have grown and launched three new programs through the year, and commenced the provision of Aged Care Packages in the ACT.

In partnership with the Capital Health Network (Canberra's Primary Health Network) we commenced the Next Step Youth (12-25 years) and Next Step Under 12's (0-12) programs. These programs provide accessible Cognitive Behaviour Therapy (CBT) based early intervention services to children and young people experiencing symptoms of anxiety and/or depression, who have barriers to accessing fee paying psychological services. Our highly skilled clinicians provide up to 16 sessions at no cost to the child or young person, working within the Improving Access to Psychological Therapies (IAPT) model of care.

We began the Throughcare Outreach Program in partnership with ACT Corrective Services, providing short term outreach services to people exiting detention. This is an exciting opportunity for CatholicCare to work with people being released from the Alexander Maconochie Centre who may have complex support needs.

In addition, we commenced providing Aged Care packages in the ACT. These packages enable us to provide additional support to older people who wish to remain living independently in their own homes and communities.

We also said goodbye to several programs and staff who ceased with CatholicCare over this twelve month period, including the Safer Pathways Program in regional NSW in partnership with Centacare South West NSW, and our Regional Assessment Service in regional NSW as subcontractors to Catholic Health Care.

With significant pressures upon our resources after full transition into the scheme, we have continued to advocate and call for changes to the National Disability Insurance Scheme (NDIS) process and pricing at both a State and

"We continued to market and promote our services across the community, enhancing our profile as a long standing, trusted provider of services in the region, there for any human."

Commonwealth level, seeking to draw attention to the significant discrepancies between operating costs and funding offered by the NDIA for disability care services.

The last twelve months have been extremely eventful, and our achievements within this difficult climate have been significant. I would like to thank our Board of Directors and the leadership team who have worked tirelessly during challenging times to deliver quality services and progress key organisational priorities.

I would also like to acknowledge CatholicCare Canberra & Goulburn's close partnerships with the ACT,

NSW and Commonwealth governments who have supported CatholicCare and our mission by recognising our expertise and funding various programs and services. This support and recognition is very much appreciated.

Ongoing partnerships with Catholic Education and the Capital Health Network have enabled us to respond to need and provide therapeutic services within our schools and the wider community. We have continued to work closely with like-minded organisations including Marymead, Woden Community Services, St Vincent de Paul, Karralika, the Independent Schools Association and the Canberra Institute of Technology to deliver services in line with our mission.

CatholicCare continues to receive unwavering support from our Archbishop, the Most Reverend Christopher Prowse; and guidance, advice, and ongoing encouragement from our Vicar General Fr Tony Percy and our incredible Archdiocesan Financial Administrator Helen Delahunty.

Finally, I would like to thank our dedicated team of staff and volunteers who have continued to care and advocate for the most vulnerable members of our community over the last year. These individuals have worked together as a team to deliver quality services and make a difference in the lives of others. I continue to be impressed and proud to be associated with each person who chooses to give their time and energy to CatholicCare and help people and families in need.



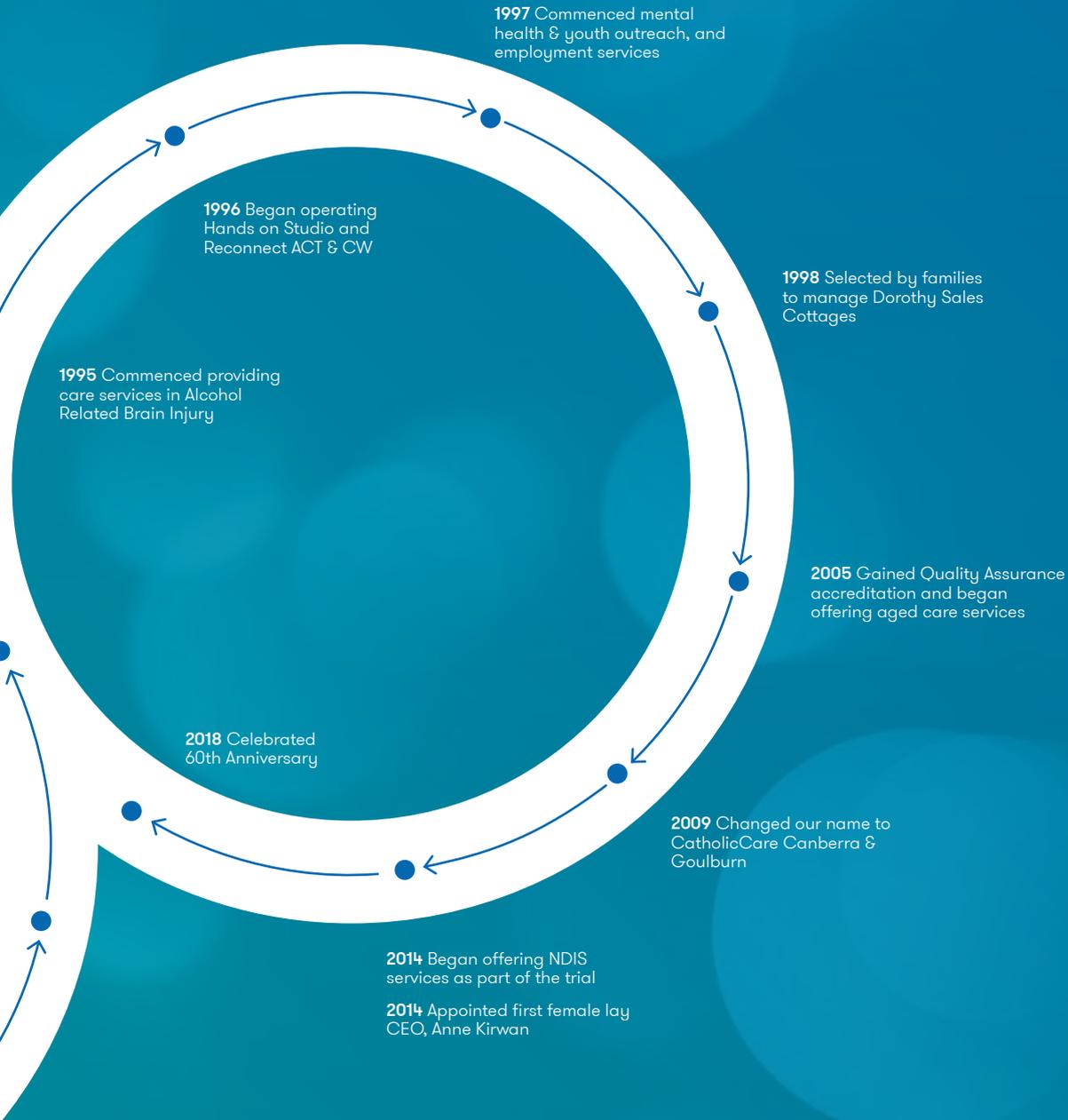
Anne Kirwan
Chief Executive Officer
CatholicCare Canberra & Goulburn





CatholicCare
CANBERRA & GOULBURN





Celebrating 60 YEARS

OF SUPPORTING OUR LOCAL COMMUNITY

Achievements

AGAINST THE 2017-2018 CATHOLIC CARE CANBERRA & GOULBURN STRATEGIC PLAN

Over the last twelve months CatholicCare Canberra & Goulburn has continued to progress key strategic activities across the organisation. Operating in an ever-changing environment, CatholicCare prioritised initiatives across both corporate and service delivery that supported the effective, efficient delivery of services from staff and programs.

As such, the key strategic achievements in 2017-18 are summarised below:

Services

We have designed new programs and reviewed existing services to ensure they are informed by current evidence, and have continued to implement the use of outcome measurement tools across our programs to measure the impact and effectiveness of service provision.

We have actively sought new opportunities to promote our mission and secure new business. CatholicCare gained re-accreditation as a Quality Assured provider, and were successful in receiving three new contracts in the last twelve months within the ACT and surrounding NSW.

We have sought to ensure our services are accessible and culturally responsive, launching our Innovate Reconciliation Action Plan in 2018.

We have reviewed our staff orientation process, and developed a Marketing and Communications pack for staff to use as brand ambassadors for CatholicCare.

Regional Footprint

We have continued to seek opportunities to work in partnership with rural providers to meet the needs emerging within our regional communities.

Partnerships, Networking and Collaboration

We have continued to build collaborative relationships with like-minded organisations, partnering and co-tendering with agencies to progress our mission.

We have presented the organisation to government and community, and promoted our mission within a challenging and changing marketplace. We have sought representation at Board, committee and working group level to ensure CatholicCare and our clients are represented at all levels of governance and decision making.

We have actively engaged with Catholic Social Services networks in the ACT and NSW to build partnerships and sector capacity.

Future Sustainability

We have continued to review processes and invest in technologies to deliver efficient, responsive systems across the corporate and service delivery arms of the organisation. This has included reviewing operational models and aligning tasks with roles and KPIs.

We have articulated our Risk Appetite and continued to evolve our risk mitigation systems across the organisation.

We have continued to invest in marketing to promote the organisation and enhance brand recognition. We utilised TV, radio, and out of home advertising, as well as sponsorship to enhance our profile and reach more people across the community.

We held our first official fundraising event, celebrating 60 years of service across the ACT and surrounding NSW regions with a bush capital themed dance at Regatta Point.

We successfully gained re-accreditation as a Quality Assured organisation against the Quality Improvement Council's (QIC) standards for a further three years. We continued to undertake Internal Audits as part of this process to monitor practices and risks within the organisation.

A key challenge over the last twelve months has been ensuring the organisation continued to focus on strategic development and quality initiatives, whilst also effectively managing service delivery and the NDIS.

The above achievements have only been possible with the support and dedication of the leadership team and our staff and volunteers, who continue to focus on quality of care and seeking solutions within an ever-changing environment. I appreciate and applaud their daily efforts and focus in progressing these key activities over the last year.



Anne Kirwan
Chief Executive Officer
CatholicCare Canberra & Goulburn



Our vision is for an equitable society where the rights, dignity and worth of all individuals is recognised and promoted.

Mission

CatholicCare Canberra & Goulburn is the welfare arm of the Archdiocese of Canberra and Goulburn. In keeping with the Catholic Church's Social Teachings we uphold the dignity of each person by:

- providing high quality accessible services
- empowering individuals, couples and families
- promoting healthy, inclusive communities through relationships and collaboration for the common good.

Values

RESPECT

We recognise and provide services that uphold the inherent dignity of each individual.

STEWARDSHIP

We use our gifts and resources in a responsible way that helps provide justice for all.

SOLIDARITY

We commit ourselves to work with others in a way that enables all in our community to share in the common good.

EXCELLENCE

We aspire to the highest standards of service for the people we care for, in all that we do and for all in our community.

helping



10,000

PEOPLE EVERY YEAR



CatholicCare
CANBERRA & GOULBURN



*"The biggest thing for me was not just the practical support CatholicCare provided, but that I really felt they believed in me which gave me the strength to believe in myself.
Thanks CatholicCare"*

Simon, Aged 27

Our Leadership Team



Anne Kirwan

Chief Executive Officer



Lisa Higginson

Deputy Chief Executive Officer



Beryl Tsao

Chief Financial Officer



Kim Linsell

Director Counselling & Therapy Services



Sue-Ann Polden
Director Business & Development



Robyn Mckay
Director CHOICES and Aged Care



Joshua Vaughan
*Acting Director Youth, Mental Health, Homelessness
& Family Services*



Melissa McCarthy
Director People & Culture

CHOICES and Aged Care

CatholicCare's CHOICES program delivered a suite of NDIS services to 163 participants in 2017-18. These services focused on supporting participants to achieve their goals and included:

- coordination of supports
- personal care
- domestic assistance
- transport
- community access
- gardening
- home maintenance.

These individually tailored services provided a solid foundation for participants to work towards their goals and increase independence. In addition to the one-on-one support accounting for majority of CHOICES services, we assisted 10 individuals with a supported independent living component in their NDIS plan. Through flexible models of in-home support, these individuals were able to maintain and improve their current living situation and achieve positive outcomes.

We continue to run our volunteer led music group with an increase of attendees. During 2017-18, CHOICES also facilitated a number of smaller social groups meeting throughout Canberra. This has provided an opportunity for individuals to develop friendships over a meal or coffee and has opened up new opportunities for social engagement across different age groups.

The CHOICES management team continues to value the contribution of the CHOICES Consumer Feedback Group over the last twelve months. The group meets monthly with participants providing valuable input into policies, systems and the services we deliver. The group provides an opportunity for members to develop new skills and meet socially, in addition to playing an important role in the CHOICES service quality process.

CHOICES has continued to recruit staff to meet the ongoing demand for extra support and to ensure we continue to meet the needs of our participants and work towards reaching their goals.

CatholicCare appreciated the feedback we received through our annual client survey; acknowledging a common theme expressing need for more opportunities to meet others in a social setting. Over the next twelve months we aim to increase our group activities to allow people to connect with others, increase social connections and share similar interests.

The CHOICES team anticipates continued growth and adaption as the NDIS evolves, with the focus of support remaining on the participants and their independence, inclusion and social and economic participation.



Case Study

Mark is a 53 year old man who has received very little formal support throughout his life, aside from minimal support with transport through volunteers. Mark has a diagnosis of cerebral palsy and psychosocial disability and received his first NDIS plan in 2016. However, with little to no support, he was unable to implement any services or gain any support until one of his volunteers linked him in with CatholicCare's CHOICES Services in mid-2017.

When CHOICES staff first met Mark, he had lived in the same Public Housing property for over 16 years and had never received any support with housekeeping or social engagement. Mark had also recently been advised that he would need to move out of his home as the property was due to be demolished. This was a massive change for Mark and the prospect of moving, while welcomed, led to an increase in his anxiety and a deterioration in his mental health. This resulted in a number of hospital admissions over a three month period. Mark's CHOICES coordinator assisted him to utilise his NDIS plan to engage a counsellor, and arrange for support to transport him to and from these appointments.

Mark began to receive regular weekly support through CHOICES, assisting him to engage in social activities and with domestic tasks around his home. Mark now receives the help he needs to maintain his home, and support to regularly visit and remain connected with his Mum, who lives in a nursing home. Mark has also had the opportunity to become more involved in his local community by meeting new people and engaging in new activities. The CHOICES team continue to provide Mark with a reliable and dependable contact point and support network to access in times he may feel overwhelmed or is faced with a difficult situation.

Mark has now moved into a brand new property and is looking forward to the opportunities living in a safe and comfortable home will create. Mark continues to be supported by both a CHOICES Coordinator and the CHOICES direct service area to assist him achieve his goals and connect to people in his new community.

"CatholicCare appreciated the feedback we received through our annual client survey; acknowledging a common theme expressing need for more opportunities to meet others in a social setting."

Hands On Studio

Hands On Studio (HOS) is an established part of the community art scene in Canberra. HOS provides opportunities for art students with physical and/or psychosocial disability to access the community, creatively express themselves and exhibit or even sell their artwork. HOS operates 11 mix media art classes per week. Classes are facilitated by experienced art tutors and the mix of students ensures each class has its own dynamic structure and personality. All classes are based around a person-centred approach and provide a space for students to find a voice and vision for their desired project.

The teaching style enables students to gain independence whilst working interdependently or collaboratively with their peers and tutor. One of the main goals of the program is to help the students build their social capital (capacity building), by accessing and building a sense of community. They also gain a stronger sense of self, while developing their communication skills in a supportive environment.



Highlights in 2017-18 include the studio showcasing work at the Art Not Apart Festival, M16 ARTSPACE, The Front Gallery in Lyneham and The NDIA building in Braddon. These achievements have enabled the students to achieve their desired goals and broaden their creative communities.

The Studio has continued to grow and become more accessible to the broader community. This year 81 students attended the studio, a 14% increase from the previous year. Students either self-fund or utilise their NDIS funding to attend.

In addition, HOS has a long history of collaboration and networking with the Canberra community. This year the studio has continued to strengthen our relationship with The National Gallery of Australia (NGA); Belconnen Community Services; and are soon to collaborate with Woden and Black Mountain Schools. These collaborations have encouraged students to explore different ways to communicate with each other and with new members of their community.



Case Study

Frank is an asset to the Hands On Studio community attending for over a decade now. When Frank is at the studio, he enjoys helping other students with their work, assists his tutor during class, and helps the studio manager with the up keep of the studio.

Since attending Hands On Studio, Frank has learnt a variety of new skills which have enabled him to help curate and showcase his work in over 20 public exhibitions. Each year Hands On Studio produces large amounts of artwork and participates in at least 5 exhibitions. Earlier this year, Frank was awarded a prize for an entry he submitted as part of The Canberra Show art competition. Since winning this award, Frank

has worked hard to produce numerous new pieces of work that were displayed during the Hands On Studio's members show, held at M16 ARTSPACE in Griffith in July 2018.

The classes Frank attends at Hands On Studio have enabled him to learn new found creative ideas. This has helped him to sustain his art practice as well as build his social capacity.

LINC

The Living In Networked Communities (LINC) program offers a sustainable and supportive housing option for people with a disability to live independent and active lives. In 2017-18 LINC provided support to 29 members living within 3 LINC Networks throughout Canberra located in Belconnen, Weston Creek and Casey.

LINC properties are dispersed throughout the area to encourage the forming of new relationships within the wider community, while also close enough to other LINC members to promote connectedness within the network.

LINC supports members to maintain their tenancy as well as develop and maintain relationships with their neighbours and local community. Support provided by the LINC program is funded through individuals' NDIS packages; which includes one-on-one support to assist with connection to their local community, as well as group activities within each network.



^ Art displayed during the Hands On Studio's Studio Exhibition.



Community Assistance and Support Program

The Community Assistance and Support Program (CASP) aims to enhance people's health, wellbeing and access to the community. The CASP program provides services to those that currently do not have an NDIS plan, or for those deemed ineligible for the NDIS. In the second year of operation CASP has supported 26 individuals and their carers with a range of different and flexible supports. This has included supporting individuals to apply for access to the NDIS, recover after a hospital discharge, support to maintain their home and garden, counselling services and support to access their community.

Funded by the ACT Government Health Directorate

The Lodge

The Lodge operates out of Ainslie Village and has a long history of providing accommodation and recovery focused support to adult males living with co-occurring mental health and drug and alcohol conditions. The support CatholicCare provides focusses on increasing individual capacity towards independent living and increased participation in the community. In 2017-18 the Lodge has been home to 12 individuals who were all supported to review their individual NDIS packages, and in most cases, were able to increase the funding available to them.

Residents have seen an increase in the one-on-one support services they can access, with a focus on building individual capacity in areas of day-to-day living such as cooking, medication management, laundry, and maintaining bedrooms and personal hygiene. It has been a hive of activity with staff supporting residents on a daily basis to engage in activities of their choice.

Over this past year, the residents have also participated in and enjoyed a range of social and outdoor activities including BBQ's, shopping excursions, car shows and outings to the movies.

The Lodge is funded by individual contributions and packages under the National Disability Insurance Scheme (NDIS)

Dorothy Sales Cottages

Dorothy Sales Cottages (DSC) is home to 7 people living with a severe acquired brain injury and/or complex physical needs. While CatholicCare provides the supports and services to DSC residents, the cottages and onsite hydrotherapy pool are owned by Hartley Lifecare.

DSC provides 24 hour, intensive support to residents. The dedicated team at DSC delivers individualised and person-centred support, illustrated by the resident's individualised plans, identified life goals, and flexible and responsive support. This enables residents to live as independently as possible and maintain or develop connections within their community. In addition, residents regularly access the onsite hydrotherapy pool, which has benefits for their overall health and wellbeing.

NDIS funding has been utilised by participants to purchase updated and innovative equipment including assistive technology to aid communication and exercise assistance apparatus. The DSC staff continue to embrace the opportunity to work with individuals to enhance communication and movement using this new equipment.

Thanks to a generous donation from the NRMA, the residents look forward to being able to enjoy their new sensory room scheduled to be built by 2019. This room will stimulate new sensory experiences and provide a relaxing environment for residents to enjoy in solitude or with their housemates and families.

Partially funded by the Commonwealth Government, Department of Health - Continuity of Support Programme and individual packages under the National Disability Insurance Scheme (NDIS)



Regional Assessment Service

The Regional Assessment Service (RAS) is a Commonwealth funded service which operates as part of My Aged Care. Throughout the past year, CatholicCare operated the RAS in the NSW Southern Highlands as a subcontractor to Aged Care Assessment Services (ACAS), an entity of Catholic Healthcare.

Working within the concepts of wellness and reablement, our team of RAS Assessors completed face-to-face home support assessments to identify needs, abilities and strengths to develop the client's support plan, including targeted interventions that work towards a person's goal or desired outcomes.

The RAS Assessors make referrals for entry level support to the Commonwealth Home Support Program and make recommendations for services including transport, social support, domestic assistance, personal care, home maintenance, social work, meals, home modification, nursing care and flexible respite services.

In 2017-18, the RAS team completed 788 assessments with individuals living throughout the NSW Southern Highlands, from Eden on the South Coast to Cooma in Southern NSW. CatholicCare ceased delivering regional assessment services in the Southern Highlands in June 2018.

Funded by the Commonwealth Government, Department of Health

Case Study

Yolanda is a 70 year old woman who lives on her own in her home. In December 2017, Yolanda contacted My Aged Care for an assessment following discharge from hospital after a shoulder reconstruction on her dominant hand and 8 weeks in a post hospital program. Until she fully recovered, Yolanda's arm was in a sling and Yolanda had little to no use of her arm.

Yolanda has two children, a son and daughter who live locally. She sees her daughter on a weekly basis and

Seniors in Networked Communities

The Seniors In Networked Communities (SINC) program is a Commonwealth Home Support Programme that operates as part of the My Aged Care system. CatholicCare's SINC program delivers services throughout the ACT and NSW Southern Highlands, providing entry-level home and social support for older people needing assistance to remain living independently at home and in their community.

SINC utilises a person-centred and strengths-based model of service delivery that focusses on supporting and enhancing a person's independence. This year the SINC program has focused on the principles of wellness and reablement. This has been achieved by providing support in a way that acknowledges the needs, aspirations and goals of individuals, while assisting them to regain functional capacity and improve or maintain independence.

During this past year, the SINC program has seen a rise in the number of referrals in both the ACT and NSW. SINC has supported 657 individuals through the provision of personal care, domestic assistance, social support, transport, and home maintenance. This year also saw increased take up of the new service types of social work in NSW, and flexible respite in both the ACT and NSW areas.

SINC has built a quality reputation within the community, in part due to the delivery of monthly community education sessions run out of 6 locations in the ACT. These sessions cover a variety of topics relevant to people who are ageing. Examples of session topics and guest speakers over the last twelve months include the Red Cross, Diabetes ACT, Falls Prevention, and ACT Policing presenting on strategies to ensure home and personal safety.

In 2017-18, SINC delivered a total of 15,872 hours of support with 110 individuals attending Community Education Sessions, and 297 hours of support provided to individuals wanting to broker CatholicCare for support. During this time we also saw 26 individuals exit the service across the ACT and NSW Southern Highlands regions.



*Funded by the Commonwealth Government,
Department of Health*

regularly for family occasions throughout the year. Yolanda has friends who live in her unit and two long-time friends who assist when they can. Yolanda is also connected with her local Church, where she has friends who assist her when needed.

Yolanda was finding the change to her independence overwhelming at times as she had limited capacity to complete tasks around the home that she had previously managed on her own. Yolanda had always been independent and found this time very challenging.

Yolanda met with a Regional Assessment Service (RAS) Assessor who forwarded a personal care referral for Yolanda to access 6 weeks of reablement services to My Aged Care. The referral was picked up by CatholicCare's SINC Program and support services began immediately.

Yolanda began receiving 1.5 hours a week and requested flexibility with tasks she required assistance with each week.

With the support in place, Yolanda was able to maintain her routine while recovering from her shoulder surgery. At 5 weeks, Yolanda and the SINC Administrator held a review meeting and it was clear that Yolanda's mobility and movement had improved. Yolanda reduced her services to 1.5 hours per fortnight for the next 3 fortnights as her confidence increased and she was able to carry out more tasks independently.

On healing and rehabilitation, Yolanda regained full movement of her arm and could continue her life as she was before the surgery. Yolanda was able to cease services and exit from the SINC program after 8 weeks of support.

"CatholicCare now offer a range of in home and community access supports including personal care, assistance with domestic tasks, social support, home maintenance and gardening assistance."



Aged Care Packages

CatholicCare was successful in gaining approval from the Department of Health to provide Home Care Packages.

This is an exciting opportunity for CatholicCare as it gives us the ability to expand our aged care services and provide both entry level and higher care supports to the Canberra community. For individuals accessing the SINC Program who have an increase in their support needs, it provides continuity of care previously unavailable.

The recent Aged Care Reforms have required Home Care Package providers to deliver services from a Consumer Directed Care approach. This is in line with CatholicCare's philosophy on service delivery and provides another avenue for us to work in a person-centred way, supporting individuals to remain living in their homes with greater control over their supports.

As a Home Care Package provider, CatholicCare now offer a range of in home and community access supports including personal care, assistance with domestic tasks, social support, home maintenance and gardening assistance.

In addition to our suite of in-house services on offer, we continue to build and strengthen existing relationships with other providers such as nursing agencies, to provide support to meet the needs of the individuals we support.

CatholicCare is excited to offer this additional service, and as a result, greater choice to people wishing to remain living in their home as they age.

Youth, Mental Health, Homelessness and Family Support Services

Reaching Out Program

The Reaching Out program, launched in June 2017, provides specialist alcohol and other drug counselling to individuals through an assertive outreach approach. This fills a significant gap in the ACT alcohol and other drug sector by providing services that are not location based, meeting clients at a place that is safe and appropriate to them. The aim of this approach is to increase accessibility to the program and enhance engagement.

Many clients have reported the value of the assertive outreach aspect of the service, expressing their physical and mental health concerns would have previously prevented them from attending in-centre counselling.

Our specialist counsellors have been on the ground working with a range of clients through a number of referral pathways resulting in a noticeable increase in client numbers and occasions of support each month. The program is in high demand with a triage system and wait list in place.

Funded by the Capital Health Network, on behalf of the Australian Government Department of Health

"I am learning easy to understand and implement strategies that help me improve. Thank you so much, I needed the help!"

- Client Feedback

Sobering Up Shelter

The Sobering Up Shelter (SUS) provides a safe place for individuals over the age of 18 to recover from the effects of alcohol and/or other drugs. The SUS operates on Thursday, Friday and Saturday nights from 11pm to 11am and also opens for special events where there is community celebration.

Professional Alcohol, Tobacco and Other Drug (ATOD) Workers provide close monitoring throughout the night. The SUS is a licensed facility operating in accordance with the Intoxicated People (Care and Protection) Act 1994 and the Intoxicated People (Care and Protection) Standard 2004.

Referrals are accepted from ACT Policing, ACT Ambulance, health and community services and the general community. ATOD Workers provide ATOD and Mental Health screening and brief intervention, as well as follow up support and referrals.

Staff attended Skyfire in 2018 making their presence known by having a makeshift SUS set up on the shores of Lake Burley Griffin. They provided material assistance to a number of people on the night in addition to information and support to attendees. The SUS is looking to expand into a number of the Territory's other major events into 2018-19.

Funded by ACT Government Health Directorate



AOD Support Connections

CatholicCare’s AOD Support Connections program provides brief interventions and case management services to people engaging in alcohol and other drug use. AOD Support Connections helps clients to identify and reach their goals through collaborative case planning, referral, problem solving, and harm reduction education.

We provide holistic support so clients can make changes to their AOD use, connect with physical and mental health services, address legal, financial or housing problems, safety plan around domestic and family violence, build formal and informal support networks, and work towards education and/or employment goals. This is a flexible outreach service, so we meet clients in locations that suit them - at a coffee shop, their home, a library or other community service, thus engaging with clients who may struggle in mainstream service settings.

Funded by the Capital Health Network, on behalf of the Australian Department of Health

ASSIST

ASSIST (Aiding in Secure, Safe, Independent and Stable Tenancies) is an outreach program designed to assist adults aged 18 years and over who are homeless or at risk of homelessness. The program provides individualised and person-centred case management, information, advocacy and referrals to support individuals, couples and families to gain and transition into and/or sustain tenancies in public, community or private housing.

In 2017-18, the ASSIST program supported 153 people with over 70 % of clients exiting the service into stable, long term accommodation.

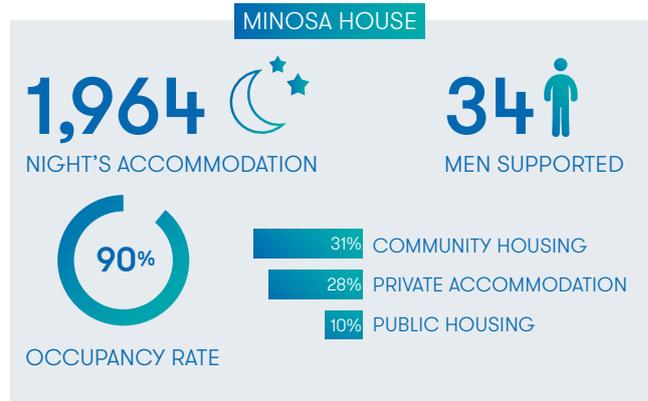
Funded by Housing and Community Services, ACT Government Community Services Directorate

MINOSA House

MINOSA (Men In Need Of Supported Accommodation) provides supported accommodation for six men over the age of 18 years who are experiencing homelessness for up to 3 months. The program empowers residents to gain safe, secure, long term and sustainable tenancies in the ACT community. This provision of individualised and person-centred case management and an onsite support worker assists residents to develop and/ or improve living skills including cooking, cleaning, hygiene, budgeting and accessing community services.

In 2017-18 MINOSA House provided 1,964 night’s accommodation with an occupancy rate of 90%. This included support to 34 men of which 31% were supported to enter community housing, 28% supported into private accommodation, and 10% supported into public housing.

Funded by Housing and Community Services, ACT Government Community Services Directorate



"ASSIST provides individualised and person-centred case management, information, advocacy and referrals to support individuals, couples and families to gain and transition into public, community or private housing."

Transitional Housing Program

The Transitional Housing Program (THP) assists individuals and families experiencing homelessness or at risk of homelessness.

THP provides transitional and medium term supported accommodation to people while they await permanent long-term accommodation. Our case managers seek to empower each tenant to access stable, permanent accommodation through person-centred case management and supportive tenancy management.

THP has been a successful collaboration between the CatholicCare Homelessness Services and the CatholicCare Property Management Team over the last seven years. Sadly, 2018 will be the final year that CatholicCare will run the Transitional Housing Program due to the reallocation of public housing stock across the ACT Region.

In 2017-18 THP successfully supported tenants to develop living skills and transition into long term housing options.

Funded by Housing and Community Services, ACT Government Community Services Directorate



Youth and Family Case Management Service

CatholicCare's Youth and Family Case Management Service (YFCMS) works within a case management and child-centred framework to support vulnerable children, young people and families in the ACT region who are at risk. The service provides a holistic and flexible model of outreach support to each individual client. The service aims to build resilience, self-confidence and life skills. YFCMS provides practical support to families and aims to improve outcomes around housing, family and relationship conflict, substance use, education and parenting.

In 2017-18 the YFCMS Program supported 45 families in the ACT region with 100% of families that exited the program achieving their unique identified goals. Of families supported by the YFCMS Program, 100% reported positive increases in their home life and

capacity to manage their budgets, 100% reported positive increases in their emotional wellbeing, 94% reported positive increases in their education and schooling, and, 89% reported positive increases in their children's behaviour and capacity to parent.

Funded by the Office for Children Youth and Family Support, ACT Government Community Services Directorate



Case Study

My name is Tim* and I am 41 years old. I was born and grew up in Iran, and only migrated to Australia in 2014. In 2017, my wife Talia*, our two children, and Talia's younger brother Max* were finally approved to join me in Australia.

Our family were housed in a 2 bedroom public housing unit where we all lived together. While we were very grateful for our new home, we started to feel unsafe as there appeared to be lots of crime and arguments at our complex, and we often experienced racial abuse from our neighbours. To add to that, we were then told that our housing unit was being demolished and we were uncertain what this would mean.

It was not long after this news that I was referred to CatholicCare's Youth and Family Case Management Services (YFCMS).

Our Case Manager came and met with the whole family. She was really interested in getting to know us all, and identify the support we needed. We quickly established a good relationship with her, I felt she understood our situation, and most importantly I trusted her.

I was able to talk to her about how I was feeling, in particular, I was feeling overwhelmed and depressed, unable to establish routines in our new community and make my family feel safe.

Max was also able to talk to her about his fears, including confusion and uncertainty about his new home in Australia, and feeling like he wasn't fitting in.

Our Case Manager sat down with me and we completed a Family Outcomes Star together, which helped us come up with a plan and goals to improve our situation.

As a result, our Case Manager was able to advocate on our behalf for more appropriate accommodation. We have since been relocated to a brand new 4 bedroom house and couldn't be happier.

She also helped us to enrol both Talia and Max in an Introductory English program, which has increased their confidence greatly. She even helped Talia access driving lessons, and she now enjoys the independence this provides.

Max is continuing to settle into his new life in Australia, has completed his English program and has started

Reconnect ACT

Reconnect is a voluntary early-intervention program for young people aged 12–18 years who are at risk of homelessness or are already homeless and living, working or studying in Canberra. The program works with both the young person and their parents/caregivers concurrently, with individual workers where appropriate. The program works towards achieving family reconciliation or finding appropriate living arrangements, and increasing the young person's level of engagement with work, education, training and the community.

Reconnect ACT maintains partnerships with the Ted Noff's Street Uni and Woden Community Services, and continues to visit youth friendly spaces run by these organisations to increase accessibility and engagement.

In 2017-18 Reconnect ACT worked with 57 individuals and their families.

*Funded by the Australian Government
Department of Social Services*



attending a college near our new home. He has recently got a casual job at a local fast food outlet, where he has made some great new friends.

In addition, our Case Manager helped us connect with the Iranian community in Canberra, which has helped us to feel more connected and develop a great support network.

We are truly thankful for the help and support of our CatholicCare Case Manager, and as a result we have embraced our new life in Australia, feel connected to the community, and are all much happier and settled.

Reconnect Central West

Reconnect Central West (RCW) is based in regional southern NSW and provides outreach support to young people in Young, Boorowa, Canowindra, Grenfell, Molong, West Wyalong and surrounds.

RCW supports each young person to achieve their own unique goals through a person-centred and flexible case management framework. RCW has also excelled at running local group work programs designed to develop better engagement with at risk youth within the community.

In 2017-18 RCW supported 57 individuals and their families.

Funded by the Australian Government Department of Social Services

STEPS Program

STEPS (Supporting young people Through Early intervention and Prevention Strategies) is a youth mental health residential program working in partnership with Child and Adolescent Mental Health Services (CAMHS). STEPS offers a 'step up, step down' accommodation option for young people experiencing moderate to severe mental distress. The 'step up' refers to the provision of support to young people experiencing moderate to severe symptoms of mental illness, but not requiring hospitalisation. The 'step down' offers an accommodation option for young people with a mental illness to transition between hospital and returning home.

STEPS provides case management based on a strengths-approach utilising a mental health recovery model. The model aims to build on the current strengths and support systems to increase resilience and assist residents in their path to recovery.

The support STEPS provides includes:

- assisting young people to better understand their mental health and to learn to utilise strategies to manage symptoms in a supported environment
- referrals and advocacy
- support to re-engage with school or explore alternative school options
- assistance to improve family relationships
- development of life skills
- clinical support through the Child and Adolescent Mental Health Service (CAMHS)
- support to access different accommodation options if required
- assistance to expand social networks and re-engage with social activities
- encouragement to develop internal resilience and skills to manage crisis.

STEPS supported 26 young people during 2017-18.

Funded by ACT Government Health Directorate



Partners in Recovery

Partners in Recovery (PIR) is a community based outreach program supporting individuals living with severe and persistent mental illness. Individuals eligible for PIR are linked in with a local Support Facilitator who works with the individual to develop their own plan for sustained recovery and facilitate access to local services and support. The program operates as part of a consortium model with Capital Health Network (CHN) as the Lead Agency, CatholicCare Canberra & Goulburn and Wellways Australia.

In 2017-18 PIR supported 40 participants, providing outreach support and referrals to services and support organisations. During this time the program worked with participants to transition to the National Disability Insurance Scheme (NDIS) with 18 participants successfully receiving NDIS plans. PIR ACT has been extended to 2019 while we continue to assist and support participants to access and assess their eligibility for the NDIS, or to support non NDIS consenting or ineligible participants. Current participants deemed ineligible continue to be supported and linked in to local community assistance support programs across the ACT.

Funded by the Australian Government Department of Health, in partnership with ACT Capital Health Network

Youth & Wellbeing Program

The Youth & Wellbeing program utilises a case management framework based on recovery oriented practice to support young people aged 12-25 years living with a mental illness.

The program provides assistance with issues such as gaining and sustaining suitable housing, developing life skills, building resilience, and understanding and managing mental wellbeing. The program also encourages young people to engage in education, training and employment, and to develop support and social networks. In addition, the program works to engage young people in the community and enable them to access services available to them.

The Youth & Wellbeing program works closely with young people to reduce the impact of mental illness on their lives.

Highly skilled staff work to provide education and share strategies to manage mental health symptoms effectively.

Some examples include:

- strength and resilience building
- education on mental health symptoms or diagnosis
- encouraging development of routines
- engagement in meaningful activities
- development of coping skills
- assisting within times of stress or crisis.

Staff also encourage and promote engagement with clinical mental health services and supports including psychologists, ACT Mental Health and GPs.

In 2017-18 the Youth & Wellbeing program provided outreach case management to 25 young people, 7 of which graduated from the program. 100% of Youth & Wellbeing service users had safe and secure tenure and 80% of service users reported a reduction in psychological distress. Furthermore, service users reported marked improvement in their living skills, taking responsibility and enhanced engagement with work and/or study, all of which contribute to one's ability to successfully sustain a tenancy.

Funded by ACT Government Health Directorate

Youth Housing Support Service

The Youth Housing Support Service (YHSS) provides an outreach service to young people aged 15-25 years who are homeless or at risk of homelessness in the ACT region. This program provides individualised and person-centred case management and "one off" advice and assistance to young people to gain accommodation and/or sustain their tenancies.

In 2017-18, YHSS provided support to 87 young people.

Funded by Housing and Community Services, ACT Government Community Services Directorate

"Service users reported marked improvement in their living skills, taking responsibility and enhanced engagement with work and/or study, all of which contribute to one's ability to successfully sustain a tenancy."

Counselling and Therapy Services

Speech Pathology

Our Speech Pathology Service at CatholicCare has experienced growth over the past twelve months. We have continued to market the program and connect with other community organisations including schools, childcare centres and allied health services. Our Speech Pathologist works across all ages, offering adult and paediatric speech pathology services using a person-centred approach.

Our service strives to work in collaboration with the client and their support network to provide high quality and evidence based support. We offer our service in an environment that is most convenient to the client, such as their home, community or school. Our Speech Pathologist works across a broad area including difficulty with communication, literacy, swallowing, voice and social skills. The service offers initial assessments, therapy, progress reviews and the development of management plans. In addition, our Speech Pathologist is able to offer health promotion and training to parents, families and other professionals. In 2017-18 our Speech Pathologist provided in-house training to staff and delivered information sessions to school based counsellors, local childcare centres and various schools; as well as attending community based promotional and networking events.

The Speech Pathology Service has provided assessment and intervention to 62 clients in 2017-18. Intervention is targeted to support clients to improve their communication and swallowing functioning in order to promote positive improvements across their social, educational and occupational environments. It has been a successful year and we look forward to continued growth and supporting more clients and families into the future.

CatholicCare's Speech Pathology is registered with NDIA, Medicare, and offers a fee for service program

Behaviour Management Service

CatholicCare's Behaviour Management Service supports individuals and their support networks including carers, families, support staff and other professionals to understand challenging behaviours.

Challenging behaviours may include self-injurious behaviours, aggression, anger, socially inappropriate behaviours or a combination of these. Behaviour Specialists work closely with the individual and their support networks providing person-centred support to individuals of all ages, tailored to individual needs and goals. The service is delivered in an environment that is convenient to the client including in the home, community, school or work. Our Behaviour Specialists are trained in Positive Behaviour Support using Applied Behaviour Analysis which is evidence based practice.

We are a registered provider of NDIA services

Counselling and Psychological Assessment Services

CatholicCare provides Counselling and Psychological Assessment Services to individuals under the National Disability Insurance Scheme (NDIS), in addition to fee for service. Our team of qualified staff assist individuals and families with psychological, emotional and life skill matters. The service is person-centred and support is offered for a broad range of issues.

The service aims to assist clients to reach their goals, support functioning in their activities of daily living, while developing personal resources, strategies and skills. Our qualified professionals can also provide comprehensive Psychological Assessments including developmental, cognitive and behavioural assessments.

Next Step Program

The Next Step Program is a free and confidential psychological support service delivered in partnership between CatholicCare and Woden Community Services. While CatholicCare delivers the high intensity service component involving intensive psychological intervention for people with moderate to severe symptoms of a mental health condition, Woden Community Services supports people with mild to moderate presentations, delivered by a coach specially trained and skilled in helping people find practical ways to manage their difficulties.

The service is based on the UK's Improving Access to Psychological Therapies (IAPT) model which involves assessing a client's presenting symptoms and referring him or her to the service that best suits their needs (i.e. low or high intensity services). This results in an efficient use of mental health services, based on a stepped care model where clients receive the most appropriate care.

More recently the Next Step program has expanded to include a youth program for those aged between 12 – 25 years. Our clinicians have completed specialist training to work with this age group. To assist with accessibility, a clinician operates out of headspace ACT one day a week. In addition CatholicCare has been successful in receiving additional funding to extend the Next Step Program to include children under 12 years old. This service will provide targeted group and individual psychological therapy options for children and their families. The program will include opportunities for families in the ACT to access the Cool Kids and Cool Little Kids group programs for children experiencing anxiety.

In 2017-18 the program saw 247 adults, 103 young people, and 46 children during the first 6 months of operation.

Funded by the Australian Government Department of Health, in partnership with ACT Capital Health Network



Case Study

Zoe*, a university student, sought assistance from the Youth Next Step program for her anxiety and depression which she believed stemmed from an unprovoked verbal attack from an unknown person.

Since this event Zoe had been avoiding social situations, withdrawing from her friends and avoiding crowded places as they made her feel anxious, angry and nervous.

Initial intervention focussed on helping Zoe question her negative view of people and expose her to a reasonable level of anxiety in social situations. Zoe found this helpful and her physical symptoms of anxiety lessened. This enabled her to engage more at university, returning to her classes, and to become more social with her friends.

Zoe continued experiencing some depression and during discussions disclosed she had been physically abused by her father as a young child, and that she often experienced flashbacks leaving her feeling angry, upset and trigger negative beliefs about herself and others.

The Next Step clinician continued to work with Zoe and through helping her to accept she was not responsible for what had happened to her and that she was unfairly blaming herself. Targeted exercises assisted her to renew her beliefs about these memories and helped reduce both the frequency and intensity of her flashbacks.

Zoe attended a follow up appointment where she reported a marked improvement in mood, and almost no social anxiety. Zoe expressed that with the help of the Next Step Youth program, she has been able to expand and enjoy a more active social life as well as start a new job which she is finds rewarding.

**Names and details have been changed to protect the client's identity.*

Family and Relationship Counselling Service (including family law counselling)

CatholicCare's Family and Relationship Counselling Service offers counselling to individuals, couples and families in need of support to deal with a range of issues. This may include building relationships; conflict resolution; improving communication; coping with change; step parenting and parenting after separation.

CatholicCare's team of skilled counsellors have a vast knowledge of the issues and behaviours that can impact family relationships and can assist clients to explore options for change; develop solutions to manage relationship issues and difficulties; implement changes to improve relationships; help parents provide ongoing support for their children; and support individuals, couples and families if they decide to separate or divorce.

Family and Relationship Counselling is available in the ACT from our offices located in Watson and Red Hill and in NSW from our Moruya, Bega, Goulburn and Queanbeyan offices. In 2017-18, over 250 appointments were provided across Family Law Counselling program to over 130 families, averaging over 20 appointments per month.

Case Study

"I'm a full time mother of 6 children, aged between 6 to 19 years of age. I contacted CatholicCare's Family & Relationship Counselling Program after the police had intervened from a phone call made by my middle son, Scotty. At that time, my husband Jack and I had been fighting and Scotty was concerned for our family's safety as his father had lost control and had threatened to harm us.

The police had told me to seek counselling for support regarding my circumstances as for a long time, Jack had been abusive and withholding money from me to care for our family.

After a few sessions with a counsellor, I began to understand and acknowledge that I was suffering from domestic violence. At the time, with each passing year, I had become less sure of myself and my confidence was extremely low. Through counselling, I was able to see that I had become a recluse - I was afraid of my husband and felt that I had to walk on egg shells to protect the children.

The counsellor helped me to regain my confidence and to process the domestic abuse that I had suffered due to Jack's controlling nature (with my free time, our finances, friends and my self-belief) and I was concerned



what effect this was having on the younger children. The counsellor was very supportive and suggested that as a family, she would help us to process the psychological effects and give us strategies to restore our strength and hopefulness.

Looking back, I cannot believe how fragile my children and I were at that time. If not for the counsellor who helped with referrals for housing, Centrelink, and other community support services, my children and I would not be living the freedom and security we experience today. I can proudly say that I'm a survivor and my children will have a future that they deserve. My sincere thanks to the counsellor who believed in me and supported me through this life changing journey."

Names and details have been changed to protect the client's identity

Student and Family Counselling Program

CatholicCare's Student and Family Counselling program provides school counselling in Catholic and Independent schools throughout Canberra and Regional NSW. Students in participating schools can access a counsellor within their school environment for support. This is especially beneficial to young people and families where finances or distance might otherwise prevent them from accessing mental health care and support.

With over 30 qualified social workers and psychologists in the team, the program uses a variety of evidence-based therapeutic theories and strategies to support students across a number of issues. Most commonly, students presenting to the service are experiencing anxiety, family breakdown, peer issues, stress, bullying, depression, and grief and loss. Student and Family Counsellors undertake regular professional development and learning opportunities to provide a diverse and effective service including working with children and young people who self-harm; supporting families around school refusal; and working with young people suffering from eating disorders or body image concerns.

Aside from individual therapy, our counsellors provide a range of therapeutic programs such as group therapy, educational sessions for parents and carers, and advise schools on support or learning plans for students. Many counsellors also offer professional development opportunities for school staff to assist in creating therapeutic and understanding classrooms e.g. training on ways to build resilience and support children and young people with mental health concerns.

Our counsellors are part of their schools' community working closely with the school pastoral care team. This includes being part of the response to critical incidents in schools where counsellors offer support to students, staff and the wider community in times of significant difficulty, loss or trauma. The Student and Family Counselling program has proven to be a highly effective and widely accessed service with over 3,300 young people seeking support from counsellors in 2017-18.

"I think you have a great service that helped me change my life. I am the person I am again."

- Client Feedback

Better Access Counselling Program

The Better Access Counselling program offers free, bulk-billing psychological counselling services to individuals in our community. In particular, the service is designed to provide counselling to individuals with low incomes otherwise unable to access psychological interventions. Our team of highly experienced psychologists and mental health accredited social workers assist clients with a range of mental health issues including depression; anxiety and stress; grief and loss; diagnosed mental health disorders; chronic health conditions; alcohol and other drug use and sleep problems. The Better Access program operates in the ACT out of our Watson and Red Hill Offices and in NSW out of our Moruya and Goulburn offices. In 2017-18 Better Access supported approximately 500 people.

Employee Assistance Program

CatholicCare's Employee Assistance Program (EAP) is a confidential counselling service for employees and their families, funded by their employer. EAP can assist in the prevention, early intervention and resolution of problems that may affect job performance including personal, family and work issues. CatholicCare provides EAP to a number of different community agencies in the ACT. Our team of professionally qualified psychologists, social workers and counsellors recognise the connection between physical and emotional well-being and an individual's happiness and productivity in both the workplace as well as in the home. CatholicCare's EAP provides office based counselling, phone sessions, and at times can provide onsite counselling to assist with critical incidents. In 2017-18 CatholicCare provided 211 EAP sessions to 121 clients and over 90% of the clients reported that service and strategies were helpful and of great benefit.

Pre and Post Release Counselling

CatholicCare has a partnership agreement with the ACT Corrective Services Throughcare Unit to provide pre and post release counselling to detainees of the Alexander Maconochie Centre (AMC). Counsellors support the individual to deal with unresolved matters such as trauma, cognitive changes, alcohol and other drug use, grief and loss, withdrawn behaviour, post-traumatic stress, self-esteem, family and relationships. The program aims to increase the individual's supports and skills post release and reduce the likelihood of re-offending, while also assisting them make a more successful return to the community.

Family and Relationship Services Programs

CatholicCare offer a suite of Family and Relationship programs providing individuals, couples and families with a variety of support options. Programs include Relationship Education, Parenting Groups, Family and Relationship Counselling, and Family and Adolescent Counselling Service (FACES). Our programs are staffed by a team of counsellors and facilitators with backgrounds in social work, psychology, counselling or training and education. In 2017-18 over 900 appointments were provided across the Family and Relationships Services Programs to over 390 clients, averaging 75 appointments per month.

Funded by the Australian Government Department of Social services

Family and Adolescent Counselling Service

Family and Adolescent Counselling Services (FACES) is a counselling service for young people between the ages of 10 and 21 years of age, their parents, family members and carers. FACES counsellors are skilled in individual and family therapy and have a vast knowledge of issues that impact on families including pre and post separation, step-families and blended families. FACES provides families with the opportunity to enhance their communication skills, learn new parenting and conflict resolution strategies, work through individual problems impacting the family, redefine roles in a changing family dynamic and develop better relationships.

Funded by Australian Government Department of Social Services

Parenting Groups

In 2017-18 CatholicCare provided two types of evidence informed parenting groups including Bringing up Great Kids for parents of children ten years and under, and the Resourceful Adolescent Program (RAP-P) for parents of children over ten years of age. The aim of our parenting groups is to provide parents with the opportunity to share their skills, experiences, and tips for managing challenging situations. Our group facilitator provides parents with psychology based education to enable the strengthening of parenting skills and promote family harmony.

CatholicCare continues to work collaboratively with Karralika, providing the RAP-P parenting course to those residing in their Families Program.

In 2017-18 68 people participated in parenting groups.

Funded by Australian Government Department of Social Services

Relationship Education

CatholicCare is a leading provider of Relationship Education in the ACT. Our Relationship Educators utilise the Facilitating Open Couple Communication Understanding and Study (FOCCUS) inventory to assist couples considering or preparing for marriage. The inventory provides a stimulus for an open and honest conversation and exploration of key issues that may emerge in a relationship. The partnership with the Archdiocese of Canberra and Goulburn has continued, with additional information being provided to couples during their first contact with the service. In 2017-18, 86 couples participated in the Relationship Education program.

Partially funded by Australian Government Department of Social Services

"Very good discussion which was well facilitated. We had an opportunity to discuss things that we had not thought to discuss before and it was a nicely structured empathetic feedback session."

- Client Feedback



Housing, Property and Facilities Management

Housing, Property and Facilities Management is the hub of property related services within CatholicCare. This area oversees and manages all CatholicCare buildings, regional offices, two retirement villages as well as a large number of residential properties. It is a one-stop shop where all property related services and activities including compliance with relevant legislation, regulatory body, maintenance, lease management, tenancy support, and property condition inspections are undertaken.

CatholicCare has a proven record for the provision of quality accommodation services to our clients. In addition, CatholicCare, as head tenant, manages government properties, shared accommodation, supported accommodation as well as our own properties.

In 2017-18 we successfully relocated our Moruya office to Moruya Community Hub and strategically acquired a property in Bega. This investment will not only strengthen the agency presence but give a footing to expand its services to these areas in the future.

Property and Tenancy Management

The CatholicCare Housing Program currently manages 36 properties and 25 accommodation units (rooms). These properties provide accommodation to a number of people in addition to CatholicCare support programs such as disability, mental health and transitional housing for people facing homelessness.

CatholicCare continues to explore new and innovative models for managing private properties owned by parents whose children have an NDIS package and who wish to step back from day-to-day managing of their property while providing support and care for their children.

CatholicCare is a member of Community Housing Industry Association (CHIA) and is actively involved in CHIA activities.

Gardening and Home Maintenance Services

In 2017-18 CatholicCare's Gardening and Home Maintenance Services has seen continued growth due partly to the dedication of our staff and the quality of services provided. The demand for our services is driven by both the NDIS and the Commonwealth Home Support Program supporting people over 65 in the community with a disability through the Seniors in Networked Communities (SINC) Program. These services enable people to remain living independently in the community with assistance from our staff completing small to medium garden and home maintenance jobs.



"CatholicCare has a proven record of the provision of quality accommodation services to our clients."

CatholicCare Retirement Villages

CatholicCare manage two retirement villages within the Archdiocese helping with the increasing independent accommodation needs of our senior citizens.

Both villages have a waiting list of people wishing to one day make a village their home. Our villas are about quality of life for our residents and we emphasise a safe, supportive community environment that makes life more enjoyable and comfortable.



Aloysius Morgan Villas

These villas are located in Campbell and are highly sought after. There are 18 Villas in total with both a mix of two and three bedrooms.



St Vincent's Villas

At St Vincent's Villas there are a total of 15 villas. Villas are available in both two and three bedrooms. A beautiful environment, surroundings and caring community make this village a wonderful home to many.



Corporate and Staff Services

Human Resources

The Human Resources (HR) department has a new look and feel and has been renamed 'People and Culture'. In May 2018 we recruited a new Director of People and Culture who sits on the Board and will roll out a People Strategy across the agency over the next twelve months.

The department has focused greatly on improving processes over the past twelve months and will continue to review and update policies and processes to align with contemporary HR practices.

The introduction of HR Board Reports has provided the Board with greater insight into staffing matters across the organisation including recruitment, turnover, WHS and complex case management, security checks, excessive leave and payroll processing.

With a strong commitment to staff health and wellbeing, there has been a significant focus on the reduction of staff excessive annual leave ensuring our staff are well rested and maintain work/life balance through taking overdue annual leave.

Staff Profile

Following the finalisation and submission of the 2018 Workplace Gender Equity report, as at 31 March 2018 we were able to identify our staff profile as the following:

STAFF BREAKDOWN

315

TOTAL STAFF

225 ♀

WOMEN
71%

90 ♂

MEN
29%

Permanent **229**

Full Time **69**

Part Time **160**

Casual **82**

Contract **5**

Along with this we also have 25 registered volunteers working with us in the areas of Finance and Accounting, Disability Support, Hands on Studio, Choices, Music Therapy, and Youth and Mental Health.

Quality Improvement

In August 2017 CatholicCare received reaccreditation for Quality Improvement Council (QIC) Health and Community Service Standards 6th edition. This included the following:

- Quality Improvement Council Health and Community Services Standards (QIC Standards)
- National Standards for Mental Health 2010 (NSMHS)
- National Standards for Disability Services.

We met every standard of the QIC standards and the auditors awarded us an 'EXCEEDED' rating for Community and Capacity Building.

In addition CatholicCare maintains Third Party Verification for the provision of NDIS services in NSW and were verified by *Quality Innovation Performance (QIP)* in accordance with the requirements of the NSW Disability Services Standards.

Together, these standards meet the quality and safety requirements of all funders, including the National Disability Insurance Agency (NDIA).

The organisation operates against a Quality Improvement Plan as part of our continuous improvement framework, and monitors performance by holding quarterly reviews with the senior management team to ensure that all activities are completed within the agreed timeframe.

CatholicCare's strong organisational systems demonstrate not only a commitment to continuous improvement and quality service provision, but also provide the practical support required to ensure that service provision is of a high standard and KPI's are consistently met.

Information Technology and Communications

The CatholicCare IT network provides online access to 250 staff through 140 desk top PC's, 50 laptops and 40 tablets and smart phones.

Throughout the year IT support staff worked in collaboration with technicians from IT provider *Top Tier* to support the online system and equipment with emphasis on:

- maximising protection from viruses and unauthorised access
- ensuring that adequate measures are in place to guarantee business continuity
- rolling out upgrades to software and devices as required
- supporting business efficiency through innovation and staff training
- enhancing accessibility for staff and clients
- monitoring system performance in order to achieve optimal response times and minimal disruption to services

In addition, we redeveloped our website with measures put in place allowing managers and staff to utilise their own smartphones in a business context.

Mission Engagement

In a world where we are seeing the daily effects of an organisation's Mission and Values take second place to profit or the desire to win, Mission at CatholicCare has become even more central to the way we operate as a faith-based organisation.

We commenced this year with a survey to gauge our staffs understanding of our Mission, Vision and Values. The results were extremely positive with 92% of staff expressing an understanding of these. The main area staff expressed a need for more training was in improving their understanding of Catholic Social Teaching.

As a result of this feedback, Catholic Social Teaching (CST) has been our focus over the last twelve months. CST is at the foundation of our values and we believe it is important our staff have an understanding of where our values originate.

Another part of the Mission role is to conduct Staff Orientation. During orientation, staff are introduced to CST and the mission and values we work to.

Following on from this, training sessions were held throughout the year to continue to educate our staff on the principles of Catholic Social Teaching and their impact on the daily work we do at CatholicCare.

In 2017-18 I have continued to visit all parishes within the Canberra region and several country parishes where we provide services. This has been wonderful to discuss with Parish staff their needs and the services that we provide.

In my role I also conduct Christmas and Easter reflections along with acknowledging several festivals from other major religions. We are blessed to have staff from several faith traditions that add life and energy to our workplace.

The area of Mission will change over the next 12 months with a Director of People and Culture being appointed, highlighting the importance of Mission and Values to the leadership of the agency.

Another exciting year awaits us.

Toni LaBrooy

Mission Engagement



"Training sessions were held throughout the year to continue to educate our staff of the main principles of Catholic Social Teaching and their impact on the daily work we do at CatholicCare."

Cultural Committee and Reconciliation Action Plan

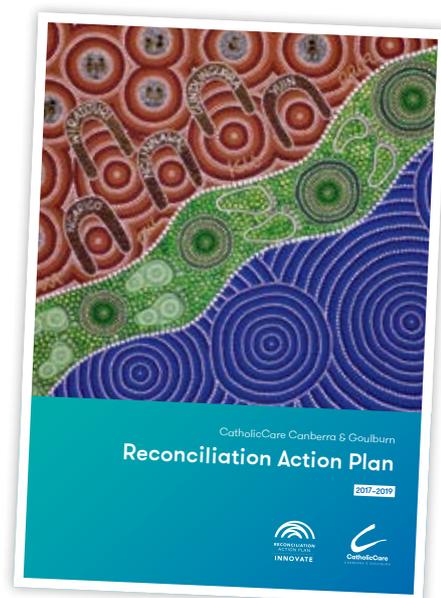
The CatholicCare Cultural Committee aims to ensure our organisation reflects the cultural diversity of our Archdiocese, and that our services and workplace are culturally safe and competent. This work is part of our Strategic Plan, recognising the importance of developing relationships, respect and opportunities with both the Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse communities.

The Cultural Committee enjoyed a productive 2017-18 progressing many activities and initiatives. In November we launched our third consecutive Reconciliation Action Plan (RAP). This RAP focuses heavily on creating new opportunities for CatholicCare to engage with Aboriginal and Torres Strait Islander businesses, individuals and communities. CatholicCare commissioned Canberra-based artist Sarah Richards to create a piece of art representative of the work we do in the community and our reconciliation journey so far. This beautiful piece is now proudly displayed at our Red Hill Office, and features on our printed RAP. Staff across the agency gathered to commemorate the launch which included a Welcome to Country by Ngunnawal Elder Warren Daley, and an address by our CEO Anne Kirwan, and lunch by local Indigenous Catering Company Ribanas.

Other activities and achievements of the committee over the past twelve months include the following:

- Staff participated in a range of cultural professional development opportunities including: Aboriginal and Torres Strait Islander Mental Health First Aid; Understanding the Refugee Experience; and using the Indigenous Risk Impact Screen (IRIS) – a culturally appropriate assessment tool for drug and alcohol and mental health.
- Continued support of Aboriginal and Torres Strait Islander students through the provision of the annual Social Work Award in recognition of achievements in academic and practical work.
- Connecting with the CIT Yurauna Centre to support Aboriginal and Torres Strait Islander students through work placement and potential employment opportunities.
- Hosted a number of internal events and celebrations including NAIDOC Week BBQ and Guest Speaker; National Reconciliation Week lunch and movie screening; and a Chinese New Year celebration.
- Participation in community events including the Canberra Multicultural Festival and National Sorry Day event.

With some new members coming on board to join the committee in 2018-19, we look forward to progressing new ideas and working towards achieving our goals in this RAP term.



Reconciliation Journey

By Marrawuy Journeys artist Sarah Richards

This painting was commissioned in August 2017 for use in CatholicCare Canberra & Goulburn's (CCG) Innovate RAP. The brief I received from CCG was that the artwork should be representative of their organisation and their RAP journey therefore I have produced a piece of artwork that represents aspects relating to CCG's organisation, their RAP journey and the ripple effect concept.

When I was researching and planning the piece of artwork for CCG, one statement that stood out for me was "We're the hands and the eyes, we're the hearts and minds; we are there, there for any human." I really wanted to incorporate this message and so I decided to look up the words in Ngyiampaa language. In Ngyiampaa language, hands is Mara, eyes is Mil, heart is Kii and whilst there was no word for 'minds' specifically there was Pala which means 'head'. I thought this was an appropriate substitute. Other information I wanted to capture in the painting was that CCG's services cover the extensive coastline, the Snowy Mountains, the rolling hills and flat plains out west and I had these various terrains in mind when deciding the colour palette.

CCG provides services on the land of five traditional owners (Ngunnawal People in the ACT, the Gundungurra people to the north, Yuin people to the south, Ngarigo to the South West, and the Wiradjuri people in the North-West). These mobs are represented in the painting by the upside down 'U' symbols which is a common Aboriginal symbol used to represent people. I have also tried to place the communities in a way you would find them on a map.

During my research I also noted nine services delivered by CCG and endeavoured to include icons that were representative of them.

Some are self-explanatory but I have included explanations for my rationale behind each one:

- Family Support Services (depicted by two parent figures and a small child)
- Counselling Services (depicted by a figure representative of a counsellor who is sitting up straight whilst talking to a patient who is suffering and is represented by them sitting slightly bent over)
- Disability (depicted by a common icon of a person in a wheelchair, whilst acknowledging disability is more broad and not always visible I felt this was the right icon to use nonetheless)
- Aged Care (depicted by a person with a walking stick)

- Mental Health (depicted by a brain)
- Youth (depicted by an adult and a slightly shorter person to indicate being a youth)
- Homelessness (depicted by a person assisting someone homeless get on their feet)
- Alcohol and Other Drugs (depicted by a bottle but an upside down glass to represent the process of giving up alcohol)
- Housing (depicted by a house shape)

The green section represents CCG's RAP journey. The filled-in footprints indicate what point CCG is currently at in their RAP journey, Innovate, and the steps yet to be taken are represented by the outline of footprints. The section also travels from bottom corner to top right corner to represent moving forward and I wanted to use green as I feel green represents growth but this section also is meant to be representative of the rolling hills mentioned previously. There are four main circles within the green section to represent the four various RAPs an organisation can implement. Keeping in mind each RAP builds on the previous RAP (hence why the circles grow with each RAP) and that the journey to Reconciliation isn't something that happens overnight. My inspiration to represent these various aspects of the Reconciliation journey and that Reconciliation doesn't happen overnight was to use the concept of tree growth rings. Each year, the tree forms new cells, arranged in concentric circles called annual rings or annual growth rings and I thought this tied in quite nicely to represent the Reconciliation journey.

As mentioned previously, I wanted to represent the various terrains CCG services and so part of the blue section is to represent the coastline. However my inspiration to represent this section as ripples is from one of my favourite movies as a child, Pocahontas, and one quote that has stuck with me is when Grandmother Willow dips her vine into the water and says "So small at first, then look how they grow. But someone has to start them." I feel this interpretation ties in quite nicely with the Reconciliation journey because even the smallest steps can lead to greater positive change.





Fundraising Event

ON CELEBRATING 60 YEARS

October 2017 saw CatholicCare host our first ever official community fundraising event. In honour of the special milestone of CatholicCare's 60th anniversary of serving the local community, we felt it was an appropriate time to combine this celebration with raising some much needed funds to support our services.

The event, *CatholicCare's Country Affair*, payed homage to our Bush Capital and the rural setting that was the ACT and surrounding regions when CatholicCare was first established back in 1957. Since then both Canberra and CatholicCare have grown exponentially and the Country Affair fundraising evening was a terrific celebration and success.

This occasion would not have been possible without the very generous Platinum Sponsorship from Catholic Church Insurance (CCI) as well as the Silver Sponsorship from National Capital Motors, both of which we are very grateful for.



Special thankyou for your ongoing support:



The Office of the Chief Financial Officer

The office of the Chief Financial Officer ensures good financial governance for the organisation. This is supported by clear financial policies and procedures, internal control mechanisms, effective integration of systems, reporting tools and dedicated and skilled staff. Job rotation and knowledge management are consistently maintained and reviewed.

Effective management of our financial data and systems is one of our key goals by continuously improving our processes and system integration allowing the financial data to be used to meet our needs.

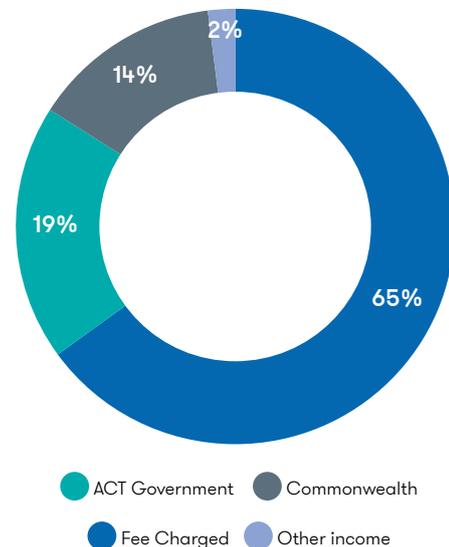
The Office of the Chief Financial Officer values customers’ satisfaction and feedback. We provide timely, reliable and strategic financial information and advice to our management team, clients and external stakeholders. In addition, the Chief Financial Officer provides business insight and support to the leadership team.

Financial Management

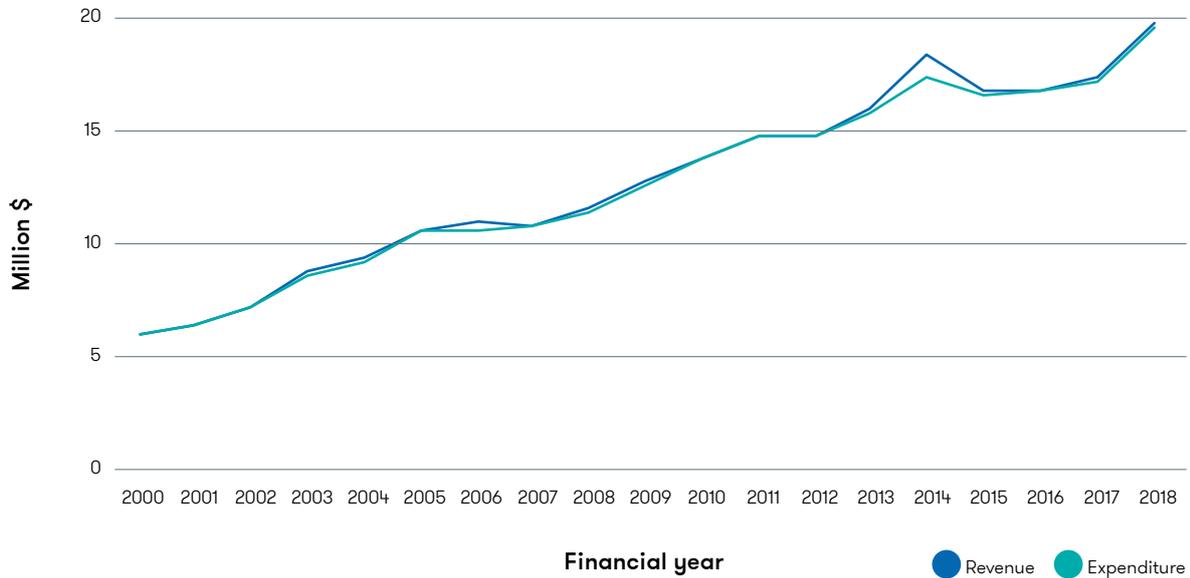
The financial outcome for CatholicCare Canberra & Goulburn for the 2017-18 financial year resulted in a surplus within 2% of the annual revenue.

As a Community Service Organisation, employee expenses were significant in our total expenditure. In addition, we continue to invest in information and communication technology and the professional development of our staff to build a strong IT platform and skilled workforce to provide quality services to our clients.

	Income
ACT Government	3,876,848.00
Commonwealth	2,811,337.00
Fee Charged	12,913,004.00
Other income	313,835.00
Donation	4,684.00
TOTAL	19,919,708.00



Revenue and Expenditure Trend



Year	Revenue	Expenditure
2000	6,203,000.00	6,068,000.00
2001	6,423,000.00	6,428,000.00
2002	7,371,000.00	7,208,000.00
2003	8,835,000.00	8,720,000.00
2004	9,408,000.00	9,262,000.00
2005	10,762,000.00	10,701,000.00
2006	11,001,000.00	10,769,000.00
2007	10,895,000.00	10,796,000.00
2008	11,596,000.00	11,508,000.00
2009	12,840,000.00	12,761,000.00
2010	13,909,000.00	13,814,000.00
2011	14,901,000.00	14,808,000.00
2012	14,877,000.00	14,822,000.00
2013	15,985,000.00	15,792,000.00
2014	18,525,000.00	17,408,000.00
2015	16,760,107.00	16,756,000.00
2016	16,895,000.00	16,779,000.00
2017	17,469,000.00	17,208,000.00
2018	19,919,708.00	19,630,708.00

Audit Report



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**INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF
CATHOLICCARE ARCHDIOCESE OF CANBERRA AND GOULBURN**

Opinion

We have audited the financial report of CatholicCare Archdiocese of Canberra and Goulburn, which comprises the balance sheet as at 30 June 2018, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the chief executive officer's report.

In our opinion, the financial report of CatholicCare Archdiocese of Canberra and Goulburn has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2018 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the CatholicCare Archdiocese of Canberra and Goulburn in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in CatholicCare Archdiocese of Canberra and Goulburn's annual report for the year ended 30 June 2018, but does not include the financial report and the auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

**THE POWER OF BEING UNDERSTOOD
AUDIT | TAX | CONSULTING**

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In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-profit Commission Act 2012*, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing CatholicCare Archdiocese of Canberra and Goulburn's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate CatholicCare Archdiocese of Canberra and Goulburn or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

A handwritten signature in blue ink, appearing to read 'RSM'.

RSM Australia Pty Ltd

A handwritten signature in blue ink, appearing to read 'Rodney Miller'.

Rodney Miller
Director

Canberra, Australian Capital Territory
Dated: 28 September 2018





CatholicCare
CANBERRA & GOULBURN

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