



CatholicCare
CANBERRA & GOULBURN

ANNUAL REPORT

2019–2020

*Celebrating over 60 years of
supporting our local community*

All who are weary, find rest.

Between the first blushing cry, and last pale goodbye.

You are the neighbours, the strangers, the nappy changers.

The parents, and grandparents. The loved and the lost.

Your heart bleeds, your lungs breathe, your body feeds.

Your needs supersede your creed.

We're the hands, the eyes...

the hearts and minds...

CatholicCare is here to serve, along every curve

Of that winding road, that unsure path, the highs and lows, the light and dark.

No matter who you are...where you're from...

what you wear...or with whom you share...

Your life, your love, your care.

We are there...

CatholicCare

There for any human



CatholicCare
CANBERRA & GOULBURN

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WHO WE HAVE HELPED



10,000

INDIVIDUALS AND
FAMILIES SUPPORTED



320

STAFF AND VOLUNTEERS



134,920

HOURS OF CARE PROVIDED
TO PEOPLE WITH A DISABILITY



649

ELDERLY PEOPLE SUPPORTED
ACROSS THE ACT & NSW



22,982

HOURS OF SUPPORT
PROVIDED TO THE ELDERLY



2,271

NIGHTS' ACCOMMODATION PROVIDED
THROUGH OUR
MEN'S HOMELESSNESS SERVICE



290+

PEOPLE HOMELESS OR AT RISK OF BECOMING HOMELESS SUPPORTED BY CATHOLICCARE



300+

YOUNG PEOPLE ASSISTED



96

STUDENTS ATTENDED OUR ARTS STUDIO



731

PEOPLE SUPPORTED BY OUR SPECIALIST ALCOHOL AND OTHER DRUG SERVICES



5,000+

INDIVIDUALS AND FAMILIES ATTENDED COUNSELLING SESSIONS



132

INDIVIDUALS HOUSED LONG TERM THROUGH COMMUNITY HOUSING

OUR VISION

**OUR VISION
IS FOR AN
EQUITABLE
SOCIETY WHERE
THE RIGHTS,
DIGNITY AND
WORTH OF ALL
INDIVIDUALS IS
RECOGNISED
AND
PROMOTED.**

OUR MISSION

CatholicCare Canberra & Goulburn are 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.

OUR 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.

CEO REPORT

I am pleased to report upon the achievements of CatholicCare Canberra & Goulburn over the 2019-2020 financial year.

The past 12 months have been extremely challenging for everyone, with our region and the people we support experiencing drought, bushfires, floods, hail storms and then the COVID-19 pandemic that quickly transitioned into a health and financial crisis for the nation and the world.

During this period CatholicCare and our team of over 300 dedicated staff and volunteers delivered care, interventions and supports to over 10,000 individuals and families across our region. Despite the challenges that the year threw at us, we have continued to remain open and welcomed new programs, clients and personnel to the organisation.

CatholicCare staff are considered essential workers, and therefore we continued to work across our ACT and NSW regional areas to deliver upon our commitment to clients, families and stakeholders in the most difficult operating environment we have ever experienced.

Within a week of the implementation of COVID-19 restrictions, we were able to transition a large proportion of our services to remote working, while our CHOICES and Aged Care, homelessness, residential, ATOD and mental health residential services continued to deliver face to face care to some of the most vulnerable populations in our community. Supported by our Business Continuity Plan, we took action to ensure that where possible services remained open and staff remained employed. Change that would have typically taken years to enact was implemented in a matter of weeks, and we will now see many of these successful remote initiatives continue and enhance accessibility to our services and people.

In line with our Strategic Plan and priority areas, in 2019-2020 we commenced several new programs to deliver upon our mission:

- In November we launched the Axial Housing Program, a Housing First pilot in the ACT in partnership with Housing ACT and St Vincent de Paul. This program works directly with people sleeping rough on the streets of Canberra, and supports them to move into permanent housing, providing ongoing support and linkages to wrap around services. Over the two year pilot Axial Housing will assist 32 people sleeping rough to move into and sustain permanent housing, and the service will participate in an external evaluation to assess its effectiveness and impact. Axial received a one-off grant from the ACT Government to increase its capacity during COVID-19 to move more people from the streets into permanent housing, as well as a grant from the Mercy Foundation for the provision of support and through Hands Across Canberra to assist with costs to set up each home with white goods, furniture, household goods, groceries and supports.
- In February we began delivering the Bushfire Counselling Program in our Southern NSW region in partnership with CatholicCare Wollongong. Funded by Coordinare PHN this service provides counselling and therapeutic supports to people affected by the 2019-2020 bushfires that devastated the south coast and regional areas of both Diocese. Initially planned as an assertive counselling program that would in-reach into hard to access regional areas and communities, this service has had to also adapt its delivery in response to the ongoing affects of COVID, outbreaks and social isolation directives in the coastal areas.



- In February we began delivering the Justice Housing Program, the provision of housing and support services for people as an alternative to custody in partnership with the Justice and Community Safety Directorate. CatholicCare provides both the Property Management and Occupant Support services to clients to stabilise their housing and provide support to access essential wrap around services within community.
- In June we opened MacKillop House to provide accommodation to 6 women with accompanying children and 20 single women who were experiencing homelessness. MacKillop House was a former convent owned by the Sisters of Saint Joseph that we purchased and repurposed to meet the growing need for crisis housing for women in Canberra. The service has enabled CatholicCare to significantly increase the accommodation options for women experiencing homelessness. The project received a one off COVID-19 grant from the ACT Government to open its doors, as well as a grant from Hands Across Canberra to assist with establishment costs.
- In June we launched Toolangi, a mixed housing development made up of 33 social housing tenancies managed by Housing ACT and 32 affordable housing residencies managed by CatholicCare. The service includes a full time community development worker who will coordinate social inclusion activities and supports for all people living

at Toolangi. Toolangi also has a dedicated community room, providing access to a safe, shared space to meet and deliver services to individuals and groups. We are very excited to be part of this initiative to increase the affordable housing rental options to people on low to moderate incomes who maybe experiencing rental distress.

In addition to opening new services, we commenced several key strategic initiatives related to our Strategic Plan to meet the ambitious objectives we set the organisation over the next five years.

We completed the renovations on Tenison Woods in O'Connor and moved our CHOICES and Aged Care teams into these new offices. This additional space and capacity enabled us to open our 2nd Hands on Studio arts studio for artists with a disability, as well as access additional rooms for counselling, speech therapy and behaviour management sessions. Our new Life Skills facility including a teaching kitchen with 6 cooking stations was completed, and we hope to be able to open these in the coming months once COVID-19 restrictions ease.

Amidst the noise of COVID-19, we chose to proceed with our planned external Quality Assurance Audit with QIP who undertook the review remotely, and we passed this 3-year quality audit including the National Mental Health Standards without any recommendations. This was a great outcome that demonstrates our continuous improvement culture, well led by our Quality and Leadership team.

Continued over page >

“In terms of culture, CatholicCare is really a beautiful place to work. I am fulfilled in my work and truly value the team I am part of.”

– Staff Survey 2020

We continued to increase the delivery of Home Care Packages to older Australians across both the ACT and Southern NSW regions enabling more people to remain in their homes having access to the essential support needed to do so.

Our services have continued to grow, and in response we have expanded our footprint further into Favier House in Braddon, opening additional counselling suites to meet the growing demand for psychological services.

Leading through difficult times requires commitment, agility and amazing teamwork. I would like to thank our dedicated Board of Directors and our committed Leadership team of Directors and Managers, who worked tirelessly over the last 12 months to ensure each service remained open and delivered upon our promise of quality service provision, despite the challenges that 2019-2020 has thrown at us.

We have maintained close and productive partnerships with the ACT, NSW and Commonwealth governments, whose key personnel and departments have consistently supported our mission. Ongoing partnerships with Catholic Education and the Capital Health Network enable us to provide therapeutic and early intervention services within our schools and communities. We have continued to work closely with partner organisations such as Marymead, Woden Community Services, St Vincent de Paul, Karralika and the Canberra Institute of Technology to continue to build our capacity to assist people in need.

Our Archbishop, the Most Reverend Christopher Prowse, provides constant support to myself and the wider organisation, encouraging us to deliver exceptional services to all people in need across the Archdiocese. I continue to receive wise counsel and support from our Vicar General Fr Tony Percy and Helen Delahunty our Archdiocesan Financial Administrator, who always make themselves available to CatholicCare and the Leadership team when needed.

Finally, I cannot sign off the year without acknowledging the efforts and commitment of our wonderful team of over 300 staff and volunteers, who have been open to changing the way they work to ensure our doors remained open and we continued to provide services to people in need. Despite the challenges of the last 12 months, our people have continued to live our values and delivered services that were accessible, responsive and effective.

Without these efforts, we could not have delivered upon our mission or achieved our goals for the year. It has been a wonderful team effort from everyone in the organisation and is a great demonstration of our mission in action.

Regards



Anne Kirwan

Chief Executive Officer
CatholicCare Canberra & Goulburn

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 Psychological &
ATOD services



Robyn McKay
Director CHOICES and
Aged Care



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

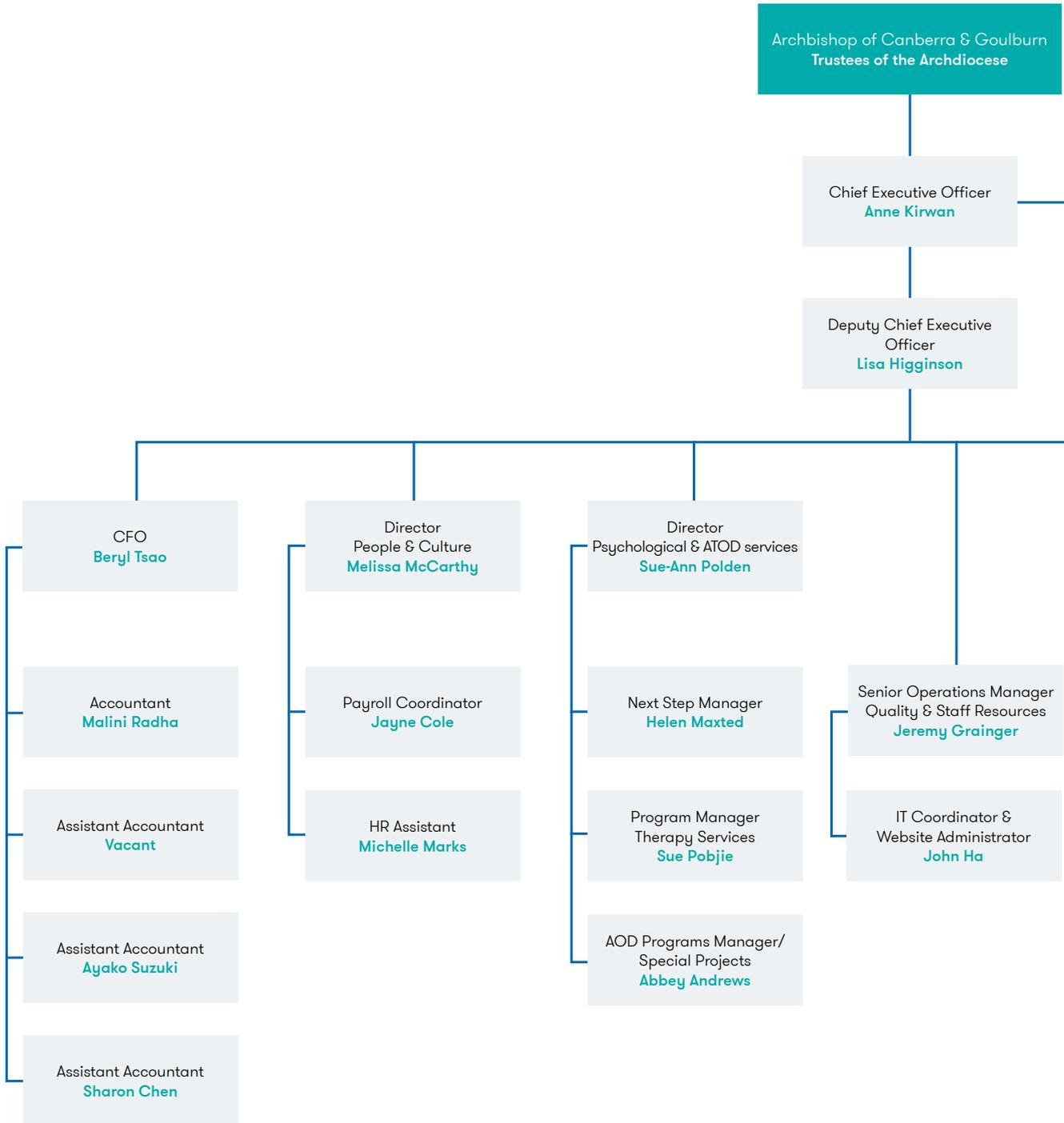


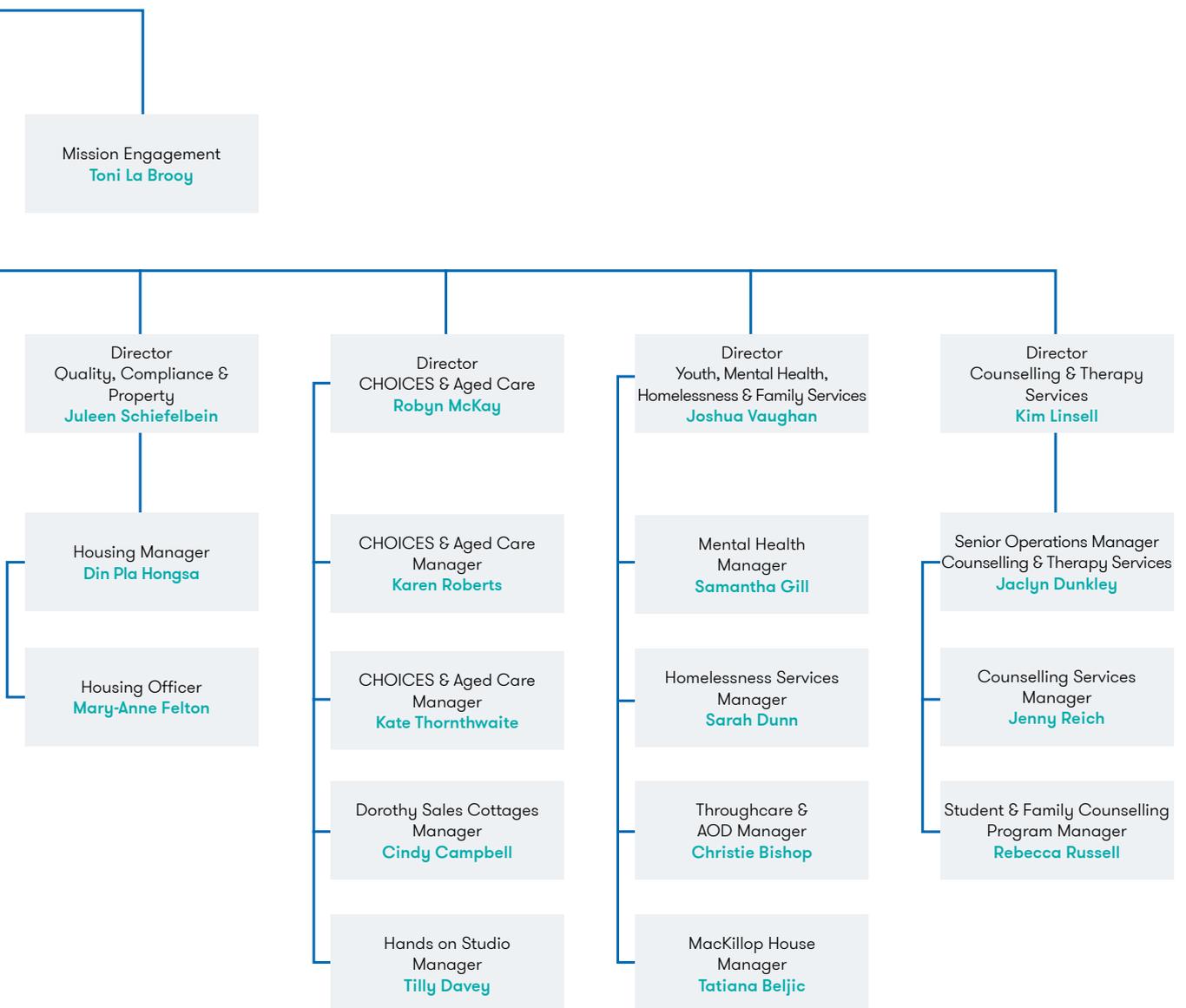
Melissa McCarthy
Director People & Culture



Juleen Schiefelbein
Director, Quality,
Compliance & Property

ORGANISATIONAL CHART





ACHIEVEMENTS

Against the 2019-2020 CatholicCare Canberra & Goulburn Strategic Plan.

In 2019-2020 CatholicCare Canberra & Goulburn delivered its care services in very challenging business conditions. During this 12-month period we continued to progress key activities against our new 5-year Strategic

Plan. These activities aim to enhance the quality and effectiveness of our services, to better support our people to deliver excellence in care, and to ensure our systems and services are efficient and sustainable.

The strategic achievements over the last 12 months are summarised below:



EXCELLENCE IN SERVICE DELIVERY

- We have continued to review existing service models to ensure they are evidence informed, outcome focused and value for money;
- We have actively sought opportunities to provide solutions to the emerging needs within the communities we serve. We opened 6 new services over the last 12 months, supporting people affected by the 2019-2020 bushfires, women and children experiencing homelessness, people in need of affordable housing experiencing rental distress, people sleeping rough on the streets of Canberra, and people exiting detention who were in need of accommodation;
- We have continued to progress our Innovate Reconciliation Action Plan to ensure our services are accessible, inclusive and culturally responsive;
- We have maintained our Quality Assurance Accreditation with QIP, passing our 3-year external audit against the QIC Health and Community Service Standards and the National Standards for Mental Health Services;
- We have sought representation and membership across a range of sectors to ensure the voices of our clients, staff and services are heard at all levels.



FOCUS ON PEOPLE

- We have continued to implement our values based People Plan across the organisation, ensuring that we are recruiting and retaining the right people within CatholicCare to live our mission;
- We have utilised technology to improve communication, systems and accessibility for all staff, ensuring our people are better connected and supported to do their daily work;
- We have actively sought to collaborate and partner with like-minded organisations to enhance the services we provide;
- We have invested our time and energies within the Catholic Social Service networks to build partnerships, access expertise and resources, and enhance sector capacity.



SUSTAINABILITY

- We have continued to invest in our corporate and service delivery operations, implementing systems to deliver lean, efficient and responsive services with minimal overheads;
- We have invested in technologies to enable our staff to deliver their services remotely and continue to support people in need within an ever changing environment;
- We have reviewed our Risk Management Strategies and Business Continuity Practices across the organisation to ensure we can continue to deliver services within community in difficult operating conditions;
- We have continued to market CatholicCare to increase our profile within the community, enhance our brand recognition, and attract clients, funding and talent to CatholicCare;
- We have undertaken external reviews of our governance systems to ensure that they are robust, transparent and encourage accountability across the organisation and Board.

The last 12 months have been extremely challenging for our staff, our services and the people we support across the Archdiocese of Canberra and Goulburn. Despite the threat posed by the bushfires and the COVID-19 pandemic, we have continued to progress key strategic activities that have benefited the organisation, workforce and community. We have seen significant improvements across the organisation as a result of the various projects implemented across CatholicCare, which will ensure we are well placed to continue to deliver social services into the future.

These achievements have only been possible through the hard work and significant efforts of our staff, Leadership team and our Board of Directors, who are committed to ensuring that quality and excellence underpins all that we do. I am very grateful to be part of this committed team.

Yours sincerely

Anne Kirwan

Chief Executive Officer

CatholicCare Canberra & Goulburn

CHOICES & AGED CARE



CatholicCare's CHOICES program delivered a suite of NDIS services to 184 participants in 2019-2020.

These services focused on supporting participants to achieve their goals and included:

- Coordination of supports
- Personal care
- Domestic assistance
- Transport
- Community access (including one on one and group activities)
- Gardening and home maintenance

These individually tailored services provided a solid foundation for participants to work towards their goals and increase independence. In addition to one-on-one support, CHOICES assisted 17 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. CHOICES have also facilitated a number of smaller social groups, meeting throughout Canberra facilitating opportunities for individuals to develop friendships over a meal or coffee and open up new opportunities for social engagement across different age groups.

The CHOICES Program relocated to Tenison Woods House in December 2019. This newly refurbished space is equipped with group cooking facilities including new ovens and cook tops as well as essential cooking utilities. This space offers exciting opportunities for the CHOICES Program to run social and skill development groups which aim to increase participant's skills in preparing a meal as well as providing an avenue for social engagement. The CHOICES Team continue to engage with participants in decision making in relation to other group activities which are being established, supporting our philosophy of providing services from a person centered approach.

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 working 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 continues to evolve, with the focus of support remaining on the participants and their independence, inclusion and social and economic participation.



Support is funded by individual packages under the National Disability Insurance Scheme (NDIS).

Jane's Story

Jane is 42 years old and has a diagnosis of Autism and due to her disability displays a number of behaviours of concern. Jane requires a very structured and predictable living environment with known routines and customs, and because of this, Jane's life and that of her families was extremely restricted.

CatholicCare have been working with Jane and her family since 2013, initially through the Mature Carers Program, where they were supported to consider and plan for the future. With the introduction of the NDIS in the ACT, CatholicCare supported Jane and her family to apply for the NDIS and in September 2016, Jane became a participant of the NDIS and transitioned to CatholicCare's CHOICES Program.

Up until recently, Jane had lived with her parents her whole life. With her only brother living interstate and limited informal supports outside the immediate family, Jane's parents provided the majority of her supports. Jane's mother recently passed away, leaving her father as her sole carer.

Due to her father's declining health and advancing age, it became clear that he could no longer continue to provide the high level of daily support that Jane required. CHOICES worked closely with both Jane's father and brother to develop a transition plan to support Jane to move into her own home with formal supports. Drawing on support coordination funds within Jane's NDIS Plan, CHOICES engaged an Occupational Therapist and Behavioural Psychologist (also NDIS funded) to prepare for the transition.

Armed with reports and evidence to support this positive and essential move, CHOICES assisted Jane and her family to apply to the NDIA for additional funds to ensure that Jane had access to the essential daily supports she required to live as independently as possible in her own home.



CHOICES developed a care team of familiar support workers who supported Jane to move from her family home into her new home. There have been challenges for Jane and her family through the transition, but with the support of a stable and committed support team, Jane has now successfully transitioned to independent living. Jane is very proud of her home and her independence, and is slowly becoming a valued member of her new community. She is also little by little, increasing her capacity to undertake everyday tasks of daily living which, previously she was unable to do.

CHOICES continues to work with Jane to improve and increase her capacity and independence in all areas of her life.



HANDS ON STUDIO

Hands On Studio provides weekly workshops for 97 people with varying disabilities, and has been running for 24 years. Over the years, the artists who attend the program have collaborated with their peers as well as local and interstate practicing artists. In addition to this, they have built relationships with various creative institutions and have continuously produced works which have been exhibited. The program provides the artists with a safe space to build their practice and be a part of a community.



The ages of the participating artists range from 19-84, a very broad cohort with different life experience and varying wants, needs, and desires that relate to their practice.

In January 2020 Hands On Studio launched its second studio at Tension Woods House in O'Connor. Since opening the second studio the program has had significant growth and has been able to offer classes to a broader range of groups in the community. The second studio has also enabled Hands On to work in partnership with numerous CatholicCare programs by offering regular or one off art classes to seniors through the SINC Program and Dorothy Sales Cottages.

Over the past year Hands On Studio has continued to build on the existing relationships the program has with the broader Canberra arts community and local creative intuitions; National Gallery of Australia, The Drill Hall Gallery, ANCA and Tuggeranong Arts Centre. These partnerships have all provided artists with an insight into different creative methods and dialogues. The partnerships which Hands On Studio shares with the mainstream art community in Canberra are important as these relationships encourage creative dialogue between different sectors of the community and provide vulnerable individuals with equal opportunities.

Hands On Studio is excited about what the future holds as the program continues to grow meeting the creative wants and needs of the Canberra community and beyond.

Support is funded by individual packages under the National Disability Insurance Scheme (NDIS)



Stephen's Story

Stephen is one of the original Hands On Studio artists, and currently attends the studio 4 times a week. Stephen worked with his family and four other families to start the program 24 years ago. Stephen has been a part of Hands On Studio's growth and has moved with the studio across the 5 sites (O'Connor, Griffith, Fyshwick, Curtin and Narrabundah).

Over the past 24 years, Stephen has developed a strong sense of community and has worked hard to turn his visions and desires into brilliant works of art.

Stephen is a cross disciplinary artist who creates meticulously detailed works which represent different parts of Stephen's everyday life. Stephen uses his art practice as a tool to explore his imagination and connect with the world.

Over the years of attending Hands On Studio, Stephen has exhibited his artwork in a number of Canberra's leading creative institutions (National Gallery of Australia, Canberra Museum and Gallery, Parliament House, The Legislative Assembly and M16 ARTSPACE). Along with exhibiting his work broadly, Stephen participates in numerous arts festivals, events and workshops on a yearly basis.

In December 2019 Stephen showcased a series of his artworks titled "Stephen's People" at The National Gallery of Australia for *Meeting Place 2019*. *Meeting Place* is Australia's leading arts and disability conference which brings together the leaders and decision makers in the sector. Along with showcasing his work for the conference Stephen delivered a short presentation about his work and practice to all of the attendee's at *Meeting Place*.

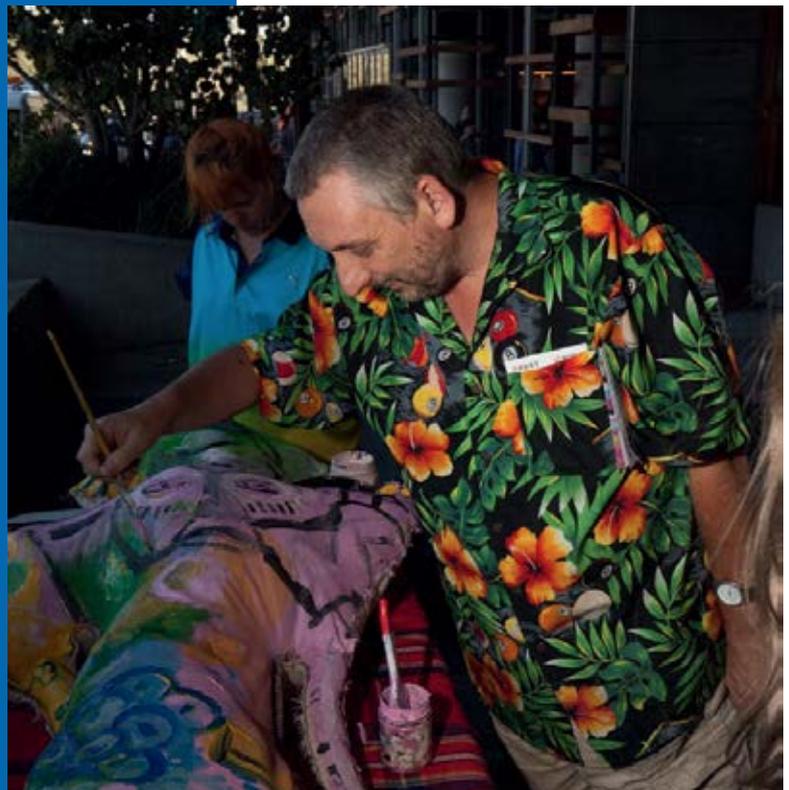
"Without art and Hands On Studio, my life would be boring and dull"

- Stephen, 2020



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 2019-20, 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.



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 who do not have an NDIS plan, or for those deemed ineligible for the NDIS. In the 2019/2020 year, CASP supported 46 individuals and their carers with a range of different and flexible supports. This has included supporting individuals to apply for access to the NDIS, support to maintain their home and garden, and support to access their community. CASP provided a range of services to individuals and families, which assisted them to remain living in their own/ family home. In some instances the support provided by CASP assisted individuals to resolve points of crisis around housing and prevented them falling into homelessness. CASP also supported individuals to transition into more suitable housing options, coordinating appropriate levels of direct support to ensure it was able to be maintained. In some cases, individuals received more than one service type and had their direct support accompanied by care coordination hours to build capacity and develop systems with the individual or family to sustain their independence. The CASP program also worked closely with individuals and their family/carer unit to provide support, which assisted in improving the individual's health, wellbeing, recovery and rehabilitation. CASP works in close collaboration with clinical and community mental health services to help prevent hospital admissions.

▮ Funded by the ACT Government Health Directorate

DOROTHY SALES COTTAGES

Dorothy Sales Cottages (DSC) is home to 8 people living with a severe acquired brain injury and/or complex physical needs. In delivering supports to these individuals, CatholicCare works closely with Hartley Lifecare who are the property owners and who manage the onsite hydrotherapy pool. The dedicated team at DSC provide intensive 24 hour support to residents and strives to deliver individualised and person-centred services. This is illustrated through the resident's individualised plans, identified life goals, and in how flexibly and responsive the services are delivered. The way support is provided at DSC enables residents to live as independently as possible and to maintain or develop connections within their community. NDIS funding has been utilised by participants to purchase new equipment, including specialised seating and wheelchairs. The DSC staff continue to work closely with other providers and specialists such as speech pathologists, occupational therapists and GP's to ensure residents receive holistic care.

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



NATIONAL PSYCHOSOCIAL SUPPORT TRANSITION PROGRAM

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

In October 2019 the PIR Program transitioned to National Psychosocial Support Transition Funding (NPS). The NSP program supported participants in becoming assessed for the National Disability Insurance Scheme (NDIS).

By June 2020 CatholicCare had successfully offered support to all of the PIR Participants to become tested for the NDIS. Those found eligible were transitioned to the NDIS and were supported to identify a support Coordinator of their choice. Those found not to be eligible for the NDIS were transitioned to the Continuity of Supports Program (CoS) run by Woden Community Services. As all participants of what was PIR have now successfully transitioned to the NDIS or CoS, this program ceased in June 2020.

▮ *Funded by the Capital Health Network*

ARAMAC HOUSE

ARAMAC has been operating for over a year now after the transition from the Lodge at Ainslie village. ARAMAC provides shared living for adult males living with co-occurring mental health and drug and alcohol conditions. The men share two bedroom units in a complex of 8 units.

The support CatholicCare provides focusses on increasing individual capacity towards independent living and increased participation in the community. With the additional aspect of being in an environment which supports and encourages both mental health and drug and alcohol recovery.

In 2019-2020 ARAMAC supported 12 men to live independently in their new homes, three of these men were new to the service in the last 12 months and one client has moved out into a shared living arrangement.

The feedback from individuals, families and the staff about the increased capacity and growth since leaving the lodge has been incredible. We have seen a significant increase in the men's involvement in their day to day lives. Now, with their own kitchens, bathrooms and laundries, these men have the ability to take greater control over preparing meals and maintaining their personal spaces, which has contributed positively to their mental health and wellbeing.

▮ *ARAMAC House is funded by individual packages under the National Disability Insurance Scheme (NDIS)*

“It’s such an amazing opportunity, thank you”

“These places are beautiful”

“It is so lovely to have my own, brand new home”

“I love how quiet it is”

“I used to get the shakes really badly, now they are much better. I am not as worried or anxious”



SENIORS IN NETWORKED COMMUNITIES

Seniors In Networked Communities (SINC) is a Commonwealth Home Support funded program 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 in home and community support for older people needing assistance to remain living safely and independently at home and remain engaged with their community. SINC utilises a person-centred and strengths-based model of support that focusses on supporting and enhancing a person's independence, keeping people well and in their homes or supporting them to regain skills and independence.

The SINC program has continued to work with the Regional Assessment Service Assessors and My Aged Care to deliver supports focused on individual's goals and support plan. SINC acknowledges the needs, aspirations and goals of individuals, while assisting them to regain functional capacity and improve or maintain independence. In the 2019/2020 year, the SINC program received consistent referrals in both the ACT and NSW, supporting 845 individuals through the provision of personal care, domestic assistance, social support, flexible respite, transport, and home maintenance in both the ACT and NSW and social work services in NSW. Specifically, SINC has seen a significant increase in referrals for social work services, and note an ongoing need for home maintenance and domestic assistance supports which continue at capacity. In the 2019 - 2020 year SINC provided over 18,000 hours of support and was successful in receiving growth funds to further support individuals to remain living in their homes within the community.

Funded by the Australian Government Department of Health



SINC outing to the Canadian Pub, Caribou Kingston.

HOME CARE PACKAGES

This has been an exciting year for the Home Care Program (HCP) with continual growth since launching the program in September 2018. In the 2019 - 2020 year, the Home Care Program supported 61 individuals, who had been allocated a Level 1 to Level 4 Package and had chosen CatholicCare as their provider. Home Care Packages are allocated to individuals who require a higher level of in-home and community access supports than entry-level services such as the Commonwealth Home Support Programme can provide.

With the introduction of the Home Care Program, CatholicCare has been able to provide continuity of care to many individuals who had been accessing the SINC program and required an increase in their support. The 31 individuals who transitioned from SINC to HCP were able to continue working with the support workers they had developed good working relationships with, while at the same time receiving the increased support they required to remain in their homes.

The HCP program have also seen a significant growth in clientele joining us from the wider community, drawn to CatholicCare's vision and values as a HCP provider. The shift in recent years to the delivery of Home Care Packages being delivered from a consumer directed care approach aligns 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. In addition to our suite of in-house services including case management, personal care, assistance with domestic tasks, social support, home maintenance and gardening assistance, the Home Care Program continues to build relationships with other providers including nursing agencies and allied health professionals to coordinate and provide support to meet the needs of the individuals who have chosen us as their support provider.

Funded by the Australian Government Department of Health

“We are so appreciative to CatholicCare for efforts by the whole team in communicating and supporting Mum, from the beginning and during this COVID-19 pandemic”

“I am so happy with my services, over time we have gotten to know each other and developed a trustworthy relationship.”



Jeremy's Story

Jeremy is a 73-year-old gentleman living in a rural community with his wife. Jeremy was assessed as having high care needs by the Aged Care Assessment Team (ACAT) with a recommendation for a level four home care package. Prior to receiving his Home Care Package, Jeremy was receiving support through Seniors In Networked Communities (SINC), CatholicCare's Commonwealth Home Support Programme funded service. Jeremy had his package managed through another provider, but continued to broker CatholicCare's support workers to provide his direct support. When CatholicCare launched the Home Care Package Program, Jeremy chose to transition the management of his package and is now receiving his direct support, case management and package management through CatholicCare.

Jeremy has brokered a variety of supports, equipment purchases and home modifications to assist him to remain living at home. He also receives regular in home supports including, gardening and home maintenance, personal care and domestic assistance, all of which provide him with the person centered support he requires to maintain his independence.

In addition, Jeremy is also utilising his package to hire a mobility scooter to assist him in getting to and from appointments close to his home and to be able to access the community without relying on transport and support services. For appointments which are a significant distance from his home, Jeremy is able to use his package to engage a support worker to transport and assist him on these trips.

Initially through the SINC program and now with his Home Care Package, CatholicCare has been able to provide Jeremy with the support he has needed to ensure he is able to remain living at home with his wife, independently for as long as possible.

YOUTH, MENTAL HEALTH, HOMELESSNESS AND FAMILY SUPPORT SERVICES



SOBERING UP SHELTER TURNS 15

In celebration of 15 years of operation the Sobering up Shelter held a Birthday and open day. On 2nd December 2019 the doors had officially been open for 15 years. This was a unique opportunity for the sector to have an onsite visit and see how the service operates.

The Sobering Up Shelter (SUS) provides a safe place for individuals over the age of 18 to recover from the effects of alcohol and other drugs. SUS operates on Thursday, Friday and Saturday nights from 11pm to 11am and opens for special events where there is community celebration. 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. Qualified Alcohol, Tobacco and Other Drug (ATOD) Workers provide close monitoring throughout the night. 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.

| Funded by ACT Government Health Directorate

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.

ASSIST supported 130 service users during 2019-2020. 58.5% of ASSIST clients exited the service with stable, long-term accommodation and 76.8% achieved their agreed goals.

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

COMORBIDITY DAY

In December CatholicCare coordinated the 12th Annual Comorbidity Interagency Day. The day was a great success, with over 130 people in attendance, providing an opportunity for agencies to network whilst strengthening interagency partnerships and referrals.



Mary-Anne and Judy at the CatholicCare stall on Comorbidity day 2019.

AXIAL HOUSING (A HOUSING FIRST INITIATIVE)

In November CatholicCare partnered with HousingACT and St Vincent de Paul's "Street to Home" program to commence Axial Housing, a Housing First pilot in the ACT. Axial Housing works with specialist homelessness services who refer people sleeping rough on the streets of Canberra with high and complex support needs who are unable to navigate the housing system, and assists them to move from the street into a permanent home with wrap around supports. The commencement of this pilot required CatholicCare to remodel its existing ASSIST Program and release resources to employ a full time specialist Axial worker. In addition Axial Housing was awarded a grant of \$20,000 from the Chief Ministers Charitable Fund and a \$25,000 grant from the Mercy Foundation to assist with staffing, set up packs (kitchen, bedding, toiletries, cleaning products, groceries) and purchase fridges and washing machines.

Axial Housing had an initial pilot capacity to support 20 rough sleepers, however it received a COVID-19 Rapid Response grant from the ACT Government for \$100,000 to support another 12 people, increasing its capacity to provide permanent housing and wrap around supports to 32 people sleeping rough in the ACT. These funds were used to increase resources and employ another full time specialist homelessness worker. Over the last 8 months Axial have supported 24 people sleeping rough to move into permanent housing with the assistance of Housing ACT who have released properties to Axial, and CatholicCare have provided the ongoing wrap around supports that are so essential to sustaining the tenancies.



MACKILLOP HOUSE

In June 2020 CatholicCare opened MacKillop House, a new residential service for women over the age of 18 experiencing homelessness.

Over the last 12 months CatholicCare have been negotiating with the Sisters of Saint Joseph to purchase the former convent in O'Connor to meet the growing demand for accommodation for women experiencing homelessness. With the support of a \$150,000 COVID-19 Rapid Response grant from the ACT Government and a \$15,000 grant from Hands Across Canberra, we opened the service in June just in time for Canberra's cold winter.

MacKillop House offers shared living for up to 20 single women with their own individual rooms, as well as 6 independent town houses at the rear for women with accompanying children. CatholicCare supports each resident to put in place strategies to access long-term housing during their stay.

MacKillop House has increased the capacity of the women's homelessness sector to respond to demand and provided housing options to women in crisis.

Funded by CatholicCare and the Community Services Directorate



Left and above: MacKillop House accommodation for women experiencing homelessness.

MINOSA HOUSE

MINOSA (Men in Need of Supported Accommodation), provides supported accommodation for six males at any one time 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 is achieved through individualised and client-centred case management and an onsite support worker who provides practical assistance to residents such as living skills development including cooking, cleaning, hygiene, budgeting and accessing community services. MINOSA House provided 2271 bed night's accommodation with an occupancy rate of 98.8% during 2019-2020 providing support to 22 men.

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



TOOLANGI AFFORDABLE HOUSING PROGRAM

At the end of June we launched Toolangi, a brand new housing development in Kaleen in partnership with Housing ACT and Programmed Facilities Management Ltd. Canberra's population of high-income earners have crowded low income households out of the private rental market, increasing pressure on the government housing system and contributing to household finances stress. Toolangi responds to this call for more Affordable Rentals in the ACT, assisting 32 Canberra households on low to moderate incomes who are experiencing rental distress to access Affordable Rental in Belconnen.

Toolangi is a mixed development of 65 social and affordable rental properties, and this innovative housing initiative uses a salt and pepper approach to create a diverse and inclusive community. CatholicCare is responsible for the management of the 32 Affordable Rental tenancies at Toolangi, and will deliver a social inclusion program through a dedicated community development worker onsite to all households. Our Social Impact Program (developed by CatholicCare Tasmania) will optimise outcomes for tenants and residents of Toolangi to increase social and economic participation across the community. SIP is a nationally recognised project that has developed a framework to co-create individual and community wellbeing across 7 domains:

1. Housing
2. Safety
3. Health
4. Economics
5. Education
6. Spirituality
7. Community engagement



Our SIP Engagement & Tenancy Support Worker will engage tenants with particular needs and connect them into the wide range of services offered both by CatholicCare as well as the network of partners and referral organisations. Toolangi is a fantastic opportunity to enhance the capacity of the ACT housing system and meet the demand for Affordable Rentals in the ACT. We are pleased to be part of such an innovative housing solution in the ACT.

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



RECONNECT ACT

Reconnect ACT is an early-intervention program for young people aged 12 to 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 improving the young person's level of engagement with work, education, training and the community. Reconnect ACT supported 74 young people and their families in 2019-2020.

Funded by the Australian Government Department of Social Services.

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 and identified goals through a person-centred and flexible case management framework. RCW supported 58 young people and their families in 2019-2020.

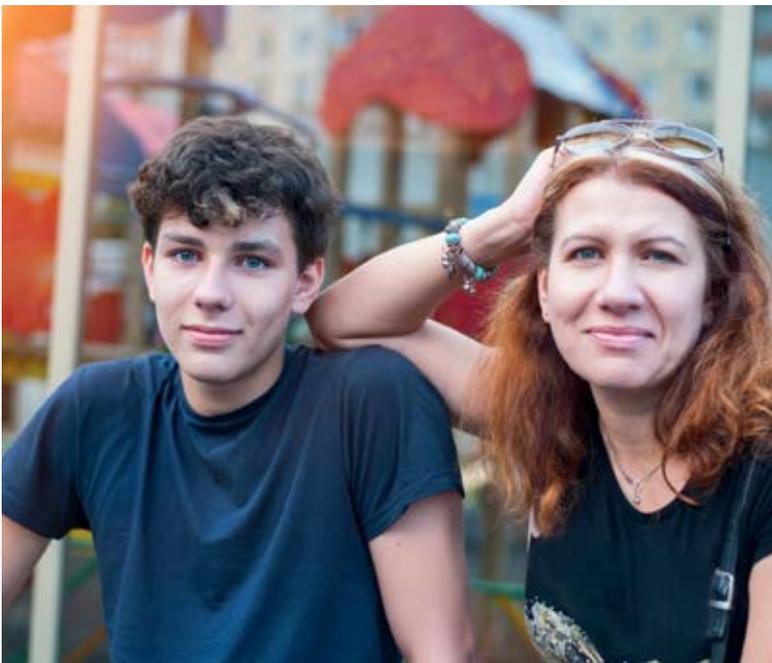
Funded by the Australian Government Department of Social Services.

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. This 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. YFCMS program supported 32 families in the ACT region during 2019-2020.

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

“Couldn't ask for better support, thank you for your help and kindness”



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 and live in the ACT region. This program provides individualised and client-centred case management and “one off” advice and assistance to young people to gain accommodation and/or sustain their tenancies. YHSS provided support to 71 young people during 2019-2020.

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

STEPS PROGRAM

STEPS (Supporting young people Through Early intervention and Prevention Strategies) is a residential program supporting young people aged 13-18 years with a moderate to severe mental health condition. The program operates in partnership with ACT Child and Adolescent Mental Health Services (CAMHS). The program is structured as a 'step up/ step down' opportunity. This enables young people exiting from a hospital stay to receive transitional support before returning home, or as an early intervention support option for young people experiencing difficulties at home but not requiring hospitalisation. STEPS is a voluntary Mental Health residential program providing support to young people for a period of up to 3 months. The program is staffed 24/7 by Youth Mental Health Assistants, STEPS Program Manager, Youth Case Manager and a CAMHS Clinical Worker during business hours. STEPS provides a recovery-based framework to support the young people utilising case management approaches which are person-centred and strengths-based.

Some of these supports include:

- Clinical support through CAMHS
- Increasing the young person's understanding of their mental health and learning coping strategies to manage symptoms in a supported environment
- A structured daily schedule that supports mental health recovery
- Referrals to internal and external programs
- Development of life/social skills such as cooking, cleaning, self-care and sleep hygiene
- Advocacy
- Supporting families and carers through psychoeducation and supporting the young person's transition back into the home
- Education and vocation reengagement

STEPS supported 24 young people during 2019-20.

▮ Funded by ACT Government Health Directorate.

“Our young person entered STEPS suffering from severe mental health concerns, which impacted upon her social and living skills. Since attending the program, she has learnt to manage her mental health through coping strategies – equipping her with tools and techniques that enhance her quality of life.”

STEPS Weary Dunlop Challenge 2019

In September 2019 STEPS welcomed Training Officers from the Australian Defence Force Academy for the annual Weary Dunlop Challenge. The purpose of the Weary Dunlop Challenge is to build the Training Officers' capacity for empathy and understanding when engaging with people from different cultures, ages, and socioeconomic backgrounds. This activity provides the opportunity for training officers to be involved in meaningful volunteer service to the Canberra community and learn about how services support our community at the same time.

Our project involved a brief to cadets about the STEPS program and the benefits to young people, fixing up the garden in the courtyard, a transformation of the chill out room and a shared BBQ dinner. This activity was a great success and saw the cadets work alongside and engage with the STEPS residents to complete the tasks. It was a great opportunity for the Cadets to see a community program for young people in action and contribute to making a contribution to the lives of young people experiencing mental health issues.



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 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 provide psychoeducation 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 and therapeutic activities
- Development of coping skills
- Assisting in 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.

Youth and Wellbeing provided outreach support to 37 young people during 2019 -20.

▮ Funded by ACT Government Health Directorate.



THROUGH-CARE

The Throughcare program provides up to 4 weeks of intensive outreach support to individuals upon release from the Alexander Maconochie Centre with the possibility of a 2-week extension. Staff work closely alongside the Throughcare program at ACT Corrective Service to support clients to reintegrate into the community and reduce recidivism.

The types of support provided include:

- Transport (including transport on day of release)
- Support to engage with ACT Corrective Services and comply with conditions
- Support to obtain Centrelink payments
- Support to gather documents and obtain identity documents
- Support access to bulk billing GP's
- Support to link in with other services to provide ongoing support including alcohol and other drug services, counselling, case management, homelessness services and accommodation providers
- Support to engage in positive social activities in the community
- Support to access training and professional development opportunities
- Support to obtain a Driver's License

Throughcare supported 110 clients during 2019-20.

▮ Funded by ACT Corrective Services.

JUSTICE HOUSING PROGRAM

The Justice Housing Program commenced in May 2020 and is an initiative that supports efforts to reduce reoffending and overcrowding at the Alexander Maconochie Centre (AMC). This program provides an accommodation option for those who otherwise would be incarcerated in the AMC due to a lack of suitable community-based accommodation and is available to males 18 years and older. CCG provide property and occupancy management along with support services to the occupants, including working with them to access permanent and stable accommodation. The Justice Housing Program works within a case management framework and coordinated care approach to help occupants identify specific needs and goals for each individual and develop strategies to assist them to achieve these goals to support a successful reintegration into the community.

▮ Funded by ACT Corrective Services.

COUNSELLING AND THERAPY SERVICES

BUSHFIRE SUPPORT COUNSELLING

In April 2020, CatholicCare received funding to provide counselling and psychological interventions to those impacted by the 2019-2020 bushfires. This free service is available in Eurobodalla, Bega Valley, Snowy-Monaro, Shoalhaven and Queanbeyan-Palerang districts. The program aims to be client-centred and meet the needs of the different communities. As well as working with individuals and families, our team of counsellors have also been providing outreach into the affected communities. This provides the opportunity for community members to access the service in a location close to home and for the service to be customised to individual communities. Due to the impact of COVID-19, the service was initially offered via telehealth but soon moved to incorporate face to face work. Services are being offered from CatholicCare offices in Moruya and Bega, with additional office locations being established in Batemans Bay, Cooma and Queanbeyan. Between May and the end of June 2020, clinicians provided outreach and participated in community days in areas such as Nerrigundah/Bodalla, Mogo, Araluen, Bombay and Nerriga. Clinicians have been networking and collaborating with the suite of bushfire services that have been established including the Navigators, Recovery Coordinators, Mental Health clinicians and other community service organisations. During its first 2 months of operation, 25 people were supported.

This service is supported by funding from COORDINARE – South Eastern NSW PHN through the Australian Governments’ PHN program.



“I reached out to the free counselling services offered by Catholic Care. That was a great decision, and I highly recommend it to anyone struggling with bushfire trauma. I don’t feel so alone anymore, and it is wonderful to be sorting out all the emotions and feelings associated with our loss.”

Jill's Story

Jill and her family experienced the devastating bushfires and were evacuated from their home 3 times. While they did not lose their home in the bushfire many of their neighbours lost homes, sheds and animals. Jill’s family faced a big clean up as their home and water tank were filled with ash from the fires. Communities pulled together to support one another and to help out – everyone was kept busy with so much to do. They were still working on the clean up when COVID-19 hit, slowing all processes down.

Jill was exhausted and found herself getting short tempered with the kids. The strain was showing on all family members. The family decided to take a break one weekend and attend the Community Day that had been organised. Jill heard one of the counsellors talking and explaining about the different ways people had been affected by this traumatic experience. Jill recognised that the counsellor was describing some of her feelings and decided to seek further support from the counsellor.

In sessions, Jill came to understand that the whole experience had left her feeling unsafe and her view of her world turned upside down. Together Jill and the counsellor worked on her understanding of the grief that she was experiencing, the anger that this should occur, her feelings of guilt that she was one of the ‘lucky ones’ in that they didn’t lose their house and the underlying anxiety of it happening again. Jill learnt that her feelings were normal, that she wasn’t alone with this and while she is still experiencing some anxiety at times, she now has strategies in place to help her manage this anxiety.



SPEECH PATHOLOGY

Our Speech Pathology Service at CatholicCare has experienced continued growth over the past twelve months to the extent that we have been able to engage a second Speech Pathologist. We have developed relationships and connections to engage and promote the program to community organisations such as schools, childcare centres, doctors and paediatricians, and other allied health services. Our speech pathologists work across all ages, offering adult and paediatric speech pathology services using person and family centred approaches. Our service strives to work in collaboration with the client and their support network to provide high quality and evidence based supports. We offer our service in an environment that is most convenient to the client, such as their home, community or school. Our speech pathologists work across a broad range of difficulties such as speech, language, literacy and social skills. The service offers initial assessments, therapy, progress reviews and the development of management plans. In addition, our speech pathologists are able to offer health promotion and training to parents, families and other professionals. Interventions are targeted to support clients to improve their communication and swallowing functioning in order to promote positive improvements across their social, educational and occupational environments. The Speech Pathology Service has provided 552 assessment and intervention sessions to 49 clients in 2019-2020 and we look forward to continued growth and supporting more clients and families into the future.

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

BEHAVIOUR MANAGEMENT SERVICE

CatholicCare's Behaviour Management service assists 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 behaviours. 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 and appropriate, including in the home, community, school or work. Our Behaviour Specialists are trained in Positive Behaviour Support.

|| 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. In 2019-2020, 122 sessions were provided to NDIS participants for therapeutic support.

STUDENT AND FAMILY COUNSELLING PROGRAM

CatholicCare's Student and Family Counselling program provides school counselling in 60 Catholic and Independent schools throughout Canberra and Regional NSW. Students and their families in participating schools can access a Student and Family Counsellor within their school environment for support. Our service delivery enables children, young people and their families to access mental health care and support at no cost within a safe, familiar environment. To enhance accessibility, we work collaboratively with Catholic Education to overcome financial and geographical barriers for regional families accessing professional mental health services by providing this service within schools.

With a highly qualified and experienced team of over 30 social workers and psychologists, the program is client-centred, family focused and uses a variety of evidence based therapeutic theories and interventions to support students across diverse issues. Families face many challenges in today's complex world and early intervention is critical to help build and strengthen relationships, provide recovery oriented mental health interventions and promote resilience. Some of the complex challenges children and young people face include anxiety, depression, parent separation, peer conflict, stress, bullying, and grief and loss. Our service works to support clients through these experiences, building emotional literacy, implementing strategies to help manage and recover from mental health and develop relationships to enhance wellbeing.

As integral members of the school community, counsellors provide a range of therapeutic interventions additional to individual counselling including group therapy, educational sessions for parents and carers and advice for schools to improve classroom support for students to improve engagement and learning. We provide professional development for teachers on issues that affect children's learning and development, their engagement and social wellbeing. Understanding children as a whole being informs how we work collaboratively with schools to inform approaches that build a

therapeutic school environment in which all children can thrive.

We are also there in times of crisis, providing a critical incident response to schools whereby 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 4,200 children and young people seeking support from our service in 2019-2020.

In recognition of the impact of the bushfires on students, the Student & Family Counsellors participated in training for 'Stormbirds', a small group program. The program aims to support children and young people who have been impacted by natural disasters.

CatholicCare continued to provide a counselling service to students and families during the COVID-19 home schooling period by delivering telehealth sessions. This option was successfully taken up by both parents and students.

"Jack was so energised and positive after his discussion with you today. I really feel like the work he is doing with you is having a positive impact."



Milly's Story

Milly is in Year 4 and was referred to the school counselling service by her parents. Milly's mum reported that their home life was becoming increasingly stressful as they managed Milly's intense mood swings. She would quickly escalate towards aggressive and verbally abusive behaviour, often during routine activity. It would take significant time to calm her down and she would be full of self-loathing about her behaviour, which prolonged her distress. Milly's younger sibling was frightened of her. Her parents reported feeling as though they were walking on eggshells and giving in to her, trying not to set her off. At school things were also difficult for Milly, she was experiencing significant difficulties in her peer group. She reported being bullied. Although when consulting with her teacher and school Principal they reported that it was more complex than this and Milly has treated other children very poorly at times. COVID-19 exacerbated the situation and Milly began to refuse school and everyday became a battle.

The Student and Family Counsellor met with Milly and spent time developing rapport and hearing about her interests and values. After an initial session, Milly was able to open up and spoke about what was happening for her. Milly described anxiety. The Student and Family Counsellor was able to provide education to both Milly and her parents about the impact of anxiety on her developing brain. Milly felt much more empowered understanding what was happening for her and learnt to understand her triggers. She learnt to tune into her body to be able to intervene early and implement positive coping strategies. The Student and Family Counsellor was also able to provide some intensive parenting support to Milly's family so they could appropriately respond to her behaviour. The counsellor also provided



the family with strategies to support the relationship between Milly and her sibling and suggestions on how to ensure that both children have their emotional needs met. The Student and Family Counsellor also supported the school to work with the Year 4 peer group to promote more respectful and positive social relationships. Milly's parents now have a toolkit of strategies to support her when she is feeling anxious and can remind her of the 'calm down kit' that she created with the Student and Family Counsellor. Milly reports feeling more in control of her 'big feelings' but does appreciate a check in from time to time as she now no longer requires such frequent support.

BETTER ACCESS COUNSELLING PROGRAM

The Better Access Counselling program offers focused psychological counselling services to individuals in our community. The program is bulk-billed and aimed at individuals whose financial circumstances would otherwise limit them from accessing psychological interventions. Our team of highly experienced psychologists and mental health accredited social workers assist clients with a range of mental health issues including diagnosed mental illnesses, chronic health conditions, anxiety and stress, depression, grief and loss, alcohol and other drug use, and sleep issues. The Better Access program operates in the ACT at our Braddon and Red Hill Offices and in NSW from our Goulburn office. In 2019-20 Better Access supported approximately 221 people with 705 counselling sessions.

EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) caters to local community agencies providing a confidential counselling service funded by the employer for their employees and their families. EAP can assist with short term counselling intervention in the prevention and resolution of problems that may relate to job performance including personal, family and work issues. An employee survey conducted by Flanagan & Ots (2017) reported an 86% improvement in emotional wellbeing, 36% reduction in workplace absenteeism & 24% improvement in productivity. EAP clinicians include professionally qualified psychologists, social workers and counsellors who recognise the connection between physical and emotional well-being. CatholicCare's EAP provides office based counselling, telehealth sessions, and at times can provide onsite counselling to assist with critical incidents. In 2019-2020 CatholicCare provided 293 EAP sessions to 163 clients.



PRE AND POST RELEASE COUNSELLING

In partnership with the ACT Corrective Services Throughcare Unit, CatholicCare provides pre and post release counselling to detainees of the Alexander Maconochie Centre (AMC). Counsellors specialise in supporting the individual to deal with unresolved issues such as trauma, cognitive changes, grief and loss, alcohol and other drug use, withdrawn behaviour, post-traumatic stress, self-esteem, family and relationships. The program aims to increase the individual's ability and skills to integrate back into their community post release and reduce the likelihood of re-offending.

“After only an introductory session, I am feeling confident that my psychologist is a good match for me and I look forward to working with her. I also found the initial contact I spoke to on the phone as well as the receptionist to be kind and professional”

FAMILY AND RELATIONSHIP SERVICES PROGRAMS

FAMILY AND RELATIONSHIP COUNSELLING SERVICE (INCLUDING FAMILY LAW COUNSELLING)

CatholicCare's Family and Relationship Counselling Service offers therapeutic 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.

We offer a suite of programs including Family Relationship Counselling, Couples Counselling, Relationship Education, Parenting Groups, 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, training and education. Individuals, couples and families are supported 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 Braddon and Red Hill and in NSW from Moruya, Bega, Goulburn and Queanbeyan offices. During COVID-19, CatholicCare introduced telehealth services, to ensure that community members still had access to this important service. We received positive feedback about this mode of service and plan to continue to offer telehealth as an option for clients into the future. In 2019-2020 over 1,119 appointments were provided across the Family and Relationships Services Programs to over 625 clients.

Family Law Counselling is available to intact or separated families, extended families and carers. The objectives of Family Law Counselling are to help couples and families to manage relationship issues arising from relationship changes, separation and divorce. This is through counselling, therapeutic intervention, support, information and referral. When providing support to families experiencing relationship breakdown, the counselling objective focuses on the needs of children. In 2019-2020, the Family Law Service provided support to 117 families.

FAMILY AND ADOLESCENT COUNSELLING SERVICE

Family and Adolescent Counselling Services (FACES) is a counselling service for teenagers and 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 on issues that impact families including pre and post separation, step-families and blended families. The FACES program provides families with the opportunity to enhance their communication skills, learn new parenting and conflict resolution skills, work through individual problems which may impact the family, redefine roles in a changing family dynamic and develop better relationships.

“Thank you for listening – I feel so much better after talking to you. You have helped me understand my reaction to my son’s behavior and provided different strategies for me to try in the future.”



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 provided to couples during their first contact with the service. In 2019-2020, 67 couples participated in the Relationship Education program.

Partially funded by Australian Government Department of Social Services

“We really enjoyed our session with the FOCCUS facilitator. It was great to reflect on our relationship now and where it is heading. Our facilitator was very friendly, a great listener and gave us some useful insight into our responses. The questions helped us think of what is most important and appreciate the bond we share. We both enjoyed the experience. Thank you.”

PARENTING GROUPS

The aim of our parenting groups is to provide parents with the opportunity to share their skills, experiences, and tips for managing challenging situations and to recognise individual's strengths and uniqueness within the family unit. Our group facilitators provide parents with psychology based education to enable the strengthening of parenting skills, foster strong child-parent attachment and promote family harmony. For the past five years, CatholicCare has been working collaboratively with Karralika, providing the RAP-P parenting course to those residing in their Families Program. In this period, we facilitated 6 sessions reaching over 54 people. CatholicCare also continued its collaboration with the Canberra Recovery Service (CRS), by facilitating 3 sessions of the RAP-P parenting course. CatholicCare has been working in partnership with Annie's House in the Karabar community. “Chitter ‘n Chatter @ Annie's” aims to help parents to bond with their young children by utilising songs, rhymes and stories to build parent/child early attachment. Approximately 34 participants engaged with this program with parents reporting how much they enjoyed spending focused time with their young children. The opportunity to facilitate parenting groups was reduced this year due to COVID-19 restrictions.

Funded by Australian Government Department of Social Services



PSYCHOLOGICAL & ATOD SERVICES

REACHING OUT PROGRAM

CatholicCare’s Reaching Out program provides specialist alcohol and other drug counselling 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 comfortable for them. This unique counselling approach increases accessibility to the program and enhances engagement. Many clients report the value of the outreach aspect of the service, expressing that the stigma associated with physical and mental health conditions would have previously prevented them from attending in-centre counselling.

Our specialist counsellors have been on the ground providing a mix of face to face, telephone and digital health sessions to respond to the pandemic. We have had a marked increase in the number of people accessing the service in 2019-2020, supporting 232 individuals to reduce their alcohol and other drug related harms and improve their personal wellbeing.



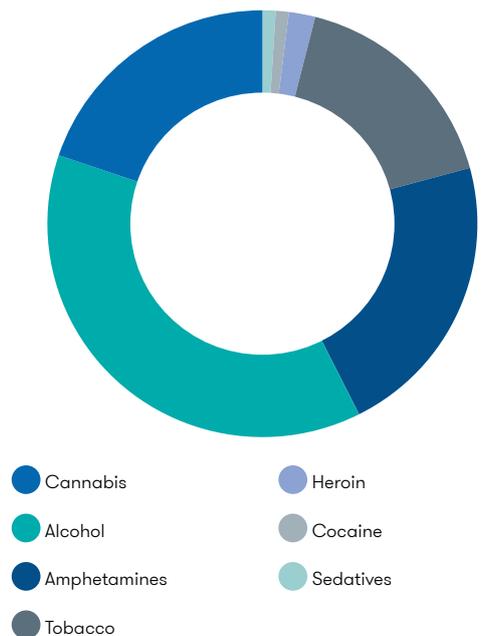
Of these clients:

- 100% were satisfied with the overall service they received
- 100% reported that the program is assisting them to achieve their identified goals
- 100% reported they are learning new strategies and skills to assist them on an ongoing basis and 93% are confident in using the new skills
- 70% of clients reported a clinically significant reduction in their substance use

In January 2020 we were excited to add another AOD counsellor to our Reaching Out team through funding from the ACT Health Directorate. This position is dedicated to providing intensive specialist AOD counselling to individuals placed on Drug and Alcohol Treatment Orders as part of the ACT Drug and Alcohol Sentencing List (DASL).

The following graph shows the key substances of use for across the client group:

Substances being used at problematic levels



Funded by the Capital Health Network, on behalf of the Australian Government Department of Health. Funding also provided by the ACT Health Directorate.

Liam's Story

Liam is 17 years old and was referred to the Reaching Out program by his school, who had been in contact with his parents after they had smelt and found a large quantity of cannabis in his bedroom. Our counsellor's first contact with Liam was during the COVID-19 restrictions and as such his counselling sessions were completed over the phone. Liam stated that due to boredom, he was smoking every day with friends and had been for the past six months. He also stated that not being able to attend school had led to an increase in his cannabis use.



Exploring Liam's strengths and values, we were able to quickly establish that he felt guilty for going against his parents' wishes and shame that he had become dependent on a substance that he did not really enjoy. Through psycho-education on the short and long term effects of smoking cannabis, Liam himself decided that substance use was not something he wanted to continue doing. In the six months of smoking Liam had found that he was unmotivated and had stopped doing all the things he enjoyed. Although his initial perception was that cannabis would help ease his anxiety, Liam acknowledged that it had significantly increased his anxiety and that he now relied on it to fall asleep. Liam's K10 score revealed that he was experiencing high psychological distress.

Liam attended nine counselling sessions. By following SMART goals, Liam stated that he wanted to start working out more, work, save for his first car and decrease his cannabis use. Liam worked on routine and structure and a weekly schedule was put in place so that his physical health needs could be met, work commitments were in place and he was completing all school work on line.

Liam has achieved a well structured and balance life. Despite the pandemic, Liam has remained abstinent from cannabis, has been committed to work and has saved enough to recently buy his first car. Liam says he is now driven to continue to not smoke cannabis and has encouraged his friends to do the same. Through counselling, Liam has learnt to be healthier, is less anxious and is now back to being confident in all that he does.

AOD SUPPORT CONNECTIONS

CatholicCare's AOD Support Connections program provides case management and case coordination services to people engaging in alcohol and other drug use. AOD Support Connections supports people to identify and reach their goals through collaborative case planning, referral, problem solving, and harm reduction education. Our Case Managers provide holistic support so clients can make changes to their alcohol and other drug 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 or employment goals. This is a flexible outreach service, so we meet clients in locations that suit them including in their home, or other community service, thus engaging with clients who may struggle in mainstream service settings.

In 2019-2020, the program mobilised its services quickly to respond to the pandemic, ensuring that those clients who most needed it were able to continue to receive this vital support. Over the year, AOD Support Connections has seen a 60% increase in the number of individuals supported, assisting 160 individuals. We have seen an increase in the number of individuals supported through the program who experienced cooccurring AOD use and a mental health condition (96%), demonstrating a clear need for a flexible service which can work to link up various sectors and support types. In 2019-2020, 100% of the individuals supported through the program were satisfied with the service they received, 100% reported the program is supporting them to achieve their identified goals and 100% reported they are learning new strategies and skills that can assist them on an ongoing basis.

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

"My worker has helped me improve self-awareness, coping methods and helped me take responsibility for my life."

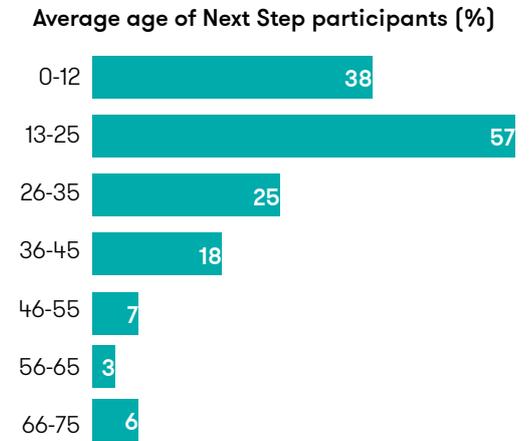


NEXT STEP PROGRAM

Next Step provides free and confidential psychological support services across the lifespan, delivered in partnership between CatholicCare, Woden Community Services and the CBT Institute. 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 support 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 where a client’s presenting symptoms are assessed, stepping them into 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 access to the right service at the right time. To ensure accessibility to the program, services are offered out of various sites including Murra Lanyon Youth Centre, Tuggeranong and Gungahlin Child and Family Centres, Headspace, the Junction, Aids Action Council and Belconnen Community Centre, as well as our main sites in Red Hill, Braddon and Watson. Next Step is offered to individuals of all ages including children and young people right through to the elderly. As part of the child service, CatholicCare provides targeted group and individual psychological therapy options for children and their families. The program includes opportunities for families in the ACT to self-refer and access the Cool Kids and Cool Little Kids group programs for children experiencing anxiety.

In, 2019-2020 Next Step facilitated 7 Cool Kids and 4 Cool Little Kids groups to 53 children and their families in the ACT. More broadly, the program has supported a total of 1,021 individuals in 2019-2020 and delivered over 10,000 therapy sessions.

The following diagram shows the average ages of individuals accessing the Next Step service:



- 93% of these participants positively endorsed the program
- 82% reported that they have learnt new strategies and skills that can assist them on an ongoing basis
- 96% were satisfied that their cultural needs were met
- 100% were satisfied with the therapist/coach that worked with them

Despite the challenges of bushfires and a viral pandemic, service continuity has been constant and demand for Next Step has steadily increased throughout the year. As the clinicians were used to receiving online training and supervision in the IAPT model from CBT Institute they were able to rapidly transition to providing telehealth during the COVID-19 crisis utilising both video conferencing and telephone calls. This allowed most clients to continue treatment uninterrupted if they chose to do so. Some clients expressed a strong preference for telehealth and so it will continue to be offered as an alternative to face to face treatment giving clients more choice about how they engage with the service.

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

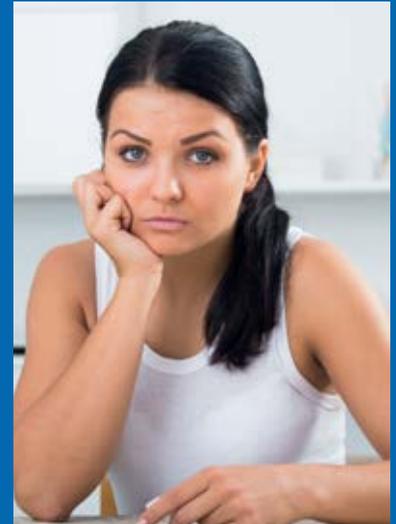
“I feel positive about this program and my future because I will have the caring support and tools I need to get well again”

“The Next Step program and my therapist helped me get back on my feet. I feel in control of my mental health and now have the tools to keep it there. My therapist was a kind and compassionate person, she helped me make a safe space for me to open up and get the help I needed.”

Anna's Story

Anna (23yrs) was referred to the Next Step program by her GP. Anna sought support for recurrent depression, stating that she felt depressed, sad and low a lot of the time. As a result of these thoughts and feelings, Anne often withdrew socially, isolating herself from friends and family.

At times, Anna was unable to get out of bed as she lacked energy and motivation to complete every day activities.



This had a significant impact on her interpersonal relationships and her ability to engage in regular, consistent work and study.

Anna attended 10 sessions of individual cognitive behavioural therapy, where she actively engaged in the treatment, focusing on increasing her engagement in everyday life and reducing negative thinking. Each session, Anna set goals for the week, focused upon increasing overall activity levels with a particular focus on initiating and engaging in social activities, noticing the positive impact this had on her mood.

Anna also noted the significant benefit of implementing a weekly routine and scheduling activities in order to increase her success in completing more routine but necessary tasks. Anna reported that short-term goal setting was instrumental in her progress throughout treatment.

Overall, Anna responded well to the therapeutic treatment for depression. Her outcome measures indicated that she had achieved reliable recovery across the course of her treatment. Anna reflected on the treatment, highlighting the significant increase in her engagement in day to day life, which she also associated with a positive shift in her thinking. Anna's final treatment session and 1 month follow up session focused on reviewing what Anna had learned across the course of treatment and relapse prevention, to consolidate skills and strategies so that she may continue to implement these into the future.

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 venues and properties including regional offices, two retirement villas, an affordable housing site, a women's accommodation service as well as a large number of residential properties.

All property related services and activities including compliance with relevant legislation, regulatory bodies, property condition inspections, maintenance and repairs, lease management, and tenancy support are undertaken by the Property Management Team.

CatholicCare is a Registered Community Housing Provider (Tier 3 Level) under the National Regulatory System for Community Housing (NRSCH).



PROPERTY AND TENANCY MANAGEMENT

CatholicCare has a proven record of the provision of quality accommodation services to our clients and this year we have seen considerable growth in our housing stock now managing over 140 properties and 35 accommodation units.

CatholicCare was successful in securing the Toolangi Affordable Housing site in Kaleen which was launched by Minister Yvette Berry at the Legislative Assembly on 25 June 2020. This site has 66 units in total with 32 of those being dedicated for affordable housing.

Our MacKillop House Women's Accommodation Service opened in early June 2020 to assist in providing support to women and children experiencing homelessness due to relationship breakdown, economic hardship or domestic violence. The facility currently offers 6 self-contained units and 20 single rooms.

Axial, our Housing First initiative commenced in November 2019 to support 32 clients under this model. The Program has been set up to support clients who have experienced chronic

homelessness. CatholicCare is very proud of the positive contribution it has made in reducing the number of homeless people on the streets amid the COVID-19 pandemic and economic crisis. CatholicCare acknowledges the positive partnership with Housing ACT which has resulted in successful and sustainable tenancies for this cohort of people.

In January 2020 a new partnership was established with ACT Corrective Services Justice Housing Program. This discreet program offers transitional accommodation across 2 properties for people who are having matters heard in court and are unable to reside with family, or don't have a fixed address in the ACT.

CatholicCare Property Management have also been working closely with "Onelink" to provide tenancy management for clients who have been referred into their service. Working in partnership with the relevant support provider our team helps ensure that people have safe, secure accommodation and that their tenancies are sustained.

CatholicCare is an active member of Community Housing Industry Association (CHIA) and continues to participate in CHIA activities to support the housing sector.

CORPORATE AND STAFF SERVICES



“CatholicCare as an organisation provides many excellent benefits and operates to provide a high standard of service to those who are vulnerable in our community”

- Staff survey 2020

HUMAN RESOURCES

It's been a challenging yet rewarding 12 months for all of our staff here at CatholicCare. The last half of 2019 saw the final rollout of our Work Health and Safety incident reporting system and mobile app, which now allows all staff to log incident reports via their mobile phone, no matter where they are working.

Another step challenge was conducted during Work Health and Safety week, creating some healthy and fun competition amongst staff while at the same time promoting the benefits of being active. The flu shots were organised for staff across all sites as part of our continued promotion of staff health and wellbeing.

It was a tough start to 2020 with many of our regional staff battling bushfires and floods, and hail storms created havoc across the Canberra region. Then COVID hit us in March 2020, where we had to adjust to the way we worked. We quickly implemented working from home policies and procedures for those staff that could work from home and we supplied everyone the equipment they needed to get set up at home. These staff quickly adapted to a changing environment, holding meetings online via Zoom, counsellors running sessions remotely whilst at the same time ensuring connectivity with colleagues and clients was

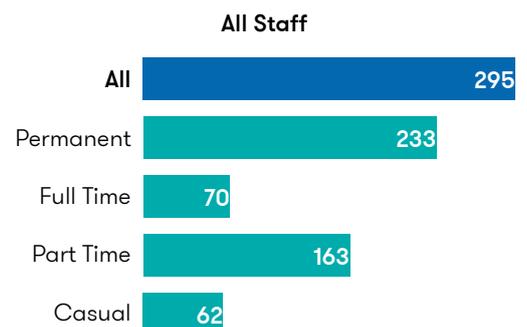
maintained. Our frontline staff who work face to face with clients continued on as normal wherever possible and provided the high level of support and care that our clients need.

We are extremely proud of all of our staff. Not only for the work that they do and have done during these uncertain times, but the way they have adapted quickly to a changing and challenging environment.

It will be some time before we go back to life as we know it but our staff are dedicated to ensuring the highest level of care and support possible.

STAFF PROFILE FOR 2019-2020

Following the finalization and submission of the 2020 Workplace Gender Equity report, as at 31 March 2020 we were able to identify our staff profile as the following:



Female: 207 (70%)

Male: 88 (30%)



QUALITY IMPROVEMENT

In May 2020 CatholicCare received reaccreditation under the Quality Improvement Council (QIC) Health and Community Service Standards 7th edition.

This included the following:

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

The organisation operates against a Quality Improvement Plan as part of our continuous improvement framework, and monitors performance by holding quarterly reviews.

CatholicCare's strong organisational systems demonstrate not only a commitment to continuous improvement and quality service provision, but also provides the practice 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 IT access to around 300 staff at over 16 locations.

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:

- Initiating replacement of current legacy systems with a fully integrated CRM
- Migration to a new Internet Service Provider with high speed links
- Switching from a ISDN copper wire to a SIP trunk, internet based phone system
- Upgrading staff capacity to work remotely and deliver services via teleconferencing
- The rollout of domain laptops to managers and counselling staff to facilitate work from home and provide remote service delivery
- Refurbishment of IT infrastructure at Tenison Woods House that included the setup of a new server room with uninterrupted power supply (UPS) and the installation of a new server
- Upgrading data cabling at Tenison Woods House and in the newly acquired MacKillop House property
- The upgrade and modernisation of printers with high speed, fully networked colour printers
- The ongoing acquisition and replace of equipment to ensure that high performance standards and reliability is maintained at all times. This includes the maintenance and support of 172 PC's, 71 laptops, 42 iPads and 92 smart phones
- Maximising protection from viruses, unauthorised access and data breach
- Ensuring that adequate measures are in place to guarantee system redundancy and business continuity
- Rolling out upgrades to software and devices as required
- Supporting business efficiency through innovation and staff training
- Monitoring system performance in order to achieve optimal response times and minimal disruption to services

In addition, support was provided for the setup of new programs and services including Bush Fire counselling, stepping-stone counselling and for afterhours Walk in Centre counselling services.

Years of Service Awards



25 YEARS

- Neil Harrigan
- Monica Phelan
- Anne Kirwan
- James Mahony
- Sherab Namgyal



20 YEARS

- Lisa Higginson
- Karen Roberts
- Mary Saikal



15 YEARS

- Judy Beacroft



10 YEARS

- Davin Heng
- Jeremy Grainger
- John Ha
- Spozmai Nozhat



5 YEARS

- | | |
|----------------|------------------|
| Irina Kulakova | Jyothis Chettoor |
| Diego Martinez | Assmahan Dia |
| Jane Dunn | Kayode Adeyemi |
| Neha Kumar | Sarah Hutchinson |
| Mark Groening | Maryanne Downey |
| Jamie Oldfield | Kirsten Stafford |
| Paul Sarnacki | |

MISSION ENGAGEMENT

Mission Engagement within CatholicCare has undergone a number of changes in its delivery over the last 12 months.

Rather than focusing on staff training and workshops, we have targeted education relating to our Values in Action across the organisation. We utilised staff orientations to explain our Mission, Vision and Values to new personnel, and facilitated discussions on how these play out in the daily contacts and services we provide to clients and families. We continued with the popular bus tours and attended team meetings to discuss our Values in Action where possible, until these stopped due to the COVID-19 restrictions.

Mission drives the strategic growth within CatholicCare's services, ensuring that our values influence decision making and permeate the planning, investment and establishment of any services we deliver. This has been particularly evident with the development of several key housing and homelessness initiatives that we launched to meet a community need, such as Axial Housing and MacKillop House.

While COVID-19 sidelined several of the plans that Mission Engagement had to engage staff in 2020, its focus on embedding our values has never been more important than during this health pandemic and financial crisis. Our organisation and staff's commitment to continue to stand respectfully beside people in need while sharing our talents at a time when our society has been asked to step back and isolate from each other has proven both a difficult and motivating challenge for our staff and services.



CatholicCare has had to “think outside the box” during this time and many discussions have been held as to how to provide ever expanding services to people in need across all sectors, while maintaining safety for clients and staff. Our Mission, Vision and Values have been at the forefront in all our discussions, decisions and planning during this period. While we have grown as an organisation we have also grown in our determination to deliver upon the mission of the agency, despite environmental and operational challenges.

2020 has shown us that in a world where lives and economies can be turned upside down, you need a team of people who are committed to the Mission, Vision and Values of your organisation to deliver excellence and reach people in need.

Toni La Brooy

CatholicCare Canberra & Goulburn's Mission Engagement Officer

RECONCILIATION ACTION PLAN



The CatholicCare Reconciliation Action Plan (RAP) Working Group works to ensure our services and workplace are culturally safe and competent for Aboriginal and Torres Strait Islander peoples.

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 people in our community. Our RAP focuses on creating new opportunities for CatholicCare to engage with Aboriginal and Torres Strait Islander businesses, individuals and communities. Over the past year, the RAP Working Group has been developing the next iteration of our RAP which continues our reconciliation journey. In line with this, our RAP working group has worked on reviewing our policies and procedures to better support Aboriginal and Torres Strait Islander people accessing our services and to increase employment opportunities for Aboriginal and Torres Strait Islanders.



Artist: Sarah Richards - Marrawuy Journeys

The RAP Working group also enjoyed a productive 2019-20 progressing many activities and initiatives including:

- With our opening of Tenison Woods House and expansion across our other sites, we've continued to purchase new artwork by a Canberra-based artist to display in our offices and client waiting areas.
- An audit of our reception spaces to ensure they all display appropriate culturally respectful material including acknowledgment plaques from the National Aboriginal and Torres Strait Islander Catholic Council and Aboriginal and Torres Strait Islander flags.
- Purchase of branded CatholicCare uniforms (including Polo's, lanyards and scarfs) which display our RAP artwork. These uniforms are available for all staff to purchase.
- The pandemic impacted the initial plans for a number of Reconciliation Week and NAIDOC week events. However, our RAP working group didn't let this stop us. For Reconciliation Week we hosted a virtual screening of the Uluru Statement, which links to our RAP commitment to truth telling. This event was available for staff to attend in real time or they could choose to watch at a time convenient to them.
- Our RAP Working Group members also participated in the Canberra Community NAIDOC Week Event which was streamed live.

The working group is continuing to work towards our next RAP reiteration and the continuation of our reconciliation journey into the future.

THE OFFICE OF THE CHIEF FINANCIAL OFFICER

The office of the Chief Financial Officer provides leadership for the strategic planning, control and reporting of all fiscal resources to ensure strong financial governance for the organisation.

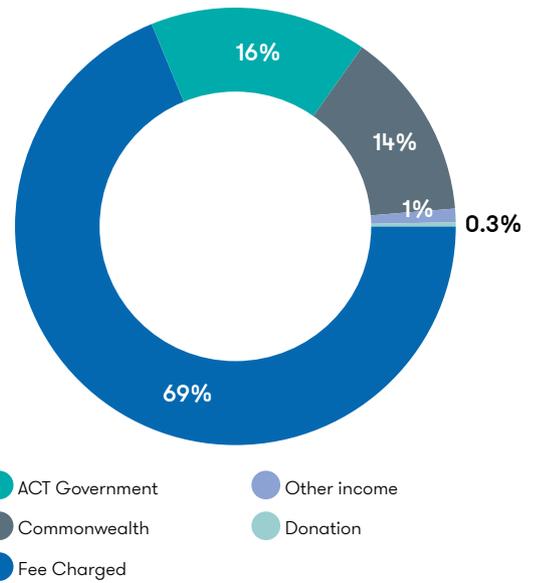
The Office of the Chief Financial Officer provides guidance and oversight of budget, financial management, financial operations and internal controls. Key performance indicators are implemented to ensure effectiveness and efficiencies are met. In addition, timely reports and quality information on financial matters are provided with periodic financial analysis.

FINANCIAL MANAGEMENT

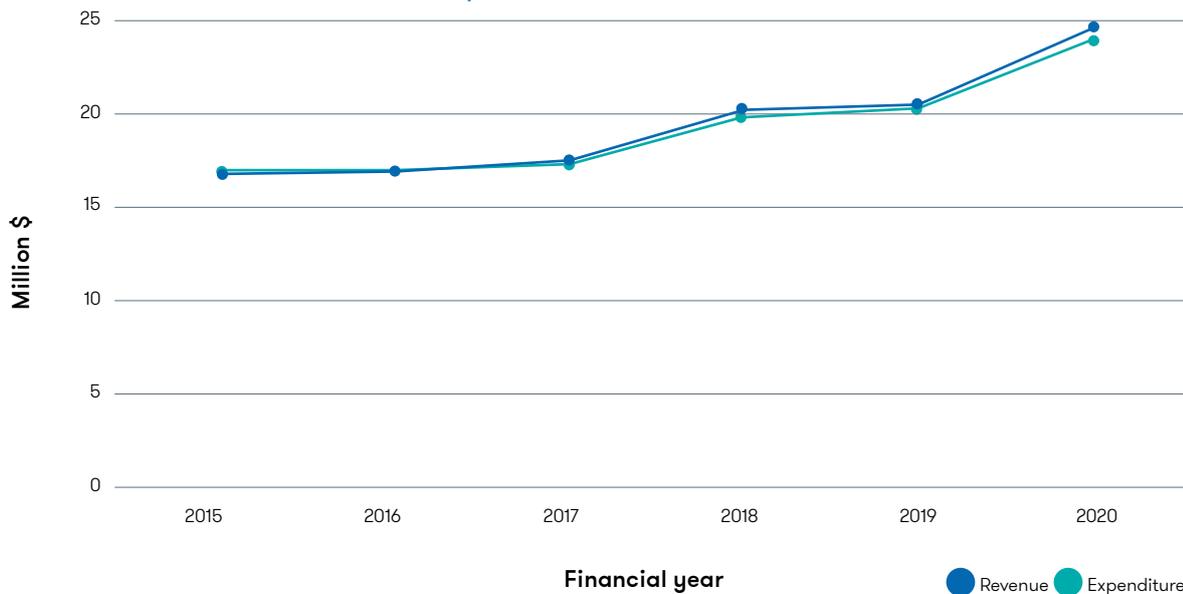
The financial outcome for CatholicCare Canberra & Goulburn for the 2019-20 financial year was satisfactory.

As a community service organisation, employee expenses were significant in our total expenditure as expected. Furthermore, investments were made to improve our information technology and client management system and office spaces to provide clients with better experience when dealing with our organisation.

Income for Year ended 30 June 2020



Revenue and Expenditure Trend for Year ended 30 June 2020



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 2020, 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 statement by the Chief Executive Officer.

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 2020 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 2020, 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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RSM Australia Pty Ltd ABN 65 319 382 479

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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 stylized handwritten signature of RSM Australia Pty Ltd.

RSM Australia Pty Ltd

A handwritten signature of Rodney Miller.

Rodney Miller
Director

Canberra, Australian Capital Territory
Dated: 25 September 2020



CatholicCare
CANBERRA & GOULBURN

There for any human

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