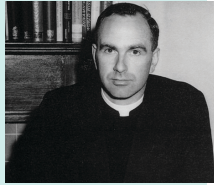


Celebrating 60 Years of Service in 2020



CatholicCare
TASMANIA

1960
Catholic Family Welfare Bureau begins
Director Fr Clem Kilby



Marriage, Family & Relationship Counselling

1970
Marriage Preparation Course
St Joseph's Child Centre in Taroona



1976
Family Life Education
Family Planning
Bridgewater Neighbourhood House

1978
Crisis Accommodation for Families (Hobart)
Family Support Program



1980
Willson Training opens
Independent Living and Social Support-Housing Young Mums

1985
Social Work in Catholic schools
Student & Parent Counselling



1987
Community Refugee Settlement Scheme

Archbishop Joseph D'Arcy (1988 - 1999)

1994
Best Practice Award
Challenge, Choice, Change

Prince Charles visit



Archbishop Adrian Doyle (1999-2013)

1960s

1961
Adoption service

Archbishop Guilford Young (1955 - 1988)

1970s



1973
Sr Philippa Chapman joined

1977
Catholic Family Welfare Bureau renamed Centacare Family Services Tasmania

1979
Refugee Services
Launceston Office opens

1980s

1983
Mustard Seed (Lasar)

1984
Holiday Camps for Disadvantaged Families
Barton Lodge (Launceston)



1986
Pregnancy and Motherhood Program (PrAM)
Pope John Paul II visit



1989
Burnie Office opens
Hobart Office moves to Stoke Street



1990s

1992
Marriage Education MARITAS

1995
Centapact Employment



2001
Kids Club (PARKAS)



2003
Triple P
IFAS becomes Centacare Transitional Support Service

2006
Settlement Grants Program
Early Intervention funding



Communities for Children Burnie

2008
Complex Case Support
Childcare



2009
AK Young Women's Emergency Accommodation
Children's Services Long Day Care and Outside School Hours Care



Independent Family Accommodation (IFAS)
Lone Parents Support Group

2010
Affordable Housing STAY



Archbishop Julian Porteous (2013-present)

2013
Home & Housed
Housing Connect Services



2015
Centacare renamed CatholicCare
Therapeutic Residential Care



2017
Build Up Tassie
Neighbourhood Leadership Program

2019
Emergency Relief
Kinship & Foster Care

2020
Youth Independent Living Program (PODs)
Supervised Community Contact
St Joseph Affordable Homes partnership
The Archbishop's Charter

2000s

2004
African Women's Sewing Group
Centacare moves to Tower Road



2005
Private Rental Tenancy Support Service
Integrated Humanitarian Support Services (IHSS)



2007
Children, Homelessness, Intervention, Learning & Development (CHILD)
Devonport Office opens
STITCH



2011
IHSS changed to Humanitarian Support Services
Accommodation Pathway Home
No Interest Loans Network

2012
Pregnancy Education for Parents (PrEP)

2014
Centacare Evolve Housing
Status Resolution Support Services
St Anthony's Early Learning Centre
CatholicCare Victoria Tasmania Partnership



2016
Rapid Rehousing
Social Impact Project
Special Care Packages
Safe Haven Hub
Stock Leverage Program
SafeChoices

2018
Prisoner and Mental Health Rapid Rehousing



2020s



CatholicCare Tasmania Annual Report 2019-2020



CatholicCare
TASMANIA

“CatholicCare Tasmania celebrates its 60th year this year and even a cursory overview of its achievements leaves no doubt of the impact it has, and has had, across the length and breadth of Tasmania. CatholicCare, as the charitable arm of the Catholic Church in Tasmania, reflects the charitable love of Christ to all in Tasmania and, ultimately, has its roots in the original deacons of the early church (Acts 6:3) who supported disadvantaged members of the community.

The modern-day version of those ancient deacons includes our CatholicCare staff – staff who walk with the disadvantaged within our communities on a daily basis. Their work impacts individuals, families, and communities. They do this work selflessly and ‘walk the talk’ of the Church’s mission to the disadvantaged of Tasmania.

This annual report highlights many of the services CatholicCare delivers; some in partnership with other organisations and government and some it funds and delivers by itself. CatholicCare values its partnerships and appreciates the support of all its partners who enable CatholicCare to deliver services to the communities of Tasmania.

I am proud of the work of all the staff at CatholicCare and want to thank them all for their commitment to our work and the people we journey with.”

—Otto Henfling
Chair, CatholicCare Tasmania Advisory Board

“CatholicCare delivers a wide and diverse range of support for individuals, families and people of all backgrounds, beliefs and circumstances in Tasmania.

Our staff and volunteers work hard to deliver services to the community. I acknowledge and thank our employees, volunteers, and those we partner with, for their passion and commitment to achieving our mission.

The challenges presented by COVID-19 in the second half of this financial year gave us an opportunity to demonstrate flexibility and creativity in delivering our services to communities that were also significantly impacted. Whether working from home or ‘on site’ we adapted incredibly well to changed work and safety practices, while continuing to deliver consistent services. We will take learnings from this period forward and continue to be alert to both the restrictions and potentials that COVID-19 presents.

This annual report is a whole-of-organisation summary of CatholicCare’s work in 2019-20. It shows the breadth and depth of the work we do, and an overview of our social impact.

In 2020, our 60 years of service and the Archbishop’s Charter, present us with a clarity of direction, purpose, knowledge and experience for our next 60 years, and beyond.”

—Andrew Hill
Chief Executive, CatholicCare Tasmania

“The past year has seen the development and launch of the Archbishop’s Charter. This document has sought to capture the identity and mission of CatholicCare. The Charter has as its central source of inspiration Jesus’ parable of the Good Samaritan. This parable, which is a call to reach out to anyone in need irrespective of their cast or creed, is at the heart of the work of CatholicCare.

2020 will be remembered for the worldwide spread of the COVID-19 virus. However, 2020 also marks a significant milestone for CatholicCare as it celebrates its 60th anniversary. From very simple beginnings in providing counselling services for marriages, it now offers a diverse range of services to the community. It is the face of the Church serving individuals, marriages and families who are experiencing disadvantage and personal need.

CatholicCare continues to deliver many services which government has identified as critical to addressing particular special needs in the community. The government has recognised the quality of CatholicCare’s program delivery by the number of services it has entrusted us to provide to the community.

One new notable initiative which has been driven by CatholicCare this year has been the creation of St Josephs Affordable Homes. This construction company in addition to constructing affordable and social housing, will have a particular focus in training apprentices and providing them with a pathway for employment in the construction industry. This will expand the work already underway as part of the Build Up Tassie initiative.

This annual report summarises the many and varied works of CatholicCare. However, in the end it is the lives that are touched, the hope that is given, the love that is experienced that is the real story of the work of CatholicCare Tasmania.

As Archbishop I am immensely proud of the work of CatholicCare and commend all its hardworking staff who serve with such dedication and generosity.”

—Most Rev Julian Porteous DD
Archbishop of Hobart

“...in the end it is the lives that are touched, the hope that is given, the love that is experienced that is the real story of the work of CatholicCare Tasmania.”

SUPPORTING OUR CLIENTS IN 2019-20

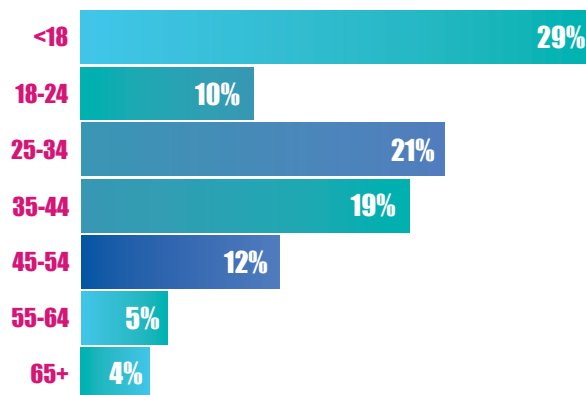
WHERE OUR CLIENTS ARE LOCATED

CatholicCare delivered services and programs from offices in New Town, Launceston, Devonport and Burnie, as well as from outreach centres in smaller towns.

CatholicCare addressed many areas of need.



CatholicCare supported people of all ages, from toddlers to seniors in 2019-20.



ACTIVE CLIENTS IN 2019-20

13,122

STAFF MEMBERS

415

VOLUNTEERS

53

RECEPTION CONTACTS

38,520

IN 2019-20

Clients contact CatholicCare by phone, in person and via our website.

CLIENT DIVERSITY IN 2019-20

CatholicCare welcomed those from all backgrounds and circumstances



culturally and linguistically diverse

9%



live with a disability

21%



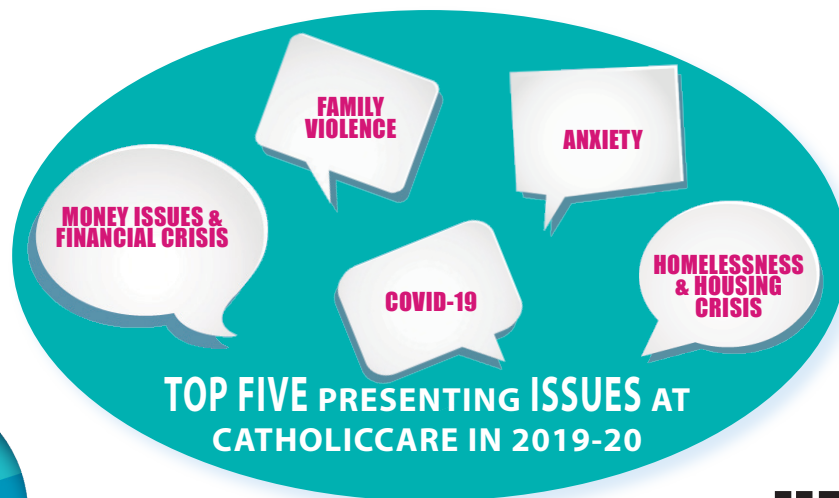
identify as Aboriginal & Torres Strait Islander

10%

RESPONDING TO COVID-19 IN 2019-20

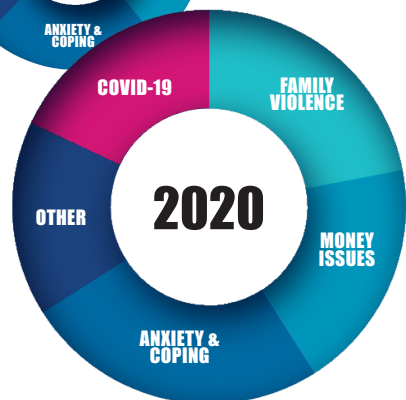
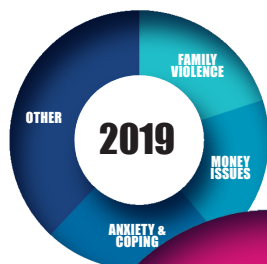


COVID-19 quickly became a priority concern in the community.



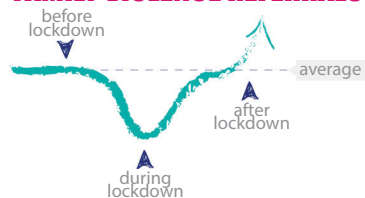
84%

Office-based staff working from home by April, 2020.



In Community & Family Services, COVID-19 accounted for 18% of presentations in 2020.

FAMILY VIOLENCE REFERRALS



DOWN during lockdown,
THEN UP to above pre-COVID average.

UP

Emergency Relief requests **doubled**
Emergency Relief requests via web **tripled**
Facebook followers **doubled**

NO CHANGE

Homelessness Support referrals
Rental Arrears
Family & Community Services client numbers

DOWN

Attendance at Children's Services
Length of Counselling sessions
'No-shows' at booked Counselling sessions

SOCIAL IMPACT IN 2019-20

This is how we delivered our mission to improve wellbeing for individuals, families and communities in 2019-20.



482 people off the wait list and into secure housing

2,555 nights of **safe emergency accommodation** for young women in crisis



Social Impact

972 people received **Emergency Relief** for the first time



16,233 child & family counselling sessions delivered



46 placements now provided for young people in **out-of-home care**

1,209 children cared for at Children's Services



We found each \$1 spent on better social housing **returned value of \$4.30** to the community.

\$1 → **\$4.30**

Our Social Return % was highest where homes had **heat pumps installed**



762% new heat pumps

A tangible response to those in need

In August 2019, seventy-two year-old pensioner Kay Dolman moved in to her new apartment and became the first resident of 'Buenos Aires'—a Parish building transformed into eight new single bedroom affordable units.



"I was just so grateful," said Kay

Kay, like many women over 55, was facing a homelessness crisis—the daunting prospect of finding secure affordable place to live at a time of extreme rental stress.

"For a single person on a pension it's impossible to get something to rent...a secure roof," said Kay.

'Buenos Aires' is leased by CatholicCare and tenants can access affordable social housing rental agreements.

Housing Tasmania and CatholicCare funded this project as part of the Catholic Church's continuing effort to relieve housing stress.



Settled in with CatholicCare's support

Soon after they arrived in Tasmania after fleeing their home in Iraq with just an hour's notice, the Matloob family was sharing an overabundance of summer vegies with their new neighbours in Tasmania.

With Commonwealth Government funding, CatholicCare Tasmania's Humanitarian Settlement Services Program provides newly arrived humanitarian entrants like the Matloobs with housing, language, education, social and other day-to-day supports so they can build new lives.



The Matloob family settled in to their new life in Bridgewater with CatholicCare support.

Nashwan, Naderah and their young children were first housed in Bridgewater and they liked it so much, they sought to stay permanently in the area. CatholicCare was able to secure a local house for them to rent through its joint venture with Centacare Evolve Housing.

The Matloobs are now deeply involved with the Bridgewater Parish, schools and community.

CatholicCare's partnerships and programs have helped establish positive connections for the whole family, enabling their life in Tasmania to thrive along with their garden.

Bake a cake and make a friend

Just before the COVID-19 lockdown started in Tasmania, young people living in our residential care homes decided to do more activities to increase social interaction and friendships. Research shows that young people leaving out-of-home care sometimes don't have the extended supportive social networks that others do, and we were keen to make changes that helped.

So, with COVID restrictions in place, our residential care program Inspire@HOME launched a series of fun, contact-free competitions that boosted our young peoples' social networks and teamwork skills.

First up was our take on Netflix's 'Nailed-It Bake-Off', closely followed by House

Rules' 'Bedroom Makeover', a COVID-19 Art Masterpiece Prize and a six-week Masterchef cooking competition.

We soon noticed how friendships had strengthened among our young people both within and between our residences.

"[It] also instigated an increased amount of relational time spent between carers and young people, which is vital for the social and emotional development of each young person," said an Inspire@HOME team leader.



Competition entries came in all shapes and sizes.



"Through our stories, our insights and our social impact facts, we share the contribution we have made to improving the wellbeing of individuals, families and communities. Across our diverse services, we have engaged with the people we care for to bring about positive change. Being connected and well supported, having a safe home, having access to advice and appropriate, loving care, are the foundations for living a dignified human life. CatholicCare works to ensure everyone has access to what is needed to thrive. In celebrating our 60th year we are proud of the significant contribution and positive social impact we have made through delivering our mission."

—Belinda Clarke
Executive Manager Social Impact

HOBART
35 Tower Road,
New Town, TAS 7008

LAUNCESTON
201 York Street,
Launceston, TAS 7250

BURNIE
108 Mount Street,
Burnie, TAS 7320

DEVONPORT
85 Best Street,
Devonport, TAS 7310

1800 819 447
catholiccaretas.org.au