



2020/21 Annual Report

July 2020 – June 2021





CatholicCare Tasmania

CatholicCare Tasmania is the primary social services agency of the Catholic Church in Tasmania, with a mission to foster a love for the poor and the vulnerable. Our services are available for people of all backgrounds, beliefs and circumstances.

From humble beginnings in 1960, the organisation is now an employer of over to 440 staff and 50 plus volunteers, providing services to over 11,800 Tasmanians in 2020-21. CatholicCare has offices in New Town, Launceston, Burnie and Devonport, and outreach services across the state.

CatholicCare Tasmania delivers a diverse range of social services united by a shared commitment to improve the wellbeing of individuals, families and communities in need. At CatholicCare Tasmania, our focus is people.



Archbishop's Foreword

The mission of CatholicCare is described as "supporting families, marriages and relationships", "supporting children and young people", "supporting vulnerable Tasmanians". This is, indeed, a noble mission and one that I, as Archbishop, am particularly proud of. CatholicCare is making a real difference to the lives of many Tasmanians.

The mission of CatholicCare is a mission directed to the wellbeing of people. This Annual Report gives some statistics but more importantly gives some individual stories. It is the stories that speak of the ways in which people's lives are enriched through the work of CatholicCare.

In 2015 Pope Benedict wrote a letter on Christian love in which he commented, "Following the example given in the parable of the Good Samaritan, Christian charity is first of all the simple response to immediate needs and specific situations: feeding the hungry, clothing the naked, caring for and healing the sick, visiting those in prison, etc." He goes on to add, "Yet, while professional competence is a primary, fundamental requirement, it is not of itself

sufficient. We are dealing with human beings, and human beings always need something more than technically proper care. They need humanity. They need heartfelt concern. Those who work for the Church's charitable organizations must be distinguished by the fact that they do not merely meet the needs of the moment, but they dedicate themselves to others with heartfelt concern, enabling them to experience the richness of their humanity."

This I believe is what distinguishes the work of those who work for CatholicCare. I wish to thank all who have dedicated themselves to advancing this service of "heartfelt concern" through the wide variety of services offered through CatholicCare.

+ Julian Porteous DD
Archbishop of Hobart



Executive Message

In the past year globally, COVID-19 has created an immense humanitarian challenge.

As we learn to live with COVID and the evolution of the impacts it brings, we remain flexible in our response to meeting the increased demand for services. Counselling, housing, family violence and emergency relief are key areas, but not the only areas where we have seen a higher demand over the past year, during the public health response to COVID-19.

At CatholicCare, we are privileged to continue serving Tasmania's most vulnerable people, and we are equipped to continue meeting the needs of individuals, families, and community in the changing and challenging environment.

Our commitment to individuals, families and communities has not waived.

Personally, I am very proud of all employees and volunteers at CatholicCare, for their commitment, their skills, expertise and their willingness to put others before themselves, for which I would like to thank them.

As we walk into another year of uncertainty I know that we have a strong team to continue to do what it takes to make a positive difference to the lives of Tasmanians.

Andrew Hill
Chief Executive, CatholicCare Tasmania



**Our focus is
People**



11,888

individuals and their families received services and support through CatholicCare Tasmania in 2020/21

**"We will always seek firstly to
serve the poor and the needy"**

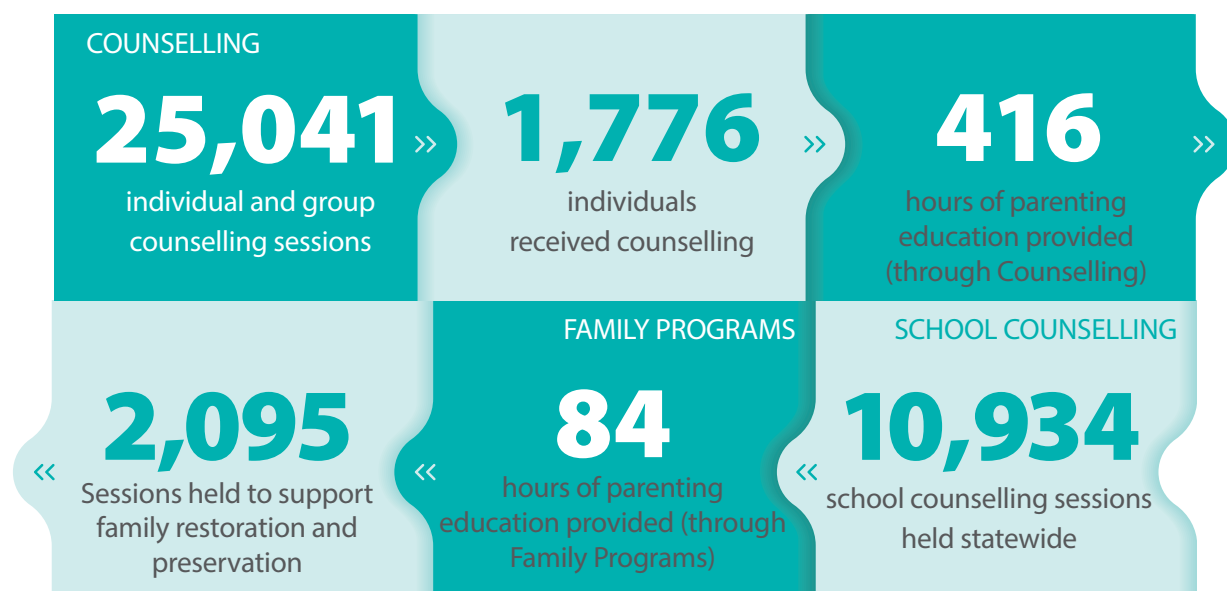
Archbishop Julian Porteous
Archbishop's Charter for CatholicCare Tasmania



OFFICE LOCATIONS



Supporting families, marriage and relationships by improving and strengthening individual wellbeing, while increasing social capital



Case Study (School Counselling)

In 2017 Catholic Education Tasmania entered into an agreement with CatholicCare Tasmania for the provision of school counselling services. Some key drivers for this included continuity of service, expertise and the embedded Catholic values and beliefs through service delivery.

Before CatholicCare began providing student counselling, Mrs Cunningham, from the Northern Catholic Primary Schools, would advise families to either contact their GP for a mental health plan or contact a counselling organisation directly. Sometimes accessing services took a long time.

Mrs Cunningham praises the switch to using CatholicCare counsellors, “students’ eyes usually light up when they see their counsellor and we are seeing very positive results, including resolution of the issues. Counselling sessions are highly valued by all stakeholders and this is activating service growth in schools across the state.”

Some presenting issues from students include, anxiety, coping issues, emotional regulation, behavioural issues, grief and loss, and family violence. Issues are now addressed with school counsellors through one-on-one or small group sessions, play or art therapy and meetings with parents and school staff.

The counsellors have really become part of the school community, often joining in at morning tea or lunch and building relationships with the staff. Parents have also found the service to be valuable for their children and their family life, “with an independent party helping to resolve issues onsite, in a safe environment, this means less disruption to the students”, says Mrs Cunningham.

Case Study (SafeChoices)

Tina, now 48 with a young daughter, experienced a long history of family violence and over the course of her relationship she reports that she ignored the many signs. She was not good at asking for help. It was her daughter, who pushed her to leave the relationship, which led her to recognising the negative impact family violence was having on her daughter and was referred to SafeChoices. This program provides case management and practical support for anyone experiencing family violence, and focusses on early intervention, safety, safety planning, information and referrals.

Tina fled with just two bags, leaving behind her family pets and most of her belongings. She went to her mother's place. That did not last long as her ex-partner was dangerous and stalking her (with multiple tracking devices found on her car) and she did not feel safe about being in a fixed, known location. Tina and her daughter, had no options and became homeless; bouncing around between hotels and short-stay accommodation, until a support worker from Housing Connect (CatholicCare) was able to find her a unit.

Once in the new home, police were able to conduct a complete safety audit and made several security recommendations, including the installation of security cameras. At first the request for security cameras was declined but after some additional reports were compiled and advocacy was provided by her SafeChoices support worker, the approval was successful. According to Tina the cameras have made a huge difference in making her feel safe.

SafeChoices assisted Tina and her daughter to set up their new home. Tina said, "we loaded up the SafeChoices car and it was such a rewarding feeling after leaving with nothing...we were able to remake our own new little world".

For Tina and her daughter things are now much calmer. Even though things are not yet perfect, they are stable and removed from violence.

"My worker has been a godsend. Without her support I wouldn't be where I am today. She has been my rock and saw me at my worst. She has supported me and I would be lost without her." "If anyone wanted to know about the program I would say that SafeChoices won't let you down and you can get through it", says Tina.

Supporting 1,504

vulnerable Tasmanians and their families
to break intergenerational family violence
and improve personal safety

(Housing Connect Program and the Family and Community Services Stream, where one of the primary reasons for referral is family violence)

4,423 hours

of case management support
provided to 447 individuals and families
experiencing family violence
in Tasmania, through SafeChoices

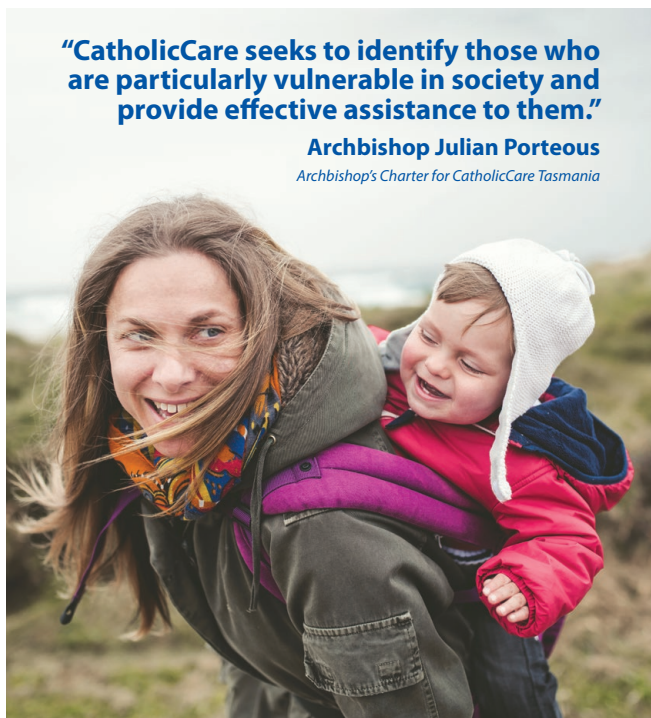
1,726

Specialist Family Violence
Counselling sessions held through
counselling programs

"CatholicCare seeks to identify those who are particularly vulnerable in society and provide effective assistance to them."

Archbishop Julian Porteous

Archbishop's Charter for CatholicCare Tasmania

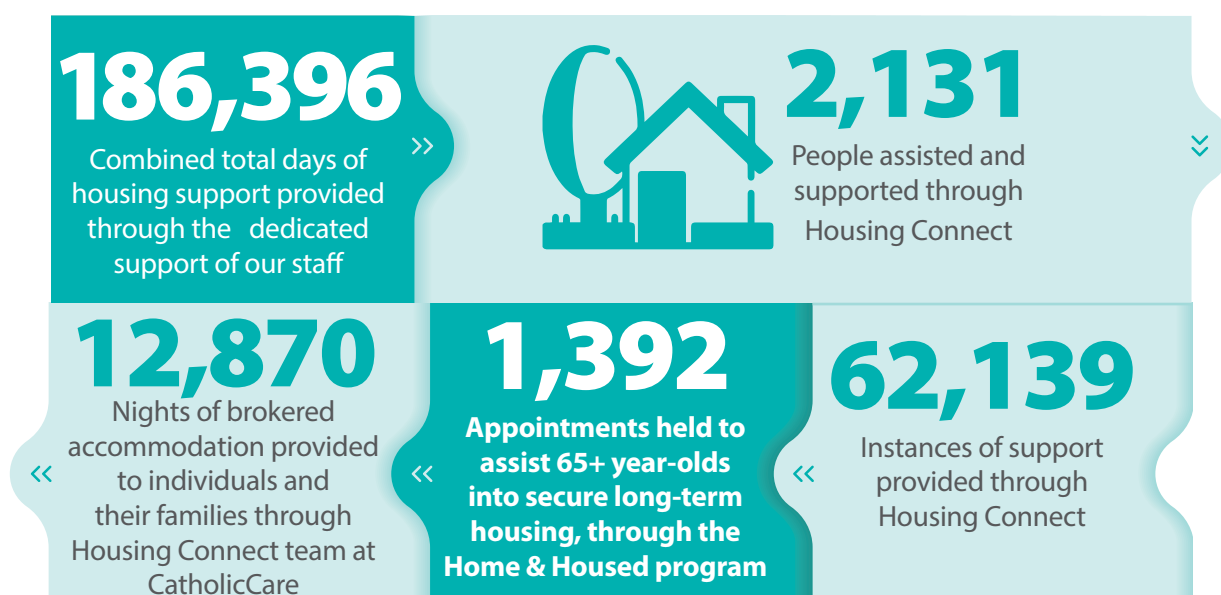


CatholicCare Tasmania

Responded to 2,311 individuals and their families experiencing homelessness and or housing stress during 2020/21

(Housing Connect Support and Home & Housed)

Identifying and responding to barriers to obtaining or maintaining secure housing through Housing Connect for vulnerable Tasmanians and their families



Case Study (Housing Connect)

Due to Katherine's chronic medical conditions and her son Nate's special needs, many years were spent on the Tasmanian Housing Register. After a series of unsuitable housing placements, Katherine and Nate finally settled into a brand new house, which they called their 'forever rental'. After settling in, tragedy struck with Nate unexpectedly passing away.

Katherine could no longer afford to live in their home and with declining health, she moved back in with her mother. Over the following five years, Katherine lived with her mother and had several lengthy stays in an acute medical unit due to her deteriorating health.

Unfortunately, Katherine's mother had to sell the property they were living in and once again, Katherine faced homelessness. Packed and prepared to live in her car, Katherine sought help through the Housing Connect support service offered by CatholicCare. The service provides state-wide

Please note the names and details of some individuals have been changed to respect their privacy.

case management for individuals and families experiencing or at risk of homelessness, and assistance to accessing and maintaining appropriate housing.

"An appointment was made and I met my housing support worker. She was lovely and I immediately felt a little better just meeting someone and having a face-to-face chat", says Katherine.

"I told her about my situation, and she told me about a transitional property with a 12-week lease that she thought I might be eligible for, while we searched and waited for a suitable longer-term house. I cried in the office in front of her, I was so relieved! I wouldn't have to sleep in my car and things were starting to look up."

As Katherine awaits a more permanent housing solution, she continues to talk about feeling well supported by CatholicCare's Housing Connect team.

Supporting vulnerable Tasmanians and their families by
reducing the effects of poverty **through emergency relief**

\$411,312

Value of emergency
relief provided

**"We encourage the participation
of all citizens to improve the
social conditions under which
people live"**

Archbishop Julian Porteous
Archbishop's Charter for CatholicCare Tasmania

\$280

Average value of
emergency relief
provided

1,466

Families assisted



90%

Supermarket or
fuel vouchers

10% Other assistance*

*Other assistance includes payments
for utilities, medical, education, rent and
transportation assistance

Additional state-funded **emergency relief provided** to
temporary visa holders during the COVID-19 Pandemic

\$224,850

Value of emergency
relief provided

506

Families
assisted



75%

Supermarket or
fuel vouchers

25% Other assistance*

*Other assistance includes payments
for utilities, medical, education, rent and
transportation assistance

\$444

Average value of
emergency relief provided



CatholicCare Tasmania provided **affordable housing to 550 vulnerable Tasmanians** and their families through tenancies in 2020/21

Securing Tasmania's future by building two social or affordable homes each week over three years to assist in relieving housing stress for individuals and families

138

New homes built
in 2020/21








168

New homes in the
pipeline for completion
by June 2023

306

New homes built by
CatholicCare from July
2020 to June 2023

Investing in **environmental sustainability** in all new builds

Features		Benefits
7 star energy rating (including double-glazed windows and under-slab/timber insulation, R2.0 insulation to walls and R4.1 insulation to ceilings)		Thermal performances exceeding minimum standards based on Tasmania Climate Zone 7
Heat pump hot water cylinders		Reducing the energy consumption of conventional electric hot water systems by 67%
Aluminium front and rear doors		Standardising thermal performance to improve energy efficiency
Window furnishings (roller blinds)		Improving thermal performance by decreasing energy-loss by introducing window coverings
6 kw heat pumps		On-demand heating and cooling introduced to reduce energy loss
Downlights in living areas		Light installation using 85% less energy compared to halogen or traditional bulbs
Landscaping - 30 plants & trees plus 6m3 stones per dwelling		Reducing carbon footprint, reducing outdoor temperatures with shade and reducing the displacement of earth and erosion

"We promote stewardship of the environment" | Archbishop Julian Porteous

Case Study (Ludo)

Ludo is a new play-based Early Learning & Care program which commenced in 2021, for children aged 3-5 years, co-located with Catholic primary schools.

Sarah had never left Tomas with anyone else before. She was terrified at the thought of leaving him with someone else and thought that the staff would call after an hour to collect him or that she would have to foot the bill for items, Tomas might break if he became upset.

According to Sarah, Tomas is larger than life and “dances to the beat of his own drum”. At four years of age, he had difficulties with toilet training and coping in social settings.

After attending Ludo, Sarah says Tomas has improved 100% in everything. This includes his independence, social interactions, eating, toilet training and he had even dropped a size in clothes due to his increased activity.

A key turning point came one day, while attending Ludo, Tomas hurt himself and he let his educator sit down next to him. This educator placed her hand on his back and let her pat him a little as he leaned in for a cuddle. For someone who knows Tomas, they would know that he is affectionate but he never lets anyone comfort him. He has made a lot of progress. These days he leaps into the educator’s arms when he arrives at Ludo.

Sarah loves that he’s attending Ludo, “he’s changed but it’s still Tomas, just a calmer version.” Sarah says that all the staff, from the groundskeepers to the principal, know the names of the children and if she only had one sentence to sum up her feeling about Ludo, it would be: “He belongs there”.

Supporting children and young people by developing children’s competencies, emotional health and preparing children for life-long learning

Early Learning & Care

(Long day care, outside school hours care, vacation care and Ludo)

93,474

Individual Early Learning & Care sessions attended by a child



1,745

Children in Early Learning & Care



Homework sessions held with children from migrant backgrounds through Light the Way

1,166

Parents and children attending the Communities for Children programs in the North and North West



Free hours of Early Learning & Care provided to at-risk preschoolers through the Working Together initiative

“Every human life, from the moment of conception until natural death is sacred”

Archbishop Julian Porteous

Archbishop’s Charter for CatholicCare



Supporting children and young people

Out-of-Home Care includes all young people in CatholicCare Group Therapeutic Residential Care (Inspire@Home), Independent Living Units and those with Special Care Packages in active support periods.

12,368

Total out-of-home care days provided to young people

69

Total number of young people in out-of-home care



2,073

Nights of safe emergency accommodation provided through AK Young Women's Emergency Accommodation

152

Total number of young people in AK Young Women's Emergency Accommodation



Case Study (Inspire@Home-Therapeutic Residential Care)

Lily moved into care at the age of nine with her two brothers. This was due to challenges at home and her parents being unable to provide the necessary care. After eight years in foster care, things were not working so well and she was supported to move into CatholicCare's Inspire@Home.

Lily said that Inspire@Home gave her the support, stability and encouragement she needed, when no one else wanted to help her.

"They helped me learn how to drive and even took me in and sat with me when I got my P's. Before Inspire@Home

I didn't know what I wanted in life. Now I have confidence in myself and I know I can keep pushing through...as a kid I would give up so easily, now I put in the hard work."

Lily has many wonderful memories of her time at Inspire@Home such as boating and camping. Staff would always support her and her brothers to have time together, even when they weren't living together.

Lily is now 21, has her own car and a private rental with her fiancé. They are looking to buy their first home.

She also has secured work in the childcare sector.

Please note the names and details of some individuals have been changed to respect their privacy.



Delivering sustainable social impact by strengthening job readiness, resilience and access to employment

332

Training
Outcomes
via the
Safe Haven Hub

287

Employment
outcomes
via the
Safe Haven Hub

812

Support sessions held at CatholicCare with individuals and families, who have a refugee or migrant background, assisting them with their settlement journey in Tasmania
(Settlement Engagement Transition Service)

CatholicCare is ensuring
**communities are inclusive,
safe and resilient**

"Human work is regarded as a means to human fulfillment"

Archbishop Julian Porteous

Archbishop's Charter for CatholicCare Tasmania



Investing in People

447

Employees

54

Volunteers

70

Employees
celebrated between
5-9 years of service
at CatholicCare

32

Employees
celebrated working
at CatholicCare for
over 10 years

The CatholicCare workforce remained flexible and agile during COVID-19, with all positions remaining, and all programs and essential services maintained

"Everyone should be able to draw from work the means of providing for his life and that of his family, and of servicing the human community."

Archbishop Julian Porteous
Archbishop's Charter for CatholicCare Tasmania

26

Employees participated in the Great Leaders program to build leaders for the future



Mental Health & Wellbeing

55% of employees responded to a survey relating to mental health across the organisation.

Enabling the development of a Mental Health and Wellbeing Action plan, launching September 2021

Developing our Future Leaders

This year saw the inaugural Great Leaders program commence with 26 participants across a variety of programs in CatholicCare. This program ensures that we are building leaders for the future. The Great Leaders program has been specifically designed for those who want to take their leadership to the next level.

As part of CatholicCare's strategic plan; Investing in People, a key objective is to implement a leadership development program to provide skills and attributes needed to be an effective leader. From existing Team Leaders to Senior Management, CatholicCare is providing a platform to inspire within and prepare the workforce for the future.

"Great Leaders is next-level leadership development. It provided me with wonderful insights into my own leadership style but also provided invaluable peer connections with the other participants, which have last beyond the program. I feel honoured to have been part of this fantastic program!"

Participant quote

PROGRAMS & SERVICES

AK Young Women's Emergency Accommodation	A service for young women aged 13-20 years, who are at risk of homelessness. Based in Southern Tasmania and accessible to young women from across the state.
Buenos Aires Transitional Accommodation	Transitional accommodation for single women over 55, eligible for housing assistance.
CatholicCare Housing Connect Emergency and Transitional Accommodation	Provides crisis and transitional accommodation to women and their children affected by domestic violence and those experiencing or at risk of homelessness.
Child Consultancy Services	Providing child consultancy services state-wide for Legal Aid and other legal and Family Dispute Resolution services on a fee-for-service basis.
Communities for Children (Burnie)	Delivered through partnerships, this program provides activities to enhance parenting, provide support and assist families at risk, who have children from birth to 12 years of age.
Communities for Children (Equine Therapy)	An equestrian program in Northern Tasmania, designed to build vulnerable children's skills, self-care and understanding of the world.
Community Mental Health; early intervention for children	Intensive, long-term, and small groups early intervention and support for children and young people and their families at risk or impacted by mental health.
Community Mental Health; Communities for Children, group work program (Launceston)	To provide targeted, evidenced-based small group work programs in specific at-risk primary school communities in the Launceston area.
Emergency Relief	A state-wide emergency relief program to those experiencing financial hardship resulting from life situations or unexpected crisis events.
Emergency Relief (COVID-19 funding for Temporary Visa holders)	Emergency Relief program for Temporary Visa holders, affected by COVID-19 (July 2020-Dec 2020).
Employment Assistance Program	Confidential, professional counselling for employees dealing with issues affecting their work performance or personal life.
Family and Relationship Counselling	A program to strengthen family relationships, prevent breakdown and ensure the wellbeing and safety of children through the provision of counselling and education.
Family & Relationship Education (FOCCUS)	Pre-marriage counselling service (Facilitated Open Couple Communication, Understanding and Study) assisting couples to reflect on their relationship.
Family Law Counselling	Assists people with relationship difficulties to better manage their personal or interpersonal issues with a focus on the needs of children.
Home & Housed (North, North West)	A program in the North and North West supporting people aged 65 years and over, prematurely aged and on a low income, homeless, or at risk of becoming homeless.
Housing Connect (South, North, North West)	Working in collaboration with the Housing Connect Partners group, CatholicCare is one of the partner agencies providing state-wide case management for individuals and families who are experiencing or at risk of homelessness.
Inspire@Home - Therapeutic Residential Care	Providing short term, transitional, longer term and independent living placements for young people aged 11-18 years, who are in the care of Child Safety.
Integrated Family Support (Georgetown and Launceston)	Promoting the safety, stability and wellbeing of vulnerable children, young people and their families, and to build child, family and community capacity and resilience.
Light the Way	Provides homework tutoring for young people from multicultural backgrounds.
Long Day Care	Two long day care services in Hobart / New Town and Launceston.

Ludo	A play-based Early Learning and Care program for children aged between 3-5 years located at Catholic primary schools.
Outside School Hours Care	Consists of 15 Outside of School Hours Care facilities in both Catholic and non-Catholic Primary Schools throughout Tasmania.
Pathway Home (Family Programs Preservation and Reunification)	Consists of two contracted services to provide intensive family restoration, family preservation and early intervention, where there is Child Safety involvement.
Parenting Education / Kinship Care	Family Programs provides a range of services including; a series of group evidence-based parenting educational programs, intensive family support, education and support for kinship, and foster carers.
Personal & Family Counselling – George Town	Provides counselling, support and parenting education to children, adults, families and groups in the George Town LGA.
Post Separation Cooperative Parenting program	Assists separated or divorced parents develop healthy and sustainable communication strategies to improve and enhance parenting in a child focused family environment.
Regional Family Dispute Resolution Program	Family mediation service funded by the Australian Attorney General's Department.
Specialised Family Violence	Specialised counselling for family members effected by domestic violence.
Safe Haven Hub	Provides a state-wide service to those from migrant and refugee backgrounds, who are experiencing barriers to employment, education and training.
SafeChoices	Provides non-crisis practical support for anyone experiencing family violence, focusing on early intervention, safety, safety planning, information and referrals.
School Counselling	Counselling and support group programs for children and young people aged 5 -17 years.
Settlement Engagement and Transition Service	Settlement Engagement and Transition Support provides services to refugees and migrants to support their settlement journey in Tasmania.
Special care packages	Individualised placement service for young people aged 11-18 years, who are unaccompanied minors or in the care of Child Safety.
Status Resolution Support Service	State-wide support and complex care response for asylum seekers living in the community while they are seeking to resolve their immigration status with the Department of Home Affairs.
Stitch / Women's Hub	Stitch is a women's networking group aimed at supporting women from multicultural backgrounds to build and develop social connection.
Supported Independent Living Outreach for Young People	Accommodation and support for young people aged 16-21 years, with a focus on those transitioning from out-of-home care.
The Francis Project	Assisting prisoners to strengthen their parent-child relationships and to build positive connections with their families and communities.
Vacation Care	Outside school hours care provided during the school holidays.
Working Together	Working Together is an early learning initiative which opens up opportunities for eligible children (often at risk) to participate in up to 400 hours of free early learning in the year before they start kindergarten.



For further information
catholiccaretas.org.au

'Fostering a love for the poor and the vulnerable, a spirit of humble service, of mercy and compassion for all'