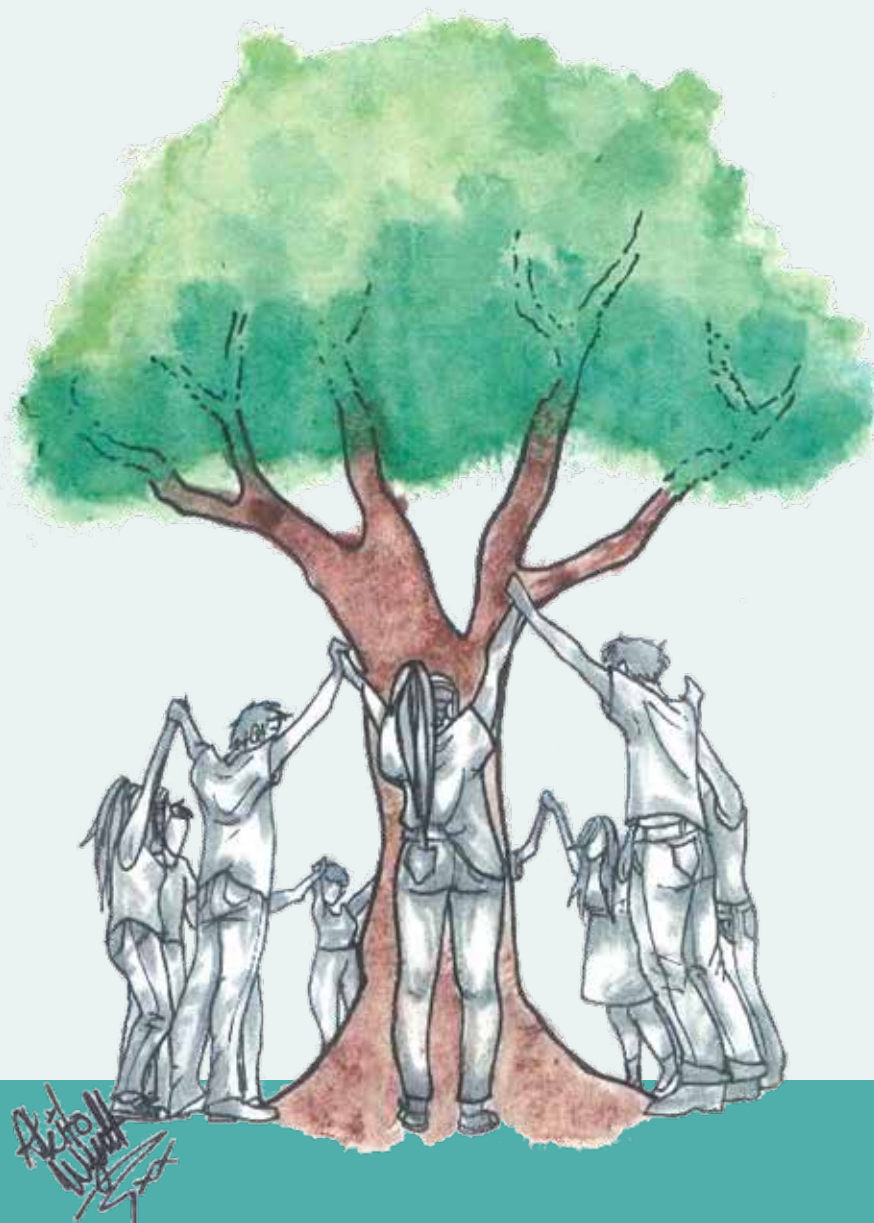


CatholicCare Tasmania Annual Report 2017-2018



CatholicCare Tasmania

MISSION

Serving the vulnerable and disadvantaged regardless of circumstances and background.

Our Mission is grounded in:

- A 2,000-year old commitment of the Catholic Church inspired by the love of God and the example of Christ.
- Serving physical, emotional and spiritual needs of people through compassion, mercy and love.
- Proactive and professional engagement with stakeholders on evidence-based initiatives.

VISION

A distinctive culture of care for a thriving community.

We pursue our vision by:

- Empowering individuals and upholding their dignity.
- Enabling family life as the foundation of a healthy society.
- Encouraging hope-filled inclusive communities.

VALUES

- Respect
- Hope
- Commitment
- Excellence
- Social Justice
- Integrity & Accountability

Cover art by Akito.

All client names have been changed in this report.





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A MESSAGE FROM THE ARCHBISHOP

This CatholicCare Tasmania Annual Report surveys the wide range of the works of CatholicCare Tasmania.

CatholicCare is making a significant contribution to the quality of life of many, many Tasmanians. It serves a dynamic and constantly evolving reality, responding with new and innovative initiatives.

The scope of CatholicCare Tasmania's reach ranges from provision of childcare services, to migrant support, to counselling, to the provision of housing, and out-of-home care for young people.

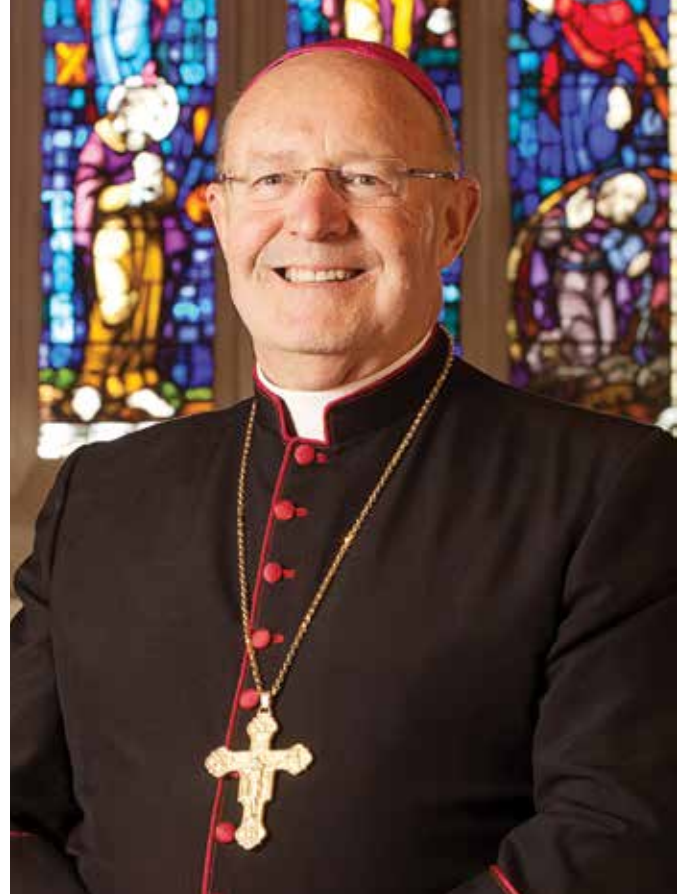
At the heart of CatholicCare is Jesus Christ's call to serve those in very difficult circumstances. This is expressed in the words of Christ found in St Mathew's Gospel -

"Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me."

These words of Christ have stirred the hearts of Christians to serve the needs of the poor and marginalised. CatholicCare stands in a 2,000-year old tradition of service to those in need. It was established to serve those most in need in our society and seeks to promote the full flourishing of the person.

This year, the theme of the reflection days with CatholicCare staff has been on the virtue of hope. The discussions have highlighted how important hope is in the work of CatholicCare. It is one of the core values in the organisation. One can say that CatholicCare is an agency which seeks to foster hope.

Hope gives us the motivation and courage to overcome obstacles that would impede our human flourishing. Every CatholicCare Tasmania employee serving the



Most Rev Julian Porteous DD, Archbishop of Hobart

homeless, the poor and the distressed, by the very nature of their work, is an agent of hope. They believe things can be better in the life of their client.

Hope lies at the heart of the mission of Catholic Care.

I want to commend the staff of CatholicCare for not only the professionalism and dedication that is so evident, but to the spirit of the organisation which is grounded in the virtue of hope.



The Heroic and Saintly Women window in the transept of St Marys Cathedral Hobart.

Designed by Sydney artist Stephen Moor and erected in 1995, the window is dedicated to "women whose saintly and heroic lives brought grace and life to God's people".

The window depicts (top to bottom, panels left to right) Martha, the sister of Mary and Lazarus; Nano Nagle, founder of the Presentation Sisters; Mary Potter founder of the Little Company of Mary; St Teresa of Avila, a Doctor of the Church; St Mary Euphrasia Pelletier, founder of the Sisters of the Good Shepherd; Caroline Chisholm, supporter of female immigrants to Australia; St Catherine of Siena, a Doctor of the Church; St Margaret Clitherow, a Reformation martyr; St Mary MacKillop, founder of the Josephite Sisters and Australia's only Saint; St Monica, mother of St Augustine of Hippo; Mary Aikenhead, founder of the Religious Sisters of Charity; Catherine McAuley, founder of the Sisters of Mercy.

A MESSAGE FROM ADVISORY BOARD CHAIR, DAVID HARRADINE

CatholicCare Tasmania is tackling
entrenched disadvantage head on,
and finding new ways to enable true
human flourishing in our community.

While economic conditions in Tasmania have improved in recent years, there remains entrenched disadvantage in a number of communities that demands our concern, intellect, creativity and resolve to overcome. Tasmania has the highest reliance on government support, the highest proportion of the population living with a disability (and the highest unemployment rate for persons with a disability), and the highest suicide rate and teenage birth rate of any State in Australia. The *Dropping Off The Edge* report, by the late Professor Tony Vinson AM, identified a handful of local government areas in Tasmania that account for 80% of the most disadvantaged rank positions for education outcomes, long-term unemployment, youth unemployment, disability and juvenile offending. This is despite a long period of funding and social services to these communities. Clearly, there needs to be a paradigm shift in policy, funding models and innovation to break through the barriers that make it so difficult for these communities to thrive.

CatholicCare Tasmania, through its subsidiary Centacare Evolve Housing, along with the Social Impact Program (SIP)—a Catholic Community initiative—is taking a lead in tackling entrenched disadvantage. SIP continues to foster strong partnerships and identify barriers to true human flourishing in our community. A great example is the Build Up Tassie initiative, which assists young Tasmanians to gain employment and contribute back to their community

“It is the people of CatholicCare, inspired by the many great men and women throughout the Catholic Church’s history who, by uplifting the marginalised, embracing the forgotten, and caring for the vulnerable, bring the face of Jesus Christ to our community.”

*—David Harradine, Chair of the
CatholicCare Advisory Board*

in infectious and joyful ways. We recognise that research and evidence are essential as funding models change and the role of Government changes from ‘service provider’ to ‘system steward’. The capacity for community-led and place-based providers like CatholicCare to deliver creative and innovative solutions will increase. SIP is a prime example of this approach.

Our mission, grounded in the 2,000-year heritage of the Catholic Church, positions us uniquely to differentiate ourselves from the 50,000 charities operating in Australia. It is to never lose sight of the the dignity and worth of every person, and to make a genuine difference in the lives of the most vulnerable and the marginalised in our community.

Finally, I extend my appreciation to the staff and fellow Board members who generously apply their skills, experience and talents to support CatholicCare in this mission. We are also grateful for the guidance and support of Archbishop Porteous who is very attentive to our community’s needs.

I trust you will enjoy this Annual Report and I look forward to sharing our story next year, which will be our 60th year of operation in Tasmania.



CatholicCare Advisory Board members during 2017-2018



David Harradine
Chair



Tim Gourlay



Ingrid Harrison



Ron Ward



Otto Henfling



Simon Lester



Diana Hutchinson



John Hills



Marica Duvnjak



Tim Baker

A MESSAGE FROM CATHOLICCARE EXECUTIVE DIRECTOR

Our success in 2017–18 is due to the wonderful dedication and commitment of the over 400 staff that work for CatholicCare and live the vision, mission and values of the organisation. Our financial position remains strong, allowing our work serving the vulnerable and disadvantaged to continue. We offer hope and practical support to assist people to overcome challenges that come their way and we deliver our services across Tasmania.

In Family Services, our family violence program, SafeChoices, has grown in north and north west Tasmania, Pathway Home continues to support safe and sustainable family reunification, and we are constructing a purpose-built Therapeutic Residential Care facility due for completion in late 2018. During the year our Status Resolution Support Service program was extended to continue support for people being settled in Australia to resolve their immigration status.

Housing and homelessness has been front-of-mind and we continue to assist those that are facing homelessness. Throughout the housing crisis our housing and tenancy support workers have been working with high caseloads. Our AK accommodation service provides emergency shelter for young women and the Affordable Housing team houses those on low incomes, escaping family violence or who have been recently released from prison. Our housing operations continue to grow on the back of initiatives such as Specialist Disability Accommodation and Regional Supply of Social Housing providing purpose-built housing for people living with disabilities or waiting for social housing in regional areas.

In Children's Services our teams work with about 1,000 children a week in 17 school sites, providing high



CatholicCare Executive Director, Tim Gourlay

quality nurturing environments that ensure each child's uniqueness and potential are valued.

The Social Impact Program continues to address place-based disadvantage in the communities where we provide housing, with support programs such as Families And Schools Together and Build Up Tassie.

As you read through the pages of this Annual Report, I trust you will appreciate the hard but effective work being undertaken by our people, all of whom show enormous dedication to the health and wellbeing of Tasmanians.

CatholicCare's Senior Management Team



Mark Pike
Director of Community, Family
and Children's Services



Louise Waterworth
Manager of Children's Services



Teresa Whyte
General Manager of Family and
Community Services



Belinda Clarke
Director of the
Social Impact Program



James Norman
General Manager
Housing Operations



Clare Mittermayer
Director of Identity
and Mission



Social Impact Program

A CATHOLIC COMMUNITY INITIATIVE



An integrated and place-based approach to co-create individual, family and community wellbeing

A NEW WAY OF WORKING

Social Impact Program (SIP) is a Catholic Community Initiative created in 2016 to improve individual, family and community wellbeing in targeted communities. SIP focuses on the integration and collaboration of services within CatholicCare Tasmania and with external partners such as schools and businesses. SIP represents a shift away from separate program and project approaches to recognising that the impact of activities and initiatives are interdependent and together contribute to social change. The SIP approach is place-based; we support people in their local neighbourhoods and co-create opportunities for

improvements across the whole community. We use the term 'co-creation' to describe what we do, because we are making things happen together through cooperation and linkages across previously separated activities.

Wellbeing and change at the community level is complex. To address these complexities, SIP works across seven interconnected domains: education, housing, safety, economics, health, spirituality and community engagement. Deep impact for SIP is measured by positive social and environmental changes in the community.

SIP's Steering Committee members, chaired by Adriana Taylor, are from a range of industries and backgrounds, and most have lived or worked in the SIP focus areas of Glenorchy, Derwent Valley and Brighton.

The integrated SIP approach is demonstrated in Build Up Tassie. In 2017, SIP and Centacare Evolve Housing co-created Build Up Tassie as a targeted employment and training program for young people in Bridgewater. The participants are linked to a range of supports, including counselling, financial advice and driving lessons that help them overcome individual barriers to employment. They are also provided with training and employment opportunities linked to the CEH building and maintenance program and Master Plan for Bridgewater, Gagebrook and Herdsmans Cove. The enormous building program includes 400 new properties and the maintenance of 1,000 others.

A range of partnerships have been developed to progress Build Up Tassie. Partnerships with industry, including Wilson Homes, as well as local council and services provide a range of individualised pathways to employment for the Build Up Tassie participants. A critical partnership with Build Up Tassie is 'yourtown' who work alongside young people on a social enterprise that completes maintenance of Centacare Evolve Housing homes.

During our first ten months, Build Up Tassie has been involved in the placement of 23 young people into employment opportunities, including five apprenticeships.

CASE STUDY

Matt

23 year-old Matt had been looking for work for many years. In 2017, he did the Build Up Tassie Orientation to enhance his job readiness, receiving one-to-one mentoring, a Youth Jobs PaTH Internship at CEH and a \$500 Build Up Tassie MyState Ambassador Scholarship to help him pay for professional driving lessons to boost his employability.

Matt soon gained a casual job that led to full time permanent employment as a Tenancy Administration Officer. He now plans to save the deposit to buy a home for himself and his younger sister.



26

young people at the first SIP Head to Heart camp with Eddie Rice Camps



1000

meals shared with families through FAST at SIP Catholic primary schools



23

young people connected to employment opportunities through Build Up Tassie



FAMILY SUPPORT PROGRAMS

Responding to greater need

PATHWAY HOME

The Pathway Home Program is one of CatholicCare's Family Support programs. It operates in the south of Tasmania.

Pathway Home provides in-home support, parenting education, and family life skills support to families who are engaged with Child Safety Services. It aims to assist families achieve their optimum level of functioning and to support sustainable and safe environments for children in the family home, if possible. With intensive tailored support for all family members, practical and therapeutic work, and case planning, we aim for the best possible outcome for families. In July 2017, Pathway Home had a contractual amendment enabling the team to provide support for family preservation, as well as family reunification.

During the year, our program's staffing model was restructured to reflect current best practice and we now have five Case Workers, a Senior Practitioner, and a Group Worker who delivers accredited parenting education. In January 2018, the Tasmanian Department of Health and Human Services provided an additional financial investment for the program in response to Child Safety Services identifying a higher number of families flagged for referral into Pathway Home. Two additional case workers were recruited, increasing the program's capacity to provide services for an additional ten families at any time.



88

parents received
parenting
education in 12
programs



201

children in
families that have
received parenting
education

*"The support I receive is priceless. I feel
as though I am able to ask anything
and always receive relevant and
useful feedback."*

—Justine, Pathway Home client



30

families accepted
for family
preservation or
reunification



12

families
successfully
reunited or
preserved

CASE STUDY

Committed to long-term support

Anna had experienced many challenges in her life including family violence, illicit substance use and mental health issues. After a referral from Child Protection, Pathway Home began a long journey of support with Anna and her new baby Elizabeth.

Anna lived with her three children, but her home was cluttered and dirty. At times, her children were poorly supervised, raising concerns for their wellbeing. Anna didn't engage with support services even when she was without electricity for a month due to non-payment of her bill. When she didn't attend antenatal appointments or engage with Child Safety Services, Anna's new baby, Elizabeth, was placed in out-of-home care at birth. A referral was made to Pathway Home when Elizabeth was seven months old and Anna had worked hard to show that with the right support network, she could parent her baby. Anna kept a close relationship with her baby while she was in out-of-home care, and worked closely with foster carers, Child Safety Services, a family violence specialist and drug and alcohol counsellors.

Pathway Home worked alongside Anna supporting her to get and maintain a place to live through Housing Connect, so that Elizabeth's reunification planning could commence, starting with sleepovers with mum. Pathway Home's case worker visited weekly in the first seven months and helped Anna get the support she needed. SafeChoices helped with family court matters and home security, CatholicCare Counselling Services provided specialist family violence counselling and Elizabeth was enrolled in our Children's Services Family Day Care so Anna could more easily manage her personal wellbeing.

Anna and Elizabeth are now doing well. They go to Kinder Gym and their Child Health appointments. Anna goes to CatholicCare's *Bringing Up Great Kids* classes and plans to do the *Triple P* parenting program. The Care and Protection Order for Elizabeth has been lapsed.

COMMUNITY MENTAL HEALTH: EARLY INTERVENTION FOR CHILDREN



Therapeutic interventions for children and their families

IN NORTHERN TASMANIA

The Community Mental Health: Early Intervention for Children program is in its fourth year of operation in the northern region of Tasmania. Our team of three practitioners works with families who have children aged up to 18 years of age and who are experiencing mental health issues.

This year the small group work and the one-to-one therapeutic work our team delivers in schools has expanded and we now work in State, Catholic and independent schools. We are also able to work with our

clients at the places that suit them best which, besides schools, could be in the home setting, or at a Child and Family Centre, a Neighbourhood house or another suitable place. Depending on the family's need and situation, we can work with our clients in group or one-to-one sessions.

Our program is flexible and enables us to, for example, work with a child in a small group program while at school, as well as facilitating their siblings to attend one-to-one counselling in a Child and Family Centre.

CASE STUDY

Understanding and perspective

Daniel is 11. His mother experienced family violence and left the home taking Daniel with her. After this, Daniel became anxious about his future, and worried about whether they will have anywhere to live.

Through therapeutic interventions, Daniel was supported to manage his anxiety. He was also helped to understand which problems he could address for himself in contrast to the issues that he could let his mother manage.

Things have now settled a bit and Daniel has developed more of an understanding about himself. He is now much more able to talk to his mother about his concerns, and he knows she will deal with the majority of the family's issues.

It also means that parents can attend parenting education or other groups specifically tailored around the identified needs of the other members of their family. The issues dealt with include grief and loss such as the loss of a loved one, the breakup of a relationship and family separation for both children and their parents.

Importantly, the team works with the whole family to focus on building resilience, delivering parenting education and enhancing the strengths of the family to better cope with the mental health issue they are experiencing.



272
clients, including
200 children



27
schools worked in



11
community events
attended



39
therapeutic
groups delivered

The Community Mental Health: Early Intervention for Children program team uses a range of therapeutic methodologies including counselling, play therapy, and educational and therapeutic small group work.

The team also exhibits and presents information sessions at community events to raise awareness of mental health and how it affects families.

PERSONAL, FAMILY & RELATIONSHIP COUNSELLING



Counselling for couples, individuals, families and children across Tasmania

SPECIALISED WORK IN FAMILY VIOLENCE

Family violence continues to be a major issue that clients report when accessing our counselling services. Supporting family members experiencing these complex problems is a major part of our work. Our aim is always to encourage hope that families can live free from violence and abuse.

The counselling team can respond to the needs of all community members affected by this issue. This is achieved by providing individual assessments, counselling, group programs and advocacy. We participate in state and national bodies, including Australia's National Research Organisation for Women's Safety.



5,628
counselling
sessions provided
to clients



40
children
consulted in
settling parenting
arrangements

"Until I started seeing you, I saw myself as a nobody, now I see myself as a somebody, and I am getting things done and things are getting better"

—Susan, a counselling client in her 60s

CASE STUDY

Therapy dog Alegra helps a whole family

The counselling team based in New Town is lucky to have the addition of a trained therapy dog, Alegra (pictured). She has been a 'big hit' with adults and children alike!

Over ten weeks we worked with nine-year-old Chelsea who came to counselling with a severe dog phobia following an attack. We used a number of therapeutic modalities and techniques, including the gradual introduction of Alegra into sessions. Chelsea now no longer has panic attacks and her family says life has returned to normal.



THERAPEUTIC GROUP PROGRAMS

All regions provide therapeutic group programs for individual family members. These include a group program called Weathering Family Separation for separated parents whose on-going conflict is impacting their children, parenting programs for parents of adolescents, and two groups for women managing strong emotions—one in the north based on art therapy, and one in the south using mindfulness. A new group called Season's for Growth (Grief and Loss) for primary schools is in its planning stages, and a new program for fathers is to be delivered soon with a focus on teaching parenting strategies to heal and develop respectful relationships with children where there may have been family conflict during separation.

SCHOOL COUNSELLING



Counselling for issues that may affect a student's wellbeing or their capacity to engage effectively in education

GOING FROM STRENGTH TO STRENGTH

The CatholicCare School Counselling service has been in operation since May 2017 and it has counsellors in 22 of the Catholic primary schools in the State and one of the Catholic high schools. It has a team of seven highly qualified and experienced counsellors that are able to do short-term, effective counselling interventions for a range of issues that affect the student population.

Issues that are most commonly encountered include grief and loss, behavioural issues, and anxiety. Any of

these may impact on a student's ability to properly and effectively engage in learning and to connect with their school community.

The school counselling teams works across the State, from metropolitan schools in Hobart and Launceston to remote and isolated schools on the West Coast of Tasmania.

Counsellors have been busy since the start of the program, often seeing five students a day, as well as



CASE STUDY

Daniel didn't want to upset his mum and dad

Following the death of his grandfather, Daniel became withdrawn and began 'playing up', becoming disruptive to the rest of the class at school.

Once he was referred to counselling, Daniel was able to disclose to the counsellor that he was scared to talk to his parents about his Poppie's death. He said that it upset them too much and he did not want to do that. The counsellor was able to normalise Daniel's feelings and facilitate a joint session with his parents where Daniel was able to begin to talk about his Poppie passing away.

"In just the second year of our school counselling service we have doubled our hours and the number of counsellors."

—CatholicCare Tasmania Family Services
Regional Manager North



900

counselling
sessions provided
to students



23

Catholic schools
provided with
counsellors



128

students seen by
counsellors

holding caseloads of many more. In fact, the numbers of hours contracted by the Tasmanian Catholic Education Office (TCEO) doubled in the second year of the school counselling service's operation at the start of 2018, creating the need to expand the program. It has now doubled in size with the recruitment of an additional four counsellors.

Feedback from the schools where the service operates and from the TCEO has been extremely positive, and we look forward to the program's further expansion in 2019.

NORTH WEST PROGRAMS



Empowering young parents to build up their own capacity

HELPING YOUNG PARENTS

Communities for Children (CfC) in Burnie was the most successful site Australia-wide to pilot a program that improves outcomes for young parents. The Helping Young Parent (HYP) pilots were run in ten sites in 2011, with Burnie CfC having the most significant results.

Burnie CfC is recognised for providing successful interventions that support positive parenting in vulnerable families as well as supporting the health and wellbeing of children in those families.

During the pilot, CfC worked collaboratively with DHHS to identify and refer young parents and then bring other organisations on board to support them. For example, the Burnie Child and Family Centre provided parenting, child development, health and wellbeing support, and the Department of Education providing flex-learning for parents.

A parent support program, is now delivered under our own funding. Our consultative committee was instrumental

CASE STUDY

Tammy

Tammy is a young parent, who has been in the 'system' since she was a child, due to an unsafe home environment. Labelled 'difficult' and 'disengaged' by other providers, she lived in an unheated tiny unit and was on the cusp of losing her two children, who she loved dearly. Helping Young Parents Key Worker Rachel was able to slowly build a relationship with Tammy through home visits. After six months of these visits, Tammy began to answer her phone—a big step!

Rachel supported Tammy to have a say in the safety of her children and to overcome past issues that had prevented her from finding suitable housing.

Two and a half years down the track Tammy has come a long way and continues to work with Rachel. She has better accommodation and is working hard to ensure she is healthy for the new baby she is expecting.

in designing and implementing an HYP program for our local young parents that was a natural extension from the original two-year pilot.

Our program funds key workers from Youth, Family, Community Connections and Mission Australia to work intensively with the young parents and their children to identify and achieve their family goals. Part of the program's success is that the two key workers are located at CatholicCare, enabling peer support, resource sharing and planning which provides the young parents with the best support possible. It is a successful 'team approach', delivering seamless and productive service.



73

young parents supported



57

parents & children attended playgroup



393

families accessed counselling

"We are incredibly proud that the Helping Young Parents program has been recognised—after a very rigorous and robust 18 month evaluation process—as a 'Promising Program' by the expert panel."

—CatholicCare Tasmania Family Services Regional Manager North West

MULTICULTURAL SUPPORT



Assisting refugees and humanitarian entrants build new lives in Australia

CAREERS PATHWAY PILOT A SUCCESS

This pilot program provides intensive, specialised assistance from a Career Pathway Advisor for English-speakers who arrived under the Humanitarian Program, and have lived here for five years or less. Participants plan a career pathway using their existing skills and are supported to obtain recognition of existing qualifications. They are also supported to find employment opportunities or training, or to upskill or reskill in order to achieve career goals. After a successful year in Hobart, expansion to Launceston is planned from July, 2018.

‘LET’S TALK’ BUILDS CONNECTIONS

For 15 years, Settlement Services has responded to community needs with case work, drop-in sessions, workshops and the Stitch program. Vulnerable and isolated clients can join weekly community-based education programs supported by our passionate and committed volunteers. A cornerstone of these is Let’s Talk, an English language support program for marginalised people from refugee and humanitarian backgrounds. While improving their English language skills, Let’s Talk participants also build social connectedness.

CASE STUDY

Samir

In Iraq, Samir worked as a University lecturer and a business accountant. He continued to build on his skills after arriving in Australia, completing two Written and Spoken English certificates. With Safe Haven Hub's support Samir enrolled in a bookkeeping certificate and continued his English studies.

With the support of the Careers Pathway Pilot, Samir identified his short and long-term goals of employment in the Accounting industry, and eventually a PhD in Accounting. Samir's pathway has unfolded from a work placement negotiated through Careers Pathway Pilot at an audit office, to a mentoring and work experience role with an accounting firm which led to employment. He is well regarded by that firm, and has been offered more hours once he completes further study.

At a recent industry forum, Samir presented an overview of his experiences in which he acknowledged the support of many programs, including the Careers Pathways Pilot.



15

years working with multicultural communities in Tasmania



1,236

settlement support sessions delivered



317

Settlement Services clients assisted

"There are two main reasons why I volunteer: I believe that God made us to help each other, and it is also a means of 'pay it forward'. Many people in the past have encouraged and assisted me in various ways and in appreciation of that I try to encourage and assist others."

—Light the Way volunteer tutor

SAFE HAVEN HUB ADDS EXTRA SERVICE

Always busy providing a wide range of support services, the Safe Haven Hub in Launceston and Hobart has achieved positive outcomes in training, work placements, volunteering and employment. The addition of specialised transitional case work support for SHEV and TPV holders adds extra wrap-around services for clients.

VOLUNTEERS EASE THE WAY FORWARD

Light the Way continues to provide after-school study support for over 60 students from refugee backgrounds in ten schools. About 20 students and 16 volunteer tutors attend each session, so students can receive learning support either one-to-one or in a small group. New funding this year enabled employment of an Educator to develop a study and academic pathway program called Leading the Way.

HOMELESSNESS & EMERGENCY ACCOMMODATION



Challenging times and increased awareness about affordable accommodation

RESPONDING TO NEED SINCE 1982

Rental affordability in Tasmania fell to its lowest point since the Rental Affordability Index began in 2015, and Hobart became the least affordable capital in Australia. Single parent working families, young people, aged and disability pensioners are most affected, paying up to 80% of their income on rent. More than 1,600 Tasmanians are homeless on any given night. CatholicCare's AK Young Women's Emergency Accommodation (AK) and Housing Connect Support (HCS) continued to address this growing challenge as referrals rose to an all-time high.

MORE ASSISTANCE

In March, CatholicCare and other agencies represented the community voice at a government Housing Summit, where a number of initiatives aimed at responding to immediate need as well as longer-term strategies were developed. CatholicCare's HCS received an increase in resources to assist during the winter months. An increase in community support for AK also assisted our capacity to provide the young women who access this service with the day-to-day requirements they need, but which are often left behind in emergency situations.

A CHANGING DEMOGRAPHIC

Our HCS staff noticed more ‘everyday people’ and workers on low incomes who are in distress and unable to meet their basic needs presenting at housing support services. There are more women experiencing domestic violence who are unable to find affordable rentals to enable them to leave unsafe homes. There was also anecdotal evidence of more people presenting with psychotic mental health conditions, multi-drug use and disability and who are disengaged with the specialist service systems, presenting to HCS. This expansion of the client cohort and the complexity of need is deeper and wider than we have seen before. AK has also noted an increasing number of young people who require specialised mental health support, and we have worked in collaboration with a variety of community and government services to achieve stable long-term accommodation outcomes for these young people.



1,949

Housing Connect
referrals received
statewide



78

young women
provided with
emergency shelter



100%

of AK residents
report feeling
listened to,
supported and
respected



1,771

beds occupied at
AK in one year

“Dear AK,

I would like to say thank you for having me for 6-8 weeks. It honestly made me a lot stronger than I have ever been before.

Some workers have told me some of their life stories and made me want to work at AK one day.

So if you ever have a bad day, you are doing a great job, just by being there.

So when I have to go, it’s not a good bye, it’s a see you later.

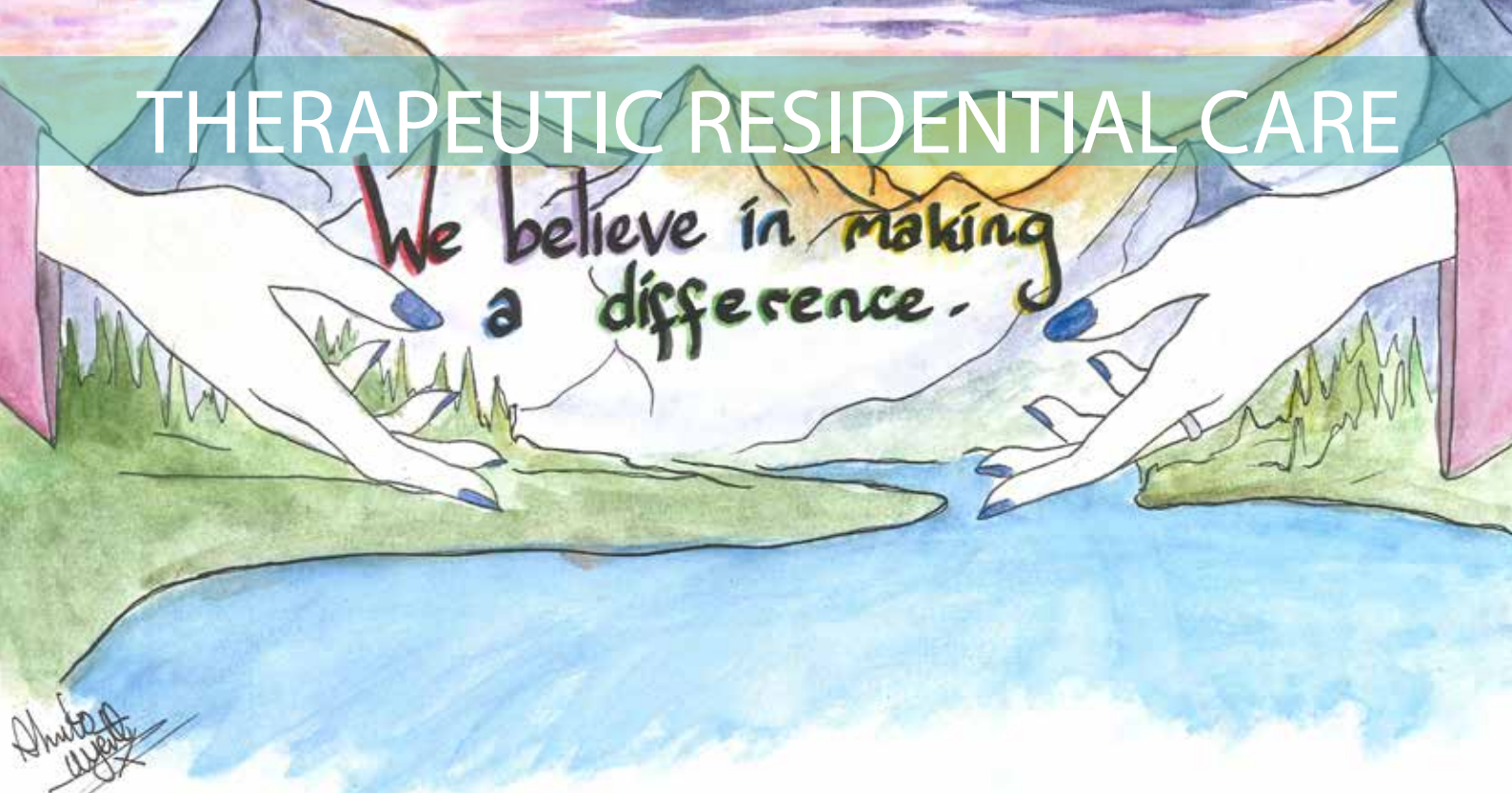
I’ll be back in five years working with you all.”

— A letter from a young woman who came to AK after exiting child protection care arrangements.

“To be honest, not having my own accommodation is an embarrassment for me. I have served my country, worked hard to be an asset to this country. All that changed when I had an aneurysm burst in my frontal lobe. Since then my life has turned upside-down. I’ve lost everything that made me myself. I lost my job, my accommodation and dignity. I am depressed due to my illness, I’m on all sorts of medication and a shell of my former self. But I’m still reliable in paying my bills, looking after myself and a property, and being a good person. All I need is for someone to believe in me and give me a chance.”

— A 53-year-old Vietnam veteran who had been homeless for four years until provided with accommodation in a CatholicCare affordable housing program long-term NRAS property. He has since represented Tasmania at a National Homelessness conference.

THERAPEUTIC RESIDENTIAL CARE



Out-of-home care for young people statewide

GREAT RESULTS IN EDUCATION

In residential care educational engagement can be low, but at CatholicCare Therapeutic Residential Care (TRC) there is a high number of young people engaged in a range of schooling platforms. This is a great achievement for a program such as ours, and it is a reflection of the hard work done by our staff across the State. We work closely with each individual young person and with their school to support them to achieve success, and also to ensure that the school program is meeting their needs. We want their time at school to not only provide learning, but to also be a positive and enjoyable experience.

STAFF TRAINING

Therapeutic Crisis Intervention is a core three-day training program that TRC runs for all of its staff, delivered statewide by three of our training-qualified staff. It equips our staff with the tools to respond to a young person when they are in crisis, and gives them an understanding of the phases a young person will go through when escalating, an understanding of forms of aggression, an awareness of themselves and how they can impact on an outcome, how to deal with potentially violent situations and how to repair relationships with a young person after a crisis.



33
young residents
actively engaged
in school
programs



200
care team
meetings
attended



56
staff trained in
therapeutic crisis
intervention

INCLUSIVE CARE TEAMS

Care team meetings play an integral part in our young residents' lives. They are a platform to discuss directions and outcomes for the young person. We ensure the young person has the opportunity to attend because these meetings are about them and their future, so it is important to us and them that they have a voice in the direction of their future. Where also possible, we extend the invitation out to family members to attend and to be involved.

OUR REFERRALS NOW INCLUDE 'SPECIAL CARE' PLACEMENTS

The referrals we receive range from requests for new placements for young people who have just come into out-of-home care, to short-term crisis accommodation to support someone who may have had a placement breakdown. These young people move into TRC in one of our four-person houses, or now they may also transition into a special care placement which is specialised for each individual young person.

Hidden talents

"Some of the young people that Therapeutic Residential Care supports have experienced trauma, abuse and neglect. With this comes a number of behavioural concerns, but there is another side to our young people... many of them have amazing talents! As staff, we are lucky enough to have these shared with us on a daily basis."

Some of our young people are amazing artists with talents in painting, drawing, and photography, others are talented singers, musicians and dancers, and yet others are skilled in arts and crafts, or sewing and costume making, to name just a few."

—Therapeutic Residential Care Statewide Coordinator





CHILDREN'S SERVICES

OUTSIDE SCHOOL HOURS CARE

All of CatholicCare's Children's Services now have the capability for families to sign their children in and out of care electronically. This reduces the workload for our administration staff by about four hours per week for each service, and allows us to automatically collect the information required by government about our families' child care use.

After School Care is the largest component of Outside School Hours Care, and St Mary's College is our largest with up to 60 children attending each day. Across the year this adds up to 1,000s of sessions of care used by children and families. Without Outside School Hours Care, families would not be able to meet their employment requirements.

Long Day Care and Occasional Care at Tower Road has continued to grow throughout this financial year and the future looks exciting as our name and brand grow. While the loss of some new migrant programs at CatholicCare has changed the mix of children attending care, we still have children of our Stitch program parents attending. New young families from the local New Town area have begun attending also.

Our service continues to support children with additional needs, and we nurture and support these children to interact and participate effectively with their peers. We access funding so we can provide additional educators in our programs to support these children and their families.

CASE STUDY

Emily

Emily is a new casual educator who commenced working with us in November, 2017. She came from a retail background, and although she had no experience working with children we identified skills and attributes in her that were a good fit for the role.

From the very first day, Emily showed a lot of enthusiasm and a willingness to learn. By May, she had further enhanced her skills and was invited to move into a permanent part-time role with us, and to commence a traineeship towards Certificate III in Early Childhood Education and Care.

Emily jumped at the opportunity and is now working in one of our services every day. She has made an excellent contribution to our service and she is gaining valuable experience. Already ahead of schedule with her training, Emily is now keen to continue on to complete her Diploma.

Emily is already a skilled member of our team and we are confident she will continue on to a bright future as an early childhood educator.



55,000

sessions of after-school care delivered across 14 sites



18

new tablets deployed to sign children in and out



26

children accessed Inclusion Support



133

children used New Town care services



COMMUNITY HOUSING SERVICES

Affordable and social housing

HOMES IN COMMUNITIES STATEWIDE

Through CatholicCare Affordable Housing (CCAH) and Centacare Evolve Housing (CEH), CatholicCare Tasmania's Community Housing Services manages over 1,500 affordable or social houses and provides tenancy support to over 3,000 Tasmanians across the State.

CCAH is a major Tasmanian affordable housing provider with 400 properties rented to low income families through discounted rental agreements. Through support of other government initiatives, priority is also given to people who have experienced family violence and those exiting

"Increasing the quality and supply of housing options is having a positive impact on people's lives."

—Community Housing Services General Manager

the prison system. CatholicCare Tasmania is also the main stakeholder in CEH, one of the largest community housing providers in Tasmania. In partnership with Housing Tasmania, CEH owns or manages nearly 1,100 properties, mostly in the Brighton area.

CEH and CCAH are building new properties and upgrading pre-loved ones. Over 400 new homes will be built in coming years and we have already completed over 250 upgraded kitchens, bathrooms and heating systems.



MORE THAN BUILDING

We provide a comprehensive and responsive tenancy management service, with a commitment to the wellbeing of our tenants and the community. We support CatholicCare's Social Impact Program and facilitate community and tenants groups that help direct and deliver community initiatives. We partner with residents, councils and other organisations to run community programs and hold community events like the Christmas Parade which lit up Bridgewater last December. Much of our work is guided by our award-winning Master Plan, prepared by Holmes Dyer Planners, that ensures our significant capital investment is applied to best effect.

Our team talks about the satisfaction they get from interacting with so many people who benefit from the housing and community services we provide. Supporting families to maintain safe, secure and affordable housing is about the people, but delivering and maintaining the bricks and mortar is also critical. Combining both elements is exciting, rewarding, and fundamental to the wellbeing of thousands of families throughout the State.

CASE STUDY

From notice to vacate to stable tenancy

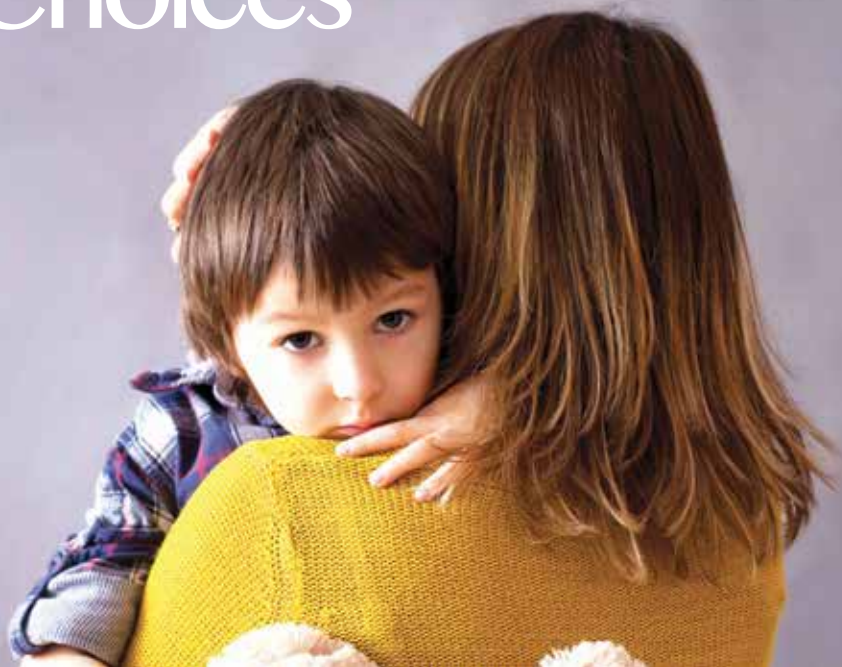
A family teetering on the verge of eviction after a long history of failed service engagement and significant 'condition of property' issues, had their tenancy stabilised through intensive practical support by our Tenancy Engagement Officer (TEO).

After a Notice to Vacate was issued following a number of unsuccessful service interventions, our TEO met with the family, rolled up her sleeves and spent several hours on several occasions working side by side with the family cleaning large areas of the house – particularly the kitchen and bathroom. Importantly, this was more about relationship building than cleaning, and it was an opportunity to support the family through a difficult time.

Our TEO visited often and the family continued to clear and tidy other areas of the house as part of an ongoing plan to stay on top of things.

"Every time I visit the property I find them happy to engage and, more importantly, happy to show me how they are looking after the property. I look forward to popping in and seeing them."

While there are still challenges for this family, they now have a stable tenancy to work from, as well as a friendly support worker to help where she can.



Support for those affected by family violence

PRACTICAL SUPPORT AND REFERRAL

SafeChoices provides a case management model to assist in supporting survivors of family violence to navigate existing systems to address family violence issues, and to access support for the needs they may have associated with leaving a violent relationship. Our data tells us that the majority of survivors of family violence have felt they have been able to move forward with the assistance of the SafeChoices program. The data we have collected also indicates that in some instances the current systems are a barrier to case plan outcomes being met, and feedback from survivors informs us that the legal systems aren't

streamlined to meet the needs of those experiencing family violence when children are involved.

Anyone can contact SafeChoices by phone to access family violence information, education and referral. Calls to the 1800 number go directly to our intake and assessment workers which are located in the Launceston office to service the north, north-east, north west, and in Hobart's southern office for the south of the State. Some of these calls convert to intake and slightly less than half of them in turn, to case management.

Planned a new life

"My 20-year relationship became increasingly controlling and unhappy. When my counsellor introduced me to a SafeChoices worker, we hit it off straight away. With their practical support I was able to form a plan for me to leave the relationship, including things like getting my own bank account, and going to see Housing Connect and Centrelink. I was lucky enough to get a housing unit quickly and moved in and began to make it my own. I got two cats for company and then my son moved in as my carer. It was hard in the early days and I sometimes struggled, but I recently joined the Shark Cage group and am having a great time and making some new friends. This group has given me the confidence to look at joining other groups. If not for my SafeChoices worker I would not have got to where I am today."

—Family violence survivor



270
family violence survivors
assisted with case
management by SafeChoices



648
children supported indirectly
as a result of SafeChoices work



46%
of clients have no protective
order at the time of referral

ADDRESSING AN IMPORTANT NEED

SafeChoices was established to provide support to people escaping family violence in Tasmania as an alternative to a justice response. Our data shows that this service addresses an important need in the community because we know that nearly half of the people who contact SafeChoices have not yet left the situation where the family violence is occurring, or they have left but do not want to contact police to report the violence for a variety of reasons.

Since July, 2016

"The primary focus of SafeChoices is to improve the safety of women, children and other Tasmanian community members affected by family violence under the Tasmanian Safe at Home Family Violence legislation.

This is provided by offering non-crisis, practical support, advice and referral to those who access the service.."

—Manager, SafeChoices



QUALITY CONTROL & ACCREDITATION

Maintaining accreditations in sites and offices statewide

INTERNAL AUDIT TEAM

During 2017-18 a team of four auditors was recruited to the Internal Audit Team from Family Services and Children's Services. The success of the internal EOI process is evidence of the commitment of operational staff to continuous improvement. Internal auditors are recruited specifically to undertake audit in areas that are not their core business, bringing rigorous scrutiny and accuracy to observations and recommendations.

ISO ASSESSMENTS

CatholicCare Children's Services transitioned from ISO 9001:2009 to ISO 9001:2015 through accreditation with QMS, during 2017-18. In addition, CatholicCare's Family and Community Services transferred to ISO 9001:2015 under the assessment of QMS Certification Services, and Crowe Howarth reviewed Community and Family Services against the ISO 27001 Information Security Management.



NATIONAL REGULATORY SYSTEM FOR COMMUNITY HOUSING

Centacare Evolve Housing completed the National Regulatory System for Community Housing Providers (NRSCH) Tier 1 accreditation process in the third quarter of the financial year. The process involved reporting a wide range of data and uploading key documents relating to policy, plans, procedure, and risk, etc. In total 72 documents were uploaded. The outcome of the assessment is due in 2018-19. This is an annual compliance assessment process which requires core documents including a community housing asset performance report, a community housing development program, and a business plan, as well as information on asset management, governance and management, tenant satisfaction, risk management, appeals and complaints, financial performance data and performance measured against business goals. NRSCH required performance metrics data on the core areas of Tenant Housing Services, Housing Assets, Community Engagement, Governance, Probity, Management, and Financial Viability.

DESKTOP AUDITS

CatholicCare Tasmania's Family and Community Services undertook desktop audits for the Australian Childhood Foundation's Safeguarding Children program.

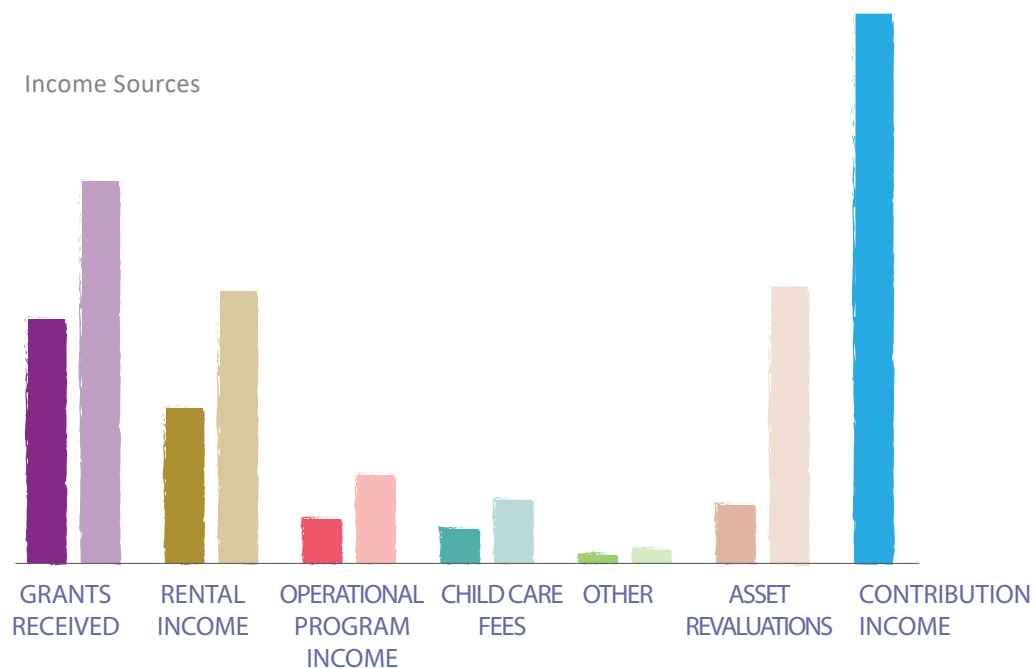
The Department of Health and Human Services Quality and Safety Framework desktop audit was also undertaken during 2017-18.

ASSESSMENT AND RATING VISITS

CatholicCare Children's Services continued to take part in Assessment and Rating visits with the Education and Care Unit. In 2017, five services were assessed as meeting the National Quality Standard and two as 'working towards'. In 2018, two services were assessed and both found to be working towards the standards.

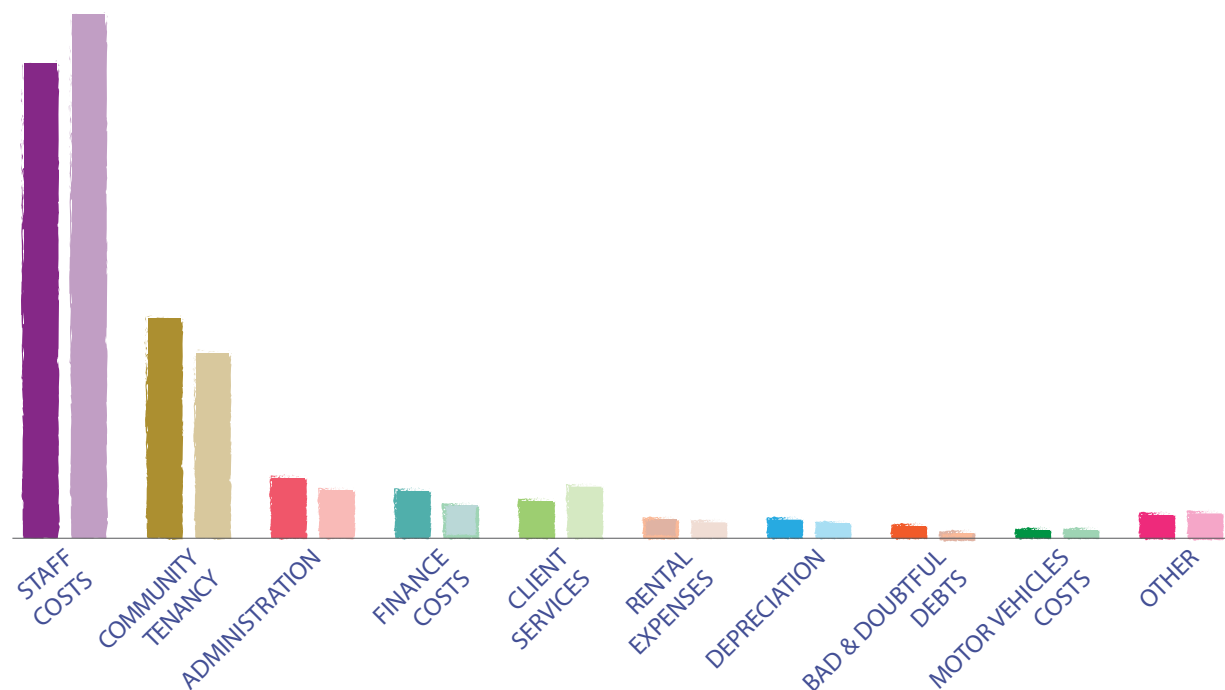
FINANCIAL SUMMARY

For the year ended 30 June, 2018



	2017/18	2016/17
GRANTS RECEIVED	22.26%	35.07%
RENTAL INCOME	14.12%	24.48%
OPERATIONAL PROGRAM INCOME	4.16%	8.25%
CHILD CARE FEES	3.25%	5.77%
OTHER	0.82%	1.39%
ASSET REVALUATIONS	5.30%	25.04%
CONTRIBUTION INCOME	50.09%	

Use of Resources



	2017/18	2016/17			
STAFF COSTS	57.38%	52.87%	RENTAL EXPENSES	1.99%	2.04%
COMMUNITY TENANCY	20.26%	24.79%	DEPRECIATION	1.67%	1.77%
ADMINISTRATION	4.95%	5.44%	BAD & DOUBTFUL DEBTS	0.61%	0.65%
FINANCE COSTS	3.63%	3.78%	MOTOR VEHICLES COSTS	1.06%	0.98%
CLIENT SERVICES	5.84%	5.16%	OTHER	2.6%	2.51%

LOCATIONS

CatholicCare delivers services across Tasmania from offices in Hobart, Launceston, Devonport and Burnie.



SERVICES

CatholicCare delivered these services and programs during 2017-18.

AK Young Women's Emergency Accommodation Service	South
Career Pathways Pilot for Humanitarian Entrants	South, North
CatholicCare Housing Connect Support	Statewide
Child Consultancy	Statewide
Children's Services and Child Care	Statewide
Communities for Children	North West
Community Mental Health; Early Intervention for Children	North
Complex Case Support	South
Counselling Services	Statewide
Family Support Services	Statewide
Family Relationship Education & Skills	North West
Family Dispute Resolution	North West
Family Preservation Services	South
Family Law Counselling	Statewide
Home & Housed	North, North West
Housing Services	Statewide
Humanitarian Settlement Services	South
Integrated Family Support Services	North
Leading the Way	South
Light the Way	South
Post-Separation Cooperative Parenting Program	North West
Pregnancy, Education & Parenting	Statewide
Pathway Home Program	South
Safe Haven Hub	Statewide
SafeChoices	Statewide
School Counselling	Statewide
Settlement Grants Program	South
Special Care Packages	Statewide
Specialised Family Violence	South, North West
Status Resolution Support Services	Statewide
Therapeutic Residential Care	Statewide



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