

CatholicCare Tasmania Annual Report 2018-2019



CatholicCare
TASMANIA

FRONT COVER

Our cover design is artwork by High School student, Molly, created as part of the Hobartians Facing Homelessness – 50/50 Art Project, a community-focused art project exploring issues around homelessness and designed to foster discussion.

CatholicCare Tasmania
Annual Report
2018-19

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A message from Archbishop Julian Porteous

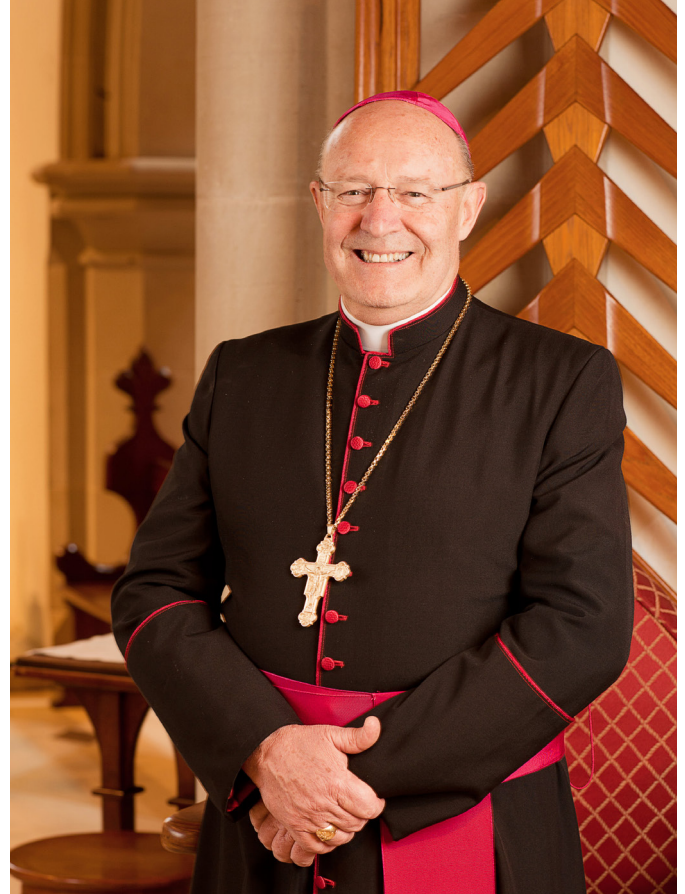
“It is always good for any organisation to be conscious of its roots. CatholicCare has grown extraordinarily over the past decade and many new avenues of activity have opened up. This is very encouraging as we witness the growth of the organisation and celebrate its achievements.

CatholicCare began in a very simple and humble way, and for many years was a very modest organisation. It was efforts by the Commonwealth government in 1959 to reform divorce laws across Australia, that was the catalyst for the formation of official Catholic social welfare organisations in dioceses across the nation. In December of that year, Archbishop Young appointed Fr Clem Kilby as Director of the Catholic Family Welfare Bureau in the Archdiocese of Hobart. Financed by the Archdiocese, the service sought government funding to enable it to provide marriage counselling for couples in need.

This reminds us that at its heart, CatholicCare is about the support for marriage and family. It continues to carry out this mission through many of its programs. CatholicCare can be rightly proud of its range of services and the real assistance that it offers to many families experiencing need.

While CatholicCare works in close partnership with the government, both State and Federal, the organisation, having its origins in the Catholic Church, seeks to bring its distinctive orientation as a faith-based organisation, believing that it has a special contribution to make.

This year the Archbishop’s Charter was launched. This charter articulates the mission of CatholicCare and



Most Rev Julian Porteous DD, Archbishop of Hobart

assists those involved in the work of CatholicCare Tasmania to test its current work and future directions in the light of its mandate by the Archbishop. CatholicCare is the Catholic Church’s official agency of social welfare.

As we reflect on the work of CatholicCare over the past year, it is appropriate to acknowledge the extraordinary work of Tim Gourlay who has now retired as Executive Director. Under his leadership, CatholicCare developed into a strong and active agency. In particular, tribute is paid to Tim’s initiative in developing a dynamic housing arm, which is now a leader in the provision of social housing in Tasmania at a time of particular need. I wish Tim well in his future endeavours.”

Executive Director, Tim Gourlay retires

Tim Gourlay retired from CatholicCare Tasmania a short while after the end of the 2018-2019 financial year. Tim had a successful eight years as Executive Director of CatholicCare Tasmania, including six years as Executive Director of Centacare Evolve Housing.

Archbishop Julian announced Tim's plan to retire, saying Tim had made a significant contribution to CatholicCare in many areas.

"Tim has lead CatholicCare Tasmania through a period of sustained growth, underpinned by a strong fiscal position," Archbishop Julian said.

"He worked collaboratively with all tiers of government and the community sector to develop much needed programs and services that have enhanced CatholicCare's existing range of well-regarded support services.

"Tim was instrumental in the establishment and growth of affordable and social housing services, intervention programs for those affected by family violence, a therapeutic residential care program for at-risk youth, counselling services, and children's services, to name just a few."

During his tenure, Tim forged professional relationships with interstate Catholic and secular service providers.

"These partnerships helped to establish joint ventures including Centacare Evolve Housing and CatholicCare Victoria Tasmania. In addition to service provision, these partnerships enabled knowledge sharing, and the achievement of economies of scale in operations and administration.



Tim Gourlay, CatholicCare Executive Director from 2011 to 2019

"I would like to take this opportunity to commend Tim on his significant achievements and wish him well," His Grace said.

After a short period as Acting Executive Director, former CEO of Blueline Laundry, Andrew Hill, has accepted the role of CatholicCare's new Chief Executive Officer.

Introduction to the 2018-19 Annual Report

“I am pleased to introduce this Annual Report – a document that gives an outstanding overview of the work of CatholicCare across all of Tasmania.

As the charitable arm of the Catholic Church in Tasmania, CatholicCare seeks to deliver its services in a compassionate and thoughtful manner, having the highest regard for the dignity of all individuals and reflecting the love of Christ to those we engage with and walk with.

Our work is many and varied as this report shows. From counselling services to residential services, from building and providing homes to looking after children after school hours our work is extensive, and this annual report cannot do justice to it all – but it does attempt to scratch at the surface of all we do.

I am proud of the work of each person that works for CatholicCare whether they are employed or a volunteer – each person undertakes their work with full commitment to the clients they are working with and fully committed to supporting and enhancing each client’s wellbeing.

I wish to thank my fellow Board members for their hard work and their support of CatholicCare as well as the executive and senior management of CatholicCare. The long-standing Executive Director, Tim Gourlay, retired at the end of the financial year and I express my gratitude and that of the Board for his contribution and hard work during a lengthy period. I also want to thank Andrew Hill for stepping into the vacancy left by Tim’s retirement. I know that Andrew will continue and expand the great work of CatholicCare. Congratulations to Ben Wilson for his appointment as CEO of Centacare Evolve Housing – a



Otto Henfling, Chair, CatholicCare Tasmania Advisory Board

subsidiary of CatholicCare. Ben has already demonstrated a number of times why he was the best choice for that role.

I want to publicly acknowledge and thank the former Chair of CatholicCare, David Harradine. David has been a long-standing supporter of CatholicCare and has worked hard for the organisation for a considerable time. David has left a very significant legacy and is greatly missed (although he continues to serve the Church in other capacities for which we are all grateful).”

—Otto Henfling

CatholicCare Advisory Board members during 2018-2019



David Harradine
Chair, retired



Tim Gourlay



Ingrid Harrison



Ron Ward



Otto Henfling
new Chair



Elizabeth Lovett



Diana Hutchinson



John Hills



Marica Duvnjak



Tim Baker

CatholicCare Executive Management Team during 2018-19



Tim Gourlay
Executive Director



Mark Pike
Director of Community,
Children and Family Services



Ben Wilson
Director of Housing Services



Belinda Clarke
Director of Catholic Community
Social Impact Program

A message from outgoing Executive Director, Tim Gourlay

I am writing this having retired from my role as Executive Director of both CatholicCare and Centacare Evolve Housing, after more than eight years at the helm. Our annual reports show that the changes to these businesses over the period of my tenure have been transformational. This year also saw the retirement of long serving CatholicCare Director and Chair, David Harradine, whose inspired leadership of the Board and the organisation during his period of tenure, empowered and realised strategic growth and significant achievements.

This financial year has been a particularly good one for CatholicCare, as it has seen an extension and expansion of many of the services we deliver across the State. This work has been overseen, led and enabled by an active executive management group comprising directors Ben Wilson (Housing Services), Mark Pike (Family Services), Belinda Clarke (Social Impact Program) and myself, all supported by Lily Balfour (Executive Coordinator and Board Liaison). This executive group was ably supported by the senior managers and program coordinators from across the various services. I wish to acknowledge the strong leadership of these individuals which is, in a significant way, responsible for the successes of the past year.

This growth in services, was matched by a healthy growth in revenue and, as can be seen from the analysis provided in this report, the organisation enjoys a very sound balance sheet and sound financial position overall. This positions CatholicCare very well for the future, and will potentially support further expansion of services. Staff numbers reached a new high in excess of 450 during 2018-19. With a significant number of part time staff, our People and

Culture team has experienced an increased workload, and they also managed to recruit in excess of 200 new staff during this period. Most recruitment was in Therapeutic Residential Care and Children's Services as well as across the whole organisation.

For nearly 60 years, our Family Services arm has delivered and expanded our more traditional CatholicCare programs. It is a proud record. Family, Childrens and the more recently established School Counselling service (in partnership with Catholic Education Tasmania) more than doubled in the past year. The SafeChoices Program, supporting people affected by family violence, now operates statewide and has effectively managed the increasing demand on its services. The Government has committed to the extension of the contract underpinning this very important work.

The Therapeutic Residential Care program grew to service increasing demand, and notably continued to deliver and utilise new purpose-built, state-of-the-art facilities. This program plans to continue to support young people in care who reach the age of 18, by providing them with transitional independent accommodation and ongoing mentoring through to age 21 where necessary.

Our Pathway Home program has been recognised by the State Government as 'Best Practice', and has received a commitment to ongoing government support for expansion of the program's parent education courses.

Safe Haven Hub continued to assist asylum seekers, former humanitarian entrants and recently arrived migrants settle into the community, by delivering a range of programs including quality education and pre-employment support.

Tasmania's housing crisis continued to present challenges, felt the most by those who can't find affordable housing in the private or community sector. CatholicCare's statewide

Housing Connect team experienced high pressure with very high caseloads and demand. The team has done an amazing job to meet this increased demand, and they worked with enormous dedication to assist clients into stable and affordable housing.

I particularly wish to thank all staff, across all services, including those that work in the corporate services areas, once removed from the 'coal face' but, very much directly supporting the service delivery teams and the difference they are making.

Our new Property Development team has done remarkable work, as this group of three delivered some 200 new dwellings during the year, including 121 completions in its last 120 days! In the light of the current housing crisis, this has directly positively impacted the lives of the individuals and families who received keys to their new properties.

The total housing portfolio of the combined entities, CatholicCare and Centacare Evolve Housing has now reached 1,700 independent living units and the Housing Operations team are to be commended for the work they are doing positively impacting the lives of 3,500 people who are now living in these homes and benefitting from our focus on community and resident wellbeing. Our survey told us that the client satisfaction levels was over 90% for the third successive year. This is very affirming.

Children's Services under the new leadership of Andrea Guiver, had a transitional year building relations with regulators and meeting quality standards including compliance under ISO 9001 - 2015. Opportunities lie ahead in its partnership with Catholic Education, especially in the expanding the three to five year old early education space.

CatholicCare's Social Impact Program continued to grow and embed itself in the operations and service delivery of both CatholicCare and Centacare Evolve Housing. Its

footprint expanded to the north of the State as originally intended. The program's primary aim and focus remains working together with the broader Catholic community to improve the wellbeing of families and individuals who are experiencing vulnerability and disadvantage. It intends to amplify existing programs, community assets and build more effective linkages to achieve its aims.

Sr Phillipa Chapman, one of the founders of Centacare as it was known then, would be proud of the benefits being delivered to staff (and consequently clients) through the fellowship program named in her honour. This past year saw four staff members funded to undertake interstate or overseas study trips to learn from counterpart organisations. It is a worthwhile program, drawing a great deal of interest and I anticipate a growing number of applications going forward.

Forging partnerships and maintaining positive relationships with stakeholders, counterparts and in Government is a priority for senior management. Regular communications and direct meetings with key individuals and groups has been an ongoing commitment in the past year. Member for Clarke, the Hon. Andrew Wilkie MHR, was responsible for negotiating and securing a \$30 million grant to community housing providers to deliver more social and affordable housing in Tasmania. CatholicCare will directly receive \$8 million, and use this grant to fully develop its Abbotsfield Road site, building a total of 55 new dwellings for social and affordable housing.

It is fair to say, I have been very committed to our organisation for the work it does to improve the wellbeing and lives of Tasmanians in need, and support its large staff complement who work passionately developing and delivering services in the best interests of their clients.

I do wish the organisation and staff well for the future.

—Tim Gourlay

HOUSING CONNECT



Of the 2,336 people who sought housing assistance during 2018-19, 74% were in housing but facing homelessness, and 9% were living rough.

Carl is one of hundreds

At 22, Carl almost has his Ps—a huge achievement for him, considering the setbacks he has overcome.

At 16, Carl was sleeping rough and couch surfing. He did a stint in youth detention. He was keen to find an affordable place for himself and his young son so, after 18 months on the Public Housing waiting list, when Carl and his son moved into a two bedroom unit, it felt like a new start.

Unfortunately, complications arose with the shared care arrangements Carl had with his son that meant he would not be able to afford his rent and continue shared care. CatholicCare was able to step in to work with Carl to avoid this crisis causing him to return to homelessness. Our worker organised a cabin for Carl, and our program

topped up the rent to make it affordable. With stability in his life provided by a safe and secure home, Carl entered into a lease with Centacare Evolve Housing for a two bedroom property. He attended information sessions with Relationships Australia to learn more about parenting plans and separated parents, and went on to do counselling. His mental health improved and he was able to lessen his use of anti-anxiety medication. He is now formalising parenting arrangements for his son.

Carl is one of hundreds of people that our Housing Connect team have the privilege of working with. Sadly, not all have positive endings. Lack of affordable housing has many consequences, and it is a significant barrier preventing people from living well and reaching their full potential.

We're working in every region

The housing crisis in Tasmania is concentrated in the south, but CatholicCare's Housing Connect support program operates in all regions of the State.

We offer case management services to hundreds of individuals and families who are homeless, or at risk of becoming homeless. Our clients are referred by Housing Connect Front Door, and we discuss their needs individually at our offices in each region, or at outreach locations throughout Tasmania.

Housing referrals since 2015



Our clients may report one or more reasons for their homelessness crisis. Among the most common reasons we hear each workday are:



"I'm being evicted"
—average 5 per day



"I can't afford the rent"
—average 4 per day



"I'm escaping family violence"
—average 2 per day



75%
of clients needing housing
are lone adults with or
without children



282
clients housed in temporary shelter
such as motels and cabin parks



\$106,418
the total cost of housing people in
temporary shelter such as motels and
cabin parks during 2018-19

FAMILY MENTAL HEALTH SUPPORT: E



'Saying Hello' by a 7 year-old attending a Friendship Group.

From reduced hours to top student in only 12 months

When the principal of the local school let our Early Intervention worker know that young Jay was up for the Principals Award, we knew that this was a huge achievement for a youngster who, just a year earlier, had been on track to a much less successful outcome.

At school, Jay had always been getting into trouble. His teachers were finding his behaviour difficult to manage and Jay was feeling like he was being treated unfairly. Something went wrong nearly every day and Jay thought he was being blamed, when it was really the other kids who were behaving badly and it wasn't his fault. Eventually he was put on reduced hours at the school.

When Jay came to Early Intervention, he and his worker spent time together figuring out what his goals were. Jay told us he wanted to find out how he could be different—more like the person he wished he was. That was a turning point for Jay. He started to work on how he wanted to be seen and how he thought about himself. With support from Early Intervention, Jay improved his communication with the teachers at school, and that made a big difference.

So when we found out that Jay was one of the top students at his school, we knew just how far he had come with only 12 months support from Early Intervention.

EARLY INTERVENTION FOR CHILDREN



21
schools worked
in across the
Launceston area



97%
of clients worked
with us for more
than three months



30
children attend
the Ravenswood
Milo Club twice
a week



8
parenting
group programs
delivered



14
children's
group programs
delivered

Supporting young people at risk

Our Family Mental Health Support Service provides early intervention support for children and young people who may be at risk of experiencing mental health issues. We work with them to improve wellbeing, build resilience and support their relationships with family, school and their community.

We work with children and young people up to the age of 18 years, and we use a whole-of-family approach to help them to identify their strengths and develop strategies that will assist them to manage difficult situations in their lives. A lot of the work we do is helping our clients understand and manage their emotions.

We offer group work for children in schools and in community settings, such as our Seasons for Growth and Resilience Program that helps with healthy behaviours. To complement our Early Intervention support, we also run parenting programs for parents of adolescents, children, toddlers and babies.



'Feeling Doors' by child aged 6



'My Colourful Heart' by child aged 5

FAMILY SUPPORT PROGRAM



At the Glenorchy City Council's Youth Week Twilight Market in 2019, with CatholicCare's other youth support services.

One small family reunited: Rosie and Natasha's story

When the reunification of three year-old Rosie with her mum, Natasha, following an out-of-home care placement was under consideration by Child Safety Services, our case management support was requested.

We supported Natasha to put her long history of violent relationships and substance misuse behind her, so she could provide a safe and secure environment for her little daughter.

With our support, Natasha worked hard to build up her understanding of child development, and learn about positive parenting strategies, such as using routines and boundary setting. She came to our Bringing Up Great Kids classes, and completed CatholicCare's REAL Women

program to help her cope with anger and strong emotions. Along with additional mental health support, Natasha was able to stop her drug use, and this has made a huge difference to her wellbeing.

Natasha is now building a new life. She is actively involved in her local community house and a regular at the local playgroup with Rosie, who is now safely reunified to Natasha's full time care.

Child Safety Services is no longer involved in Rosie's life.

Many approaches to the goal of supporting families

Reuniting and preserving

Our outreach case management builds parenting capacity in families with children on Care and Protection Orders.

The goal is to reunify children safely to their parent's care after out-of-home placement, or to support children to remain safely in their parents' care so they don't need an out-of-home care placement.

Intensive family preservation

This is a 12-week intensive outreach case management program that builds up parenting capacity in families which are at a high risk of statutory intervention. This, in turn, is likely to avoid the need for long term Child Safety Services intervention.

Parenting education

We run groups and individual parenting education programs, which are evidence-based and accredited.

Our parenting education programs include *Triple P Positive Parenting*, *Bringing Up Great Kids*, *Tuning Into Kids*, *Circle of Security* and others.



23

families supported to have children returned to their care



18

families supported to have children safely remain in their care



62

parents attended accredited parenting education programs

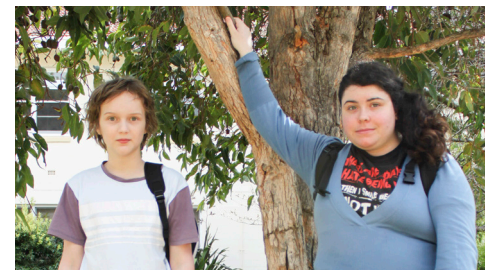


137

children's parents came to parenting education programs



At Launceston's annual Teddy Bear's Picnic



Blake and Alise launch their Claymation movie in Child Protection Week, 2018

COUNSELLING



This hand-stitched tapestry was made by a client who attended counselling.

“Dear Merilyn...

...I have been thinking about people who have impacted me significantly in my life and you are very high on the list. Thank you so much for all your support over the years. Words cannot even begin to express how much seeing you as my counsellor has positively impacted my life. The knowledge I have gained has been absolutely invaluable. When I met you, I was struggling so much with life. I did not fully know who I was or what I was supposed to do. I lacked resilience and would find myself frozen and unable to make decisions due to my high anxiety levels. You have helped me develop so many strategies for coping with the stresses of life.

...You asked me in the past: ‘Who are you?’ I remember that I really struggled and was unable to answer that question. I realised that thanks to your help and some life lessons, I am now able to answer that question.

I am a friend, a wife, a daughter, a sister, a nurse, an artist, an aerialist, a writer, an animal lover, a creative person, a compassionate and empathetic person, a nature lover, a cook, a bush walker, a reader and so much more. I am multi-faceted and try to no longer allow one aspect of me [to] impact upon all the other areas as there is so much more to me than just one thing.

...I have learnt that despite the fact that I always believed I needed someone else, I am perfectly capable of looking after myself and I am a lot stronger than I previously believed. Please accept my gift. I made it especially for you. As I was hand stitching it, I couldn’t help but feel incredibly grateful for all the life lessons and coping strategies that I learnt from you.

Thank you so much. Thank you from the bottom of my heart.”

—letter from a client who attended counselling

A comprehensive service for all community members

CatholicCare provides comprehensive counselling services for all members of the community from any background.

In the South and North West, we offer specialised family violence counselling and in the North West we have experts in separation mediation, family law counselling and post-separation cooperative parenting.

Our children’s counselling service is statewide, providing a number of different approaches appropriate to need, such as expressive and play therapies delivered in specially equipped children’s counselling rooms.

Family and relationship counselling is a large component of the work we do statewide, and we complement this one-to-one support with a variety of relationship skills and education programs for individuals, couples and families.



Children’s counselling room in Burnie

SCHOOL COUNSELLING



70% of students who seek counselling at school are girls.

Emma's book about feelings

Six year-old Emma was referred to the school counselling program by her parents. They were concerned about Emma bottling up her worries and becoming so overwhelmed emotionally, that she was having physical symptoms like stomach aches and poor sleep.

Emma started counselling sessions with a counsellor who liaised closely with Emma's mum. This allowed Emma to be supported at home, and encouraged by her mum to follow up on the things she'd learned in the sessions.

Emma's counselling included play and art to help her to learn about emotional intelligence. She was encouraged to work out things she can do for herself when she is feeling worried.

In the last few counselling sessions, Emma wrote a story that she called *Emma's Book about Feelings*. Full of her own ideas and drawings about the strategies she had worked out, the book became a resource for Emma to keep and use in the future.

Using the book to remind her of the things she had learned in counselling, Emma became a more confident young person able to deal with her feelings. Her book also helped Emma to start conversations about her feelings with her parents, something she had not done very easily before.

School Counselling is in demand

CatholicCare's School Counselling service started in May 2017, and is now in 27 Catholic primary and K-10 schools statewide, from metropolitan Hobart and Launceston, to Tasmania's remote West Coast.

There are 12 highly qualified and experienced counsellors in the team and they offer therapeutic support to assist children manage a diverse range of life issues which impact the student's ability to properly and effectively engage in learning and the school community.

Counsellors often see up to five students per day and hold caseloads of many more. We're very pleased with the extremely positive feedback we have had so far from schools and the TCEO, and we look forward to the program's further expansion in 2020.



1,575
counselling sessions
provided to students
(up from 900 last year)



27
Catholic primary and
K-10 schools provided
with counsellors



417
students seen by
counsellors (up from
128 last year)



Carolyn



Lorraine



Natasha



Phil



Danae



Cheree



Belinda



Rowena



Whitney



Claire



Sylvia

Our School Counsellors during 2018-19

EMERGENCY RELIEF



5,300 \$20 vouchers were distributed in four months to July, 2019.

Very different circumstances, same heartfelt thanks

Brian worked in a job he enjoyed, but when he started experiencing mental health issues, he was unable to continue working. He came to us to request Emergency Relief when he hadn't had any income for six months.

He had never asked anyone for financial help before and he said that it made him feel worthless.

Brian received vouchers for food and support to pay some of his bills. He accepted our offer to be referred for counselling help during this difficult period in his life.

He asked 'how do I repay this?' and became quite emotional when he was told it didn't need to be paid back.

Anita had recently been released from prison and had no clothing other than what she was wearing when she was released. She had no money to buy what she needed.

She had a job interview coming up and wanted to look her best.

Anita phoned to ask for assistance. She received shopping vouchers for the clothes she needed, and to buy food.

Anita asked if she could set up a payment plan to pay back the support she had received and she told us she couldn't believe someone would help her and not expect something in return.

Providing for need in a crisis

CatholicCare Tasmania received funding in January 2019 to deliver Emergency Relief to people who are experiencing a financial crisis.

This is a statewide program, predominantly being delivered from CatholicCare offices by our Administration staff.

During the past six months we have assisted people who have experienced domestic violence, marriage separation, homelessness, recent release from prison and people who are finding daily living extremely difficult financially.

There are very deserving people in our communities that need assistance. Sometimes those in need find it difficult to take the first step of asking for assistance. Our staff are compassionate and skilled in working with people from all backgrounds and circumstances, and are able to talk with clients in ways that make them feel comfortable requesting and receiving the emergency relief support they need.



374
people received
Emergency Relief
in four months to
July, 2019



26.2%
of people who
received Emergency
Relief are living with
a disability



Emergency Relief

Contact us
Please call to make an appointment.

St Helens
St Helens Neighbourhood House, 25 Circassian St, St Helens TAS 7216
T: 03 6332 0600

Alternate Wednesdays
12:30pm - 3:30pm
Alternate Thursdays
9:00am - 1:00pm

What is Emergency Relief?
Emergency Relief provides financial or material aid to assist people experiencing financial hardship, resulting from their current life situation or an unexpected crisis event.
We provide confidential, non-judgemental support to maintain the dignity of individuals and families.

How can I access support?
To access Emergency Relief, please note the office hours and call to make an appointment preferably one day before.
Please bring some form of identification to your appointment.
For other locations please visit www.catholiccaretas.org.au

CatholicCare
Victoria Tasmania

CatholicCare Ballarat
CatholicCare Melbourne & Gippsland
CatholicCare Sandhurst
CatholicCare Tasmania

CatholicCare Victoria Tasmania (CCVT) has been funded by the Federal Department of Social Services to provide Emergency Relief services. CatholicCare Tasmania is one of the agencies within CCVT that co-dest with clients to provide Emergency Relief services in the community.

Contact us

New Town
35 Tower Rd,
New Town, TAS 7008
T: 03 6278 1660

Wednesdays
9:30am - 12:30pm
Fridays
1:00pm - 4:00pm

Financial or material aid to assist during financial hardship in your life, or an unexpected crisis.
Confidential, non-judgemental support for you and your family.
To access Emergency Relief, call to make an appointment.

CatholicCare
Victoria Tasmania

CatholicCare Ballarat
CatholicCare Melbourne & Gippsland
CatholicCare Sandhurst
CatholicCare Tasmania

CatholicCare
Tasmania

COMMUNITIES FOR CHILDREN



Burnie is our home

Burnie, in Tasmania's North West is where we are based. This regional city continues to experience high rates of unemployment and is home to families that are now experiencing intergenerational unemployment. The Communities for Children Burnie is focusing on this cohort to assist in building family resilience and positive family functioning. Our families face protracted unemployment, low job availability and intergenerational poverty.

Personal barriers to participation in education, training and employment figure strongly in the experiences of families in Burnie, pointing to the continued need for personalised support to explore and address these.



Communities for Children mascot Bernie the Bluetongue Lizard and Family Services Regional Manager NW Sarah

'Fantastic Families' helped Tahlia enjoy being a mum

Tahlia is a young parent. Like many first-time parents, she didn't find it easy to cope when her little boy was not behaving the way she wanted him to. She didn't know what to do, and didn't have anyone to ask, so more often than not, the end result was a lot of shouting and threats. Tahlia thought having a little boy of her own was going to be fun, but life was not turning out that way and every day there were problems.

When Tahlia's son was two years old, the young mum started participating in the Communities for Children activities in Burnie. Our playgroup activities program called Helping Young Parents was great for Tahlia and her son, and they regularly came along to the fun-filled sessions.

After a while, Tahlia noticed that she wasn't feeling quite so alone, and this began to give her more confidence as a parent.

While at playgroup one day, Tahlia decided to join Fantastic Families, a parenting course which is an intensive program encouraging positive play and family engagement. Tahlia learned more about techniques to help with effectively and calmly disciplining children, and also how to direct positive play without resorting to shouting and threats.

Tahlia now says she finds that being a mum is "more fun" and she is keen to tell others about it, to help them as well.



80
families supported



12.8%
Aboriginal and Torres Strait
Islander participants



168
children in our
programs



7
different programs
offered

MULTICULTURAL SERVICE PROGRAM



Zahra and two of her children after becoming Australian citizens in 2019.

“I feel like my hands are open”

Zahra arrived in Tasmania with her three children in 2013, having fled Afghanistan after her brother was killed. In Iran, she was accepted into the Australia’s humanitarian program. Zahra says she is grateful for Multicultural Support Programs’ help since she came to Tasmania.

When, Zahra applied for citizenship four years later, we were there to support her. She studied to improve her English and prepare for the test with our volunteers, and when she passed a year later, it was with flying colours. On the day of Zahra’s citizenship ceremony, our staff were there to watch her proudly become an Australian citizen.

Zahra said “I feel like my hands are open, I have freedom and my children can study and work. I am very happy to be a citizen of this country”.

Supporting new arrivals

Throughout 2018-19, Multicultural Service Programs continued to support people who arrived in Australia as humanitarian entrants, former refugees, or as people seeking asylum. We also have services that support newly arrived migrants.

We supported individuals and families who were new to Tasmania develop their independence and capacity to participate in society and confidently settle in the community.



305

people secured
seasonal work



56

students attended
homework
support groups



270

settlement service
clients assisted



746

received
employment
advice and
support



60

volunteers
assisted our work

Mary is determined to qualify

Mary arrived in Australia with a Social Work qualification, but it was not recognised here, so our Career Pathways Pilot Advisor and Mary worked together with the industry body to plan the best way forward for her.

While Mary wasn't able to directly transfer her degree, she was accepted into a Diploma of University Studies at the University of Tasmania, and will receive six months credit

for her previous study when she enrolls in the Bachelor of Social Work (Hons), which she is starting in July.

Determined to qualify, Mary is attending weekly English tutoring with Libraries Tasmania to help her with her University studies. She also volunteers where she can practise her social work skills.



Volunteer tutors at Light the Way
study club



Refugee Week dinner



Career Pathways Pilot Conference
participants

AK YOUNG WOMEN'S EMERGENCY A



AK staff equip clients to deal with the challenges they are facing.

Providing more than shelter

AK Young Women's Emergency Accommodation Service continued to provide shelter to young women in Tasmania's South throughout 2018-19.

The most common reasons for our young people to be in a homelessness crisis was because of their previous accommodation ending, needing to get away from their current living arrangement, relationship breakdown, or because of family violence.

AK offers more than just shelter; it also provides life skills development, intensive case management and support to connect with other services which can help our clients work towards their goals. Our aim is that they remain safe and do not return to emergency accommodation.



20

average number
of days a resident
stays at AK



94%

of residents felt
supported to
improve their
situation



88

intakes completed
by AK staff



1,602

nights of support
provided

ACCOMMODATION

"I couch surfed among friends for a year, and eventually I had nowhere else to stay. I had no other friends I could stay with. We had no idea what to do. We had been desperately trying to find somewhere to stay, just that very night, with no luck. It was getting late, I was against going to a shelter. I was so scared, but I called AK. The worker told me there was a spot, and I had to come in as soon as I could. When I got to AK, I went into the office and they spoke to me for about an hour, explaining everything and going over my back story. They asked if I wanted to meet the other residents, and I instantly froze up.

They took me to all the shared rooms (the lounge room, kitchen and computer room) and introduced me to everyone. I saw two people I already knew from high school, but I chose to sit in the lounge room with another new girl who had only been there three days.

And right then and there, I made one of my best friends.

I was at AK for nine weeks, so just over two months. They helped me with so much. They helped me get back into the routine of going to school, they helped me get to my graduation dinner, (helped with my dress, nails, make up, hair, transport, everything for free), they gave me people to eat with on Christmas and New Years, they even drove me around places on Christmas because no one else was there. They took us to the New Year's fireworks, and we all had a great time. I made two best friends in AK, and although at times we pushed the workers buttons and did things we probably shouldn't, we never hurt anyone it was all just fun and games. And the workers knew that. But we knew what was too far.

I built such an amazing connection with the girls in the shelter and the workers also, four in particular. The workers were always there if we needed a chat, if we weren't feeling great, or if we were excited or happy about something. If

we were bored, they would come watch a movie with us, or do some art with us. The workers really do care about the residents wellbeing, not just their jobs. On weekends they would take us out and about. We went to the movies, the beach, and the pool while I was there. I had so much fun, and I can honestly say when it came time for me to leave, I really didn't want to leave. I was so upset, because I honestly loved it there. I'm so glad I got to spend two months there.

I completely understand being worried and scared to take the step, because it is a huge step, but if you are in a situation with nowhere to go, the point I'm trying to make is the shelters aren't bad places. It is a scary step to make, but it's worth it. My ex partner and I ended up getting our own place due to the shelters helping us. And getting your own place through Housing Tas isn't easy.

The point of this is to try and make people a little more comfortable in reaching out and going to a shelter if they need to. Lots of people go through hard living situations, going to a shelter doesn't make you a bad person or weak or anything like that. It shows courage. It's horrible that people are put in this situation to begin with, but i'm glad there are such amazing places to help out people going through this.

As I said, I made two great friends there. These two friends and I were inseparable in AK, and we helped each other out so much. We had so many amazing and funny times together. Some people say 'shelter friendships aren't real friendships, they're just convenient' but honestly, I know these friendships are real. That's all that matters. These girls are absolutely amazing."

—a former resident of AK who now lives independently

THERAPEUTIC RESIDENTIAL CARE



THIS

IS

ME

This is Me exhibition invitation.

Young people's talent on show

During 2018-19, we held our inaugural *This is Me* art exhibition. The exhibition of art, craft, design and stories by young people living in residential care showed works by some of Tasmania's most vulnerable 12 to 18 year-olds.

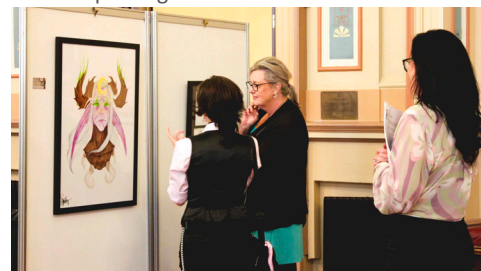
This event was developed because the young people we work with live 'in the shadows' and aren't spoken about. We wanted to shine a light on their strengths and amazing creativity.

The *This is Me* exhibition provided a chance for our young people to have a voice and showcase some of their hidden talents. It also provided a chance for the young people to tell a little about their story and their life.

Planning is underway for the next exhibition in March, 2020.



Above and below: *This is Me* exhibition opening at Hobart's Town Hall





61

young people
supported
statewide



14

houses
throughout
Tasmania



29

young people
transitioned out to
live independently
during 2018-19

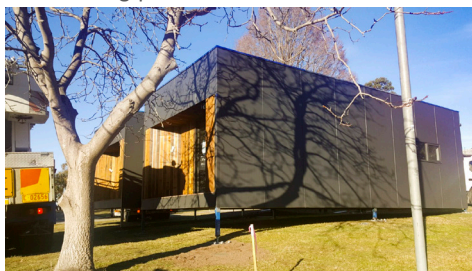


4

Special Care
packages
providing one-to-
one support 24/7



Above and below: Two new independent living pods under construction



Pods offer independence

Currently we have five pods, which are small, secure units, much like 'tiny houses'. There are three in Launceston and two in Hobart, with another three to be constructed in the South by the end of 2019.

Each pod provides a young person with a period of secure, self-contained independent living space. This allows the program to offer accommodation beyond the age of 18 for a period of six to 12 months, ensuring that the young resident leaves the program fully equipped to live independently.

CHILDREN'S SERVICES



Sharon with 3 year-old Emilia at New Town Childrens Services.

For Sharon, childcare still offers unique opportunities

Many years before CatholicCare began to offer childcare services to the public, one of our longest serving Children's Services employees was already a skilled and dedicated child carer. Sharon started working for CatholicCare in 2001 when it was her role to take care of the children of clients who were coming to our Young Parents and Multicultural programs.

Since those early days, Sharon has seen many changes. The childcare industry has evolved from being largely unregulated to the rapidly growing, regulated and highly professional sector that it is today.

The childcare industry improved substantially following the introduction of the National Quality and Early

Years Learning Frameworks. The necessity for childcare Educators to hold Diploma level qualifications has also increased the level of professionalism, and made this area of work an exciting career path for those committed to providing children with high standards of education and care.

Sharon is still passionate about her work with children, finding one of the most rewarding aspects is the opportunity to work with whole families.

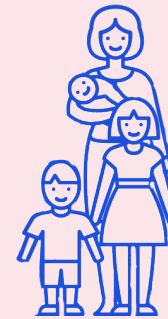
"I love being part of a child's education and development, and with CatholicCare I can support their families too, especially those that are vulnerable. It makes me feel part of the broader CatholicCare community."

Professional and qualified

Children's Services operates statewide with 15 Outside School Hours Care centres, a Long Day Care centre, and two Early Learning centres.

We are committed to providing the highest standards of education and care, and we focus our efforts towards enhancing capability in the team through professional development and workforce planning. All of our Long Day and Early Learning centres operate with qualified Educators, and have access to an Early Childhood Teacher qualified to Bachelor degree level. Our Outside School Hours centres aim to have at least one Cert III (or higher) qualified Educator and other staff working towards qualifications.

In 2019-20, 13 Educators will commence their Diploma studies, and professional development will be prioritised for all Educators through implementation of a training week in early 2020.



1,461

families were using Children's Services during the 2018-19 financial year



Exploring the Devonport foreshore



Childrens Services billboard ad



Learning at New Town



Having fun outside



Farmer's Day activities



Climbing at New Town

COMMUNITY HOUSING SERVICES



Tradies from the building project in Gagebrook attending our annual Tradie's Breakfast in 2019.

Creating homes is the best bit

Centacare Evolve Housing has just completed building a new home for a family of seven. Tenants, Emily and Tim, have five children, including twins. The twins have some complex health and disability issues, so the family really needed a home with space and good accessibility features.

Their property was scheduled for refurbishment, but it became clear that an upgrade would not fully provide for the family's needs. So, after sourcing State Government funding to help with the project, Centacare Evolve Housing drew up plans to suit the family and got construction underway for a brand new, purpose-built family home.

The family were overwhelmed by the prospect of a new home and Emily wrote about the family's appreciation.

"The updated design is brilliant, our family is so so grateful, it means a lot to Tim and I knowing there's adequate space both in the home and backyard for the five children to grow. It's like Christmas has come early this year, it is just incredible news and we are so happy and relieved and can't thank you enough for all your help. The children are going to be over the moon they are also super eager to watch the construction process of the home."

Emily, Tim and their children have just moved in to their new home and our tenancy team are looking forward to visiting them soon to see how things are going. Building houses is one part of the story, but creating homes is the bit we like the best.

We house over 5,000 people

Centacare Evolve Housing is 85% CatholicCare Tasmania and 15% Evolve Housing, NSW. We are a nationally registered Tier 1 Community Housing Provider which owns or manages nearly 1,700 properties statewide. Over 1,000 of these are managed as part of Better Housing Futures social housing, and over 400 are affordable housing owned by CatholicCare. We prioritise tenants who are vulnerable or experiencing barriers to housing. All of which makes us the largest provider of community housing in Tasmania.

We are currently building over 500 new, high quality houses for Tasmanian families, and our maintenance team is continually upgrading and refurbishing existing homes. Our community wellbeing team partners with the community to deliver capacity-building projects like Build Up Tassie which provides work and training opportunities for young people, or the Brighton Leadership Program which helps develop community project management skills.

For further details about what we do and how we do it, visit our website at www.centacareevolve.com.au



1,600+
houses managed
statewide



90%
satisfied customers
(results from
the 2018 Tenant
Satisfaction Survey)



5,000+
tenants housed



230
major property
upgrades, such as
new kitchens and
bathrooms



Bridgewater Christmas parade, 2018



Free ice cream at the Christmas parade



High quality units under construction



Opposition Leader tours unit construction sites in 2019

SAFECHOICES

“I had learned to pretend”

A client empowered to be safe

“I was referred to SafeChoices by child protection. I had been in an abusive marriage for 13 years and had learned to pretend that life was wonderful. I am so thankful that I now have support. When I first came I did not know how. the SafeChoices team in particular my case worker have listened, validated and empowered me to take the steps needed for our safety. I had a bad experience talking to the police about the violence we were subjected to, and wanted to hide again.

With the wonderful support from the SafeChoices team, I feel I can keep going and stand up for our safety.”



Getting our message out

This year SafeChoices launched a Facebook page to promote our work and to highlight issues associated with family abuse and violence.

We also promoted awareness with ads on bus backs in Launceston and Hobart.

Our message has also been promoted to Australian Rules football players and spectators with a banner at a football oval in Launceston where it will remain for the whole of the women’s and men’s seasons. This came about as we sponsored North Melbourne Kangaroos and Launceston Football Club player, Daria Bannister. It was a great opportunity to get our message across to participants—both men and women—as well as to footy fans.



SafeChoices ad on a Launceston bus



Our sponsored WTFL player Daria Bannister with SafeChoices staff

Addressing family violence

Providing practical support

Under Tasmania's Safe at Home Family Violence legislation, the primary focus of SafeChoices is to improve the safety of women, children and other community members affected by family violence. SafeChoices case management offers practical support, advice and referral.

Early in 2019, the State Government completed an evaluation of all family violence programs funded by Department of Communities, saying:

"SafeChoices provides a Case Management model to assist in supporting survivors to access and navigate the existing systems to address Family Violence and the needs associated with leaving a violent relationship. The statistics collected demonstrate that the majority of survivors have felt that they have been able to move forward with the assistance of the programme, in some instances the current systems are a barrier to case plan outcomes being met. 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."

SafeChoices was established to offer support as an alternative to the justice response. Nearly half of the survivors contacting SafeChoices have not yet left the family violence situation, or have left but do not want to contact police to report the violence.



Graphics from the SafeChoices Facebook page depicting the many forms of family violence



279

people assisted with case management by SafeChoices



259

children supported indirectly as a result of SafeChoices work



59%

of clients have no protective order at the time of referral (up from 49% last year)

SOCIAL IMPACT PROGRAM



The 2019 Build Up Tassie crew.

A way of working to facilitate wellbeing

Our third anniversary

The Social Impact Program (SIP) reached its third anniversary in 2019.

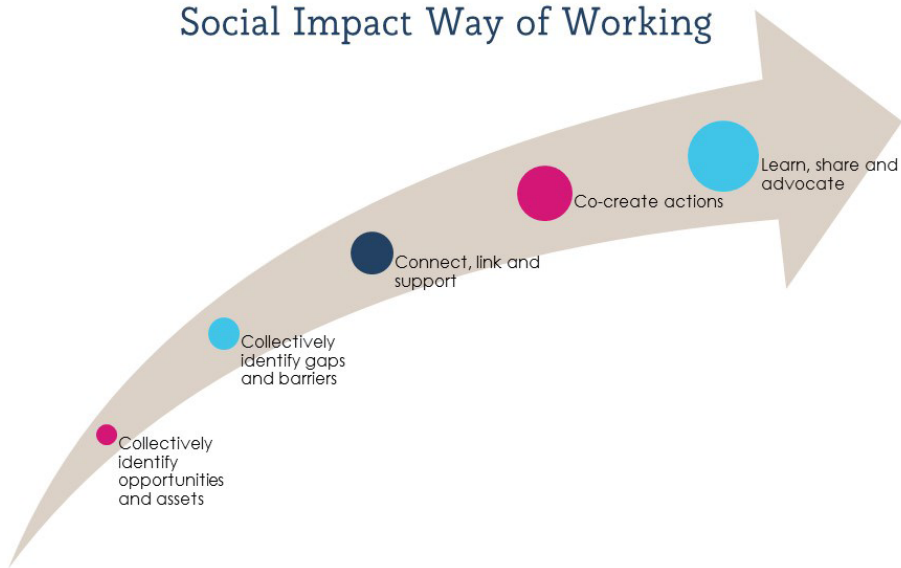
SIP is a collaborative initiative that was started in 2016 by the Archdiocese of Hobart, CatholicCare Tasmania and Centacare Evolve Housing and supported by other Catholic agencies, parishes and community partners.

SIP brings together local partners, such as community members, service providers and local businesses, to amplify initiatives that are working to enhance wellbeing and address specific barriers experienced by various groups in our society.

SIP believes that for communities to flourish, individuals, families and communities need to experience wellbeing. Wellbeing, with its many dimensions, such as quality of life, achievement of personal aspirations, and contribution to society, enables creation of communities where people and the environment flourish. To facilitate the conditions needed for deep and long-term wellbeing, SIP works with communities to connect local partners to maximise impact across seven social impact domains.

The SIP approach and its way of working is being used statewide across CatholicCare and Centacare Evolve Housing. Over the last three years, SIP has enabled several

Social Impact Way of Working



initiatives to be expanded into these communities. These include parent and capacity building through the FAST program in Catholic primary schools, and transformative camp experiences for primary school-aged kids through the Edmund Rice Head to Heart program. SIP continues to focus effort in Brighton, the Derwent Valley and Glenorchy as well as other communities across the State.

Build Up Tassie, a targeted employment and training program, continues to provide pathways and one-to-one wellbeing and employment coaching to young long-term unemployed people.



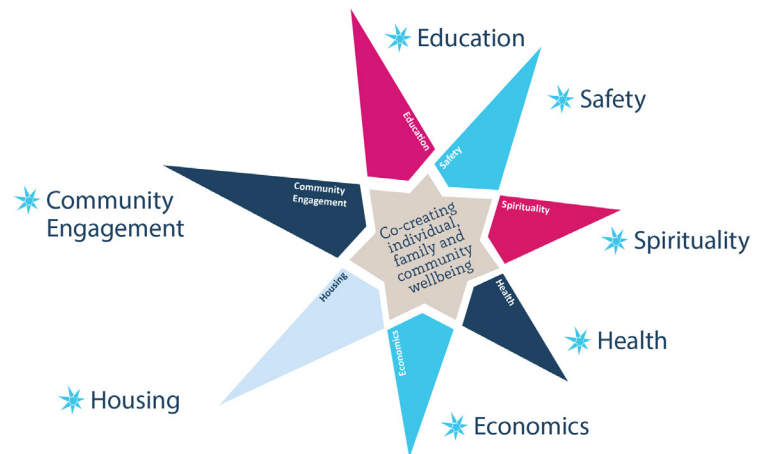
36
Ambassador work-ready scholarships for young people from MyState



42
industry and partner connections supporting work pathways



19
young people from SIP areas funded for Head to Heart camp



BUSINESS DEVELOPMENT & SUPPORT

Service

Business
Development

Strategy

Success

Best practice

Marketing

Evaluation

Collaboration

CatholicCare's new support and development team

During the past financial year, a new Business Development and Support Office was established to address the recognised need for a dedicated team to focus on developing and growing CatholicCare.

The Business Development and Support Office brings together teams statewide from administration, marketing, business operating systems, volunteer management and project management. Once fully established, it will deliver a consistent and innovative approach to establishing, developing and growing CatholicCare's services.

The new Office will work in close collaboration with key internal and external stakeholders.

One key priority for the Business Development and Support Office will be capturing data and reporting on service delivery outcomes. In addition, it will focus on strategic marketing of the organisation's services to clients, stakeholders and the Tasmanian community.

Marketing management

The year was a busy one in the marketing space. The marketing research we conducted to answer important questions about CatholicCare's brand recognition and reputation in the Tasmanian community, are now informing the development of a marketing strategy which will drive both internal and external marketing of the organisation for the next three years.

T OFFICE

in the first six months of 2019

The Business Development and Support Office was established in January, 2019.

Here are some figures for the first six months.



114
marketing
requests



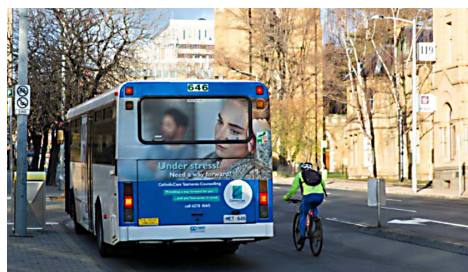
33,937
reception
enquiries
statewide



13
business
operating
systems and
applications
supported



1,900
new service
enquiries
statewide



Counselling Services ad on a Hobart bus



Some of CatholicCare's updated program leaflets

In addition, work is now underway for a new simplified and interactive website. Our aim is to ensure online visitors can more easily navigate to, and engage with, the wide variety of services that CatholicCare provides to the community.

Operating systems management

Business operating systems are a critical component in today's world of compliance reporting and outcomes measurement. CatholicCare continues to see significant growth in this area, with new systems introduced in Therapeutic Residential Care and Social Housing.

Work is now underway to measure social impact at an organisational level, in addition to traditional outcomes

measurement at an individual or program basis. This ensures CatholicCare is positioning itself for future structural change in the not-for-profit social services funding environment.

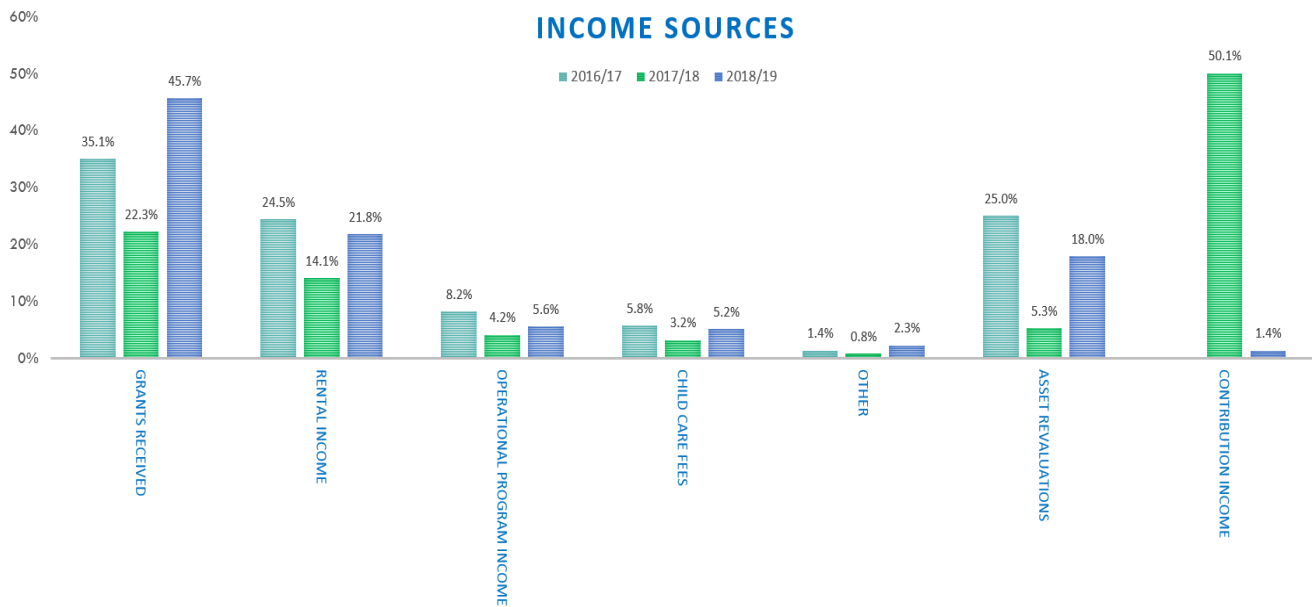
Volunteer management

CatholicCare's volunteers are highly valued and play a vital role in the delivery of our services to clients, particularly in our multicultural programs.

CatholicCare is partnering with VolunteeringTAS to manage recruitment of new volunteers and as this dedicated role is being filled, we are working towards increasing volunteer numbers.

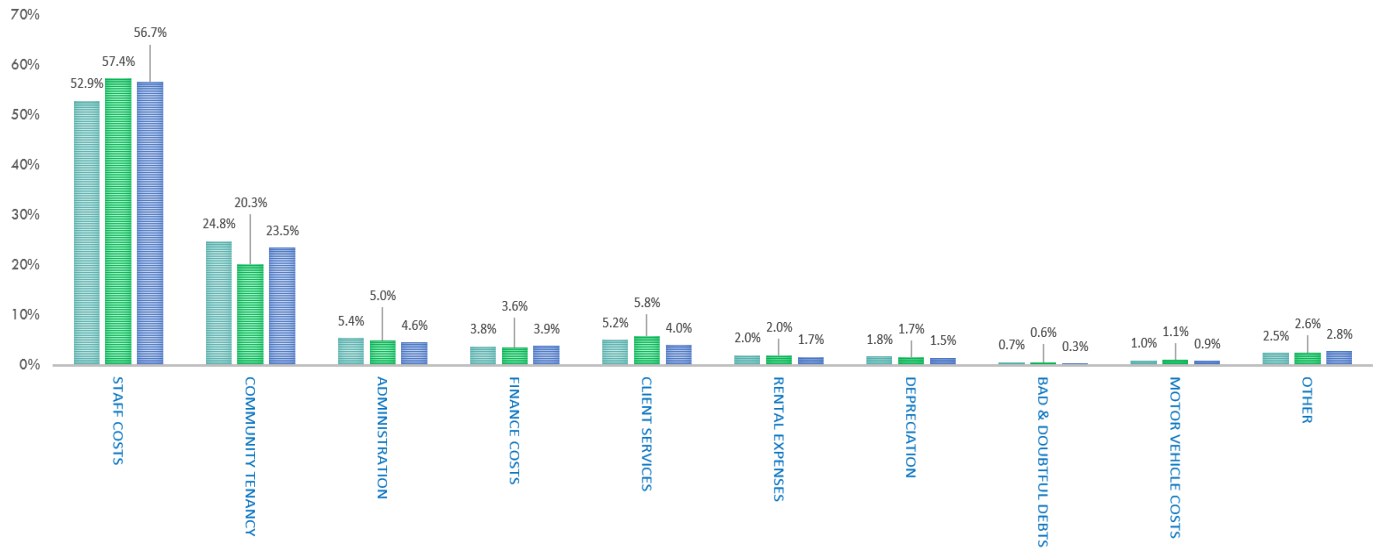
FINANCIAL SUMMARY

For the year ended 30 June, 2019



USE OF RESOURCES

■ 2016/17 ■ 2017/18 ■ 2018/19



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

LOCATIONS

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



Tower Road, New Town



York Street, Launceston



Mount Street, Burnie



Best Street, Devonport

SERVICES

CatholicCare delivered these services and programs during 2018-19.

AK Young Women's Emergency Accommodation Service	South
Career Pathways Pilot for Humanitarian Entrants	South, North
CatholicCare Housing Connect Support	Statewide
Child Consultancy	North, North West
Children's Services and Child Care	Statewide
Communities for Children	North West
Community Mental Health; Early Intervention for Children	North
Counselling Services	Statewide
Family Support Services	Statewide
Family Dispute Resolution	North West
Family Preservation Services	South
Family Unification Services	South
Family Law Counselling	Statewide
Home & Housed	North, North West
Housing Services	Statewide
Humanitarian Settlement Services	South
Integrated Family Support Services	North
Intensive Family Preservation Service	South
Leading the Way	South
Light the Way	South
Post-Separation Cooperative Parenting Program	North West
Parenting Education	South
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



catholiccaretas.org.au

1800 819 447

HOBART

35 Tower Road, New Town, TAS 7008
PO Box 369 Moonah, TAS 7009
Phone: 6278 1660
catholiccare.hobart@aohtas.org.au

DEVONPORT

85 Best Street, Devonport, TAS 7310
Phone: 6423 6100
catholiccare.burnie@aohtas.org.au

LAUNCESTON

201 York Street, Launceston, TAS 7250
Phone: 6332 0600
catholiccare.launceston@aohtas.org.au

BURNIE

108 Mount Street, Burnie, TAS 7320
Phone: 6431 8555
catholiccare.burnie@aohtas.org.au