



# **CatholicCare Tasmania**

## **2021/22 Annual Report**

**July 2021 - June 2022**



# CatholicCare Tasmania

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

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

From humble beginnings in 1960, the organisation is now an employer of 499 staff and 44 volunteers, providing services to over 12,278 Tasmanians in 2021-22. CatholicCare has offices in Hobart, Launceston, Burnie and Devonport, and outreach services across the state.

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



## Acknowledgements

CatholicCare Tasmania acknowledges with respect the traditional custodians of Country in Tasmania, their elders past and present.

CatholicCare Tasmania extends its appreciation to our funding partners who work with us to deliver services across Tasmania, and is proud to meet Australian and International governance standards in the provision of these services.



CatholicCare is committed to safeguarding children and young persons in all programs, activities and recruitment.





# Archbishop's Foreword

Pope Francis declared his intention to stand in solidarity with people who are poor from the first moments of his papacy. He chose the name Francis in honour of St Francis, the poor man of Assisi. In 2016 he instituted "World Day of the Poor". At a Mass in Assisi the Pope commented that "An open heart and outstretched hand" is always the first step in creating a true encounter with the poor. Adding that it also is the way to experience the truth that "every one of us needs the other, and that even weakness, if experienced together, can become a strength that will make the world better."

It is in this spirit that CatholicCare carries out its mission. This Annual Report captures some of the great variety of works that CatholicCare has engaged in over the past year.

One of the important advances for CatholicCare has been the development of self-funded programs. While most of what CatholicCare does relies on government funding and priorities, we have been able to develop a number of initiatives in recent times which has enabled us to respond to additional needs that we have identified. For example, we have developed the Francis program for prisoners to assist in building positive relationships with their families and the community. This year we have established the Healthy Sexuality program to assist people in the areas of sex and sexuality, communications between couples and parenting, and addressing issues related to the use of pornography.

At the heart of CatholicCare's counselling services is the support we provide to those experiencing family violence. We are able to respond quickly to those in need of transitional housing in the face of domestic violence as well as working with them to address their longer-term needs.



CatholicCare has taken a leading role in responding to homelessness and supporting those experiencing housing stress through the provision of affordable homes.

At a time when many families are experiencing pressure from the rising cost of living, we also have been providing Emergency Relief vouchers to those in need.

Pope Francis has been a powerful advocate for the needs of the poor. He says, "Each individual Christian and every community is called to be an instrument of God for the liberation and promotion of the poor, and for enabling them to be fully a part of society. This demands that we be docile and attentive to the cry of the poor and to come to their aid". (EG 187) I congratulate all those working in CatholicCare for the work they do in serving the most vulnerable and in need in our community.

+ Julian Porteous DD  
**Archbishop of Hobart**

# Executive Message

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

This year's annual report highlights many services CatholicCare delivers in partnership with government and other organisations, as well as the increasing number of programs which are self-funded and delivered.

CatholicCare values the partnerships, and the support of our partners who enable CatholicCare to deliver services to people of all backgrounds, beliefs and circumstances.



Over the past year CatholicCare's employees and volunteers have delivered services statewide through more than 40 programs, supporting individuals, families and community. These services have been delivered against a backdrop of uncertainty due to the impacts of COVID-19 early in the year, and in responding to the changing demands and circumstances that followed as we emerged from the pandemic, which in many instances are greatly impacted by the additional pressures resulting from increasing costs of living.

Whilst this period has presented CatholicCare employees and volunteers with many challenges, it has also been a period in which we have collectively responded, adapted to change, and build a level of resilience. This experience positions CatholicCare well to meet our objective to improve the economic, personal and social circumstances of people and communities in Tasmania who are disadvantaged, in need, or at risk.

I am very proud of the work of all staff and volunteers of CatholicCare, and thank them for their continuing commitment to our work.

Andrew Hill

**Chief Executive, CatholicCare Tasmania**

## The commencement of three self funded programs is strengthening CatholicCare Tasmania's commitment to **Supporting families, marriage and relationships.**

### The Francis Program

Commencing in 2021 the Francis Program assists participants to strengthen their parent-child relationships and to build positive connections with their families and communities whilst they are in prison or on release. In 2021/22 the program assisted 136 individuals with one-on-one support and group educational sessions.

### Natural Fertility Services

Commencing in August 2021 Natural Fertility Services Tasmania is a program that educates individuals wanting to track their fertility, or couples wanting to learn about their fertility and plan their families (to achieve or space pregnancies).

### Healthy Sexuality

Commencing in early 2022 Healthy Sexuality was established as a self-funded program to support and help with problem solving skills in sex and sexuality, communication, becoming parents, intimacy, and commitment. Helping couples to understand how to manage their relationship as it grows.

In addition to counselling services the program also provides Psycho-education sessions around issues related to pornography to service providers including; practitioners, educators and medical personnel.

**136** individuals assisted in 2021/22  
The Francis Program

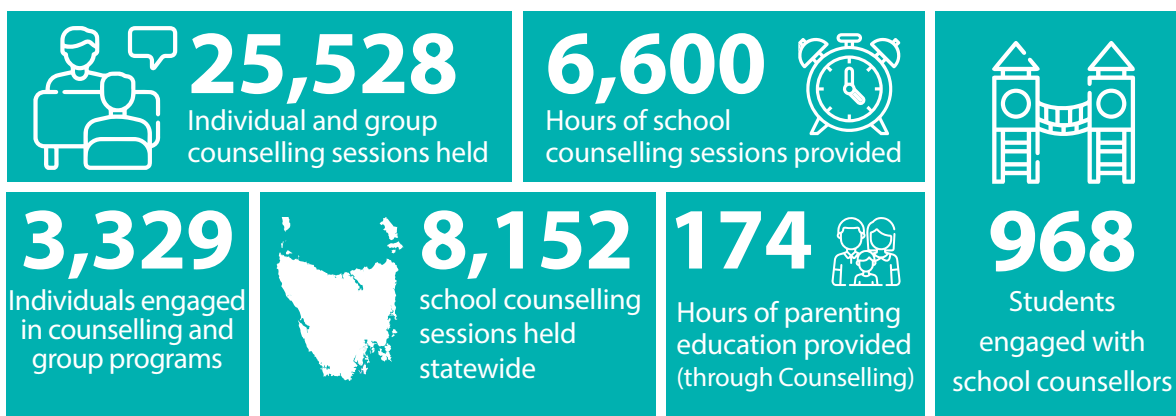
### Case Study

In 2021 William\* was on remand for a number of offences when referred to the Francis Program for support. William had four young children under the care of Child Safety and being cared for by a foster carer. William's main goal in speaking with a Francis Program Family Worker was to be able to regain some form of contact with his children. He advised that he didn't have a great working relationship with Child Safety and that he had not had contact with his children in some time.

Through the support of the Family worker William was able to recommence Zoom contact with his children. He received photos and drawings of his children by his children and was able to send them drawings and a photo of himself along with personalised letters to each of them, and was in regular contact with Child Safety receiving updates on their health and wellbeing. The support of a Francis program Family Worker not only achieved William's goal for reconnection with his children it also strengthened the working relationship he had with Child Safety, ensuring he was able to be active in his children's lives.

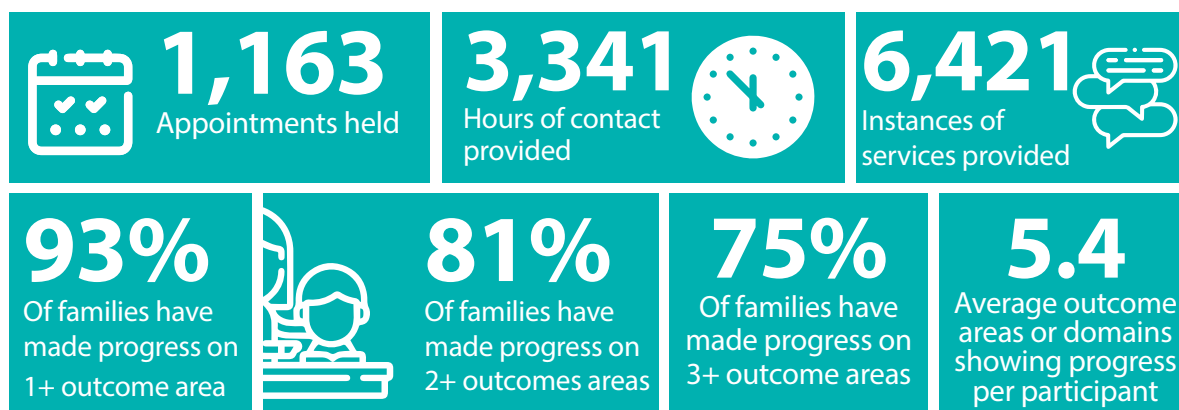
*\* Please note the names and details of individuals have been changed to respect their privacy.*

## Supporting families, marriage and relationships by improving and strengthening the capacity of people to sustain family life.



## Supporting family restoration and preservation

CatholicCare's Family Restoration (Pathway home) and Preservation programs recently undertook a study using Outcomes Star, an evidence-based outcomes measurement tool to track the individual and group journeys of change while engaged with services. Over a two-year period from July 2020 to June 2022 the progress of 57 families were tracked across the domains of physical health; wellbeing; meeting emotional needs; keeping children safe; social networks; education & learning; boundaries & behaviour; family routine; home & money, and progress to work. The results of the study are provided below:







**Supporting 1,482 vulnerable Tasmanians and their families** to break intergenerational family violence and improve personal safety

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

**1,904** Specialist Family Violence Counselling sessions held through counselling programs

**3,440** hours of direct case management support provided to 470 individuals and families experiencing family violence in Tasmania, through SafeChoices

**"CatholicCare Tasmania stands in the long tradition of Catholic service to those in need"**

**Archbishop Julian Porteous**  
Archbishop's Charter for CatholicCare

## Responding to individuals and families experiencing homelessness and/or housing stress during 2021/22

(Housing Connect support service and Home & Housed program)



### Case Study

Anna was referred to CatholicCare because she was more than 40 weeks behind with her rent and had been presented with an eviction notice by her landlord.

Anna had been unable to pay rent as her son had been in an accident and required multiple surgeries and hospital stays spanning a period of six months. Anne was unable to work regular hours while caring for her son and had to find hotel accommodation when in Hobart for medical appointments.

With the added pressure of her partner experiencing a reduction in work hours due to COVID-19, Anna was desperate to work out a plan to save her current tenancy.

CatholicCare contacted Anna's landlord and secured a contribution from a private rental assistance program to settle the rental arrears. CatholicCare also brokered an agreement with the landlord to accept a new payment plan to pay off remaining rental debt.

Anna worked with an emergency relief provider and received financial counselling. She also spoke with Centrelink who helped ascertain if she had been receiving all of her entitlements. In a short space of two months Anna was able to meet her rent payments and pay off a significant part of her debt.

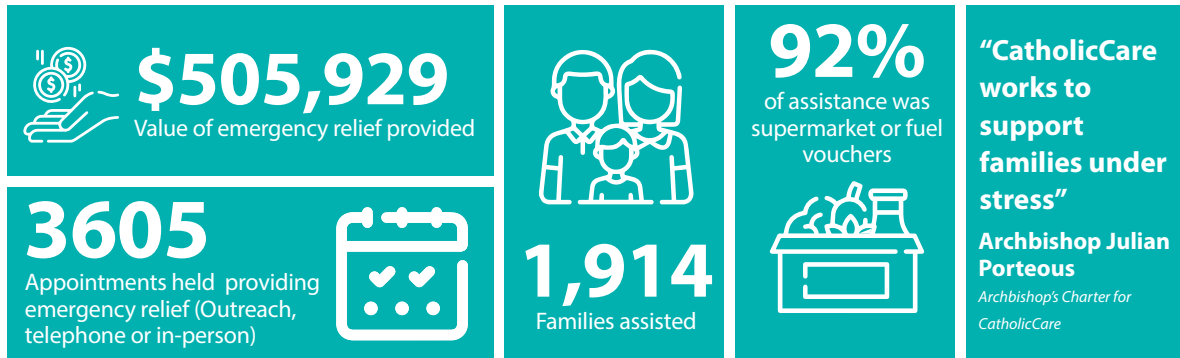
With a plan in place, Anna's Landlord was satisfied and offered Anna and her family an extended lease.

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





## Supporting vulnerable Tasmanians through the provision of emergency relief.



### Main determinants of those seeking emergency relief:

- Financial issues / poor money management
- Unemployment
- Housing stress
- Poor physical Health
- Homelessness
- Mental health issues
- Family violence
- Family breakdown



## Case Study

In 2021 Trevor lost his job due to COVID-19 and as a consequence had become homeless. With no income Trevor was unable to pay his bills. Trevor had some difficulties establishing Centrelink payments due to missing paperwork and when he first came to the CatholicCare office in Hobart he was very distressed.

Trevor had been offered work on the North-West Coast so he could be closer to his children, but without any income he couldn't make repairs to his car or put petrol in the tank.

CatholicCare emergency relief staff were able to provide Trevor with food vouchers and linked him to Housing Connect support service for assistance. When accommodation became available on the North-West Coast, CatholicCare were able to pay for the repairs to his car and for fuel to get to his new employment and accommodation.

CatholicCare's provision of emergency relief helped Trevor transition from unemployment and homelessness into secure employment and housing, and from being in a state of distress to one of increased self-confidence and improvements to his health and wellbeing.

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

In partnership with Centacare Evolve Housing, more Tasmanians received **tenancies and access to safe, affordable housing.**

**658**

Individuals including their families provided with housing

**496**

Total number of CatholicCare owned properties

**65**

New tenancies / Families taken off the affordable housing register

## Construction

**36**

New homes built in 2021/22

**286**

New homes to be built by CatholicCare from July 2020 to June 2023

**136**

New homes in the pipeline for completion by June 2023

## Key Partnerships

CatholicCare partnered with like-minded groups and organisations to deliver more affordable homes:

- Catholic Presentation Sisters of Tasmania: Maryknoll, Home Ave, Blackmans Bay (39 homes)
- Launceston City Mission: Hobart Road, Young Town (25 homes)
- Huon Valley Catholic Parish: Agnes St, Ranelagh (11 homes)
- Mersey-Leven Catholic Parish: Braddon St, Penguin (8 homes)

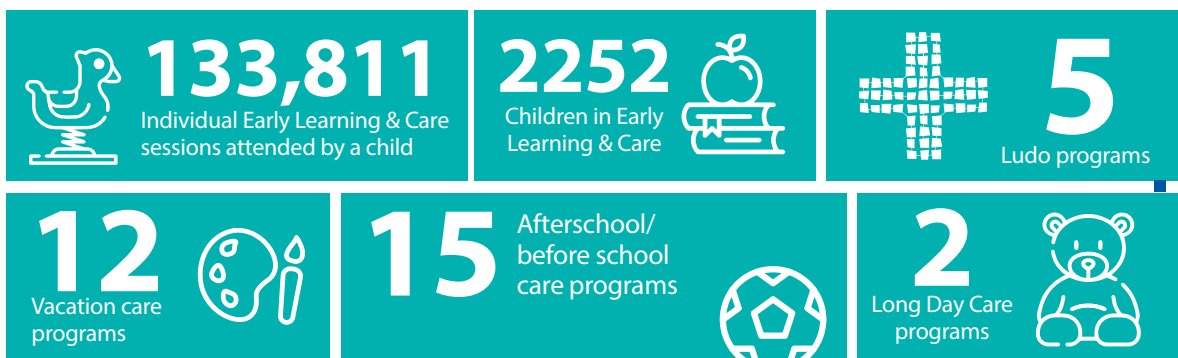
Affordable housing in Ranelagh.



**Supporting children and young people**  
by developing competencies, emotional health, and preparing them for life-long learning.

## Early Learning & Care

Long day care, outside school hours care, vacation care and Ludo.



Other programs for children



## Case Study

In August 2021 a young family with three young children had begun their settlement journey in Tasmania with the assistance of CatholicCare's Multicultural Service Programs. The parents had not been able to secure employment while they were waiting for their residency status to be confirmed.

On the recommendation of Multicultural Service Programs, the Patel family enrolled their daughter Lakshmi into one day of care at CatholicCare's Long day care service in New Town, enabling the parents to look for work and attend interviews.

Initially hesitant about putting their child in care, long day care staff built trust with the Patel family and assisted them to understand the Australian long day care procedures and systems and showed them that their daughter was enjoying the experience.

Lakshmi blossomed while in care and soon went from being timid and shy to making friends and enjoying her time playing with the other children. Her language skills also improved as she interacted with others which increased confidence.

Regardless of how individuals and families are referred to CatholicCare Tasmania, our broad range of services ensures the care offered to our clients is holistic and person-centered.

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



## Supporting children and young people

**11,742**

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

**75**

Total number of young people in out-of-home care over the course of the year



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

### AK Young Women's Emergency Accommodation

**1909**

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

**71**

Total number of young people provided with emergency accommodation through AK Young Women's Emergency Accommodation

**26,621**

Instances of support\* provided to people in AK Young Women's Emergency Accommodation

\*Instance of support includes: Accommodation; practical assistance; meals; information and advice; referrals to external supports, and personal living skills development.

## Case Study

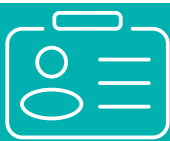
Mia, a young lady in her early twenties, sought assistance from AK Young Women's Emergency Accommodation to escape domestic violence. Mia had little contact with her family and friends due to the threatening behaviour of her partner. She was guarded and frightened.

AK offered Mia a safe, secure and supportive environment in which to live. Empathetic and skilled staff helped Mia establish links with police; the Safe Choices program for people experiencing family violence; counselling; parenting support, and Housing Connect support service.

After living at AK and accessing these vital support services, Mia began to slowly re-engage with her family and friends. She took out a family violence protection order against her partner, and secured safe accommodation for herself and her unborn child.

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

## Providing job readiness training, and access to employment for new Australians.



# 146

Training  
Outcomes via the  
Safe Haven Hub  
(Attended training, obtained  
licence or certification)



# 137

Employment outcomes via the  
Safe Haven Hub  
(Commenced part time or full time work)



### Case Study

Sun was referred to CatholicCare's Safe Haven Hub by the Red Cross. He was experiencing financial difficulty and needed assistance finding employment while in Australia on an International Student Work-Study Visa. His visa conditions limited eligibility to receive financial assistance or support.

Sun was also struggling with his job applications, and was not receiving any job interviews. Staff at the Safe Haven Hub assisted Sun update his resume and covering letter, and answer selection criteria; all of which helped him progress to the interview stage of the employment process. Staff then worked intensively with Sun to prepare him for interviews.

Sun's confidence grew as a result of his coaching with Safe Haven Hub staff. His knowledge in the area of employer expectations improved, as did his sense of belonging. Sun secured a job within his chosen field of employment.

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

### Settlement Engagement Transition Service

Assisting refugees or  
people with a migrant  
background on their  
settlement journey in  
Tasmania

# 716



Individual sessions  
Settlement Engagement  
Transition Service



# 130

Group sessions  
Settlement Engagement  
Transition Service

# Investing in People in 2021/22

## 499

Employees



## 44

Volunteers



## 12

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

## Our Culture of learning

We recognise that people are the heart of our organisation, our strength stems from learning, knowledge, shared experience, and participation, enabling us to serve those most vulnerable in the Tasmanian community.

CatholicCare supports development of our workforce, offering a range of options to employees including traineeships and online learning to help them achieve qualifications and increase their personal development.

## 46

Employees undertaking traineeships

## 18

Certificate III  
Early Childhood Education  
*In EL&C*

## 6

Certificate IV  
Community Services  
*In Inspire@home*

## 22

Diploma of Community  
Services  
*In Inspire@home*

## Developing our Future Leaders

CatholicCare is committed to ensuring that we are building Leaders for the future. Part of this strategy is the implementation of the Great Leaders Program, which is specifically designed for those who want to take their leadership to the next level.

In 2021/22 we completed our fourth consecutive Great Leaders Program. We now have a total of 48 graduates on staff.

During the program each participant gains an improved understanding of their own leadership style; the ability to reflect on how their influence impacts team performance; gained skills in building strong trust-based relationships, and the ability to implement positive change in their teams, and across the organisation.





## Programs & services

AK Young Women's Emergency Accommodation	A service for young women aged 13-20 years, who are at risk of homelessness. Based in Southern Tasmania and accessible to young women from across the state.
Bringing Baby Home	A service working with parents of babies under 3 months who are at risk of having their child placed into State care. The program provides residential live in intensive support in partnership with Child Safety Services and Intensive Family Engagement Services.
Buenos Aires Transitional Accommodation	Transitional accommodation for single women over 55, eligible for housing assistance.
CatholicCare Housing Connect Emergency and Transitional Accommodation	Provides crisis and transitional accommodation to women and their children affected by domestic violence and those experiencing or at risk of homelessness.
Child Consultancy Services	Providing child consultancy services state-wide for Legal Aid and other legal and Family Dispute Resolution services on a fee-for-service basis.
Communities for Children (Burnie)	Delivered through partnerships, this program provides activities to enhance parenting, provide support and assist families at risk, who have children from birth to 12 years of age.
Communities for Children (Equine Therapy)	An equestrian program in Northern Tasmania, designed to build vulnerable children's skills, self-care and understanding of the world.
Community Mental Health; early intervention for children	Intensive, long-term, and small groups early intervention and support for children and young people and their families at risk or impacted by mental health.
Community Mental Health; Communities for Children, group work program (Launceston)	To provide targeted, evidenced-based small group work programs in specific at-risk primary school communities in the Launceston area.
Emergency Relief	A state-wide emergency relief program to those experiencing financial hardship resulting from life situations or unexpected crisis events.
Emergency Relief (COVID-19 funding for Temporary Visa holders)	Emergency Relief program for Temporary Visa holders, affected by COVID-19.
Employment Assistance Program	Confidential, professional counselling for employees dealing with issues affecting their work performance or personal life.
Family and Relationship Counselling	A program to strengthen family relationships, prevent breakdown and ensure the wellbeing and safety of children through the provision of counselling and education.
Family & Relationship Education (FOCCUS)	Pre-marriage counselling service (Facilitated Open Couple Communication, Understanding and Study) assisting couples to reflect on their relationship.
Family Law Counselling	Assists people with relationship difficulties to better manage their personal or interpersonal issues with a focus on the needs of children.
Healthy Sexuality	Is a new program that supports and helps with problem solving skills in sex and sexuality, communication, becoming parents, intimacy, and commitment.
Home & Housed (North, North-West)	A program in the North and North West supporting people aged 65 years and over, prematurely aged and on a low income, homeless, or at risk of becoming homeless.
Housing Connect (South, North, North-West)	Working in collaboration with the Housing Connect Partners group, CatholicCare is one of the partner agencies providing state-wide case management for individuals and families who are experiencing or at risk of homelessness.
Inspire@Home - Therapeutic Residential Care	Providing short term, transitional, longer term and independent living placements for young people aged 11-18 years, who are in the care of Child Safety.

## Programs & services cont.

Integrated Family Support (Georgetown and Launceston)	Promoting the safety, stability and wellbeing of vulnerable children, young people and their families, and to build child, family and community capacity and resilience.
Light the Way	Provides homework tutoring for young people from multicultural backgrounds.
Long Day Care	Two long day care services in Hobart / New Town and Launceston.
Ludo	A play-based Early Learning and Care program for children aged between 3-5 years located at Catholic primary schools.
Natural Fertility Services Tasmania	Natural Fertility Services Tasmania is a program that educates individuals wanting to track their fertility or couples wanting to learn about their fertility and plan their families (to achieve or space pregnancies).
Outside School Hours Care	Consists of 15 Outside of School Hours Care facilities in both Catholic and non-Catholic Primary Schools throughout Tasmania.
Pathway Home (Family Programs Preservation and Reunification)	Consists of two contracted services to provide intensive family restoration, family preservation and early intervention, where there is Child Safety involvement.
Parenting Education / Kinship Care	Family Programs provides a range of services including; a series of group evidence-based parenting educational programs, intensive family support, education and support for kinship, and foster carers.
Personal & Family Counselling (George Town)	Provides counselling, support and parenting education to children, adults, families and groups in the George Town LGA.
Post-separation Cooperative Parenting program	Assists separated or divorced parents develop healthy and sustainable communication strategies to improve and enhance parenting in a child focused family environment.
Regional Family Dispute Resolution Program	Family mediation service funded by the Australian Attorney General's Department.
Specialised Family Violence	Specialised counselling for family members effected by domestic violence.
Safe Haven Hub	Provides a state-wide service to those from migrant and refugee backgrounds, who are experiencing barriers to employment, education and training.
SafeChoices	Provides non-crisis practical support for anyone experiencing family violence, focusing on early intervention, safety, safety planning, information and referrals.
School Counselling	Counselling and support group programs for children and young people aged 5 -17 years.
Settlement Engagement and Transition Service	Settlement Engagement and Transition Support provides services to refugees and migrants to support their settlement journey in Tasmania.
Special care packages	Individualised placement service for young people aged 11-18 years, who are unaccompanied minors or in the care of Child Safety.
Status Resolution Support Service	State-wide support and complex care response for asylum seekers living in the community while they are seeking to resolve their immigration status with the Department of Home Affairs.
Stitch / Women's Hub	Stitch is a women's networking group aimed at supporting women from multicultural backgrounds to build and develop social connection.
Supported Independent Living Outreach for Young People	Accommodation and support for young people aged 16-21 years, with a focus on those transitioning from out-of-home care.
The Francis Project	Assisting participants to strengthen their parent-child relationships and to build positive connections with their families and communities, whilst they are in prison or recently released.
Vacation Care	Outside school hours care provided during the school holidays.

# We're here to help



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**For further information**  
[catholiccaretas.org.au](http://catholiccaretas.org.au)

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