



CatholicCare
TASMANIA



CatholicCare Annual Report
2014-2015

ABOUT US

Our Vision

A distinctive culture of care for a thriving community

CatholicCare pursues its vision by:

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

Our Mission

Serving the vulnerable and disadvantaged regardless of circumstance and background

CatholicCare's mission is grounded in

- ▶ A 2000-year 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.

Our Values

- ▶ Respect
- ▶ Hope
- ▶ Commitment
- ▶ Excellence
- ▶ Social Justice
- ▶ Integrity and accountability



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ARCHBISHOP'S MESSAGE

Archbishop Julian Porteous DD



July 1, 2015 saw a change in the name of the social services agency of the Catholic Archdiocese of Hobart, from Centacare to CatholicCare. The change of name, though in some ways a simple change, was significant and follows the move of a number of Catholic dioceses throughout the country to more clearly identify their Catholic social services agency with the Catholic Church.

Indeed, a number of other faith-based social service agencies have their particular faith identification clearly indicated in their name so there is nothing particularly revolutionary about this change in Tasmania.

It is significant however, because it represents an effort to respond to the request of Pope Benedict XVI to ensure that Catholic social service agencies more closely express their Catholic identity and mission.

The change will also help to remind both staff and clients that CatholicCare is a work of the Catholic Church and that its work has a particular inspiration. It is not just another not-for-profit operating in the sector but has a distinctive spiritual foundation and purpose.

Every organisation has some defining character differentiating it from other similar organisations. The change in name will help CatholicCare better articulate and reinforce its particular character.

In his earthly ministry Jesus had a love of the poor and as a result, Christianity has always sought to value and care for the poor. It is one of the areas in which Christianity has made a significant contribution to human society. CatholicCare stands in this tradition.

The Christian concern for the poor is ultimately the expression of love for Christ. In serving the poor we serve Christ, in loving the poor we love Christ. This love should be the distinctive mark of the work of CatholicCare as an agency of the Catholic Church.

The Archdiocese of Hobart is immensely proud of the work of CatholicCare. This report shows that this has been another very successful year as it continues to provide many different and important services to the Tasmanian community: from housing those in need, to caring for the vulnerable, to welcoming the stranger in the form of the refugee.

CatholicCare does not simply provide services but seeks to embrace the broader community and work for the good of all within our society.

I would like to personally thank all CatholicCare staff for their dedicated and conscientious work over the past year. They have done much to assist those in greatest need in the Tasmanian community.

CHAIR'S MESSAGE

David Harradine

CatholicCare Tasmania's annual report presents an important opportunity to look back on the past year and to envision future possibilities.

Last year I reflected on the unprecedented changes occurring within CatholicCare and in its external policy and service landscape. It was within this context of change that the Board and management of CatholicCare undertook to review the organisation's mission, vision and values and re-brand Centacare Tasmania as CatholicCare Tasmania.

This important, but by no means small undertaking, re-affirmed CatholicCare's commitment to serving the vulnerable and disadvantaged regardless of circumstance or background. In the context of a rapidly changing landscape, the re-shaping of the mission, vision and values will also assist in guiding the organisation to its true north which has as its enduring heritage, a 2000-year commitment of the Catholic Church inspired by the love of God and the example of Jesus Christ.

I am confident that the enormous amount of work that went into re-shaping CatholicCare and the Strategic Direction 2020 has positioned us well to adapt to the changing landscape, and to inform and advocate innovative policies that will make a real difference in the lives of the people we serve.

An organisation's strategy is nothing without people and a culture that takes the words off the page and turns them into a reality. It is the great men and women of CatholicCare that brings forth a distinctive culture of care which empowers individuals and

upholds their dignity, enables family life as the foundation of a healthy society, and encourages hope-filled inclusive communities. This is what the people of CatholicCare have been doing for decades and which has been recognised and reaffirmed in the Strategic Direction 2020.

What makes CatholicCare different is our recognition of the physical, spiritual and moral dimension of the person in front of us and caring for them holistically irrespective of their background or circumstances. In that sense, we truly embrace people and the community.

Boards can sometimes fall into the trap of forming views and making decisions based solely on information presented in ring bound board paper folders. The CatholicCare Board is different and actively seeks every opportunity to embrace the community and the people we serve by visiting our service network. This is both informative and rewarding.

My personal experience of door-knocking in Gagebrook, Bridgewater and Herdsmans Cove with the Centacare Evolve Housing team shed light on the real difference being made in the lives of people in the community and residents' hopes for their communities.

Economic pressures, shifts in client service models and funding provider policy changes continue to challenge the organisation to adapt its models of service delivery to the new paradigm. This is particularly the case within Family Services, where our

people have shown great resilience and adaptability amidst changing circumstances.

These changes have also inspired innovative policy solutions as well as a focus on partnering with like-minded organisations to ensure broad-based capabilities are retained for the long-term sustainability of programs.

Strong partnerships with not-for-profit organisations, government agencies, corporate and business supporters help us to serve our communities better and on behalf of the Board, I extend much gratitude to our partners. We truly are stronger together.

This past year, the Board said farewell to Ann Butterworth, who after serving the maximum six-year term, retired with a legacy of unwavering commitment to the poor and downtrodden as well as a unique ability to bring her insights into the lives of the people we serve to the heart of our deliberations around the Board table.

I would also like to extend my personal appreciation to the Board, its newly appointed members Diana Hutchinson, Murray Butterworth, and Simon Lester, and to the Executive Director, management and staff of CatholicCare for their professionalism and commitment.

The Board is truly excited about what the future holds for CatholicCare Tasmania – and what this can mean in the lives of people. But there is little time to reflect as people in very difficult and sometimes desperate circumstances require our unwavering commitment and attention.

BOARD MEMBERS

as at 30 June 2015



David Harradine
Chair



Diana Hutchison



Murray Butterworth



Simon Lester



Ingrid Harrison



Tim Gourlay



Ron Ward

SENIOR MANAGEMENT TEAM



Tim Gourlay
Executive Director



Georgina McLagan
Director of Family
Services



Kim Bomford
State Manager
Housing Operations

EXECUTIVE DIRECTOR'S MESSAGE

Tim Gourlay

The past year has been an exciting, busy and productive one for CatholicCare Tasmania. The Catholic community recognises that our work is central to the mission of the Church, and we are grateful for the continuing support that we receive. The work we do would not be possible without the support of the Advisory Board, the dedicated managers, staff and volunteers of CatholicCare, leaders from the community sector, members of government (local, State and Federal), and departmental staff.

As Pope Francis noted: "We must restore hope to young people, help the old, be open to the future, spread love. Be poor among the poor. We need to include the excluded and preach peace."

Key highlights of 2014-15

The key highlights for the past financial year are:

- ▶ A full year of management by Centacare Evolve Housing of the southern portfolio of 1045 houses at Bridgewater and Gagebrook under the Better Housing Futures Program.
- ▶ The completion of the building of 120 new independent living units delivered on multiple sites across the state from Wynyard to Kingston, under the National Rental Affordability Scheme (NRAS) initiative providing new affordable housing for approximately 200 needy Tasmanian residents, priority given to senior Tasmanians or individuals living with a disability.

- ▶ Quality Assurance certification under ISO 9001:2008 standard was achieved early in 2015. This represents a significant milestone which the organisation has been working towards for some two years.
- ▶ The development of our Strategic Plan 2020. The Archbishop, CatholicCare Board and management undertook a strategic planning process to refresh the vision and mission statement and develop a new strategic plan entitled 'CatholicCare Tasmania Strategic Direction 2020'.
- ▶ A solid financial performance. Another record year saw the strengthening of the organisation's balance sheet and reserves (see financial indicators elsewhere in this report).
- ▶ A successful collaboration, CatholicCare Victoria Tasmania (CCVT). We acknowledge the success of the collaborative partnership with our Victorian counterparts that has overseen the delivery of contracts with the Federal Government which has resulted in the delivery of the family services contracts. Importantly, the group has identified a common client management software platform that is in the process of being implemented across the group.

New emphasis for the current or coming year

We are looking forward to delivering quality services and achieving excellent outcomes under the statewide Therapeutic Residential Care contract recently

awarded to CatholicCare. Program responsibility began on July 1 2015 and significant attention and resources have been applied to ensure a smooth transition for the residents and staff involved.

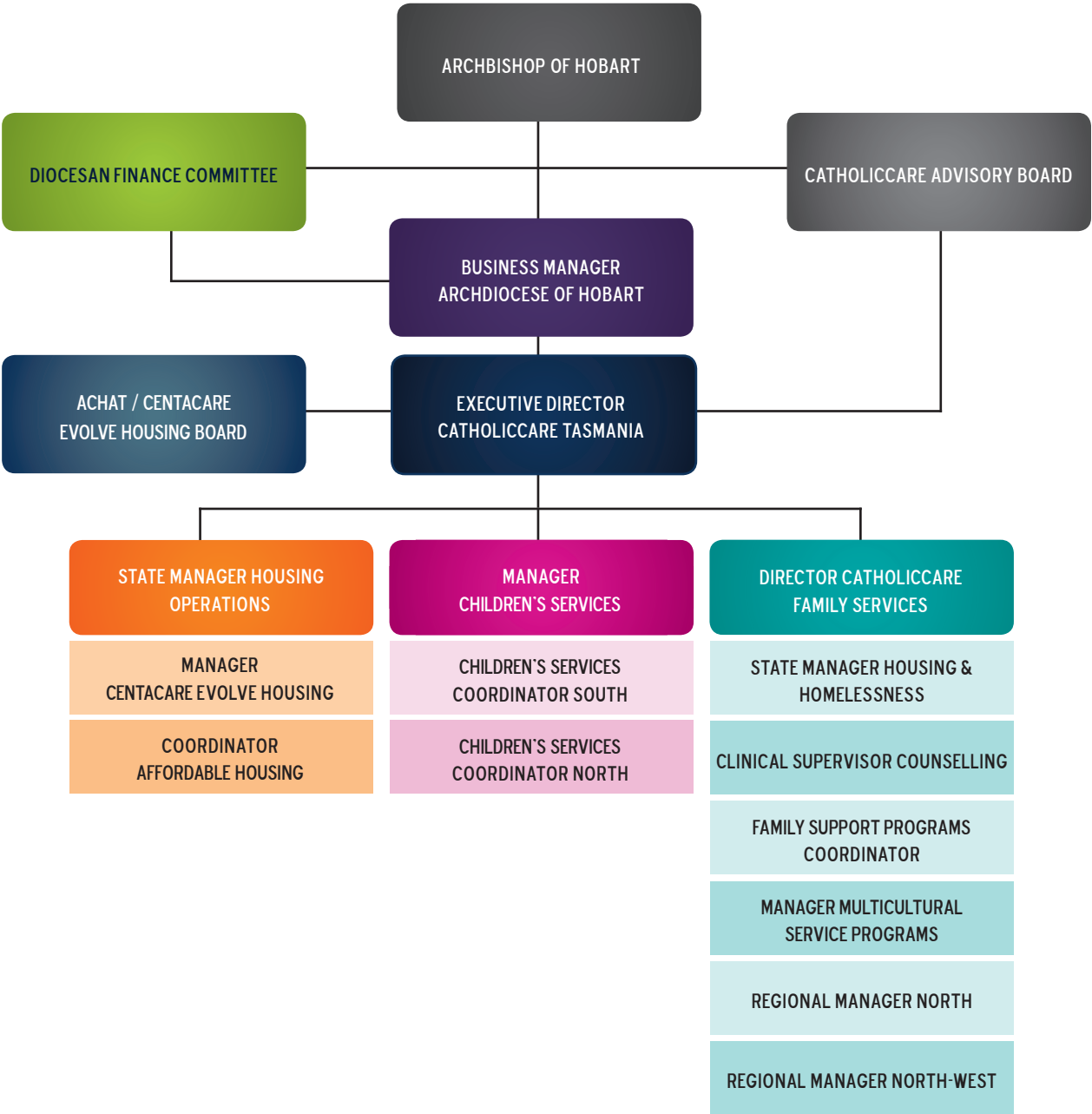
CatholicCare has entered into an agreement to transfer its Registered Training Organisation Willson Training to a counterpart organisation, Work and Training. This will ensure that the continuity of education programs and training to our core client groups continues. Willson Training has been delivering education and training to CatholicCare clients for more than 30 years and it is with mixed feelings that we transfer this important service delivery unit but we draw comfort that its future is in good hands.

We are looking forward to continuing our effective working relationship with the Tasmanian Government to ensure the increasing supply of affordable housing for Tasmanians. The recently announced affordable housing strategy and action plan identifies specific opportunities for partnerships to deliver innovative solutions aimed at addressing housing stress and homelessness.

I encourage your support of our important work in the community by offering to volunteer at a CatholicCare event, or by making a donation at www.CatholicCareTas.org.au

Together we will continue to improve the lives of our fellow Tasmanians.

CATHOLICCARE ORGANISATIONAL STRUCTURE 2014-2015



STRATEGIC GOALS 2015-2020

CatholicCare's strategic plan for 2015-2020 sets out strategic goals, and initiatives to work together, inspired by the love of God, to ensure everyone has the right to a better life.

Our Clients

We are committed to CatholicCare Tasmania being the agency of choice for the community with flexible, responsive and evidence-based services and service delivery that promotes best practice.

Our People

We continue to create a learning and development culture that reflects our values, be an employer of choice, established a supporting environment based on our vision and mission, and implement best practice in all that we do.

Our Opportunities

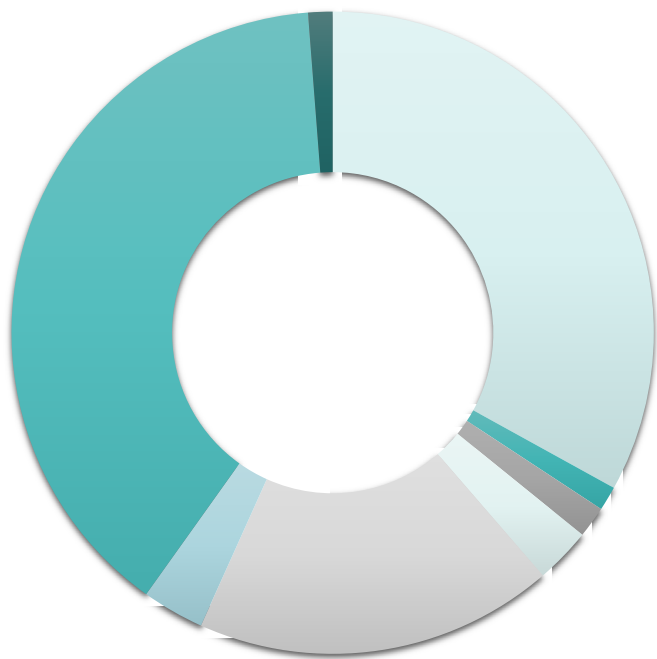
We will establish new partnerships and alliances, initiate new programs, diversity CatholicCare's activities, increase client numbers and invest in business development.

Our Business

We will develop sustainable growth underpinned by financial viability.

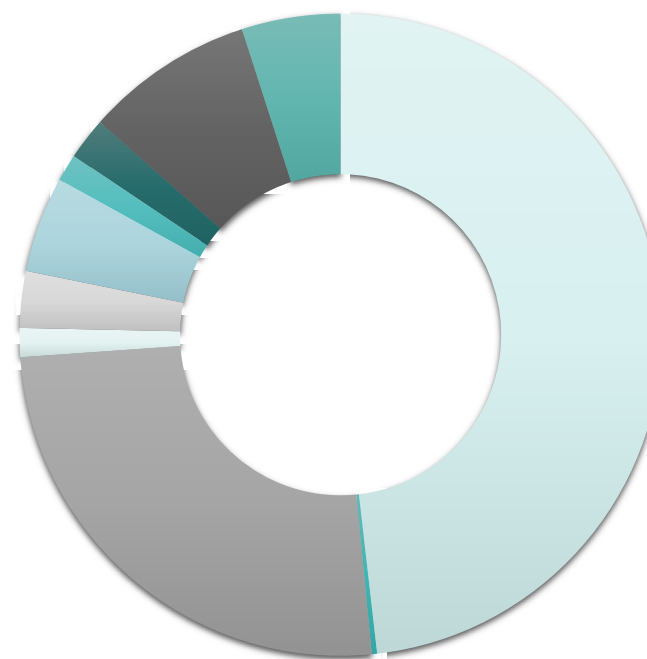
CATHOLICCARE TASMANIA FINANCIAL SUMMARY

for the year ended 30 June 2015



INCOME

	2014	2015
Government Funding	11,175,211	9,462,236
Donations & Fundraising	218,548	351,478
Investment Income	518,100	452,538
Other	278,711	806,748
Program/Contract Income	4,233,858	5,180,923
Training Income	652,820	898,310
Rental Income	3,797,804	11,149,717
Insurance recoveries		351,544
Total Income	20,875,052	28,653,494



OPERATIONAL EXPENSES BY %

	2014	2015
Wages & Salaries Costs	65.94%	48.18%
Travel Expenses	0.49%	0.27%
Rental Property Expenses	6.20%	25.43%
Other	0.41%	1.46%
Motor Vehicle Expenses	3.60%	2.85%
Finance Expense	4.52%	4.83%
Equipment Expenses	1.23%	1.38%
Building Expenses	3.05%	2.12%
Administration Costs	9.59%	8.51%
Program Support	4.98%	4.97%
Total	100%	100%

CATHOLICCARE FAMILY SERVICES

Director Georgina McLagan

As we look at the diverse range of services provided by CatholicCare we see how closely aligned they are to the dominant social issues of family violence, homelessness, child safety and protection and refugee settlement. Informed by our clients, we are in a privileged position to advocate alongside them and participate in Federal and State forums. Staff working in these areas have followed closely the swings and roundabouts of government policy, which in many cases has impacted on their employment. We acknowledge with respect and regard all those members of staff who remained in the homelessness programs during the lengthy uncertainty about their

future. We share together their relief and satisfaction in knowing that they can continue offering their much-needed services. We are also proud to be part of an organisation that is effectively addressing the lack of affordable housing by building new homes.

We have seen an increase in demand for children's counselling, significantly related to trauma and family violence. Alongside this we work with Child Protection services in our reunification program, prioritising for children's safety and wellbeing but valuing the family whenever possible. We have been privileged to be a part of the journey of many new settlers to Tasmania and learn from the richness of their

cultures and the value they place in family. One of our great advantages is that with the diversity of our programs we are able to offer a range of support services to clients.

In all our areas of work staff deliver, in a very practical way, on our mission as the Catholic social services arm of this Archdiocese. The culture of care is demonstrated daily in the creative, compassionate and skilled service they give. During this year we prepared for our name change to CatholicCare and I thank all staff for their help and support to make this change and to reassure clients that our services remain the same, inclusive and responsive.

Family and relationship counselling

CatholicCare Tasmania provides a number of child and family services funded by the Federal Government in our four regional offices. These include Family and Relationship Counselling to individuals, couples, families and children in all regions; a Specialised Family Violence Service in the South and North West; Regional Dispute Mediation in the North West; a Post-separation Cooperative Parenting Program in the North West; and Family and Relationship Education. In the latter, we provide a varied number of group programs based on client needs.

We provide outreach-based counselling services to some areas in the community where transport is infrequent or the cost of travelling to the larger centres to access services, may be a barrier. Some of these areas include Bridgewater in the south at tagari lia Aboriginal Child and Family Centre, George Town and St Helens from our northern office, and Smithton and West Coast in the North West.



Children's services

Children are referred to our services for a number of reasons. They may have experienced the impact of family violence, trauma, family separation, grief, bullying, and sometimes these issues in their lives are expressed in behavioural difficulties. The qualified and experienced counsellors who see children and their families work in a number of different modalities appropriate to need. These include expressive and play therapies and in all regions we have well-equipped children's counselling rooms.

In the south of the State we have collaborated with the Salvation Army, Good Beginnings and three primary schools to deliver Drumbeat group programs for a number of children.

We have been pleased to have the additional help of Alegro, a therapy dog, in our work with some of the children. Her calm and accepting manner helps to make the children feel relaxed and they find her presence comforting if they become upset. Alegro recently featured in *The Man Up* series in the *Mercury* newspaper on our work with children.

Pre-marriage education

We see a number of couples preparing for marriage and provide pre-marriage education through the use of an accredited inventory which helps couples to identify couple strengths and which may also help them identify areas that could potentially cause stress.

"CatholicCare's pre-marriage education program was a great opportunity for us to invest in our relationship, develop our already strong foundation for marriage and discuss our long-term goals."
Vasheya – pre-marriage program participant.

Family and relationship education and skills training

We provide a variety of relationship skill and education programs for individuals, couples and families across the State. These programs are based on identified client and community needs and build on strengths by providing information to develop skills within a group framework. In the south we have provided a number of group programs over the past year. These include Drumbeat in schools, REAL (Responsible Emotional Awareness for Living) for women wishing to explore the place of anger in their lives, PAUSE (Parenting Adolescents with Understanding, Sensitivity and Engagement) and

CAB (Challenging Abusive Behaviours) a voluntary rolling group programme for men who have been abusive in their families. We also introduced a new group program this year for separated parents who remain in conflict and which impacts their children in negative ways called 'Weathering Family Separation'.

In the south of the State, a male counsellor was able to attend a weekend retreat for men at the invitation of Karadi Aboriginal Corporation, and presented information on abusive behaviours.



Triple P

The Triple P parenting groups are also facilitated through CatholicCare's Reunification Program. These groups are open to all families participating in the Pathway Home program, along with other families with whom child protection or other statutory services are involved. Triple P gives parents simple tips to help manage large and small problems of family life.



Specialised Family Violence Service

Family Violence has received widespread attention from both State and Federal governments during the past year. The commitment to ensure that communities are safe for families was evident in having the previous decision to cut funding to this service rescinded by the Federal Government. This has meant that counsellors at CatholicCare have been able to continue their response to the needs of all community members affected by this issue. This is done through the provision of individual assessments, counselling and group programs which includes the 20-week Challenging Abusive Behaviours Program for men who use abusive behaviours in their families. We continue to support community initiatives in the area of family violence through our representation on various committees and community engagement groups at both state and national levels. This includes the recent appointment of one counsellor to Australia's Organisation for Women's Safety (ANROWS) Practitioner's Engagement Group which is concerned with producing evidence to support the reduction of violence against women and children.

Employee Assistance Program

CatholicCare has been providing Employee Assistance Program (EAP) services to employees for a wide range of businesses for many years. A commitment to EAP by an employer is a sign that they care for their employees' health and emotional wellbeing as the aim of the counselling service is to support staff

who are experiencing problems in their personal or professional life to help them function well in the workplace.

EAP is a statewide service and is also a member of ACCESS, a national EAP referral system.

Family Support Programs

All Family Support Programs promote and encourage positive parenting which creates an environment

in which children flourish and reach their fullest potential.

Reunification (Pathway Home) Service

Operating in southern Tasmania and working collaboratively with Child Protection Services, the specialised Pathway Home Reunification Program aims to achieve positive outcomes for children and families undertaking the reunification process, following children spending a period of time in alternate care arrangements. All referrals to the program are received through Child Protection Services.

Reunification Workers work intensively with parents by providing education, guidance and assistance to gain new life and parenting skills, which will increase

parents' capacity to provide a safe and nurturing home environment in which their children can flourish. All services are individually tailored to meet the unique needs of every family, with the aim to ensure the safe and sustainable return of their children to the family home.

The team works closely with a wide range of community and support agencies to assist parents in building strong networks, which they are then able to utilise when no longer working with the programme.

PrEP (Pregnancy, Education and Parenting) Program

PrEP is a two-tiered program supporting young mothers and mothers-to-be up to the age of 25 years and their partners, with a focus on parenting and life skill enhancement. It was launched this year in the Brighton community.

It comprises a case management component which provides intensive outreach support to up to five families, with an emphasis on pregnancy and early parenting. Clients are referred to the program when there have been concerns from Child Protection Services about the well-being of the unborn baby. To complement the case management component, PrEP also facilitates group workshops open to all

young mothers/ parents in the area. These workshops provide information, education and support on parenting and life skills, and are often facilitated in collaboration with other service providers within the community.

Intensive case management has been actively working with young families. The work undertaken, has enabled all the babies to go home with their parents, following birth and discharge from hospital.

Groups have been jointly run with Uniting Care PYPs program and tagari lia, as well as standalone groups offered at the LINC and Jordan River Services.

PrEP Program provides important parental support

Nineteen-year-old Carla (not her real name) and her partner Michael, 18, (not his real name) were referred to PrEP midway through Carla's pregnancy. Carla had come to the attention of the Royal Hobart Hospital and Child Protection Services when she was pregnant with her first child at 16 years of age. The referral to PrEP was initiated when Carla was 23 weeks pregnant, much earlier than the automatic 30 weeks practice guided by Child Protection Unborn Baby Alert process.

Carla and Michael engaged well with their PrEP worker, who provided support in the form of transport to attend ante-natal appointments, life skill development sessions which included budgeting, being a good tenant, healthy eating on a budget and parenting support. Parenting support included

undertaking the 'Bring up Great Kids' session, attending a session on 'The first 48 hours', preparing the house for a new baby and early childhood development.

As a result of engaging with the program and learning new skills, it was agreed by the Unborn Baby Alert Review group, that there was no longer a need for an alert on Carla and Michael's unborn baby. Carla and Michael were able to take their baby home from hospital after birth.

They have well-established support networks in the community and although they continue to encounter challenges, they work hard to provide their child a loving and nurturing home.





Family Life Education

CatholicCare's Family Life Education program (FLE) is a statewide service to schools offering sexuality and relationship education to students from kindergarten to grade 12.

The program aims to encourage positive, healthy attitudes towards the growth and development of sexuality in children and teenagers.

It encourages students to make positive, healthy and informed decisions about their bodies by offering factual, up-to-date information. Students can then make better decisions from a position of dignity, respect and regard for themselves and others.

Involvement with parents is integral to assisting their communication with their children on sexual development. Primary and secondary parent information sessions are held to support all presentations.

The primary school program is offered as in-class or evening sessions, while secondary school sessions are in-class sessions in the presence of the class teacher.

FLE was presented at 40 schools in 2014-15 involving approximately 8000 students statewide.

Adoption Services

The Catholic Private Adoption Agency offers a statewide service to all parties to adoption, which includes relinquishing parents, adoptive parents and adoptees.

Parents considering the adoption option for their child are assisted to consider all options and sources of support. This may include an adoption plan, but more often will lead to support to parent their child. The Agency deals only with the adoption of Tasmanian children and is represented on the State Government Inter-country Adoption Consultative Committee.

Multicultural Services Programs

The implementation of one entirely new program and the extended funding of another has significantly expanded the work that CatholicCare is doing in the multicultural area. The Multicultural Service Programs (MSP) structure is a way of bringing this work together within a single team that works across four individual but related programs –Humanitarian Settlement Service, Settlement Services, Complex Case Support, and Status Resolution Support Service. This connected team approach creates a scalability that is otherwise very hard to achieve given client numbers in this area are notoriously hard to predict and plan for. The MSP team consists of approximately 20 permanent staff, a similar number of casual staff, and close to 100 volunteers.

Due to a combination of policy shift and circumstance, Humanitarian Settlement Service (HSS) arrival numbers were lower over the past financial year than in previous years. Nonetheless, more than 170 new humanitarian entrants joined the program. The largest cultural group to arrive in 2014/15 was Afghan, while an increased number of Ethiopian and Eritrean families now also call Tasmania home. The main purpose of HSS is to equip new humanitarian entrants with the skills and knowledge they need to begin a new life in Australia. The team works with families in many different ways as they begin to settle into their new communities. During their time in HSS (up to 12 months from arrival) clients attend a series of workshops which provide information about a wide range of topics including education, health, equal opportunities, the law, employment, and many others. Together with the ongoing practical support of caseworkers and volunteers, this process allows people to engage and start to participate in community life. The HSS team also helps foster connections between its clients and the developing

cultural communities in Hobart. Bicultural workers support HSS caseworkers and clients to foster connections with developing communities, and team members are regular attendees at cultural and community events.

The goal of HSS is to encourage clients to become increasingly empowered and self-sufficient. When people leave the program they are able to seek ongoing support, if needed, from Settlement Services which offers strength-based support for up to five years from arrival in Australia. Instead of the intensive wrap around casework support offered by HSS, Settlement Services provides more targeted services

“The goal of HSS is to encourage clients to become increasingly empowered and self-sufficient.”

which build on people’s initial settlement skills and experience. In 2014, CatholicCare successfully tendered for a new, longer term, funding agreement to run a Settlement Services casework program. This means that families can continue to receive support from the MSP team after they exit HSS. This new funding agreement builds on the accommodation support work that the organisation has been providing for many years under the previous Settlement Grants Programme (SGP) banner.

As well as the new casework focus, Settlement Services will continue to run Stitch, which is a longstanding and highly acclaimed group work craft, education, English, and sewing program for women. It focuses on reducing social isolation, developing life skills, and building on levels of self- confidence.





United Nations Photo: Refugees in Myanmar cc flickr

Federal Senator Concetta Fierravanti-Wells who visited Stitch in February, was extremely enthusiastic about the program as were the women who gave her a tour of their workroom, and a wonderful lunch.

Included in CatholicCare's new Settlement Services agreement is funding for a new project aimed at encouraging cultural diversity and social cohesion –the Promoting Positive Diversity Program (PPDP). Participants for PPDP, who are Afghan and Hazara, will be given training and support to share their skills and experiences in a wide range of formal and informal settings. It is an exciting new project that is embracing cultural difference within the community.

The Complex Case Support (CCS) service is available for people who need a level of support that is outside the parameters of either HSS or Settlement Services. CCS provides intensive support to individuals and families from a refugee or migrant background who are experiencing barriers and challenges beyond the scope of settlement programs and general community support agencies. CCS provides an opportunity to work with people in a highly supportive and individually tailored manner. Several families were referred to CCS in 2014/15 and CCS caseworkers worked in collaboration with their HSS colleagues to provide the level of support needed to achieve personal and family outcomes. Strong links with community service providers, legal, child protection and mental health services also enabled positive client outcomes in this period.

In September 2014 CatholicCare began implementing the Status Resolution Support Service (SRSS). SRSS is a new Department of Immigration and Border Protection (DIBP) funded program to support people while they resolve their immigration status, the majority of whom arrived by boat seeking asylum.

All of CatholicCare's SRSS clients are living in the community on bridging visas, but many have barriers to community participation. They do not always have work rights or English language skills and most are relying on tight living allowance payments. As well as providing casework support to people, the SRSS team has been helping with a range of activities aimed at supporting community engagement. Clients who do have work rights have been supported with resume writing and job searching. In the words of one client who had just been granted work rights, "For three years I have eaten from your taxes, now I will find my own job".

Working with and embracing communities is an integral part of MSP work. One of the activities where this is particularly evident is the Light The Way Learning group - a weekly program that provides tuition and language practice to clients from refugee or asylum seeker backgrounds. Participants are linked to mentors, including college and university students, former teachers, and other community

"For three years I have eaten from your taxes, now I will find my own job".

members in order to receive homework, study, or English conversation support. This has been a truly two-way learning experience where mentors and community volunteers are learning just as much as the participants with whom they are working. Although this group was only established recently, attendance suggests it is meeting a need by providing a valuable link between mainstream community and the many developing communities that are thriving in Tasmania.

ACCOMMODATION SUPPORT PROGRAMS

CatholicCare recognises the importance of safe, stable, secure and affordable accommodation by providing support to those in need through our housing and homelessness services. Homelessness is a growing concern in Australia. Tasmanian homelessness services report alarming increases of people who are homeless or who are at risk of homelessness. *Which way home?* A new approach to homelessness (2008) reports that each night, 100,000 Australians are homeless. The Australian Bureau of Statistics from the 2011 Census reporting approximately 1579 people were homeless in Tasmania (an increase from 1145 in 2006). The regional breakdown shows greater Hobart has the highest proportion, at 744 people (47%); Launceston and the North East have 376 people (24%); the West and North West coast areas a very similar number, 375 (24%) and the South East region 87 people (5%), equating to 31.9 people per 10,000 of the population.

CatholicCare Tasmania, as a key organisation supporting Tasmanians who are homeless or at risk of homelessness, has been active in advocating for the needs of our community working towards social justice for those who are most marginalised. This year housing programs have done so through active participation as a member of Homelessness Australia, the Shelter Tasmania Executive Committee, Women's Emergency Services Network, Women's Emergency Service Providers, Tasmanian Youth Housing Homelessness Group, Domestic Violence Crisis Committee, involvement in submissions to the Tasmanian Government (State Budget Submission) and participation on working groups throughout Government.

This year has seen significant changes within the housing and homelessness sector, specifically in how services now respond to those seeking housing and support. The two changes of significance were the

introduction of Housing Connect and Better Housing Futures. These reforms have seen changes to the way Tasmanians access housing and support services, through Housing Connect. Better Housing Futures provides more choice to tenants, and increased social housing provision through the community housing sector.

CatholicCare programs for those who are homeless, at risk of homelessness or in housing stress continues to be in high demand. This is a reflection of the difficult times many of those within our community are facing. Many clients having difficulty entering into the private rental market, are forced to rent substandard dwellings due to lack of options. Many clients find themselves in severe housing stress, paying more than 30% of their income in rent and alarmingly high numbers paying well over 50% of their income in rent. There continues to be a real shortage of affordable housing in Tasmania.

Housing Connect Support CatholicCare's Homelessness and Tenancy Support (CHATS)

CatholicCare's Housing Connect is now in its second year of operation. The collaborative model has continued to provide housing and homelessness support across the state. CHATS provides Housing Connect Services from Hobart, Launceston and across the North West. Launceston also captures referrals from the East coast as far as Bicheno.

CHATS works across three levels of support:

Level 1: Tenancy support to individuals and families in private, public and community housing.

Level 2: Outreach and support considered to be short term floating support (six to 12 weeks intensive).

Level 3 Outreach and support, longer-term case management and support.

Referrals for CHATS are made through the Housing Connect front door. Support provided is through structured case management and case coordination aimed at resolving issues that have, or may lead to, homelessness. Caseloads across the State vary with

the North showing the highest level of demand. The volume of clients requiring assistance reduces the capacity for intensive practical support.

As with any collaborative model, considerable time is needed to develop strong working partnerships. This has been a key focus for CHATS and Housing Connect in all regions and has seen an integrated approach to responding to the needs of those experiencing homelessness and housing stress in our community.



Home and Housed (Assistance with Care and Housing for the Aged)

CatholicCare delivers the Home and Housed service, funded by the Department of Social Services, in the North and North West. Services operate from our Launceston and Burnie offices and are delivered to people living in rural and remote areas.

Home and Housed is available for older people who are homeless or at risk of becoming homeless as a result of experiencing housing stress, not having secure accommodation or are low income. The aim of the program is to help eligible clients to remain in the community through accessing appropriate, sustainable and affordable housing and linking where appropriate to community care.

This free service is available to people over 65 years of age, or those who are prematurely aged due to disability, substance abuse, military service or homelessness. Also eligible are those who were in institutional care or other forms of out-of-home care as a child or youth (or both) sometime during the 20th century. We also assist forgotten soldiers, former child migrants and people from the Stolen Generation.

It is evident that the level of support and assistance required for clients of the program differs significantly with each person. The main common factors are that the majority are from low socio-economic backgrounds, all receive Centrelink benefits, and are financially and materially disadvantaged.

Home and Housed support includes:

- Dealing with issues relating to housing and accommodation
- Looking for private rental
- Applications for public and community housing
- Helping arrange appointments
- Advocacy
- Accessing appropriate community care services
- Referrals to other agencies
- Outreach
- Information and budgeting
- Crisis information and referral

AK Young Women's Emergency Accommodation

AK Young Women's Emergency Accommodation is a 24-hours-a-day, seven-days-a-week program for young women aged from 13-20 years who are homeless or at risk of homelessness.

Short-term accommodation of up to six weeks is provided with a worker on duty 24-hours-a-day to respond to the needs of these young women. The support provided by AK includes:

- Responding to young women in immediate crisis.
- Support reunification for the young person and her family (if safe to do so).
- Assist in linking young women back into school and other educational opportunities.
- Support young women in accessing employment opportunities.
- Address issues of isolation supporting social inclusion.
- Access physical and emotional health services.
- Access income and legal support.
- Link residents to alcohol and other drug support services.
- Support living skill development.
- Assist gain confidence with and improve communication skills

AK provides a number of opportunities in-house to gain skills in general living and provides opportunities for young women to have new experiences through a range of activities which include personal development, art and a number of educational guest speakers which this year have included Comet (legal services) as well as a range of business professionals.

The challenges facing AK Kenny

One the big challenges is drug abuse and Methamphetamine (ICE) use. We have experienced a significant number of young women under the influence of the high risk and dangerous drug ICE, reflecting the current rising trend within Tasmania. Targeted training of staff are ensuring responses are effective, and clients and staff remain safe.

Thank you for your ongoing support and assistance to our girls. Without these donations we would not be able to have provided many of the basic living items our clients have needed.

- Da Angelo Restaurant
- Di Reynolds from the C3 Church
- The University of Tasmania Law School
- Second Bite
- MONA
- Country Women's Association Tasmania
- Banjos
- Sacred Heart College
- ABC Wishing/Giving Tree
- LINC
- Our Catholic community
- Our local school communities
- Our industry allies
- Private donations



REGIONAL SERVICES

Launceston

CatholicCare Launceston has a proud history of delivering a broad range of social services to the local and regional community. CatholicCare Launceston continues this legacy with a number of programs delivering services to the most vulnerable members of our community with high quality innovative and accessible services.

The local office of CatholicCare is home to a range of statewide and regionally focused programs some of which have been delivered for a number of years and are well known in the community. These include our suite of family and relationship counselling services which includes children's, relationship, youth and

adult, and grief, loss and bereavement counselling. Attached to this is our long running and successful Challenging Abusive Behaviours (CAB) group which is continuing to deliver significant outcomes in the challenging field of family violence perpetrator intervention and education.

All staff who work in these programs are committed to engaging with the community to deliver high quality and accessible services. CatholicCare Launceston services provide outreach to several Launceston and regional community centres, neighbourhood houses and child and family centres including an outreach counselling service in Ravenswood Child

and Family centre, Break of Day Child and Family centre, St Helens Neighbourhood House and the George Town hospital. Our workers in the majority of CatholicCare Launceston programs engage directly with the community by delivering high quality, best practice services in clients' own homes with our CHATS, IFSS, FMHSS and Home and Housed programs. CatholicCare Family Services Launceston provides a suite of services that engages with the local communities to facilitate the provision of high quality wrap around support to individuals and families in Launceston and regionally in the North and North East.

North West Coast, Circular Head and West Coast

The North-West branch of CatholicCare Tasmania provides services to a large geographical area identified as the Mersey-Lyell region, stretching from Port Sorell in the East, to Smithton in the West, and South to Strahan and crossing over Cradle Mountain. This is a large area with a diverse population of about 108,000 encompassing residential through to rural and remote communities.

The two regional cities of Burnie and Devonport are the service hubs and the sites of most of the areas' welfare and health services. Access to these services is therefore problematic for people living in smaller communities as public transport infrastructure at its best is poorly developed, and in most cases, non-existent.

There are significant social issues including high unemployment, very low school retention rates and high numbers of teen and single parent families

A full range of CatholicCare's Family Services programs is available from the two main offices in Burnie and Devonport. The federally funded Communities for Children initiative is also delivered by the Burnie branch of CatholicCare Tasmania and focusses on the Burnie community.

We are the largest provider of children's counselling in the North West particularly in the five to 12 age group. Expressive and play techniques are used to facilitate children's working through issues such as family relationships and separation, grief and loss, trauma, bullying and family violence.

We also provide individual and couple counselling. Essentially CatholicCare works with people across all human.

More and more, particularly when children are referred, we provide whole-of-family counselling. The idea is that it is not the child who has the problem but rather it's the family as a whole that may need to make some adjustments in how they function and communicate together.

Communities for Children

The Communities for Children Program (C4C) is funded by the Federal Government's Department of Social Services (DSS), under the Families and Communities Program – Families and Children Activity.

The Families and Children Activity provides early intervention and prevention activities to improve the wellbeing of families and children, enhance family functioning and economic engagement and strengthens communities.

C4C is a well-established collaborative governance framework focused on the needs of vulnerable children and their families in Burnie. It is led as a partnership between the Facilitating Partner and the Consultative Committee, which comprises service providers and community leaders across Burnie.

The Committee sets the direction and focus for C4C

funding through the C4C Community Strategic Plan (CSP), the most recent of which was approved in January 2015. The most recent CSP was developed through extensive consultation with service providers and families in Burnie throughout the latter months of 2014.

The Committee funds service providers for activities that will deliver on the Committee's priorities as expressed in the CSP. Reflecting the collaborative orientation of the C4C, organisations funded through C4C are called Community Partners (or CP). The relationships between the CPs, Facilitating Partner and C4C Committee are built on common purpose, common indicators, and management, evaluation and reporting processes that support a team approach to working with vulnerable families. This is central to C4C effectiveness and essential to ensuring our

work will make a difference for the families we work in partnership with.

C4C Burnie Vision 2015-19

Our vision links to the Burnie City Council's community vision plan, Making Burnie 2030, and has a number of specific and complementary components that reflect the needs and interests of families in Burnie, the values and experience of the C4C Committee and the evidence of what works for families.

The following outcome statements put together present our vision for Burnie:

Children in our community have opportunities to be:

- ▶ Learning and developing
- ▶ Physically healthy
- ▶ Emotionally and socially nurtured.



Families in our community have opportunities to be:

- ▶ Engaged and responsive
- ▶ Learning and developing together
- ▶ Healthy
- ▶ Having fun and enjoying being a family
- ▶ In control and making considered decisions.

Neighbourhoods in our community that:

- ▶ Put children at the centre
- ▶ Are shaped by people who live there
- ▶ Are proud and inspired
- ▶ Value learning and development
- ▶ Support connections between neighbours
- ▶ Are safe.

A family support service system in our community that:

- ▶ Is united around child well-being
- ▶ Supports warm referrals for families
- ▶ Takes a collective approach that is wrapped around families.

Associated headline indicator: Increased access for vulnerable or disadvantaged families

C4C Burnie Practice Principles

This vision is supported by a set of practice principles that underpin our approach.

- ▶ Whole-of-family approach that is family-centred and directed by families.
- ▶ Non-stigmatising, soft entry practice and pathways for families.
- ▶ Use of creative, arts-based, physical and play-centred activity in how we work with families.

- ▶ Adapting and developing existing evidence-based practice to meet the needs of dis- or non-engaged families (including going where people are, and relationship-based approaches).

- ▶ Social ecology theory: layering support and building child-friendly neighbourhoods is central to supporting vulnerable children and families

- ▶ Consumer directed services - engaging people meaningfully in problem or need definition, activity design, delivery and evaluation

- ▶ Team-based approach (collective impact approach) that ensures all stakeholders work together to maximise the value they can offer clients/ participants.

More than 1500 families accessed CfC activities during the year.

Family Law Services

CatholicCare is the largest provider of Family Dispute Resolution/Mediation on the North-West Coast facilitating separated parents to develop a realistic and achievable parenting plan that reflects the best interests and rights of their children.

Part of the process is for each parent to attend our Post Separation Co-operative Parenting Workshop, Weathering Family Separation. The aim of this workshop is to raise awareness that ongoing conflict between parents, and not separation, is what is most detrimental to children and creates future life difficulties for them.

We also provide child consultancies for children to be seen by a trained child consultant. This is particularly useful in high conflict situations and often helps create an attitudinal and behaviour change in parents.





CATHOLICCARE AFFORDABLE HOUSING

CatholicCare Affordable Housing (CCAH) had a fantastic 2014-15, with the addition of a large number of properties to the portfolio, the relocation of services to co-locate and align with sister housing organisation Centacare Evolve Housing (CEH) and continuing to deliver excellent customer service to existing residents.

CCAH has also been working on improving internal quality systems in order to ensure a greater level of transparency and consistency in the way it responds to client needs. The organisation achieved quality accreditation under ISO 9001-2008.

The objective of CCAH is to 'provide affordable housing, property management and tenancy support to a large variety of people who may be experiencing housing stress, living with disability, ageing and low income levels while promoting equality and appreciation of diversity'.

Significantly, a major contribution to CCAH's objectives this year has been the growth of the affordable housing portfolio enabled through the

National Rental Affordability Scheme (NRAS). Success has seen the owned and managed portfolio increase to almost 400 independent living units. A particular highlight has been the ongoing partnership with Wilson Homes which has undertaken the bulk of CCAH's construction program. This year we completed:

Two-Bedroom Units: Lindisfarne 5, Riverside 20, East Devonport 30.

Further, CCAH has also seen the construction of:

- ▶ One x three-bedroom house in Burnie.
- ▶ One purpose-built disability group home in Geilston Bay.
- ▶ Development of seven additional units on existing sites at Kingston.
- ▶ The refurbishment of the former Catholic Church at Risdon Vale into three x two-bedroom units.

CCAH understands that the provision of shelter is a primary human need that should be regarded as a right of every individual. By constructing properties that are affordable, accessible, high quality and

well maintained, CCAH is responding to this by alleviating housing stress and enhancing the lives of our residents.

Additionally, by building within established areas with appropriate amenities, we are offering quality, long-term accommodation and the opportunity to live in thriving communities.

As an example, the site in East Devonport where the 30 new self-contained independent living units have been developed, is in the heart of a community that has been historically disenfranchised. The development however is strategically located adjacent to a school and close to services and transport. It is well planned and makes a significant contribution to the local community by enabling residents to join stable, nurturing environments and building long-term connections.

Importantly for CCAH and our residents is the quality of the product that Wilson Homes is able to put on the ground. CCAH and Wilson Homes' consideration of residents' age, possible mobility constraints and

liveability issues led to the decision to build in traditional brick veneer, which also delivered the best return on investment.

Specific design features were used to provide a point of difference in the market yet remain affordable. Key development features include:

- ▶ Brick entry fencing with letterbox enclosures.
- ▶ Single car garages.
- ▶ Generous concrete driveways.
- ▶ Landscaping.
- ▶ Double-glazed awning windows.
- ▶ Open-plan living areas.
- ▶ Window furnishings.
- ▶ Tiled wet areas.
- ▶ Walk-in tiled shower bases.
- ▶ Reverse cycle air conditioners (heat-pumps).

CCAH and Wilson Homes share a passion for providing affordable housing to disadvantaged Tasmanians, and work closely together on all joint projects. This approach, which also sees close attention to resident allocation in order to ensure a sustainable tenancy, has proven to be mutually beneficial to the outcome of our housing developments.

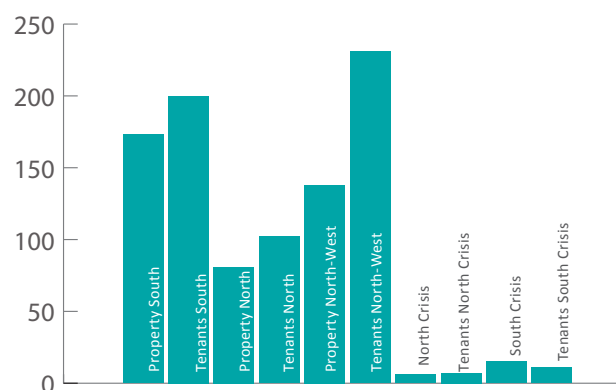
“I can’t believe I have been given a brand new home to rent. I have never had anything brand new like this in my life. It is such an honour to live here.”
(East Devonport resident).

Wilson Homes is unquestionable in the quality of its workmanship, attention to detail and ability to deliver on time and within budget, all characteristics that are crucial to CCAH’s ability to pass on real savings to our residents.

Low-building costs enable exceptional value for money and when combined with the NRAS rental

subsidy, it delivers very affordable housing as a real option for those struggling to rent privately. Under NRAS contractual obligations for incentive payments, priority in tenancing is given to senior Tasmanians (aged 55+) or people living with a disability. Our capacity to deliver low-cost, quality homes allows us to provide affordable rents of at least 20% less than the current market rate, which in dollar terms saves residents approximately \$50 a week. The current property portfolio for CCAH sits at 393 properties statewide with an additional 21 properties within our small but dynamic crisis housing program. With the management of these properties comes the responsibility for 550 residents.

Fig 1. Property Composition



Obviously our construction program has been a major focus for this year but this has not been at the expense of the continued delivery of quality tenancy and property management services to our residents.

With growing demand for quality accommodation that is stable and affordable and the increasingly complex needs of our clients, our services extend beyond those of a mere landlord.

CCAH is a key player in the social housing spectrum and accesses a range of professional services from within the broader CatholicCare organisation in

order to support a number of residents who may be experiencing difficulties in sustaining a tenancy. Services sourced include mental health support, home help and financial management. By facilitating access to these important services, CCAH plays a role in providing stable tenancies from which our residents can build a strong foundation.

Added to this is our commitment to working within the disability space as evidenced by the development of a fantastic group home for young people with an intellectual disability. In a partnership with STAR Tasmania we have enabled four young people to live independently with support in an environment outside that of a residential care facility. This has also provided much-needed confidence for parents that their adult children will be able to flourish in a new situation.

STAR Tasmania is a specialised, community-based organisation providing a range of services focused on quality assured, client-centred service delivery for people with disabilities. CCAH is encouraged by the success of this pilot project to date and looks forward to building similar partnerships as the National Disability Insurance Scheme (NDIS) capital component is rolled out.

CCAH will continue to respond to the evolving needs of the community with the hope that we can diversify further with a focus on providing more affordable and sustainable housing. We will continue to provide opportunity, choice, security and hope to those that rent or wish to rent our properties. We are committed to delivering high standard quality homes along with the responsibility of providing excellent property and tenancy management.

“Renting through CatholicCare has made such a difference to my life, my rent was double to what I pay now, and I can now afford to go places and buy things I never could before”. (Resident)

CENTACARE EVOLVE HOUSING

State Manager Housing Operations, Kim Bomford

The past year has been a significant one for our small but dynamic organisation. As I reflect on our journey so far I am amazed at the progress after only 13 months of operation.

Centacare Evolve Housing (CEH) has key strategic alliances with a number of organisations including Evolve Housing NSW, Wilson Homes, Wayston Building Services, THL Real Estate, University of Tasmania (UTAS) and Jordan River Services. Each partnership is critical to the success of our strategic plan and associated outcomes over the life of our Agreement with the Tasmanian State Government.

Our progress is due to the commitment and dedication of the many individuals across both our own organisation and those of our stakeholders. Crucial too has been the acceptance and support of our residents and broader community.

CEH also keeps the over-arching vision to:

RENEW the community as a thriving, inclusive and sustainable place to live and work.

RESTORE links between the private sector, public sector and community organisations.

REVITALISE partnerships between support providers and housing groups.

REGENERATE opportunities for education, training, jobs and development.

REVIVE the aspirations of the community.

These are in the forefront of our minds in seeking to develop plans and determine directions for the delivery of programs into the future.

Now firmly ensconced in office space that perfectly meets our operational needs, and more importantly is accessible to our residents and stakeholders, we are

making our presence felt in this diverse community.

During the 2014-15 year, CEH has begun to deliver on our commitments. Importantly we have been able to balance short-term but absolutely tangible outcomes for our residents on a day-to-day basis whilst beginning work on progressing the big picture, long-term gains that will benefit the community as a whole.

ACHIEVEMENTS TO DATE

Tenancy and Property

Tangible benefits to our residents include allocating housing that appropriately meets the needs of our applicants and being responsive to tenancy and maintenance issues. In 13 months CEH has:

- ▶ An occupancy rate of 99%.
- ▶ Housed 155 applicants, 80% of whom have a priority need.
- ▶ Signed 800 residents to a direct lease with CEH which far exceeded our expectations.
- ▶ Responded to 3578 maintenance requests (average 60 per week).
- ▶ Undertaken 196 property upgrades.
- ▶ Installed 192 heat pumps.

Sales and Development

A development application for the construction of 78 x two-bedroom energy efficient units in Bridgewater has been approved by Brighton City Council with work on the first 16 units expected to be completed by November 2015. Our key partner Wilson Homes is managing the project which is expected to provide much-needed renewal in the precinct and opportunities for the realignment of stock to meet resident demand.

Eight properties identified as surplus to demand have also been sold which will further enhance the diversity of tenure type so important to the regeneration of precincts with traditionally high levels of social housing. CEH has welcomed this interest and looks forward to further increasing the levels of affordable home ownership.

Community Engagement

Less tangible but equally important for the long-term renewal and sustainability of our community are a number of large scale projects that are either new on the ground or are now in development. Already, CEH has been instrumental in delivering a number of valuable community and educational opportunities including the:

- ▶ Pregnancy, Education and Parenting (PrEP) program.
- ▶ Emergency Food Relief program.
- ▶ Waterbridge Pantry Food Co-Op and Gardens partnership program.
- ▶ Community Engagement Events.

Further to this, work on our partnership with UTAS and the development of a 10-year community engagement plan is progressing well. This project will see significant consultation using a number of forums (including resident surveys) to gather data to inform the research project.

The major benefit derived by CEH is the development of a long-term strategy that includes avenues to include those who are most disadvantaged within the community.

Master planning and undertaking a social return on investment analysis are key pieces of work that are now underway. These will provide the basis from

which to develop a community renewal process that enhances both the built form and the lived experience of our residents and community. It is our intention that in partnership with Brighton Council and others that this will be a platform from which we can attract further investment into the area.

Vital to any community engagement is a forum to test ideas, to provide a focus for input and an opportunity to hear a diverse range of voices. CEH has now called for expressions of interest from community stakeholders and residents to form our own community engagement and development reference group and we are looking forward to seeing where this takes us.

Resident Testimonials

"The old kitchen was very dark, and felt small. It had a dark red vinyl on the floor and a large wooden cupboard that prevented me seeing into the lounge. The tradesmen pulled out the wooden cupboard which has really increased the size of the living area. I can now see through to the lounge and it's an open plan style which I like. I was worried that with the changes I would lose storage space, but I have new overhead cupboards, and the guys even installed a bookcase in the end of the bench where I can put my books and DVDs. It's great."

Gaylene, a resident of Gagebrook

"I reviewed Mr O and admired the new shower that you and your crew installed in record time. I wish to thank you and your crew on such efficient work that has made his life with illness a lot easier and safer....."

Occupational Therapist



Willson Training transitions to new management arrangements

Willson Training, the Registered Training Organisation (RTO) of the Catholic Church in Tasmania, is under new management arrangements with employment and training specialists Work & Training Ltd providing management support to the organisation, with a view to progressively taking over the RTO operation fully from January 1 2016.

In April this year, the Board of CatholicCare Tasmania made a decision to wind down the operations of Willson Training and transfer operations to another RTO. The Board cited continuing financial losses of the business unit as the primary reason.

Understandably, were saddened we had to make this decision.

We are very proud of the work of all of our staff, and the outcomes they and their predecessors have managed to achieve.

We have no doubt Willson Training has made a very positive impact on the lives of thousands of Tasmanians and will leave a positive legacy.

Willson Training is the second oldest RTO in the state, with a history spanning 34 years in Tasmania.

Named after the first Catholic Bishop of Hobart Town, Robert Willson (1842-66), the RTO was a trailblazer in hospitality education in the 1980s before moving into training in areas such as child and aged care.

At the end of June there were approximately 400 students enrolled with Willson Training, most of whom will complete their studies in the transition period.

The eight Willson Training staff will continue to deliver training under the Willson Training brand, operated by Work & Training in close collaboration with CatholicCare and the Archdiocese of Hobart.

Work & Training's Training Services Manager, Peter Burridge, said the changes would take place through

a staged transition with Willson Training initially continuing to operate as it has, with operational support from Work & Training.

Senior staff from CatholicCare and Work & Training are working together to plan and develop a range of courses to be delivered in the future by Work & Training under the Willson Training name.

Willson Training will add value in areas that Work & Training doesn't currently work in, such as early childhood education and care, foundation skills, customer contact, and also its very well-established reputation supporting high needs job seekers.

Willson Training students studied a range of Certificate II and III courses, diplomas, and equity programs, tailored to meet client needs and to help them re-engage in society or learning.

Much of the training is done off-site in venues such as child and family centres, neighbourhood houses and LINC's around Tasmania.

Work & Training provides training in a wide variety of other courses including hospitality, business administration and aged care, which will be offered to current and past students of Willson Training to further their career opportunities.

While it is regretted Willson Training will not continue under the Archdiocese of Hobart/CatholicCare banner in 2016, it is felt the outcome is a positive arrangement which will see the key trainee target groups that have been so well served by Willson in the past well provided for by Willson/Work & Training into the future.

A sincere acknowledgement and big thank you to all committed staff who have worked so well over more than three decades, to ensure the lives of Willson Training students have been improved and enhanced through education.



CatholicCare Tasmania Child Care Services

The vision of CatholicCare's Child Care Services is to be the first choice provider of Children's Services in Tasmania, bringing together the most innovative, creative and professional Educators to provide the highest quality early education and care environments for children and their families from all walks of life.

Bush Kinder

Inspired by the European 'forest' pre-schools, we opened our own Bush Kinder at the first Long Day Care program dedicated to three to five-year-old children at St Anthony's Catholic Primary School. Spending time in the natural environment (rain, hail or shine) without conventional 'toys' allows children to develop their imagination and understanding of the world around them. Nature play encourages children to develop an organic connection and respect for the environment, whilst continuing the developmental progression of conventional kinder programs.

Early Learning at St Anthony's pre-school program was developed in response to the community need for support for children in the years immediately prior to starting school, and the entrants to St Anthony's Primary School. The program is led by our qualified early childhood teachers and educators, who focus on stimulating and encouraging children's learning.

Regional Focus

Our work in Tasmania's regional areas continues to grow as we support a larger number of families through Outside School Hours Care programs at the following regional Catholic Primary Schools:

- ▶ John Paul II in Rokeby
- ▶ Our Lady of Lourdes in Devonport
- ▶ St Paul's in Bridgewater
- ▶ Our Lady of Mercy in Deloraine

Additional Needs Care

We support children with additional needs through:

- ▶ Increased Child: Educator ratios (between five and 10 extra educators a week in services across the State to support inclusion of children with additional needs).
- ▶ Ensuring inclusion and support of all children within the program.
- ▶ Recognising that families value and rely on our quality of care for all children in the community.

Families in Crisis – Alliance of Support

An alliance of support between like-minded organisations has been developed, dedicated to assisting families that are experiencing, or at risk of, hardship. Ongoing health or financial problems wreak havoc on home life often creating negative, unstable and sometimes unsafe environments. Many children require respite from these situations and we have been able to provide that care in an increasing capacity thanks to alliance partners Mission Australia, Department of Child Protection Tasmania, McCombe House (Salvation Army), Hobart Women's Shelter, East Devonport Children and Family Centre, plus internal CatholicCare clients.

Occasional Care Future Focus

Our future focus includes responding to increased community demand for Occasional Care at our Tower Road site in New Town. Works are underway for an exciting new venue to meet the growing needs of families. Our educators have enjoyed welcoming many new siblings of existing children – a testament to families supporting the wonderful program provided by the team, and the unique family grouping arrangement.



Staff Profile: Sarah Jones**Position: Children's Services Administrator****Year commenced: 2013**

I began working under the CatholicCare banner for Willson Training, which gave me some incredible opportunities to undertake a traineeship and further my skills, as well as working in a meaningful and community-focused environment.

We, along with many CatholicCare and Archdiocese of Hobart staff, have accessed childcare at our flagship site Tower Road, in New Town. It is very comforting for the children to know that their families are close by, or even working at another school at Outside School Hours Care. The younger children at Tower Road are seen on regular excursions around the site exploring the fish pond, using the 'big kitchen' to cook their afternoon tea and then sharing it with staff lucky enough to be in offices along the hallway.

Giving back to the community has become a big part of what I see as important, and I am able to do this through my work at CatholicCare.

I have now become part of the Children's Services team which I love, and which has been an amazing support for myself and my daughter Mia



Work Health and Safety

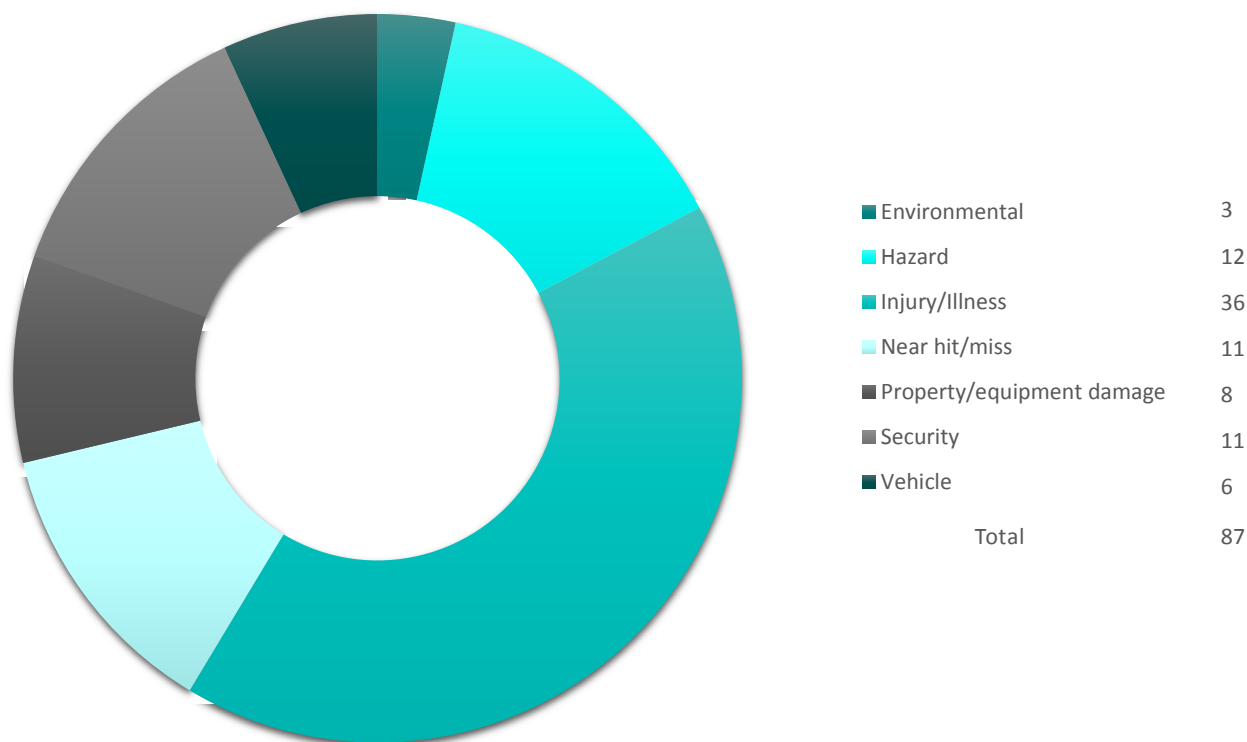
CatholicCare continues to focus on providing a safe environment for both workers and clients.

Communication and consultation play a vital role in our Work Health and Safety (WHS) management system. CatholicCare's statewide WHS Committee has representation from all work groups and safety is an item on all program agendas.

The centralised Archdiocesan incident management system ensures staff use online notification forms to record incidents across a number of categories. The past year saw an increase in the number of hazards and near hit/misses notified which is evidence of a heightened WHS culture.

Staff receive regular information and training regarding the Work Health and Safety Act 2012. Online training through the Learning Manager platform also began in June 2015.

CatholicCare RMSS incidents 2014-15



CATHOLICCARE SERVICES

Service

Family and Relationship Counselling

Specialist Family Violence Service

▶ Challenging Abusive Behaviours Men's Program

▶ Men and Family Relationships

Children's Program

▶ Counselling

▶ Kids' Express

Family and Relationship Education and Skills Training

Family Support Programs

▶ Reunification (Pathway Home) Program

▶ New Directions For Parents

Adoption

Family Life Education

Location

Hobart, Launceston, Burnie

Hobart, Burnie

Hobart, Launceston Burnie, Devonport

Burnie, Launceston

Hobart, Launceston, Burnie

Hobart

Hobart, Launceston, Burnie

Hobart

Hobart

Hobart, Launceston, Burnie

Hobart, Launceston, Burnie

Funding source

Department of Social Services

Department of Social Services

Tasmanian Community Fund

Department of Social Services

Department of Social Services

Department of Social Services

Department of Social Services

State Department of Health and Human Services

Clarendon Children Home Inc.

State Department of Health and Human Services

Fee-for-service

Service

Regional Family Dispute Resolution

Home and Housed

Communities for Children

CatholicCare Homelessness and Tenancy Support (CHATS)

AK Young Women's Refuge
Emergency Accommodation Service

Multicultural Services Programs

Willson Training/Work & Training -
Registered Training Organisation

CatholicCare Tasmania Community Housing Association

CatholicCare Tasmania Child Care Service

Location

Burnie

Launceston, Burnie

Burnie

Hobart, Launceston, Burnie

Hobart

Hobart

Hobart, Launceston, Burnie

Statewide

Statewide

Funding source

Department of Social Services

Department of Social Services

Department of Social Services

State Department of Health and Human Services
Housing Connect

Federal and State Government

Department of Social Services
Department of Immigration and Border Protection

Skills Tasmania, State and Federal Government

CatholicCare, State and Federal Government

CatholicCare, State and Federal Government

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