

# Annual Review 2016-17

We're with you



**CatholicCare**  
Social Services



# CatholicCare

## Social Services



**Robert McGuckin**  
Bishop

As the Social Services ministry of the Roman Catholic Diocese of Toowoomba, CatholicCare Social Services has continued to support people across our vast region, with locally-based staff and volunteers who are committed to ensuring the best possible supports are provided. Their ongoing missional focus to empower individuals, families and communities has been evident over the last 12 months as this report attests. Likewise, the CatholicCare Board has continued to oversee the organisation with a renewed sense of direction and have shared their wisdom with the executive leadership team throughout the year. I am continually encouraged to see the difference that can be made in the lives of the vulnerable by dedicated professionals who are working to bring hope and light to the lost, least and the lonely.

May God bless the work of CatholicCare, the staff, volunteers and supporters as they strive for their Vision of a society that is just and compassionate.



**Kate Venables**  
Director

In 2016-2017, I can proudly say that as we have delivered high quality support services on a day to day basis, we have been able to focus on successful outcomes for those we work with and improve the effectiveness of our services across the region. Each year brings new opportunities and challenges, and last year was no exception with the roll out of the NDIS, changing government contracts and increased market competition from large organisations. In response we have focussed on broadening our income base, growing our partnering skills and deliverables and strengthening our staffing body. CatholicCare is blessed with a dedicated and engaged staffing cohort and an amazingly generous volunteer body. Each of them are active in our Mission, committed to our Catholic identity and proud of the work achieved for the Kingdom of God. I would like to acknowledge the support of our Commonwealth and State Government partners, in addition to our community partners across south west Queensland, who are likewise committed to making a difference in the lives of the vulnerable. Finally thank you to all of our staff, volunteers, Board members and stakeholders for your continued support - I look forward to continuing our work together in the following years to come.



**John Olive**  
Chair

It is with much pleasure that I am able to report on another successful year for CatholicCare Social Services.

This year the focus has been on the strategic positioning of the organisation for the future, as we focus on developing robust governance and finance systems, our leadership team and growing our partnerships across the Diocese.

Working steadily towards our 2016-2020 Strategic Plan, we have consolidated our Corporate Services team, increased the range and diversity of services, improved our financial position and achieved success with a number of tenders.

On behalf of the Board, I wish to say thank you to the CatholicCare team. Your energy, dedication and passion are reflected in each encounter with clients, in community forums and meetings and in your willingness to go above and beyond to provide the best possible support to all you journey with.

## Our Mission

Our Mission is to empower individuals, families and communities to meet the challenges of life and relationships.

## Our Values

Our values inform the way that our people relate to the community, those we serve and to each other.:

Compassion | Respect | Integrity | Justice | Hope

## Our Vision

A community of kindness and justice reflecting Christ's mission.



# We're with you

## WHAT WE'VE DONE | Facts and Figures 2016-17



We travelled 252,183kms  
across the Diocese

238

Individuals attended a  
Pre-Mediation (FDR) Info Session



Supported 199 Clients from 22 different  
countries, provided 1,553 group program  
sessions through TRAMS

4,000

hours donated by our volunteers



Attendance at WHADDUP increased from 50 to 120  
kids each Friday night



246 people attended parenting workshops



681 individuals participated in the Family  
Dispute Resolution Process, 112 Families  
engaged in Joint Sessions resulting in  
108 Parenting Plans being created



169 Oral Submissions and 118 written ones were  
created by the Community Justice Group

## STAFF SURVEY | Staff Opinions 2016-17

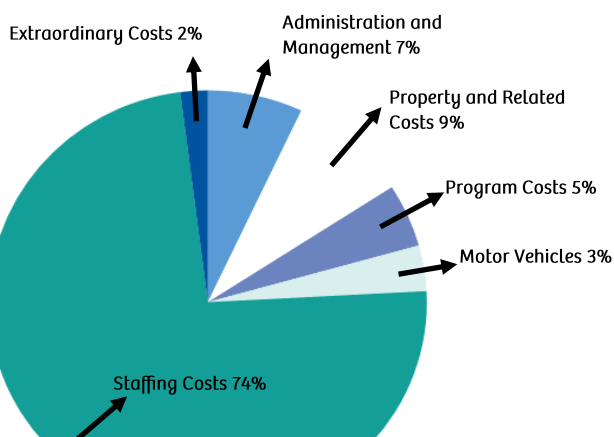
### What staff think works well?

- Assurance of Safe and Supportive environment for staff and clients
- Leading by example and living out our mission and values
- Community and person-centred focus

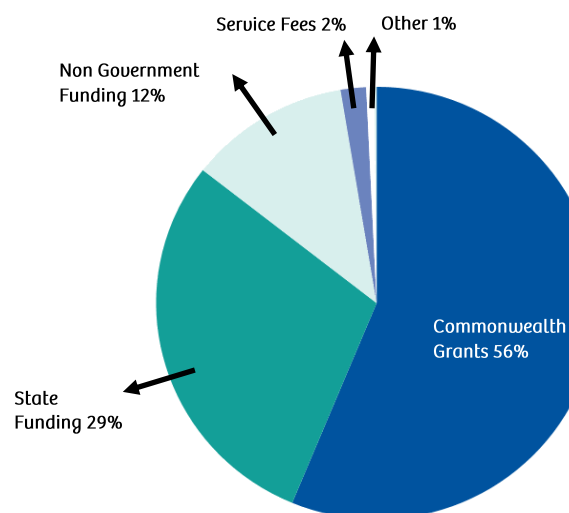
### Staff enjoy working at CatholicCare because of:

- The dedication and commitment of Management and Employees to support, enhance and advocate.
- The Faith based, Social Justice and Community Orientated Focus
- Flexible Work Arrangements and Opportunities for professional development
- The work supporting Individuals and Families through life's difficulties

## TOTAL | Expenditure 2016-17



## TOTAL | Income 2016-17



## Where we go



## What we have done

- Supported Individuals, Couples and Families through the Family and Relationship Counselling Services across the Darling Downs
- Provided Counselling through the Employee Assistance Program (EAP)
- Attended and provided Counselling in Catholic Schools in Goondiwindi and St George
- Provided Pre Marriage Education to engaged couples through the FOCCUS program
- Supplied Family Dispute Resolution services via the Family Relationship Centre
- Delivered Family Law Counselling and Education Services for separated and separating parents
- Supported Indigenous and Torres Strait Islander victims and offenders through our Community Justice Group
- Supported participants with severe and complex mental health issues through PIR
- Provided support for those experiencing Domestic and Family Violence in South West QLD through the Safer Families Support Service
- Raised awareness about the realities of the Refugee stories
- Delivered Settlement Support Services for Humanitarian Entrants and Eligible Migrants
- Built Linkages and Supports for Refugees and Migrants in our Toowoomba Community through TRAMS
- Delivered Quarterly Driver Education Workshops for indigenous community members
- Enabled Aboriginal and Torres Strait Islander young people to access fun, food and community support through WHADDUP



### Our Leadership Team

Stacey | Hannah | Zoe | Lyn | Stuart | Kate

*From left to right*

## OUR SUPPORT

CatholicCare could not provide these essential services across the regions without the invaluable support of funding bodies, partners and supporters. We are extremely appreciative of the ongoing commitment and support.

### Partners and Supporters

QLD Police Service | Redbourne Health Services | TASC | headspace Toowoomba | Toowoomba Youth Service | United Synergies | Aboriginal and Torres Strait Islander Legal Service | Darling Heights State School | Harris Town State School | Downlands College | Fairholme College | Toowoomba Grammar School | Police Citizens Youth Club | Empire Theatre | Carbal Medical Services | Teen Challenge | Multicultural Development Association | QPASTT | Toowoomba Aboriginal Sporting Community Association | Toowoomba Magistrates Court | Toowoomba Regional Council | Toowoomba Social Justice Commission | University of Southern Queensland | University of Queensland |

### Funding Bodies

Commonwealth Government | Queensland Government | Mercy Works | Foundation for Rural and Regional Renewal | Lifeline Darling Downs and South West Queensland | Roman Catholic Diocese of Toowoomba

