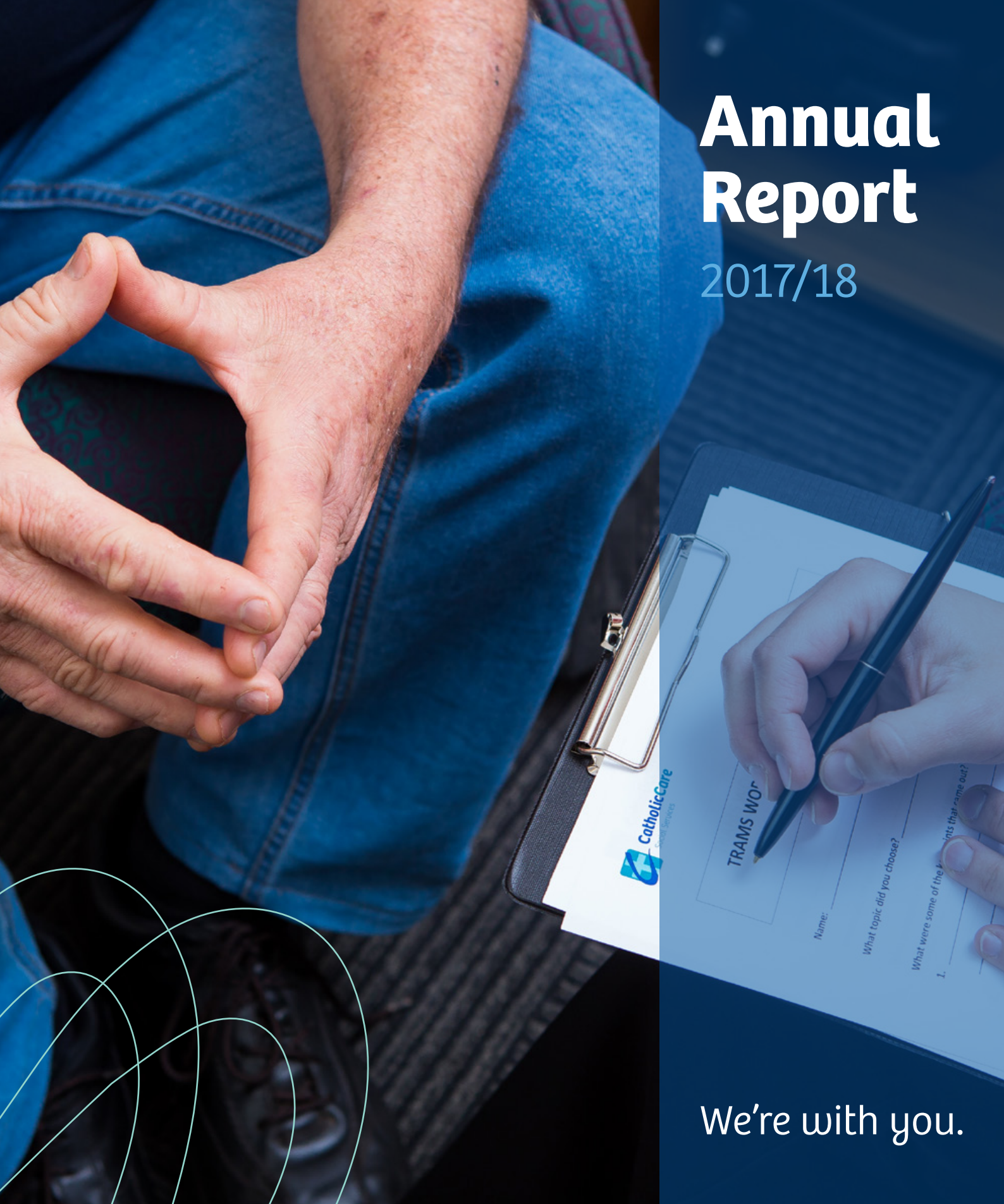


Annual Report

2017/18



We're with you.



CatholicCare
Social Services

A close-up photograph of a woman with long, wavy brown hair, laughing heartily. Her head is tilted back, and her eyes are closed in a joyful expression. The image is covered with a semi-transparent blue filter. The text "We're with you." is overlaid in a light blue, sans-serif font.

We're
with you.

We're with you.

As the social services agency of the Catholic Diocese of Toowoomba, CatholicCare provides a range of services to promote individual, family and community wellbeing.

From humble beginnings in 1983 of lunchtime counselling sessions conducted by volunteer workers, CatholicCare now employs approximately 50 staff and over 170 volunteers that service an area of nearly 500,000km² in Southwest Queensland.

CatholicCare supports all clients in an inclusive environment that welcomes diversity.

CatholicCare are welcoming of and support/work with clients from:

- All cultural backgrounds including refugees, migrants and new settlers to Toowoomba
- Indigenous Australians and Torres Strait Islanders
- All religious and spiritual beliefs
- All relationships and family's structures

Vision

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

Mission

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

Values

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

Supporting families at the pressure points over their lifespan

Our Services include:

- Family Support Program (Counselling, Education and Family Dispute Resolution),
- Toowoomba Refugee and Migrant Support (TRAMS),
- Aboriginal and Torres Strait Islander Peoples Service,
- Employee Assistance Program and
- Mental Health Services (including Partners in Recovery).

Our Team

Our staff are a diverse, eclectic group of caring individuals whose personal values align perfectly with CatholicCare's mission to 'empower individuals, families and communities'.

With a wide range of qualifications, expertise and life experience our staff have the perfect mix to go above and beyond a basic service and put great outcomes for our clients within an arm's reach.

Staff Numbers

45

OFFICE:

Toowoomba

Roma

40

3

St George

Charleville

1

1

STAFF COMMUNITY CONNECTIONS:

Migrants

Indigenous

5

4

GENDER:

Male

Female

5

40

From the Bishop

As the largest social service agency of the Diocese, CatholicCare embodies many of our Catholic Social Teaching principles in their work with clients across different communities, towns and cultures. Our staff treat their clients with dignity, ensuring that their support is grounded in hope and founded on gospel values.

As CatholicCare staff connect with clients in ways that are compassionate and respectful, inclusive and non-judgemental, they are following Pope Francis' direction to take the Church 'to the streets'.

In the past 12 months, CatholicCare has continued to grow stronger as an organisation committed to supporting vulnerable people in times of need and give back to the communities across South West Queensland.

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 kind.



Bishop Robert McGuckin



“...CatholicCare staff connect with clients in ways that are compassionate and respectful, inclusive and non-judgemental...”



Chairperson's Report

More than halfway through our Strategic Plan (2016-2020), we have established our CatholicCare brand, guaranteeing we are known as an essential social services provider across the Diocese.

Our region is diverse and culturally rich. Engaging in meaningful collaboration is how we can ensure that we adequately understand service gaps and design responsive programs to support unmet needs within the community. Our increased visual presence in Toowoomba has enabled us to grow our relationships with a wide variety of stakeholders across health, education, business and government agencies.

Our overall strategic focus has continued to ensure that our services are more accessible, meeting both individual and community need. We have developed a number of new evidence-based programs in our mediation and counselling services that offer practical and caring support to those who need it most.

We have staunchly reaffirmed our commitment to the key services, initiated by the Board and developed and delivered by management and staff. These include:

- Aboriginal and Torres Strait Islander Peoples Service
- Counselling and Education Services
- Family Relationship Centre
- Family Support Services (including NDIS services)
- Mental Health Services (including Partners in Recovery)
- Refugee and Migrant Support Programs (TRAMS)
- Safer Families Support Services (Domestic Violence Prevention program)

The Board has continued to contribute to the success of our organisation as our governance structures strengthen, and broader community relationships develop. With our Deputy, Andrea Frost, I thank the CatholicCare Board for their support, particularly noting the service of departing members: Dr Doug Birrell, Roberto Garcia, Michele Alroe and Kerry Shine.

Finally, I place on the record my thanks to the remarkable CatholicCare team, led by Executive Director, Kate Venables. The board is grateful for the commitment and dedication of all CatholicCare staff across the diocese during 2018.

This report is testament to an organisation that continues to strengthen and is well placed to meet the emerging needs of the community we serve.



John Olive



“ Our increased visual presence in Toowoomba has enabled us to grow our relationships with a wide variety of stakeholders across health, education, business and government agencies. ”



Executive Director's Report

Our 2017-2018 year had many exciting accomplishments as we continued to empower individuals, families and communities to meet the challenges of life and relationships, bringing hope to many and assure our clients that 'we're with them'.

We were able to support more than 2,800 people across all of our programs throughout the Darling Downs and South West QLD.

- We saw significant growth in our Family Relationship Centre with our new Future Families program designed to work specifically with Aboriginal and Torres Strait Islander and multicultural families in Toowoomba and in Roma.
- With our new BLESS (Building Linkages and Empowering the South Sudanese) service we began work with the South Sudanese community to raise their awareness regarding Domestic and Family Violence and build connections with local DV services.
- We were delighted to welcome our TRAMS service and wonderful volunteers into our Ruthven St site with renovated offices, Hall and garden play area for the children to enjoy.
- We were successful with the Department of Social Service's Strong and Resilient Communities funding and commenced our Which Way program extending our WHADDUP youth group reach.
- CatholicCare sponsored the Not for Profit Award for the Heritage Bank and CCIQ Business Excellence Awards. The decision to sponsor the award cemented our partnership with the Toowoomba Chamber of Commerce and raised our profile with local businesses in the area.
- We successfully gained ISO 9001 quality certification in December 2017 and then were registered with the NDIS, ensuring our processes are accountable, transparent and best practice.
- We began a new exciting research project with USQ working with our WHADDUP program, measuring the way it builds the social and emotional wellbeing of regional Indigenous Australian youth.
- We continued to work with St Vincent's Private Hospital and Toowoomba Catholic Schools and grow our partnerships with other Catholic agencies.

Our staff have continued to develop within their teams, grow their skills and deepen their practice knowledge.

We bedded down our workplace culture and saw our values of compassion, hope, respect, integrity and respect lived out as staff interacted with clients, volunteers, community members and each other.

Our staff turnover was lower than the previous year and our BPA staff survey indicated staff felt well supported, and 70% feel CatholicCare is a truly great place to work.

We are excited as we look forward to the next year and see some of our plans bear fruit.

We will be rolling out our new SPARK workshop (Separated Parents are Raising Kids) for separated parents, growing our EAP (Employee Assistance Program) services for local businesses want to support their employees, and see our WHICH WAY holiday camps begin.

Of course, our new website and brand refresh will ensure that we are able to communicate our successes, new programs and up-to-date news and feedback.



Kate Venables



“We were able to support more than 2,800 people across all of our programs throughout the Darling Downs and South West QLD.”

Corporate Governance

CatholicCare Social Services is committed to delivering services that empower individuals, families and communities to meet the challenges of life and relationships while meeting the needs of our diverse community.

Throughout 2017/18, CatholicCare Social Services conducted significant regional consultation, workforce capability building and strengthening of strategic partnerships to support service delivery and increase the accessibility of Counselling and Education services; Refugee and Migrant Support Services and Family Support Services.

CatholicCare's Board initiated extensive community consultation with a number of organisations including Commonwealth Department of Social Services Queensland Health (Division of Mental Health, Alcohol and Other Drug Services), Darling Downs and West Moreton PHN, Education Queensland, TAFE Qld, Toowoomba Regional Council, Toowoomba Chamber of Commerce, Toowoomba International Multicultural Society, Refugee Talent, Heritage Bank and University of Southern Queensland, to identify service gaps and any unmet needs within the community.

Bishop Robert McGuckin
Catholic Diocese of Toowoomba

CatholicCare Board

Executive Director



Our Board



Mr John Olive
Chairperson

John has served on the CatholicCare Social Services board since 2014 and was appointed to the role of Chairperson late 2016.

John is a qualified Chartered Accountant, a Partner at Horizon Accounting Group and is recognised by the Taxation Institute of Australia as a Chartered Tax Advisor.

John has extensive experience advising a broad range of clients, and holds a particular passion for supporting small to medium family enterprises.



Ms Andrea Frost
Deputy Chairperson

Andrea has served on the CatholicCare Social Services board since 2015 and was appointed to the role of Deputy Chairperson late 2016.

She has enjoyed an extensive career in journalism, communication and stakeholder engagement and currently works co-ordinating media and communications for Toowoomba Catholic Schools.

Andrea holds a Bachelor of Education from USQ as well as a Master of Arts (Journalism and Mass Communication) from Griffith University.



Father Ray Crowley
Member

Father Ray Crowley has served on the CatholicCare Social Services board since 2016. Originally a student of St Joseph's and St Mary's in Toowoomba, Father Ray was ordained in 1972 and served in Parishes in Warwick, South Toowoomba and Roma.

In 1982, Father Ray was entrusted to initiate the Counselling Departments in two of our Diocesan Colleges, building and supporting the departments of Counsellors and Chaplains across the Catholic Framework.

Today Father Ray provides support to Chaplains in Catholic Education and has a wider involvement in the community, particularly facilitating groups for those affected by grief and walking with those who are dying.



Ms Michele Alroe
Member

Michelle has served on the CatholicCare Social Services board since 2016. Michelle is a proprietor of a successful local business, Alroe & O'Sullivan's Solicitors, and served as a Councillor on the Toowoomba City Council from 2000 to 2008.

Michelle's well-developed leadership skills, extensive experience and generosity of spirit enable her to provide meaningful and quality support to local business women through Leading Ladies Toowoomba and the Circle Club and to Toowoomba Flexi School students (part of the Centenary Heights High School campus) through her role on the Mentoring Team.



Mr Kerry Shine

Member

Kerry has served on the CatholicCare Social Services board since 2013. A Solicitor by profession, Kerry founded the now nationwide company, Shine Lawyers in 1976 where he remained until 1998.

Kerry served as the Member for Toowoomba North from 2001 to 2012 and during his time in the Queensland parliament Kerry served in various positions including as Queensland's Attorney-General and Minister of Justice.

Among his many local contributions Kerry has served on the Council for the University of Southern Queensland and member of the Toowoomba Chamber of Commerce, plus assisting various sporting clubs including the Rangers Rugby Union Football Club and Queensland Country Cricket



Dr Doug Birrell

Member

Doug has served on the CatholicCare Social Services board since 2016 and is also a member of the parish council at St Patrick's Cathedral and the St Patrick's Safeguarding Team for children and vulnerable adults.

Doug is an English medical graduate who moved to Australia with his family in 1975. He has worked as a consultant physician in Toowoomba and specialised in the management of diabetes, with a particular interest in diabetes in remote and rural communities. This involved a lot of distance driving and flying to clinics throughout southwest Queensland and the experience has given him an in-depth knowledge of the region and an understanding of the challenges of service provision in regional areas. After 45 years of clinical practice, he retired in 2015.



Roberto Garcia

Member

Roberto has served on the CatholicCare Social Services board since 2013. Originally from the Philippines, Roberto achieved the qualification Doctor of Veterinary Medicine with the University of the Philippines.

Roberto has used his personal experience of migrating to Australia to serve the Refugee and Migrant community in Toowoomba both in previous positions in the social services sector and now in his current position as Regional Multicultural Development Officer at Toowoomba Regional Council. Robert is also a Justice of the Peace (Qual. Qld).

Our Supporters

Commonwealth Government Funding

CatholicCare has been successful in gaining status as an NDIS provider which enables us to deliver support coordination and counselling.

The Department of Social Services provides funding for CatholicCare Social Services:

- Family Relationship Centre
- Family and Relationship Services
- Separated Parental support
- Which Way
- Future Families
- Rural Mediation services
- BLESS
- Settlement Grant Program

The Department of Health (via Lifeline/Partners in Recovery consortium), provide funding for:

- Partners in Recovery

State Government Funding

The Department of Communities, Child Safety and Disability provides funding for CatholicCare Social Services to:

- Safer Families Domestic Violence Support Services

The Department of Justice provides funding for CatholicCare Social Services to:

- Community Justice Service

The Catholic Diocese

Toowoomba Catholic Schools Office, provided funding for:

- School Counselling in Goondiwindi and St George

Donations

Lifeline provided funding for CatholicCare toward the running of Whaddup.

Partnerships and Collaboration

Throughout 2017/18, CatholicCare Social Services partnered with or worked collaboratively with a number of organisations, including:

- Toowoomba Chamber of Commerce
- Catholic Agencies including:
St Vincent's Hospital,
Toowoomba Catholic Schools
- University of Southern Queensland
- Headspace Toowoomba
- TAFE Qld
- Education Queensland
- Toowoomba International
Multicultural Society (TIMS)
- Carbal
- Goolburri
- Lives Lived Well
- Murri Court





Our Programs

Family Relationship Centre and Future Families (LACAFDR)

We provided support to parents who are going through the process of separation including Family Dispute Resolution, Legally Assisted Family Dispute Resolution and Child Inclusive Family Dispute Resolution. Future Families has a specific focus on Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse clients.

- We supported parents to develop workable parenting plans that support their children's needs.
- We have worked with increasing number of clients in Legally Assisted Mediation and Child Inclusive Mediation.
- We helped parents to reduce conflict and work on their communication.

Throughout 2017/18, we provided services to a total of 825 clients through the Family Relationship Centre and the Future Families Program combined.

- Family Relationship Centre (FRC) - 618 Individual 12 Group Clients
- Rural Family Dispute Resolution (RFDR) – 101 Individual Clients
- Future Families or Legally Assisted Culturally Appropriate Family Dispute Resolution (LACAFDR) - 106 Individual 913 Group Clients

Services were delivered predominately in the Toowoomba Office, by appointment in the Warwick Office and by outreach from our Roma office.

Feedback from our clients:

"Everything the FRC did made me feel heard, cared for and supported through the process."

"The Child inclusive process was valuable for my children"

"I felt very comfortable talking to my mediator. I spoke about things I haven't spoken to anyone about before."

"Thank you for your kindness and support throughout this process."

Legally Assisted FDR, 'Local Family Lawyer'

We work closely with a number of legal professionals. Here is some of their feedback about the Legally Assisted Family Dispute Resolution Program.

"I really enjoy and see the benefit in being able to focus on what is best for the children in these families, together with the needs of the parents."

"My observation is that the parents leave the session empowered to try and work together. The agreements reached in these sessions provide parents with a framework that is tailored to their individual needs which hopefully they can continue to develop and expand as they move forward after separation."

"It is helpful for us lawyers to be there to help our client's on matters that may otherwise be a sticking point."

"From the LAFDRs I have been involved in with CatholicCare, it appears that working in conjunction with you as mediators and us as lawyers only brings better outcomes for our clients."

During a Legally Assisted Mediation lawyers were able to help clients come to a written agreement that addressed safety concerns and allowed a parent to reinstate time with their child.

“ I am very happy with the CatholicCare process, the mediation and the outcome for the clients ”





“

We are no longer able to change a situation - we are challenged to change ourselves

VICTOR FRANKL

”

Counselling

What an incredible year in our counselling program. We are blessed to have a remarkable team of brilliant counsellors who are being faced daily with people with increasingly complex needs and remain calm and present with their clients, attentive to their needs and circumstances.

Throughout 2017/18, CatholicCare was able to provide counselling support to

- 639 Clients (Not including EAP)
- 2,290 Sessions in total

We, as a service, have focussed on couple counselling, parents going through the challenges of separation, counselling children, individuals and finally working with the provision of employment assistance where we are working with people whose life situation is affecting their work. All aspects of counselling are maintaining high standards and receiving great compliments.

Clients have complimented each counsellor and the reputation of this service continues to grow in the community. So why do we get these compliments? We work from a strong value base where our focus is on the client and their best interest and as a team genuinely care for people.

Victor Frankl made this comment, which we feel is reflective of CatholicCare counselling, “We are no longer able to change a situation - we are challenged to change ourselves.” We empower our clients to not only change themselves but maintain the change.

School-based Guidance Counselling in Goondiwindi and St George

Working in conjunction with the teachers at the Catholic Schools in Goondiwindi and St George, CatholicCare provided counselling support through a Student Guidance Role. This role assisted school aged children to overcome any problems or difficulties that that would impede their wellbeing, learning and development.

- 46 students accessed this service.
- 122 Individual counselling sessions were conducted.



SPARK - Separated Parents Are Raising Kids (formerly POP)

We launched SPARK (Separated Parents Are Raising Kids) in March 2017 as a Post Separation Parenting Program.

Most of the things we say are deeply rooted in evidence-based research from around the world. The groups are interactive and validating, highly open, often frank actually drawing from client experience, presenter experience and research. This program now has three facilitators with a few getting trained and is a program in demand.

These are some of the comments given on our feedback sheet over the last twelve months:

"These modules are so detailed and very useful 'hands-on' info."

"Thank you for your time. Love to come to your workshops."

"I understand how I could use some of the conflict resolution skills in dealing with situations"

"Thank you. After being to court three times, several meetings with lawyers, I finally understand family court"

"I enjoyed the SPARK modules so much last night, I would like to do them all."

145

Clients

Involved in

76

Sessions for the Parenting
Ordered Program
(Includes Keeping Kids In
Mind and SPARK).



Employee Assistance Program

Through the Employee Assistance Program (EAP), we have been able to provide confidential, short-term counselling service to assist workers with work or personal issues impacting on their personal wellbeing, work performance and team morale.

The primary aim of an EAP is to ensure the mental health of employees so that they can consistently contribute to the growth of the organisation.

By providing preventive and proactive interventions, we can identify and/or resolve both work and personal problems that may adversely affect performance and wellbeing.

EAPs cover everything from family-related stress, grief, parenting challenges, depression, anxiety to work related issues (including adjusting to change, bullying, trauma, managing conflict).

Employers reported:

- Improved work performance and productivity
- Reduced conflict personally and professionally
- Increased staff retention
- Resolution of work-related problems

Throughout 2017/18, EAP services were delivered in Toowoomba, Roma, Warwick, Dalby and Chinchilla.

11

Organisations across the region subscribed to CatholicCare's EAP program

173

Individuals accessed this service

410

EAP Counselling sessions were provided in total



Indigenous Programs

Community Justice Group – Murri Court

The objective of the Murri Court is to reduce the over-representation of Aboriginal and Torres Strait Islander people in the criminal justice system. Murri Court clients are engaged for three months.

Cultural Interviews are conducted at the CatholicCare Social Services Offices in Toowoomba and clients are referred to services within the Toowoomba CBD, that support them with their issues and provide them with the change for a better sentencing outcome.

For the clients who have successfully followed the Murri Court program through to sentencing, none have been given jail time.

Our service in action:

Client # 1 - Would like to thank the Murri Court for their support and help. Without it I would not have been able to reduce my drug use.

Client # 2 – Thanks to Murri Court and the help they have given me. I am no longer taking drugs and things are a lot clearer now.

Client # 3 – Since being engaged at Murri Court I have not had a drink. It has helped me to realize that I act differently under the influence of alcohol.

Client # 4 – Murri Court has been the best thing for me. I have reduced my intake of yarndi from morning, noon and night to a couple at night. I have put on weight, feel much healthier, been given more work hours and have more money.

Client # 5 – Going to Murri Court I was able to be referred to programs that have been very helpful. I now know where to go when I need help.

Client # 6 – The Murri Court process is awesome. I am so grateful to everyone for their help.

Client # 9 – If I had to go through Magistrate's court instead of Murri Court, I probably would still have been on yarndi and drinking. Murri Court has helped me get off both.

Client # 7 – Going to Murri Court has helped me admit to my problems. Being referred to the men's group has helped me with my anger issues. I want to be a mentor to young people in the future.

Client # 8 – Murri Court is a great process. It gives you more opportunity to address your offending and get help and support.

Client # 10 – Coming through Murri Court and being referred to services has helped me to stop drinking. I now have my own place, own car and got my license back. Murri Court really helped me a lot.

Client # 11 – The whole process has helped me become that person I want to be.

Client # 12 – Murri Court provided me with the support that I never had before.

107

clients engaged in
Murri Court during 2017/18



Whaddup Indigenous Youth Group

WHADDUP is a fortnightly program for Aboriginal and Torres Strait Islander youth that provides a positive environment to reinforce health lifestyle choices.

The objective of WHADDUP is to provide a space where Aboriginal and Torres Strait Islander young people can be safe and learn life and social skills while being encouraged to become future leaders for their community.

To enable participation, CatholicCare runs a bus service for pickups and drop offs and provides a hot meal for all participants. The program is run out of the ATSO Kindergarten Kulila, and relies heavily upon the support of parents, volunteers and the community.

Clients engaged

1,363

Participants engaged with the program during 2018

“ Following the success of WHADDUP, CatholicCare has introduced a sister program WHICH WAY, a school holiday cultural and leadership program which will commence in 2019. ”





TRAMS (Toowoomba Refugee and Migrant Support)

Throughout 2017/18, CatholicCare delivered a range of services aimed at supporting recent arrivals to Australia to settle in Toowoomba.

These services have been delivered in our Toowoomba centre, at partner locations (Darling Heights State School and Harlaxton State School), in client's home and out in the Toowoomba community.

Services were tailored to improve personal and economic wellbeing, community connections and independence and included:

- English Connection classes - provided bi-weekly support to improve English. Volunteers assisted with on-site supervision of children, allowing Mothers with young children to access support.
- Employment support - support to develop a resume, learn to search for jobs and apply for relevant positions.
- General Information sessions - how key systems and services operate in Queensland and where to go for help.
- Primary School Homework Club – support for students attending Darling Heights State School, Harristown State Primary School and Harlaxton State School.
- In-Home tutoring program - provided support and modelling to parents to create a home environment that supports successful educational outcomes for school children.
- Women's friendship and sewing group – providing socialisation and access to networks of like-minded women from diverse cultural backgrounds.



BLESS (Building Linkages and Empowering the South Sudanese)

CatholicCare launched BLESS, a program aimed at supporting Toowoomba's South Sudanese community to understand Domestic and Family Violence and build skills and community links to increase family safety.

Building a community of welcome, understanding and respect.

Our program's use of volunteers allows Australian born and long-term Toowoomba residents the opportunity to meet people from other cultures and countries, to build relationships and understand another person's experiences. More than 100 volunteers worked across TRAMS in 2018.

Our service in action:

Single Mother with 4 teenage children.

When first accessing our program this single Mother with 4 teenage children, was suffering from her experiences as a refugee. She was not able to leave the house alone without her adult child, she would not make eye contact with people or talk with others. She was very isolated and suffered extreme anxiety.

She joined our English Connection classes and slowly through the regular friendly contact with volunteers she began to feel safe. She began interacting with volunteers and staff and started to walk to and from our Centre on her own.

She is now attempting to speak in English to people she does not know as she goes shopping and out and about.

The change from the fearful and scared woman to a woman who is able to trust herself and other people has been remarkable. Her journey of healing continues.

A young single Mother with two pre-school aged children.

When she came to TRAMS she had very limited English and with very few people from her country of birth this mother lacked support. Because she needed to care for her young children she was not able to access many of the free English classes in Toowoomba. She joined our English Connection classes and worked hard to improve her English.

Her two daughters also improved their English with the assistance of our volunteers who supervise and play with the children onsite. This was a huge benefit for the two girls when they started school, as they were able to settle into their class quickly, already familiar with English and the behavioural expectations of an Australian classroom.

With her two girls in school this young Mother continued to improve her English and with the assistance of our Employment support volunteers she started some volunteer work and has now secured a traineeship.

Over **300**

clients accessed support from TRAMS programs

Represented **32**

countries including Afghanistan, DR Congo, South Sudan, Sudan, Iraq, Eritrea, Iran and Syria

1,175

sessions offered providing casework support, skills, education, English, friendship



Want to get involved?

Our work would not be possible without the generous support of our amazing volunteer community. Throughout 2018, we averaged over 170 volunteers each week working across our TRAMS and WHADDUP programs.

TRAMS Volunteer Roles

Our volunteers provide support services to refugees and migrants as they settle into life in Australia. Volunteer roles may include:

- Teaching or assisting in adult English classes
- Caring for and engaging with young children while their parents attend English classes
- Assisting school students with homework and assignments (primary school and high school)
- Providing transport for clients
- Participating in women's support and craft groups
- Other occasional roles e.g. special projects, assisting with donations, administration, computer support.

WHADDUP Volunteer Roles

Providing a positive environment for Aboriginal and Torres Strait Islander youth, reinforcing healthy lifestyle choices and deterring youth from risk taking behaviours. Volunteer roles may include:

- Teaching and assisting children to learn about healthy lifestyle choices and avoid high risk behaviours
- Assisting with supervision during transport and picks ups each time the program runs
- Participating in educational activities and craft
- Preparing dinner for the program participants.

“ If you are interested in a volunteer role, please contact the Coordinator of Volunteers at CatholicCare on 1300 477 433. All potential volunteers for CatholicCare must complete application documentation and hold or apply for a Blue Card. ”

In my work at TRAMS I see the newcomers to our country **embracing the support offered** and as a result, they blossom. More importantly, I feel I gain from working with these families as well.





"I love volunteering with the Whaddup/Which Way Program as it gives our kids in community a chance to try and participate in new things, they may never have had the chance to do. I know everyone had different circumstances in their lives, but they are all equal in my eyes. I love seeing the kid's faces knowing that they feel safe in being able to express themselves"

"The hour I spend in-home tutoring really is **the highlight of my week!**"

"People can relax, laugh and be themselves because they know that they are safe and free from judgment. Witnessing this is a great pleasure for me."

Getting to know the children and families and seeing the improvement in the children's academic performance. **I really feel like I'm making a valuable contribution** and love feeling part of the TRAMS community."

"Firstly, the reward of knowing I'm welcomed by this family each week. Knowing I'm making a contribution to these students' education. Working with other volunteers and getting to know them."

"Sharing special moments with students. This goes beyond teaching and learning. Sometimes we are there, just being human beings together and we get to share a very special and deep understanding of each other's life."

