

Annual Snapshot

July 1 2022 - June 30 2023

Purpose:

Our Community | Our Future. Together.

Mission:

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

Our Programs

1,600

Families supported across Counselling, FRC & TRAMS.

47

Young People supported.



★★★★★
4.81 OUT OF 5

Overall Satisfaction Rate from clients.



55%

Reported highly positive outcomes from our services.



72%

Reported positive or neutral outcome (Equal to or better than pre survey).

2,852

Individuals supported across Counselling, FRC, TRAMS, Youth, Yumbin & BRC.



60

Businesses engaged & supported.

9,115

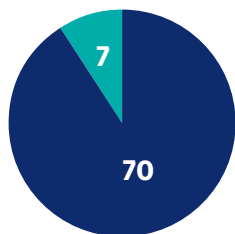
Sessions across Counselling, FRC, TRAMS, Youth, Yumbin & BRC.

392

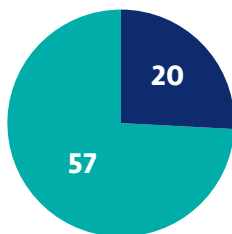
Community members connected to services in South West Qld.



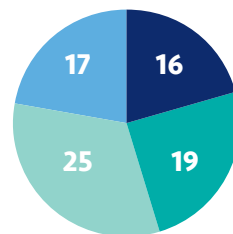
Our People



70 in Toowoomba;
7 in South West Qld.



20 Men;
57 Women;
0 not adequately described.



16 Gen Z;
19 Gen Y;
25 Gen X;
17 Baby Boomers.

38

Full Time Equivalent.

32
27
3

born in another country;
speak language other than English;
First Nations People.

530

hours of training & professional development completed

2,100

hours performed by volunteers

5,623

hours of annual leave taken

We're with you.

➔ Contact Us 1300 477 433

✉ hello@catholiccare.services

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Our Business

GOVERNANCE:



- Welcomed Bp Ken Howell.
(Bp Robert McGuckin retired)
- Advisory Council – farewelled Carla Canning & Pat Nunan; welcomed Kirsty Smith.

PLANNING:



- Developed a new strategic plan to be implemented in August 2023
- Rolled out new Global Calendar with Big Picture focus

STAFF CULTURE:



- Annual Staff Survey – we have a Culture of Success with our score of 97% (BPA Benchmarking Strength Index 2023) with 92% saying CatholicCare is a truly great place to work!

NEW GROWTH:



- 30% increase in BRC revenue
- 3 successful (new & ongoing) tenders for employment support, community justice & youth support

AWARDS:



- Australian Alternative Dispute Resolutions Awards Evening
 1. Australian Community Mediator of the Year
 2. Australian ADR Project of the Year

Our Communities



LOCAL BUSINESS COMMITMENT

Attending networking events, Business Excellence Awards, women's lunches, Dalby Chamber, Highfields Chamber, Millmerran Progress Association, TSBE



GOVERNANCE COMMITMENT

FRSA Board, TCOC, RDA, TRC MAC, Queensland Executive Multicultural Service Sector Network, Inland rail CCC



RESEARCH COMMITMENT

UniSQ partnerships, advisory committees, conference presentations



COMMUNITY COMMITMENT

Tba Street Fiesta, QCOSS's Town of Nowhere Campaign, Zonta's IWD Lunch event

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