

Annual Snapshot

July 1 2023 - June 30 2024

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

1,403

Families supported across Counselling, FRC & TRAMS.

2,835

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

7,745

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



209

Youth stakeholders engaged

293

Youth supported



59

Businesses engaged & supported

204

Community members connected to services in South West Qld



★★★★★
4.77 ^{OUT OF} **5**

Client satisfaction



63%

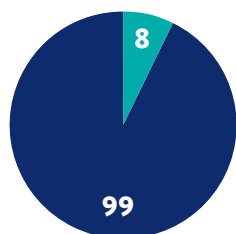
Reported highly positive outcomes from our services



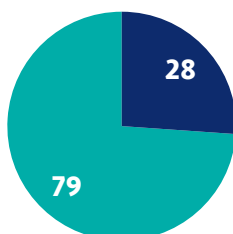
75.4%

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

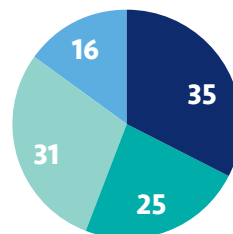
Our People



99 in Toowoomba
8 in South West Qld



28 Men
79 Women
0 not adequately described



35 Gen Z
25 Gen Y
31 Gen X
16 Baby Boomers

61

full time equivalent

25
22
3

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

Invested in rural and remote South West Queensland by taking

42 staff on a 3 day staff forum



through St George Cunnamulla Charleville Mitchell and Roma

4,919

hours of annual leave taken

We're with you.

➔ Contact Us 1300 477 433

✉ hello@catholiccare.services

🌐 catholiccare.services

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Our Business

GOVERNANCE:



- Developed new Governance Framework
- Completed self evaluation and met all ACNC obligations
- Successfully passed 3 year ISO 9001 Audit

PLANNING:



- Developed and implemented Cyber Incident Response Plan (CIRP)
- Designed and actioned comprehensive Disaster Management Plan

STAFF CULTURE:



- Developed clear comprehensive understanding of psychosocial risks
- Focused on proactive wellbeing activities, including right to disconnect
- Built up flexible benefits for staff to access and improve mental health

NEW GROWTH:



- **Moved to NEW office at 146 Mort St!**
- Developed new systems (financial, risk)
- Established new Operational Leadership Team

CONSOLIDATION:



- Used innovative service products, engaged with community and grew sales innovatively
- Used qualitative and quantitative data (PowerBI dashboards) for practice feedback

RECOGNITION:



- Staff member presented at National Welcoming Cities
- Nominated for Welcoming Cities Award
- Engaged with DESBT Minister for Intensive Bail Initiative
- Sold new SPARK® product to other organisations
- Participated in Youth Justice Reform Select Committee

Our Communities



LOCAL COMMITMENT

- Enhanced local businesses to gain psychosocial risk knowledge
- Increased profile as local EAP provider
- Involved in Business Excellence Awards, Highfield Chamber, TSBE and QCOSS
- Attended local network events



GOVERNANCE COMMITMENT

Local, state and federal board membership:

FRSA Board, Regional Development Australia Committee, Jobs Qld Board, DDP Institute International Committee and Vanguard Laundry Board



RESEARCH COMMITMENT

UniSQ partnerships, advisory committees and conference presentations



COMMUNITY COMMITMENT

Facilitated transition of YUMBIN to separate Indigenous Corporation

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