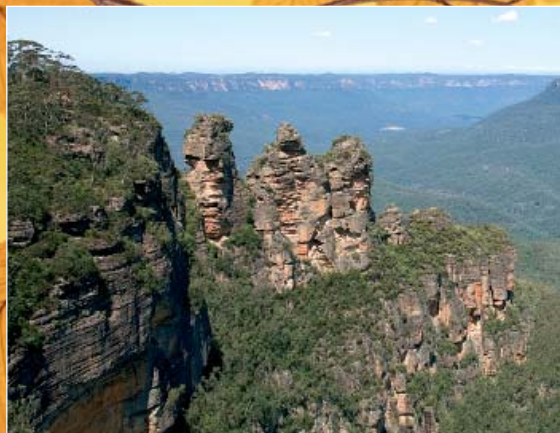


Annual report

2010



*Diocese of Parramatta*



**CATHOLICCARE**  
Social Services

*CatholicCare Social Services*

(formerly Centacare Catholic Social Services)

**Diocese of Parramatta**

# NEW NAME

– BUT STILL THE SAME CARE

*Diocese of Parramatta*



**CATHOLICCARE**  
Social Services



In December 1, 2010, we moved from being known as Centacare Catholic Social Services to **CatholicCare** Social Services (CCSS).

The new name better reflects the work that we do. Our agency carries out the social services work of the Catholic Diocese of Parramatta, assisting the poor, the underprivileged and the marginalised in our society, as well as those who have become overburdened by life's challenges.

We have a rich history. On one hand it extends from the 1940's when the Archdiocese of Sydney was geographically much larger and included our Diocese of Parramatta. On the other hand CCSS is a new agency just 2 years old, formed by bringing together a number of agencies, services and ministries funded or partly funded by the Diocese.

In serving the community of the diocese, CatholicCare oversees the provisions of high-quality social services which operate in accordance with the principles of Catholic Social Teaching.

As we are changing our name we are also changing our logo. The logo starts by acknowledging that all we do is within the auspices of the Catholic Diocese and so we have the Diocese of Parramatta at the top.

The swirling 'C' and the teal box link to the traditional Centacare logo.

The 'C' sits on top of a lighter shaded cross signifying that what we do is based on the Gospel message of sacrifice and mercy. However, the cross is subtle and in the background, because, as Pope Benedict pointed out in his first encyclical, *Deus Caritas Est* the role of "Charity ... cannot be used as a means of engaging in ... proselytism."

In addition, we add the words 'Social Services' to stay focussed on our strength – that is, on social services and not on other services like health or education.



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## FROM THE BISHOP

I am pleased to present this Annual Report for CatholicCare Social Services, Diocese of Parramatta. Since my appointment as Bishop of Parramatta I have been impressed by the work of CatholicCare Social Services and the commitment of its leaders and staff.

In his encyclical *Deus Caritas Est* Pope Benedict XVI observed that “The Church cannot neglect the service of charity any more than she can neglect the Sacraments and the Word... For the Church, charity is not a kind of welfare activity which could equally well be left to others, but is a part of her nature, an indispensable expression of her very being.” Without the sorts of works CatholicCare performs, the Church of Parramatta would not be the Catholic Church.

CatholicCare takes seriously its role as the official welfare arm of the Diocese and its commitment to the teaching and mission of the Church. The name-change from Centacare to CatholicCare reflects this. I have been pleased by the reach of CatholicCare within the community of western Sydney and I very much hope this

can be extended and enriched in the years ahead. I have likewise been impressed by the commitment of CatholicCare staff to ensuring that all our clients receive compassionate, professional and relevant support, irrespective of how and why they connect with CatholicCare.

Even in the most just society, with the best possible provision of social services by the state, there would still be a need for “the service of love” – for, as Pope Benedict observed, the only way to eliminate the need for charity is to eliminate humanity. Whichever there are human beings “there will always be suffering which cries out for consolation and help. There will always be loneliness. There will always be situations of material need where help in the form of concrete love of neighbour is indispensable.”

I would like to thank all the staff and volunteers of the CatholicCare for their commitment and hard work during the past year. This Annual Report provides an overview of that work and I am pleased to commend it to you.

**Most Rev Anthony Fisher OP**  
Bishop of Parramatta



## FROM THE CHAIRMAN OF THE CCSS COUNCIL

I am delighted with the work of CatholicCare Social Services.

Since my appointment as Chairman of the Council by Bishop Anthony Fisher OP I have been more closely involved with CatholicCare and especially its Executive Director. CatholicCare continues in the long tradition of the charitable works of the Church. This is a tradition that can be traced right back to the elevation of 7 men to be the first deacons of the church as recorded in the Acts of the Apostles. Ever since then the Church has been actively involved in the practical application of charitable works and

CatholicCare Social Services is the current manifestation of that work in the Parramatta Diocese.

This Annual Report demonstrates the work of CatholicCare Social Services but at the same time barely scratches the surface in trying to give an account of the impact it has had on the people it has walked with. CatholicCare Social Services is a real example within our community of the loving nature of the Church and Christ to those who are marginalised and dis-enfranchised.

I commend to you this report and the work of CatholicCare.

**Very Rev Robert McGuckin VG EV**





## FROM THE EXECUTIVE DIRECTOR

This is first Annual Report of CatholicCare Social Services (Diocese of Parramatta) and the second for our agency. Our name change from Centacare Catholic Social Services to CatholicCare Social Services (Diocese of Parramatta) and the change to our logo is designed to more closely link us with the Catholic Church in the Parramatta Diocese and its mission and teaching. CatholicCare is very proudly a Catholic social service agency and we want to be upfront about who we are. We will continue to deliver the same services with the same high level of quality and professionalism to the entire community. In fact nothing changes except our name and logo.

This year has been a year of change as we continue to build on the work of previous years to merge a number of agencies and services in one holistic agency. Staff at all levels, but especially senior levels, have been re-organising into portfolio structures so that we now have 5 portfolios including *Disability, Mental Health and Ageing, Counselling and Education, Community and Family Support, Aboriginal and Community Development and Business Services*. The establishment of these portfolios allows us to develop centres of expertise and excellence by grouping together like-programmes. The portfolios cover all the core work

and aspirations we have for the immediate future. To ensure the portfolios don't become silos with little regard or awareness of the rest of the agency we have a number of mechanisms in place to ensure staff work across portfolios.

This Annual Report will give you an inkling of the work we have been involved in during 2010. While we are a relatively small agency to medium sized agency we do offer a broad spectrum of services and cover a wide cross section of the community.

During the year, we welcomed Bishop Anthony Fisher OP as the third Bishop of Parramatta. I was very pleased when Bishop Anthony invited Fr Kevin Lee (Glenmore Park Parish) and Mgr Bob McGuckin VC EV to join the CatholicCare Council. Mgr McGuckin was also appointed as the Chair of the Council and the Vicar for Health and Welfare.

I am proud of the work of the staff of CatholicCare Social Services in the Diocese of Parramatta. My thanks go to each staff member for their hard work and dedication. My thanks also goes to the members of the CatholicCare Council especially Mgr McGuckin and to Bishop Anthony Fisher OP for their support and advice.

**Otto Henfling**  
Executive Director  
CatholicCare Social Services



# ABORIGINAL CATHOLIC SOCIAL SERVICES

Aboriginal Catholic Social Services (ACSS) began in 1986 in the Diocese of Parramatta as a ministry to the Aboriginal people of Western Sydney. The region is believed to be home to the largest urban concentration of Aboriginal peoples in Australia. ACSS members represent five indigenous language groups and they have a strong knowledge of and extensive networks within the Aboriginal community. Pastoral care and service requirements are coordinated and delivered by persons qualified in their particular field and respected Aboriginal community elders.

## Profile

ACSS strives to assist, nourish and facilitate the sharing and enrichment of all Aboriginal people so as to bridge the gap between Aboriginal people and the rest of the Australian Community.

ACSS's aims to serve Aboriginal people in a culturally sensitive way under the leadership and decision-making of our Aboriginal committee. Our current committee comprises Janice Kennedy, Janice Brown, Allison Nicholls, Rhonda Randall, Sharon Mumbler, Daisy Barker, Margaret Farrell and Jenny Ebsworth. Our committee is supported by Father Phil Medlin CSsR, (the Chaplain and Director), Sister Naomi Smith RSJ (Coordinator), Neroli Stratti (Finance Administrator) and Sister Frances Flemming (Assistant Coordinator).

2009/10 has been an important year for ACSS as we have amalgamated with other social services into the new entity Centacare Catholic Social Services (CCSS).

## Progress in Goals and Objectives

One of our long-cherished goals has been to build a new all-purpose centre where ACSS activities, administration, gatherings and outreach can be based. In this respect, the past year has been a watershed in realising this goal.

With the support of Parramatta Centacare Executive Director, Otto Henfling and Community Partnerships Manager, Francis Vella, CCSS has received adequate funding through the Department of Education, Employment and Workplace Relations (DEEWR) and a Community Development Support Expenditure (CDSE) Grant to complete our new Centre at Holy Family, Emerton. We hope this will be finished sometime in 2011.

We are also grateful to

Francis Vella for supporting us in other grants from DEEWR and CDSE. We now are working on the Parental and Community Engagement Program which is delivering many positive outcomes.

We made representations to the NSW Corrective Services Minister regarding the situation for Aboriginal people in prisons. This was well received and as a result a core group of Aboriginal People are co-operating to ensure that ACSS focuses on helping Aboriginal People in prisons. They have been working in the Bolwara Program for some time and helped Aboriginal women successfully re-enter society.

As part of this initiative ACSS committee member Janice Kennedy has been delivering a course in raising awareness of domestic violence and non-aggressive conflict resolutions for Aboriginal people.

Through out the year ACSS also offered culturally sensitive and cost-free counselling to individuals on diverse issues including effective parenting, art therapy, coping with grief and loss

The ACSS has continued to flourish as a centre for adult education, artistic expression and craft making. Our women's dance troupe and printmaking group continue to show the vitality Aboriginal "ways of seeing" to the larger community of Western Sydney, performing and exhibiting at public functions and in this they break down stereotyping, open dialogue, raise self-morale and heal past social injustices.



Building work started in November on the new Aboriginal Catholic Social Services (ACSS) Aboriginal Social Service and Resource Centre at Emerton. Pictured: from left: architect John Gatt, ACSS Director Fr Phil Medlin, CatholicCare Executive Director Otto Henfling, builder Ben Bartlett, and ACSS Team Members, Rhonda Randall and Janice Kennedy



# COMMUNITY AWARENESS PROJECT (CAP)

The Community Awareness Project, formerly known as the Animation Project, is a development program addressing quality of life issues for residents of outer Western Sydney. We operate in suburbs where social issues, a lack of services, amenities and crime statistics are impacting on the spirit of the community. Our objective is to improve life by involving willing people in positive action, and by being a catalyst for change in the local area, empower them to affect personal and social change that is appreciated by the whole community.

Our community development work reaches back over a decade to the establishment of the Mt Druitt Community Animation Project. The year 2009/10 has seen more than just a change in our name and locale as we summarise below the progress of existing projects, as well as exciting new ones.

## Leadership Project

The Leadership Project brings together local resident leaders, workers and Housing NSW staff to celebrate achievements and to explore

practical solutions for several topics that will enhance growth in Mt Druitt. Four Project Teams have been developed from our meetings:

- Youth Engagement,
- Promoting Mt Druitt/Community Pride & Events,
- Learning and Education and
- Greater Access to Healthy Food.

Within the group, our participants chose which topic they would like to pursue throughout the year and formed groups to develop actions.

## Mt Druitt Child Friendly Action Group

(Communities for Children – Mission Australia)

This was formed to identify areas of need across Mt Druitt that can be addressed at a local level. The need for parks and play spaces is a particular theme. An area in Willmot has been identified as a possible location for creating a park with further consultation with children, parents and surrounding schools as to the type of age-specific equipment that would appropriate

## Women Celebrate Together

(Reconciliation Group)

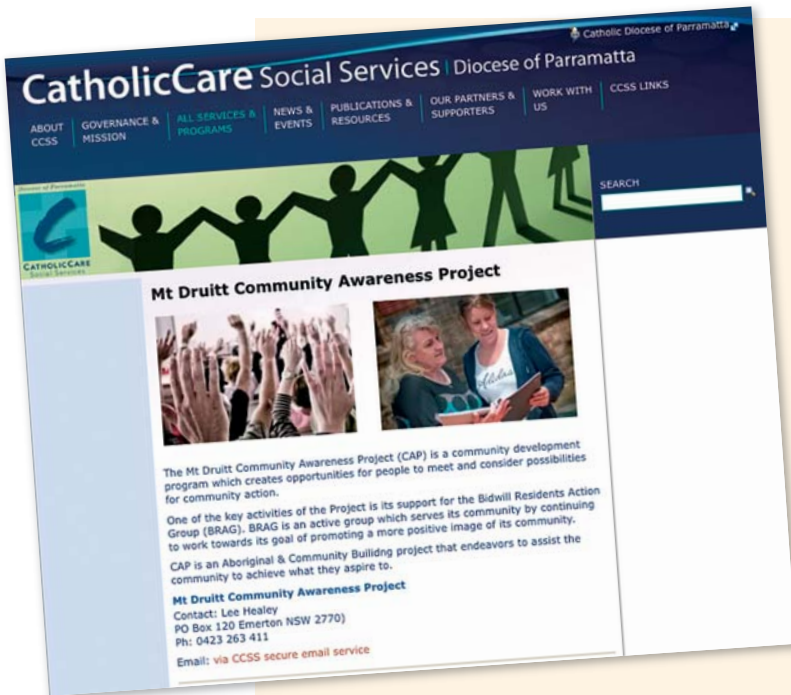
As part of the International Women's Day 2011 (March 8) this group is identifying the strengths and talents of women across diverse cultures with a strong focus on Aboriginal women in the Mt Druitt area. Workshops will be held prior to IWD culminating with a celebration at Mt Druitt Market Town in March 2011 to showcase them.

## Bidwill

The Bidwill Resident Action Group (BRAG) continues to be a positive presence in Bidwill, although operating at half strength and with no home base. This year saw another member (Kim Pitkin) gain employment as a trainer with a community project, HIPPY.

The group continues to be financially independent through initiatives and activities like catering and applying for relevant small grants. In partnership with Blacktown City





Council the group funds the Bidwill Festival, and acknowledges the support of Bidwill Hotel for providing children's rides.

BRAG's reputation for catering local events has assisted them in winning contracts for local events such as Habitat for Humanity projects locally in 2009/10. They also catered the Biggest Morning Tea for HNSW at the Bidwill Community Gardens in May.

On a sad note BRAG's founding member, Sue Hanson, was diagnosed with serious illness in July and withdrew from her active role. We pray for Sue's full recovery. In the meantime she continues in an advisory capacity.

During 2009/10 BRAG organised or participated in the following popular local events: The Bidwill Festival (September), Christmas Carols (December), Seniors Lunch for Seniors Week (April). We also lobbied local businesses to support our work.

## Seniors

- ⊙ Provide activities, information and stimulate discussion on various topics at a monthly morning tea gathering in the grounds of the residential units.
- ⊙ We advocate on residents behalf when requested. Between 8 and 10 residents regularly attend our functions. We plan to expand the program to nearby Hebersham units

## Newsletter (quarterly)

Our BRAG newsletter, started in 2008, shares information across the community so that they can make informed choices on current issues.

The production of the newsletter involves receiving content from stakeholders like the Department of Housing, encouraging submissions from locals, and coordinating the design, printing and delivery.

## Graceades Community Cottage

BRAG uses the premises under a Memorandum of Understanding with Department of Housing. Here we are partnering on several projects and have our monthly management committee meetings and AGM and participate in open days and planning days. We also resource residents, make referrals, offer on-going support for individuals, and offer transportation for residents to other services.

## United Bidwill Forum

This is a forum for representatives of service delivery to Bidwill where they can network and share information that impacts on Bidwill. The forum provides support for activities and reduces duplication in area. The forum meets bi-monthly at Graceades Cottage and its members come from services across Mt Druitt that are active in the Local Government Area.

## Hebersham

KU Preschool Events include:

- ⊙ NAIDOC week; Open Day; Fundraisers and various celebrations throughout the year

Groups

- ⊙ Koori Play & Chat – support and provision of transport for participants as needed.
- ⊙ Pacific Islander Play Group promotion and support. This is a facilitated partnership between Graceades & KU to ensure vitality and continuation of the group. Graceades, meanwhile, provides an Outreach Worker and funding for one Child Care Worker.

Educational Programs in 2009/10

“Keep Them Safe”, “Discussing Sexual Health with Young People”, “Girls Can Do Anything”, “Child Safe, Child Friendly Organisations”

## Future Directions for 2011

In partnership with Graceades, with the use of Holy Family Church in Willmot, it is proposed to develop and deliver a literacy program for Aboriginal children and parents.

It is proposed that BRAG will develop more autonomy and expand its membership base.



## COMMUNITY DEVELOPMENT

Our Community Development Program assists people from other countries, particularly those recently arrived from Africa, with the challenges of living in a new country.

We work with the Sudanese community and their leaders to deal with emerging issues such as mental illness, the needs of young people, and education and employment issues.

### Working with families

Families are given help with filling in forms from schools, Centrelink, with attending to bills, and dealing with banks. Workshops are conducted to help parents understand how to deal with children and teenagers in the Australian context. Assistance is also provided in securing employment, undertaking study, connecting with appropriate services and securing housing.

### Working with young people

Working with young people from newly arrived communities is a challenging work. They are supported both within and outside of schools to settle into the education system of their country. We also assist teachers to understand the backgrounds and culture of newly arrived students.

Support is given to the Sudanese-Australia Catholic Community choir and musicians. The young performers are helped to see the power of the Holy Spirit in their daily lives.

There are also soccer teams supported by this program. This provides a positive social outlet for the young people. They learn that the discipline they acquire in practice and on the field can help them succeed in other areas of their lives.

### Working in the church

Our worker, Johnson Ngor, assists in the Church with Sudanese every Sunday especially the choir and children. He is a key person as he speaks various languages and can speak in the Church without translator. Sometimes Johnson needs to talk in three or four languages so that all the people present can fully understand what is being said.

### A special project

In his own time, Johnson works on a project to build a high school in Sudan. He was interviewed by the 7:30 Report on ABC TV in relation to his role supporting the school and his role as an extra in the production of Ben Hur at the Olympic Stadium. The production raised tens of thousands of dollars for the school in Sudan.



*Johnson Ngor gets ready for his role in Ben Hur*

## CATHERINE VILLA

### Supporting Young Mothers and Babies – Catherine Villa

Being a new mum is one of the toughest jobs in the world. Caring for a newborn baby is an education for any first-time mum. Encouragement, support and resources make a world of difference to mother and child.

A mother's need is all the greater when she is young, homeless and without family. Poverty, homelessness, absence of social support, alcohol and substance abuse, intellectual disability, mental illness, past sexual abuse and exposure to violence will hinder the mother's ability to provide a consistently responsive and nurturing environment for their baby.

Young mums confronting any or all of these issues particularly need opportunities to experience a supportive framework that builds on their strengths and presents a healthy foundation for relationships. For more than 20 years, the Catherine Villa program has strived to provide these opportunities for mothers and babies.

### Supported Accommodation Unit

Catherine Villa provides accommodation to homeless pregnant young women and their children in Western Sydney. The service is funded through the generous support of the Catholic Diocese of Parramatta and NSW and Federal Governments through the Community



### 'Susie's' Reflection

*I was a teenage expectant mother when I came to Catherine Villa. During my stay I learnt that there are people out there willing to help.*

*The women at Catherine Villa taught me many things: how to cook healthy and delicious meals; proper ways of cleaning; not to 'stress out' as much as I did and most importantly they gave me absolute support and advice in labour; raising a newborn and what to expect in future with raising my daughter.*

*I ended up staying at Catherine Villa about 9 months and during that time I made good friends with the girls and workers. I stayed at the Exit House for over a year.*

*They also gave me some great advice when I was pregnant and in pain. They showed me some great exercises to relieve my joints.*

*These ladies I felt had an answer for everything and if I ever wanted information on something they wouldn't hesitate to give it to me.*

*During my stay they helped me and my daughter get a house and they helped me move my belongings and do my first "at home" grocery shop. Now I'm in my house, I've never been happier. None of this would have happened if I didn't have the support of Catherine Villa. Many thanks, Susie.*

Services Grants Program (CSGP) and Supported Accommodation Assistance Program (SAAP).

Families are supported through graduated stages of independence. Services range across 24 hour supported accommodation, semi-supported accommodation, aftercare, outreach family support and groups. Across all these services staff offer strengths-based case management and support with pregnancy, parenting, living skills, personal development, health, baby care, vocation and education, housing and tenancy issues and recreation.

In 2009/10 Catherine Villa received 272 referrals: 32 per cent from non-government agencies; 46 per cent from government agencies, including Health and Community Services; 20 per cent self-referrals; while two per cent were not identified.

Mothers ranged in age from 13 to 25. The largest age group were 19 year olds (40). Twenty referrals were outside of the age criteria (25+).

Catherine Villa provided accommodation for 14 mothers with 16 children in the period. At the beginning of their stay, clients are assigned a staff member who works with them to identify their strengths, needs and planning for their future. Often the experience of pregnancy and birth provides a window of opportunity for the young women to make life changes and look to the future with optimism. Basic needs are met first, and if the client isn't attending employment or education, our staff devise an in-house program of topics around parenting, health and life skills.

One important aspect of the program is increasing the new mother's skills in connecting



to the larger community support network: a family doctor; a child care service; community health; family support; counselling; mental health services; drug and alcohol services or multicultural services.

## Exit Support

Post-accommodation support saw 16 ex-residents supported and 152 contacts either by phone or home visits. For families without extended family, Catherine Villa often becomes the mother's source of support in times of crisis and celebration, sharing news of weddings or jobs or new babies. We work collaboratively with other agencies providing semi-supported accommodation to provide families with a continuum of care over many years.

## Family Support

In 2009/10 we offered home visiting family support to 20 families at risk of experiencing crisis in the Blacktown/Baulkham Hills area. The service assists families to maintain and build on strengths, to build trust and assist families develop realistic outcomes, link families to available community resources and help the family prioritise their needs according to what will enhance the safety, welfare and well-being of the children involved. Our staff offered parenting support, advocacy and referral for housing, counselling, groups, health, child protection, legal issues, skills development, transport and other support.

## Young Mums' Group

In groups, we are able to assess and meet the needs of families in an informal "kitchen chat" atmosphere. We share parenting skills, advise participants on community resources, provide positive role modelling and mentoring, play time for the kids and opportunities to develop new skills.

Thirty young mums and their children attended



## One Mum's 'Thank You'

Tessa became involved with the Catherine Villa service 3 years ago. She suffered from depression and was struggling with private rental payments. Her Family Support worker assisted her gain accommodation with a semi-supported service and 12 months later supported her move back into private rental. Here's a letter we got from Tessa:

*Becoming involved with Catherine Villa has been one of the best decisions I've made. They have supported me and my child at times when I have felt completely alone and helpless and had no other support. My Catherine Villa support worker helps me with parenting, cooking, cleaning and living skills. She informs me of services that would be helpful to my son and me. She takes me and my son to my doctor so I am able to manage my medical conditions. They have a young mothers group where I met and socialise with other young mothers. They continue to support and inspire me and give me hope. Thank you Catherine Villa, I really appreciate the support and difference you bring to my son's and my life.*

32 Young Mum Group sessions. Topics discussed were those requested by the clients. These included positive relationships with children, bullying, toilet training, advice on how birth order relates to parenting, parenting when children are close together, quitting smoking, birth planning and managing sibling behaviour. We also provided some specific Triple P sessions for mums identifying with a specific parenting need.

The clients enjoyed doing craft activities and projects developed in groups included making a large patchwork quilt, making door hangers, scrapbooking, glass painting, jewellery making, quilting, hand sewing, tapestry, beading, Valentine's Day cards, a St Patrick's day hat, Mothers Day cards, Easter cards, baking Anzac biscuits, scones and pizzas as well as canvas painting and making gift tags.

The Early Childhood Nurse visits the group every fortnight, and gives individual attention to mums, their babies and young children. The developmental screening checks conducted highlight the importance of regular growth and health checks for the infants and toddlers.

Our guest speakers included a representative of the Energy and Water Ombudsman NSW (EWON) on managing power bills and tips on saving energy and water, St John's Ambulance providing practical information on children's first aid, and Triple P on specific parenting topics.

Each week a variety of children's craft is available, including playdough, bike and ball play, indoor and outdoor play with toys, music, movement and singing, reading books. Other activities include sand play, water play, threading, dress-ups, pasting, painting, making special occasion cards and hats, educational stencils and craft with shapes, colours, numbers, bubble play and balloon tennis.

## Supported Playgroup

There are many young and migrant mums in the Quakers Hill area. Some families feel isolated and need support to develop friendships and links into the community. Our supported playgroup ran on 32 occasions this past year. It grew in size to 56 new mums and their children joining us from the local community. Many of these mums are part of the multicultural mix, with countries of origin that includes India, Nepal, Sri Lanka, Indonesia, Korea, The Philippines and China.

Word of mouth from neighbours and friends brought them into the playgroup. On eight occasions we had Triple P parenting consultations

with individual mums which were very popular. Mums who are recent migrants found them very helpful as they resolve anxieties they feel in integrating traditional and new ways of doing things.

Each week we have a music and movement session, which the mums and children really enjoy. The participation in this activity has really increased. We have a craft activity each week where the mums assist their children in painting, pasting, drawing or creating an item to take home with them.

## Christmas Party 2009

This year Catherine Villa held our annual Christmas Party at Golden Ridge Animal Farm. A wonderful time was had by all, including 28 mums and 35 children. The children were delighted by the arrival of Santa – complete with gifts for them. The gifts were kindly donated by the Zonta Club and brought much joy to the children and mums of all faiths.

## Picnics during school holiday breaks

Due to overwhelming demand the staff organised get togethers in local parks during school holiday breaks for the families. The families' evaluations of groups continue to indicate they value the breakdown of isolation, parent education, connection to community, ideas for play, meeting Aussie mums, and getting to know and understand each other's culture. They value the support and advice they receive.





## AFTER HOURS FAMILY COUNSELLING AND PARENT EDUCATION

As its name implies this Blacktown-based program provides services outside of normal working hours, thereby allowing working couples and families to make use of services that would otherwise be unavailable. It is quite unique in that it is a free home visiting and centre based service staffed by a Psychologist and Social Workers. The After Hours program provided services to more than 100 families during 2009/10. Approximately half of the parents were single parents and were in the age range of 30-39. At least 25% of the families had Community Services involvement. The main strategies of the service were counselling/casework and facilitation of parent education programs. There is an interconnection and cross referral with other CatholicCare services, such as Family Support, New Arrivals, Gambling and Financial Counselling, Relationship and Family Counselling operating out of the same centre.

### Counselling Casework

A total of 550 face-to-face interviews/contacts were made. As a result of the intervention many of the parents identified that their relationship had improved with their child/ren and that their children's behaviour had improved. They also said they felt more confident in their parenting and there was less conflict within their family. The After Hours counsellors also performed other casework activities that were considered essential in managing the family cases. These tasks entailed contacting other workers from other agencies, reports to Community Services Helpline, advocacy, preparation of reports, and completion of forms and provision of transport as part of the case plan.

### One family's story

Mr and Mrs D attended counselling with their two children, a daughter aged 8 and a son aged 5. The mother and daughter presented with a high level of anxiety. The parents also identified some relationship issues and the mother also identified the need for some ways to manage her stress. The counsellor worked individually with the mother and her daughter and also conducted couple sessions and family sessions. Initially the counsellor saw the family on a weekly basis for five weeks and after that on a fortnightly basis for a period of 3 months. A range of interventions were implemented with very positive outcomes.

Mrs D began monitoring her moods in order to start to become more aware of the relationship between her thoughts, feelings and events in her everyday life. Mrs D was also encouraged to share her story about her childhood with her mother who was suffering from depression and was mentally unwell. Mrs D was assisted in identifying how to make positive changes and accept that it was not her fault that her mother was mentally unwell.

Mrs D was taught how to manage her stress levels and both parents began learning and practising new parenting strategies.

Through Art and Sand Therapy, the daughter was able to express all her worries and relaxation exercises assisted her to a point where her worries/anxieties were 'at a normal level'.

Through relationship counselling, Mrs and Mr D were assisted to achieve positive changes. They identified skills training around communication and problem solving as being most helpful.



### Parent Education

The After Hours service offered a variety of parenting groups and these included;

**Triple P** which is one of the only evidence-based parenting programs available worldwide which is founded on over 30 years of clinical and empirical research. Triple P is a parenting and family support strategy that aims to prevent severe behavioural, emotional and developmental problems in children by enhancing the knowledge, skills and confidence of parents.

Two Triple P Groups were offered after hours this year and 23 parents attended. The majority of the parents indicated that as well as helping them deal more effectively with their children's behaviour, the program also helped them deal more effectively with problems that arose in their family.

The Seminar series had 12 parents attend and most found that the seminars helped them gain an understanding of how they could help their children learn new skills and behaviour.

**1-2-3 Magic** is a behaviour management program for parents and other carers of young children. Parents can learn the program one day and start using it the next. Groups were held after hours regularly throughout the year and proved to be very popular with the Sudanese community.

**Keeping Children Safe** was offered twice and is designed to support parents in keeping their children safe from neglect and abuse. Most of the parents had involvement with Community Services. The 21 parents attending these groups indicated in their evaluations that their knowledge and ability to respond to abuse and neglect had increased and that they had learned and tried new strategies.

**Engaging adolescents** is based on the principle that parents need to work out what teen behaviour needs to be addressed as adolescents' transition towards autonomy. There were two groups offered this year with 17 parents attending. At the conclusion of the course, most of the parents indicated that they would get much better results in dealing with their adolescent's behaviour.

After Hours also offered some specific parenting and youth groups for the Sudanese community and these were well attended with participants appreciating the skills developed and friendships made.

## PENRITH FAMILY SUPPORT

During 2009/10 Penrith Family Support provided services for 200 families, including 289 children. The service conducted 530 personal counselling sessions and 860 phone sessions. The services were provided in a variety of forms to accommodate the needs of individual families. Families, individuals and groups were able to access in-home and centre-based sessions in relation to family support, counselling, advocacy and information.

Clients presented with multiple issues at the initial assessment. These included:

- ⊙ 80 families with parent/child relationship concerns
- ⊙ 33 with domestic violence issues
- ⊙ 20 child behavioural problems
- ⊙ 13 families where children were physically abused
- ⊙ 14 families involved emotional abuse of children
- ⊙ 14 families had child neglect issues
- ⊙ 7 families had issues of child sexual abuse.

Of these families, 53 had current involvement with Community Services and nine had previous Community Services involvement

As the above cases illustrate, our counselling involved serious community issues related to child protection and children safety, domestic violence, substance and alcohol abuse, mental health and social isolation.

Additionally, we offered educational group activities for adults and children. The "Triple P" (Positive Parenting Program) group was again co-facilitated with Community Services' "Brighter Futures" and South West Area Health service. Three Triple P seminars were also



### Lisa's story

Fleeing severe domestic violence and abuse of her children in another state, Lisa had relocated to Western Sydney. Unable to cope with her situation, her children were placed in the care of the Department of Community Services for three months. At the end of this period Lisa was assessed as unable to manage her children's welfare. Community Services signalled that the children might be placed under Ministerial care until the age of 18.

Lisa came to Penrith Family Support asking for assistance. She wanted her children returned to her care. She attended a series of family support and counselling sessions that addressed the obstacles to her effective parenting, including her low self-esteem and depression. In these sessions, Lisa was given strategies for improving her parenting skills. Initially these improved her interactions with her children at access visits. Because of her own history as a victim of domestic violence, Lisa felt she had little capacity to parent and her low self-esteem was always with her.

Lisa attended our parenting groups and we referred her to other services. In a custodial hearing in the Children's Court, Lisa was able to demonstrate what she had learnt and answer questions as to how she would put into practice this information in a family situation. She won her case and her children were returned to her care almost immediately. Her determination to improve her parent skills, despite her family's abusive past, and be reunited with her children is inspirational to others who attend our service. A commitment to changing one's past behaviour is a message we impart to those who attend our groups. As one attendee said: *"It's not okay to come just for a certificate of attendance. You need to learn what you are covering in the course and be prepared to talk about what you learn and what you intend to do with it."*

delivered as part of independent research relating to Community Services purchase of the seminars. Other groups we ran included "Keeping Children Safe", "123 Magic" and "Engaging Your Adolescent". In total, 60 group sessions were delivered and 89 out of 150 new clients were engaged solely in our group sessions.

The delivery of this content in group settings contributes to better outcomes across the community, including:

- ⊙ Improved knowledge of child development
- ⊙ Improved ways of managing children behaviours in appropriate recognized ways
- ⊙ Improved child parent/ relationships
- ⊙ Improved relationships with Community Service caseworkers
- ⊙ Children being returned in to the care of their parent/ parents after removal by Community Services.
- ⊙ For attendees of "Keeping Children Safe" a raised awareness of why children in their care were removed by authorities.

The year also saw a greater representation of men who were referred to our services. As new clients, they accessed a range of resources and support. Some were in custody of their children while some were sole parents. Others attended from choice to learn behaviour management strategies for children in their care.



## PROJECT ELIZABETH

**P**roject Elizabeth is a counselling and support service in relation to pregnancy and children 0-3 years inclusive.

The service provides support for the following issues: – Counselling around miscarriage, abortion, and having a child fostered or adopted. This applies even when a pregnancy was some time ago and issues are still arising for the client, affecting their day-to-day life and/or their relationships.

- ⦿ Women and teenage girls concerned about pregnancy issues, including the ability to talk about the best options for the mother and baby.
- ⦿ Support for other people who are anxious about the pregnancy of their wife, partner, girlfriend or daughter.
- ⦿ Post-natal depression support.
- ⦿ Difficulties being experienced in caring for children 0-3 years.
- ⦿ Support for others to get their babies back from DoCS whose children have been removed by Community Services. In some cases babies are removed a few hours after birth.

This program is supported by grants from Sydney West Area Health Service and the Diocese of Parramatta and provides a home and centre based service in Greater Western Sydney. A telephone support service is also provided.

During the last 12 months, 229 service sessions were conducted as well as group sessions for 34 families. In addition, clients attended group courses “123 Magic”, “Group Triple P” and “Keeping Children Safe”.

Our service noted an increase in referrals from mothers of all ages having their babies and toddlers removed by Community Services. Sometimes this was because of reports of domestic violence during pregnancy and the mother choosing to remain with the perpetrator. In other circumstances the mother had a newborn removed because Community Services had previously removed children under a court direction. There have also been an increased number of mothers on the methadone program referred

### Jane and Andy's story

Jane and Andy came to discuss a possible termination of an unplanned pregnancy. Unmarried, both had plans for their future that didn't involve pregnancy until a later date – let alone twins! Jane's mother's advice was not to continue with her pregnancy.

Jane was heavily influenced by her mother's experience of an unwanted pregnancy that had resulted in the birth of a brother.

By contrast, Andy's mother was excited and very supportive of both of them continuing with the pregnancy. She offered as much practical and emotional support as she could to make their new situation easier.

We also discussed with Jane her plans to travel and how she and Andy might accommodate her “extra baggage”. The wonders and joys they could all share. Discussing Jane's concerns we presented options that were positive, practical and affirming.

The couple left our office and after several unsuccessful attempts at follow up phone calls the case was closed.

Whatever happened wasn't known until another young couple came asking our help to get their son back after removed the baby before they left hospital. He had been removed from their care at Hospital. The dad, James was talking about his loss. He said his friend Andy was a lucky one. He and his partner Jane were expecting twins and everything was going well for them. Andy was thrilled that his twins were due any day.

by Nepean Women's Hospital and children's welfare agencies. We have formed a strong referral basis due to the work we have done in collaboration with clients.

This is a difficult area of counselling. Our service to our clients is informed by Catholic values in respect of the dignity of all human life. Clients sometimes present with unwanted pregnancies and our counselling hopefully helps them to consider the positive aspects of having the baby, parenting and making a family. Having said this, we do not always know how a particular client's dilemma is resolved. Sometimes, however, a message comes back that our service did have a positive effect. One case in particular was Jane and Andy.

## BLACKTOWN FAMILY SUPPORT

There were 69 families with 182 children who were provided with services from Blacktown Family Support within the 12 months July 2009 to June 2010. Just over half the families were sole parent families and half the families identified living in Public Housing. Sixty two percent of the families were receiving Centrelink benefits.

The predominant issues families presented with included; 58% experiencing domestic violence; 39 % experiencing relationship breakdown with their children; 29% with mental health issues; 20% with financial hardship; 15% with addictions. Over 40% of families had current involvement with Community Services. The main strategies and interventions implemented in assisting the client families are as follows:

### Counselling/Casework

There were 524 face-to-face meetings or contacts conducted. Casework activities included provision of court support, preparation of reports/letters, linking to community resources, counselling, providing transport, one to one parenting education and assisting with the completion of forms. Most of the

### Amelie's story

Amelie met her Australian born husband overseas then came to live in Australia with him. Her children were born here, but soon after this, Amelie began to be subjected to debilitating violence in her marital relationship. She was unaware that she could seek assistance from the Department of Immigration, so stayed with her husband for several years until she was eligible for permanent residency status. She then took her young children and left her husband. She was referred to Blacktown Family Support Service by a government agency after experiencing depression and isolation.

Blacktown Family Support Service has worked with Amelie for almost two years. In that time, she has been able to access stable community housing, and is completing a Diploma through TAFE. One child will commence school next year and Amelie is looking forward to finding employment in order to better meet her children's needs and continue on her path towards independence and personal growth. Amelie is learning to drive and has been successful in applying for Australian Citizenship.

### Sarah's story

Sarah is a single mother in her late twenties and was referred to Blacktown Family Support Services when she was pregnant with her second child. Sarah has a history of childhood abuse, depression and a low level of literacy. She was requesting counselling to deal with the impact of this abuse, as well as support following the birth of her new baby. Blacktown Family Support Service was able to offer Sarah assistance with parenting and child protective behaviour strategies to alleviate her concerns regarding her older child's safety. Over the past year and a half that Blacktown Family Support has been working with Sarah, she was able to obtain her driver's license and was assisted with obtaining a low interest loan in order to purchase a car, an important resource with two children. Her caseworker has been working with Sarah to better manage her finances, and will be accessing the services of the Financial Counsellor at Centacare Blacktown to assist with this goal.

client families were provided with intensive work aimed at assisting them address child protection issues, by either eliminating or reducing the risk of harm. Overall, client evaluations showed significant improvement in personal relationships and parenting, increased levels of child safety and more connections to the families' local communities.

### Group Work

Staff offered a variety of Groups in the community and at the Blacktown centre to meet the identified parenting needs of current clients and those in the community requiring skills development around parenting issues.

A therapeutic group entitled "Echoes of Childhood and Joy of Parenting" was facilitated three times during the year. The participants considered the group to be beneficial in reflecting on their childhood experiences and how these influenced them in their relationships with their children.

Triple P (Positive Parenting Program) for parents with children below 12 years of age was also run in seminar and Group format and evaluations indicate that parents knowledge, skills and confidence in parenting had increased.

We also offered a seminar on domestic violence as 58% of our client families have experienced domestic violence.



## NEW ARRIVALS PROGRAM

The city of Blacktown in Western Sydney is the major resettlement area for African refugees in Australia. There are approximately 3,000 Sudanese living in the Blacktown electorate and the Sudanese as a group are the smallest group of the new emerging community in Australia. The Diocese of Parramatta is responding to the needs of these refugee families and has funded two Sudanese workers to support families as they struggle to adapt to the new homes life and culture while maintaining their own culture and traditions.

During this year, the two Sudanese workers located at Centacare Catholic Social Services (CCSS) offices at Blacktown provided services to 32 families with 139 children. The services include home visiting, casework and organising group work and sessions, community development work as the main intervention in addressing social and cultural issues. A total of 167 face-to-face interviews, casework and home visits were conducted. The staff often supports families with transport and advocacy at schools, Hospital, legal appointments, Centrelink, Housing, Immigration issues, Police, medical care, Specialists, counselling and accessing English classes.

Some of the families are quite large with an average of 4 or more children per family. The issue of unemployment leads to Housing issues with private rental costing approximately \$500 per week for some larger families. Families often struggle to pay their bills and need guidance with managing their budget. Simply put; no work and no money are leading to a high level of stress within the family and causing family breakdown among many families. Some of the youths are dropping out of schools and turning to crimes and anti-social behaviours as they are not managing and coping well in schools.

During consultation with African parents, schools and other agencies in May 2009, some of the parents identified that parenting had become a big problem. To support parents to increase their parenting skills particularly with managing their children's behaviour, CCSS offered a series of six "1-2-3 Magic" parenting groups. Each group offered four sessions of parenting skills training. These groups were run after hours with child care provided. The parenting skills program was funded by the Department of Community Services.

In 2009, the staff of the New Arrivals Program, in collaboration with Catholic Education Office (CEO) and staff from Catholic Social Justice office, organised Refugee Week at Saint Anthony's Catholic Church, Toongabbie.

There are many youth within the families facing unique challenges especially in adjusting to life in Australia. Few resources are devoted to the needs of refugee young people, yet the successful integration of refugee young

### One family's story

Denisa has got 5 children and asked for support when she was struggling with rental arrears. She had left her husband due to domestic violence and she had very little English. Her children were "acting out" and misbehaving at home and at school due to the stress and changes in the family situation. She was in a very fragile state. She was supported to access financial help for utilities bills and debtors agreed on a payment plan. With support of staff she was able to begin addressing her own emotional health needs through counselling and was supported at meetings with the school to begin addressing some of the issues for the children. Denisa told us that it was through the support of her CCSS Sudanese worker that she was able to recover from her critical financial situation and she avoided the risk of being homeless. She has learnt about managing the children's behaviour better through attending a 1-2-3 magic group and she has also made friendships with other families through the group experiencing similar situations. The issues at school are resolved and she is now emotionally strong and looks forward to a great future for herself and children in Australia.

Ms X is 37 years old and a single mother of 8 children. She was separated from her husband some times back and she now cares for her 8 children. Due to financial hardship and number of the children, she always fell behind with her rental arrears.

She contacted CCSS office requesting for assistance because she has gone through a lot of difficulties; she received a letter from Tenancy Tribunal to attend a hearing for eviction. However, with the effort and support from CCSS staff, she was temporarily placed with her 8 children in a motel for one month. And thereafter she was approved a priority housing by Housing NSW. With the support of staff, Ms. X was able to settle safely with her children in the new accommodation. Ms. X was impressed and she praised the CCSS staff for the assistance rendered to her and her large family members.

into Australian society provides the foundation not only for their immediate family's adjustment, but that of future refugee families and the community at large. The Refugee Young program is a week-end program dedicated to provide support and education to refugee teenagers by supporting them to improve and develop strong relationships with their families and peers. This program was offered at Toongabbie and some of the outcomes noted were; improved family relationships; increased participation in new activities; improved ability to manage youth allowance and increased safety.

Staff work collaboratively with other services such as SydWest, and participate in relevant groups such as "African Sister on the Move". The aim of the women's group is to empower, give support to women so as to reduce social isolation and to strengthen their sense of belonging and foster unity.

## EMMAUS DISABLED PERSONS CATHOLIC SERVICES

### Emmaus

The Emmaus Disabled Persons Catholic Services is a service for people with intellectual disabilities and their families living within the Parramatta Diocese. Founded in 1982 as a response to the International Year of People with a Disability, Emmaus is devoted to giving clients an enriching and stimulating quality of life.

Our service offers residential care to a group of adults (Emmaus Community Members) within four group homes and a Day Support Program, as well providing occasional support and friendship to a wider community of people with intellectual disabilities and to their families. This

service promotes the inclusion of intellectually disabled people in their church and social communities.

There are four group homes located in Blacktown, Stanhope Gardens and Windsor. The Day Support Program is based at St Patrick's Parish Centre, Blacktown, and the organisational office is also in Blacktown. Throughout the year Emmaus hosts a number of family gatherings and fundraising events. Our enthusiastic volunteers support our activities. We also enjoy a close relationship with the parish of St Madeline's at Kenthurst who donate a percentage of the proceeds from their annual May Fair to support our community.

### Staff Education and Training Opportunities

Emmaus supports continuing education and training of our staff. Over 2009/10 our training schedule included courses in Makaton (sign language), Word & Excel, Disability & Grief, Communication Skills for Frontline Workers, Smiles for Life, Practical Agreement Making and Managing Challenging Behaviours.

In May we held a Disability, Mental Health & Ageing Portfolio Training Day. The theme of the day was "Making Things Work" presented by Rosemary Shapiro Liu, a professional coach and facilitator for non-profit and social justice organisations. The program challenged employees to be "the best they can be, so that they do what they love doing" in the most effective way possible – working as a team together. The response was very positive.

We are also conscious that some of our members are now entering their "twilight" of their lives and the Emmaus Management Team recently attended the workshop "Seeking Better Futures for People with



a Disability who are Ageing'. This was presented by the Futures Alliance, a cooperative of community representatives from various NSW disability and aged care providers. The purpose of the Futures Alliance is to remove boundaries and to maximize community resources to deliver improved options for people with a disability who are ageing. This was a very informative workshop and on target with the challenges we face together with some of our ageing members and their families.

When new staff come to Emmaus, they share an informal "getting to know you" afternoon tea with members of the Emmaus community. They then enter into "Buddy" training, consisting of four shifts in one house where the newcomer is "buddied" up with an experienced staffer who trains them in policies, procedures, routines and familiarises them with each individual's care requirements. New staff are also sent for one shift in each of the other three houses to familiarise themselves with the members and the house before "flying solo".

## Transition to Retirement

As some of our members are reaching retirement age, we have recently become involved in a program called "Transition to Retirement": a joint project of The University of Sydney and La Trobe University and the Afford Workshop. Three of our members will be involved in this project. One of our members from the Stanhope Gardens house currently attends the local Senior Citizens Club in Blacktown each Thursday where she enjoys a game of bingo, morning tea and lunch and has met many new friends.

## Carer's NSW 2010 Carers Week grants program

The program is funded by the Department of Ageing, Disability and Home Care and provides carer support groups and organisations in NSW with a grant of up to \$250 to organise an event to honour the carers of their organisation. This year our application was successful and the grant of \$250 will fund a Morning Tea in appreciation of all the hard work and dedication of our staff and volunteers to their work with the members of the Emmaus community.

## Family Gatherings

Emmaus encourages friends and family to get together at least three times a year. As well as a Christmas gathering at the Diocesan Assembly Centre, we also hold a Spring Dance and Sports Day. The popular Spring Dance gives our members an opportunity to join with their families and friends to dress up in ball gowns and dinner jackets, enjoy a three-course dinner and dance the night away.

Another popular annual event is the Sports Day held at St Michael's School in South Blacktown. Fun events include thong throwing, tunnel ball, egg and spoon races and the deciding event, the Tug of War. This year



Mr Brian Halloran, brother of Paul Halloran (recently deceased member of Emmaus) donated and dedicated a perpetual trophy, "The Paul Halloran Memorial Trophy". Paul's old house, Springfield, was the winning house and will be the first name to be engraved on the trophy.

## Involvement with the Local Community

Emmaus encourages our members to be a part of our local community. This promotes and allows our members to share their lives in a positive, supportive and meaningful way. Members also participate in their household shopping and banking, with support from staff. Members also attend the local gym. The ladies of Emmaus also attended Ladies Day at the Hawkesbury Races each November.

As well as attending Mass each Sunday, the Emmaus members participate in a liturgy each year at St Patrick's Parish, Blacktown where the Emmaus Gospel Story (Luke 24: 13-35) is enacted.

## Christmas Holiday

This year most Emmaus members will go on holiday to Port Macquarie with the Sistaz Holidays organisation. On this eight-day Christmas vacation our members will participate in activities such as whale watching, camel rides, steam train rides and watching the New Years Eve fireworks from the beach at Port Macquarie. Travelling with such an organised group holiday allows members who require individual care and support to be active and join in with all the activities and meet a range of new friends.

## BLACKTOWN NEIGHBOUR AID

**B**lacktown Neighbour Aid (BNA) is based at St Patrick's Church, Blacktown.

The main purpose of the BNA service is to assist our clients to remain living in their home for as long as possible, minimising the risk of premature institutionalisation. Often this requires networking with other services such as Meal on Wheels, Blacktown Community Transport, the Aged Care Assistance Team, and Community Nursing.

BNA remains the fundamental source for reducing our clients' isolation and improving their mental health and self-worth through regular contacts that reduces their isolation through increased social contact and interaction. During the year 2009/10 BNA assisted and supported 170 clients: an increase



of 21 clients on the previous year. Our service to the aged is facilitated through the work of 27 volunteers, four permanent Social Support Workers (SSW) and the service Manager.

This service offers social support to clients who are frail, aged, or younger with a disability living within the Blacktown Local Government Area. Currently BNA supports 78 clients.

This year we commenced offering clients an additional source of social support and interaction through the "Client Morning Tea Day" service in conjunction with the Emmaus Day Support centre. One day each month the BNA team provides transport to clients into the centre where they have an opportunity to socialise with other clients. There is sharing of stories, experiences, conversation and opportunities to make new friendships. This is a free service to our clients, with all costs absorbed by BNA. This initiative has met with overwhelmingly positive feedback from clients who now look forward to the next event. Lately we've starting playing Bingo and extended our activities to include "Christmas In July and November" luncheons with entertainment for the clients and Emmaus members.

This year BNA extends its deepest gratitude to the voluntary members of the Blacktown Neighbour Aid Advisory Board (NAAB) – Linda Longley, Bernadette McKay, and Wilga Casey. Each gives their time four days a year to meet with the BNA Manager and discuss relevant issues pertaining to the service. However, as CCSS has its own Council that address all program and service related issues, there is no longer the need for the NAAB to convene. We offer our thanks to the NAAB members for their great work and all their efforts over the years.

Left we offer one example of the positive impact BNA has on our clients.

### Mrs Vinnie's story

*Mrs Vinnie lived an independent life alone at Sans Souci in the St George Area. In her 80s, she had lived in the suburb for over 60 years, close to her friends, known to her neighbours and familiar with the local shops and services.*

*A fall Mrs Vinnie suffered three years ago resulting in a fractured her hip dramatically impacted on her mobility and independent living. No longer able to live alone she moved in with her daughter Margaret at Blacktown. Understandably this was a very difficult change in Mrs Vinnie's life. Her independence was limited; her contact with her old friends was now only via phone calls and the new area was unfamiliar to her. Her entire lifestyle had changed forever.*

*Despite all her daughter's best efforts, Mrs Vinnie was not coping well with this change. She became felt lonely and depressed at the loss of her old life, longing for the social outings she once took for granted and the friendships she'd left behind.*

*One day during a doctor's visit Mrs Vinnie's daughter explained to the GP she was concerned about her mother's growing depression. The doctor suggested contacting the BNA service, hoping a regular visitor for Mrs Vinnie might help improve her outlook on life.*

*The visitor was our volunteer Miss Helpmann. It's been almost two years since Mrs Vinnie's daughter contacted BNA. Since that time Miss Helpmann has been linked to a volunteer who's aunt also lived at Sans Souci before she died five years ago. As it turned out, Mrs Vinnie knew the volunteer's aunt very well. They were good friends and often went out together. And Mrs Vinnie was also at her funeral.*

*Two years on and Mrs Vinnie and the volunteer have become great friends. They share stories, laughs and sometimes tears. They go out twice a week, and Mrs Vinnie is getting to know Blacktown quite well in her companion's company.*

*Mrs Vinnie's daughter Margaret recently called us to thank us for "saving her mother" and easing her transition to Blacktown. When we called the volunteer to commend her for "saving" Mrs Vinnie, she replied, "Thank you, but she inadvertently saved my mum! My mum had not spoken to her sister (my aunt) for years. She died before they were able to reconcile or even say goodbye. Now I share some great stories from Mrs Vinnie about my aunt with mum, and she hangs off every word (sometimes in tears), trying to catch up on what she missed in those lost years."*



## MARRIAGE FAMILY AND RELATIONSHIP EDUCATION

The service assists couples and individuals in preparing for a new relationship, enhancing an existing relationship, as well as working through relationship breakdown and parenting after separation. The service is provided through group sessions, courses and seminars, and our clients range across engaged couples, individuals, married couples, single adults, parents and children.

This is a service widely used in the Parramatta Diocese. Over 1,500 individuals in the last year have received some form of support, knowledge and skills-based training either in groups, courses or seminars. Our services operate from our Parramatta, Blacktown and Penrith branches and also in community and parish venues such as Greystanes, Baulkham Hills, and St Marys. This year we also extended pre-marriage education services to Glenbrook in the Blue Mountains.

Throughout the year, we hold 20 pre-marriage weekend courses facilitated by trained married couples. Many participants are engaged couples who are very much “in love”. Their feedback is overwhelmingly that the course improves their relationship skills. Engaged couples can also prepare for their marriage by working one-on-one with a facilitator and completing an inventory based questionnaire and follow-up discussions.

Marriage and relationship enrichment courses also assist established couples to gain more from their loving relationships. *Marriage Sunday* held in September and promoted throughout the Diocese, offers couples the opportunity to reflect on and enrich their marriage relationship. *Celebrate the Journey*; also held in September, is a Diocesan event that acknowledges and celebrates long-standing marriages at a Pontifical Mass in the Cathedral Church of St Patrick where the main celebrant is the Bishop of Parramatta. Couples celebrating significant anniversaries are invited along with family and friends for Mass, a special blessing and an afternoon tea hosted by the Bishop.



*Celebrate the Journey couples with the Bishop outside the Cathedral on 19th September 2010*

Two new group work programs were introduced in 2009 and we have increased the number of facilitators trained to offer these programs to meet the demand. *Keeping Kids in Mind* is a course for separated parents designed to assist them to focus on the needs of their children following the breakdown of the adult marital relationship. *Rollercoasters* is a course for children experiencing loss as a result of changes in family relationships, either through separation and divorce, or the re-partnering of their parents.

A significant addition to the seminars offered this past year has been our *Reconnect with Life Love and Laughter* presented by the engaging and hilariously funny Robyn Moore. These community-based presentations aim to give participants a range of hope-filled strategies and skills whereby they can improve relationships and nurture themselves. The response from the participants has been overwhelmingly positive. Many have attended more than once. Our expectation is that this popular seminar will be on offer on a regular basis throughout the year in different parts of the Diocese.

*A young couple rather reluctantly attended one of our weekend pre-marriage courses as they had been told to go by the priest who was marrying them. They warmed up as the first evening progressed and became more interested in the sessions provided by the married couple that were leading the course. The sessions covered communication, family of origin, conflict resolution, sexual relationship and family planning and the sacrament of marriage. This young couple contributed very positive evaluations at the end of the course, saying the sharing of the experiences of the married couple leading the group and the information imparted had increased their awareness of each other and delivered new skills to work through some of their differences. They felt more confident in their future marriage together and even let their priest know that “it hadn’t been too bad after all”.*

Participants at the Reconnect with Life love and Laughter seminars also offered positive appraisals. Here is a selection of written comments:

*“A wonderful event with plenty of laughter and many concepts to think about.” “It touched my life! Right here, right now. Thank you!”*

*“Amazing Robyn communicates what it is to be a happier human and strive to recognise the good and amazing in all humans. I only wish I’d brought my husband.”*

*“It was absolutely amazing – I’ve been here before and loved it and loved it all the same this time round. It was extraordinary.”*

*“Love it. Appreciate it – more please. Just inspires so much – didn’t want to get out of bed today – (now) I feel inspired – I’m so lucky to have all the wonderful chores/choices to make.”*

*“My life has been shaken.”*

*“Robyn was very inspiring and uplifting. She gave me a lot of food for thought. I love the way she sees everyone as “wonderful” and “lovely” even when their circumstances are so desperate.”*

## RELATIONSHIP AND FAMILY COUNSELLING

This service assists couples, individuals, children and families to develop and maintain safe, supportive, healthy and enriching relationships. This includes relationships that are newly established, ongoing or when there is relationship breakdown or loss due to death or other transition and change.

In the past year our Relationship and Family Counsellors assisted over 800 people at the Parramatta, Blacktown, Baulkham Hills, Penrith and Emerton centres. Over 1,200 counselling sessions were provided, and well over 80 per cent of clients reported that counselling had been beneficial.

Our nine professional counsellors (a combination of full-time and part-time staff) assist clients to work through issues and difficulties that are impacting on their lives and their families negatively. They learn new skills and strategies to manage these issues and difficulties. Specifically, the counselling team:

- Assist couples, families and individuals to make changes within their relationships and within themselves so that the quality of their relationships is enhanced.
- Assist couples and individuals whose relationship with their partner has broken down irrevocably, to end that relationship with minimum trauma to the individuals and any children of the relationship.
- Assist children (appropriate to their age) whose parents' relationships are conflicted or broken down to live in their families in a way which is least detrimental to their emotional and general well-being.
- Respond appropriately to the needs of those Catholics who approach Centacare who, for whatever reason, require and desire a counselling service that takes their religious beliefs fully into account.

The professional staff offer a flexible and responsive service to the people who approach our agency for assistance. Our counsellors include people drawn from culturally and linguistically diverse backgrounds who can confer in languages other than English, such as Spanish, Mandarin and Cantonese. Arrangements for home visits can be made where appropriate. Continuing professional development and learning are an important aspect of our services and we also offer training and clinical placements to social work, psychology and counselling students.

Some of the key achievements of the Relationship and Family Counselling Service in the past year included expanding our service to the Penrith area and increasing our service at Emerton.

Samples of client stories, below, give insight into the serious issues dealt with by counsellors, including suicide prevention and the reduction of conflict in family relationships, especially between parents.

*A couple, who had been married for five years and had a young daughter aged three, attended counselling as they wanted to improve their relationship. Generally they felt very loving towards each other and parented their daughter effectively with little conflict. They were however building up resentment towards each other as their expectations around savings, housing and living standards were not going as they had hoped. Counselling assisted them to review their expectations and express more effectively what changes they each needed to make. They left counselling with better communication strategies, feeling confident that their relationship had been strengthened and their life journey as a family improved.*

*A young woman sought counselling because she was isolated and having difficulty maintaining positive relationships with her family, friends and work colleagues. She was contemplating self-harm she was so unhappy. Underlying her feelings was significant abuse she had suffered in her life and led to her adopting an angry and defensive manner. Counselling assisted this young woman to understand herself better and her patterns of anger and defensiveness. She learnt positive strategies to deal with her feelings and to express them in a less destructive way. As her sense of self-worth improved, so have her relationships and interactions with family and friends.*

*A Dad attended counselling as he was very distressed by his recent separation from his wife and children. His distress, often expressed as anger, had resulted in him having reduced contact with his children. Through counselling he worked through his loss and grief about the breakdown of his marriage. He discovered effective ways to separate his hurt and disappointment with his wife from his relationship with his children. Counselling assisted him to keep the needs of his kids in mind even while he was coming to terms with the huge changes in his life brought about by separation. A counsellor is also working with this man's wife to determine if reconciliation of the marriage relationship is possible.*





## SOLE PARENT MINISTRY

This Ministry offers counselling, support and group work for adults affected by separation, divorce or bereavement. Through counselling, support groups and educational programs and workshops clients are assisted in working through their loss and grief, and often the trauma that is associated with such losses; as well as assisting them to acceptance of their “new identity” without their best friend/soul mate/husband or wife.

Counselling and pastoral care is offered through telephone and personal sessions. Group work and courses and information sessions are offered regularly to meet client needs.

These include:

- ⦿ *Stepping Beyond*: monthly workshops dealing with issues related to separation or divorce;
- ⦿ *Recovery Program*: a seven week workshop offered twice a year for those who have lost a partner through death, separation or divorce;
- ⦿ *Bereavement Support Groups*: two monthly discussion groups for those who have lost a partner or spouse through death;
- ⦿ *Seasons For Growth Program*: a five week workshop offered twice a year for those who have lost a partner or spouse through death
- ⦿ *Life Management Program*: a four day Workshop offered twice a year for those who wish to deal with underlying issues that negatively affect their relationships;
- ⦿ *Prayer and Reflection Days*: a facilitated day of solitude and silence offered twice a year and open to people from all walks of life;
- ⦿ *Seminars* on topics such as Annulment in the Catholic Church, Legal Matters associated with Divorce, and Family Financial Planning.

The Sole Parent Ministry assisted and supported over 240 clients in 2009-2010. One full-time staff member is assisted by 10 trained volunteers. Outreach extends to a quarterly newsletter sent to over 1,200 people containing information, resources and support. Services are offered at Parramatta and Blacktown and Penrith and community and parish venues in the Diocese, such as Toongabbie and Cranebrook. Some home visits are available or at other community venues where appropriate.

*A woman in her 40s sought counselling and support as she was struggling with the loss of her husband some six months earlier. Her life had changed and she was developing problem addictions and unable to effectively care for her children or herself. Counselling assisted her to understand how her behaviour was affected by the death of her husband. She was referred to specialist addiction services and our counselling assisted her with parenting strategies.*

*A Dad sought counselling because he was angry and alone following the breakdown of his marriage and separation from his wife and children. He was also experiencing great difficulties in working through the emotional upheaval of the Family Law processes in establishing regular contact with his children. Counselling and support assisted him through his anguish and he now has better contact with his children and attends a monthly support group.*

## HIV/AIDS MINISTRY

This service offers pastoral care to people and their families affected by HIV/AIDS. Father Senan, an Augustinian Priest, works part-time in this field.

Fr Senan through visitation in hospitals, community venues and homes provides support to people who are often isolated and marginalised as a result of their HIV-positive status. In this past year, this ministry has assisted 85 people. Fr Senan also answers requests to provide information about his ministry with HIV/AIDS affected people. His educational talks include audiences of senior high school students and community groups.

*A man in his late 50s first started to chat with Fr Senan when he was visited in hospital. He was undergoing a round of treatment as a result of his HIV/AIDS medical condition. The anti-viral medications were slowing the progress of his illness and occasionally he felt well. However he was concerned about his aging parents and their difficulty, as they were unable to talk through their grief about their son and his condition. Fr Senan visited the man's parents and they welcomed the opportunity to talk in confidence about their fears and their grief.*

## PROBLEM GAMBLING COUNSELLING

The Problem Gambling Counselling Service provided assistance to over 200 people in this past year. Three experienced part-time counsellors work at our Blacktown branch and outreach at Emerton. Some home visits or sessions at other community venues are offered where appropriate. The service provides counselling for individuals and their partners, family members or friends affected by problem gambling.

Often the problem gambler is reluctant to attend counselling and it may be a spouse or another family member who recognises the problem and requests assistance for themselves. Support and strategies for change are worked through with the partner or family member.

The aim of counselling for the problem gambler is to change their problem gambling behaviour so that, either by abstinence or control, it is no longer a problem for them or others. This behavioural change involves gamblers coming to different beliefs about gambling (many problem gamblers are notorious for their irrational beliefs about gambling) as well as coming to recognise their own personal and unique triggers for beginning a session or episode of problem gambling. These triggers may have strong emotional components.

*A woman sought counselling because she had just received a foreclosure notice from the bank and then discovered that her husband had not paid any mortgage payments for some months. They were hopelessly in debt due to problem gambling. She was in shock and needed immediate help. A referral to a financial counsellor averted the crisis of losing their home and the problem gambling counsellor assisted the woman to take control of the family's financial situation and begin to understand the problem gambling behaviour of her husband. Eventually, her husband also attended counselling and they began working towards rebuilding trust lost through his gambling.*

*A young man contacted the service because he was very distraught at losing a significant amount of his wages through gambling. What had started out as a bit of fun with his mates at the club on weekends and a few small wins had seen him hooked on the rush he got playing the poker machines. In the past few months he had started going to the club during the week without his mates. His losses meant he couldn't pay his car payments, or his rent and he was borrowing money from friends and family. The counsellor worked with him on a number of levels – initially with his financial distress and then the problem gambling behaviour. Progress was made over a period of months to the point that he was able to abstain from gambling. His financial position improved as he paid off debts based on a budget and repayment schedule.*



If so, the counsellor will attempt to assist the client to deal with the personal issues which give rise to those strong emotions.

Because of the immediate social and financial effects of problem gambling we attempt to assist the client to recognise and change the gambling behaviour. As other aspects of the client's life can closely link with the gambling problem, we also attempt to address problematic aspects of the client's life apart from gambling as part of the relapse prevention strategies.

A Saturday support group (established over 20 years ago) offers support, education and relapse prevention strategies for problem gamblers and their partners or other family members affected by problem gambling.

Sample client stories, left, give an idea of the life-changing work achieved by staff with clients, including suicide prevention and intervention that can avoid financial ruin.



## HILLS COMMUNITY COUNSELLING

The Hills Community Counselling Service was initiated at Baulkham Hills in January 2009 with the financial support of the Hills Community Charitable Trust. Two experienced part-time counsellors staffed this full-time service. Since its inception the service has provided financial counselling and gambling and family counselling to 155 people, and has been well received by the community. Our service offered a flexible and responsive approach to an identified need in the Hills area for families experiencing relationship, gambling and financial difficulties. Families

*A young mother sought assistance, as she was concerned about the increase in conflict between herself and her husband and the impact this was having on her three young children. Through counselling, the young mum was able to identify the stress factors in her relationships and some things that she could change. Eventually she and her husband attended couple counselling and improved their communication with each other and their conflict and resentment decreased. A follow up call by the counsellor two months later found the couple had kept the relationship improvements in place and reported being happier together."*

have expressed appreciation of the convenience of basing of the service in their local area.

In 2010-2011 the Financial Counselling Service will be based at our Blacktown branch and also provide services at Parramatta, Penrith, Quakers Hill, Emerton and other venues in the Diocese.

*A couple sought counselling as they were both problem gamblers and were in constant conflict about their debts and inability to manage their urge to gamble. The counsellor worked with them on a number of levels – initially with their financial distress and then their problem gambling behaviours. The couple were committed to change, as they wanted to start a family but knew this was unrealistic with their gambling and related financial problems. With individual therapeutic sessions to work on the underlying issues that fed their problem gambling, progress was made over a period of months to the point that both were able to support each other to abstain from gambling. Their financial position improved as they paid off debts based on a budget and repayment schedule worked out with the financial counsellor and creditors. This couple now feel more confident in their future together and about being able to provide stability and security for any children they may have.*

## EXTERNAL SERVICES

(Employee Assistance Programs, Clinical Supervision and Consultation)

These services provide counselling for employees of other agencies, clinical supervision for staff of other agencies and also for intern or Masters of Counselling students.

## SUMMARY

Senior Manager, Ann O'Brien summaries the services provided in the Counselling and Education Portfolio in these terms: "Our business is helping people through professional and clinical social services. The number of clients who have been supported or assisted in 2009-10 through our services is in excess of 2,980 individuals. Beyond these first-hand encounters we know there is a 'ripple effect' that extends to other family members, friends and community members. The secondary benefit is unable to be calculated – yet we know that more people are assisted than we will ever know."

## CCSS COUNCIL

### Most Rev Anthony Fisher OP – Bishop of Parramatta

Bishop Anthony entered the Order of Preachers (Dominicans), in 1985. The Dominican Order of Preachers is a religious order devoted to preaching the Catholic faith in the context of a life of study, prayer and community. He studied for the priesthood in Melbourne, obtaining an honours degree in Theology.

Bishop Anthony also completed a Doctorate in Bioethics at the University of Oxford.

Between 1995 to 2000 he was a lecturer in the Australian Catholic University. From 2000 to 2003 he was foundation Director of the John Paul II Institute for Marriage and the Family, Melbourne. Bishop Anthony remains Professor of Moral Theology and Bioethics in the Institute. Bishop Anthony is also Deputy-Chancellor of the Catholic Institute of Sydney and Adjunct Professor in the University of Notre Dame Australia.

In 2008 Bishop Anthony was Co-ordinator of World Youth Day in Sydney. On 8 January 2010, Bishop Anthony was appointed the third Bishop of Parramatta by Pope Benedict XVI.

### Very Reverend Robert McGuckin

Very Reverend Robert McGuckin is Vicar General and Moderator of the Curia in the Diocese of Parramatta. Father is a Canon Lawyer and a Priest of the Diocese of Parramatta. He is Episcopal Vicar for Religious and the Vicar responsible for Health and Catholic Social Services and Chairperson of the Council in the Diocese. He is a sessional lecturer in the School of Law at the University of Notre Dame, Australia.

### Prof Trevor Parmenter

Prof Parmenter's teaching and research expertise spans many fields in the area of disability, and includes quality of life; transition from school to work; supported living; employment; behaviour

problems; ageing; family studies; autism spectrum disorders; policy development; evaluation of disability programs; and physical and mental health of people with a developmental disability. Prior to his retirement, Trevor was the Foundation Chair of Development Disabilities in the Sydney School of Medicine at The University of Sydney and the Director of the Centre for Development Disability Studies at the Royal Rehabilitation Centre Sydney from 1997-2009. Prior appointments include Professorial Fellow at Macquarie University and teacher and principal with the NSW Department of Education. He remains active in a range of national and international disability organisations, including four years as president of the International Association for the Scientific Study of Intellectual Disabilities. He is noted for his experience in translating research into practice, especially through the development of training programs; supervision of research students and strategic planning consultancies. In 2005 he was awarded the Order of Australia for his contribution to research and practice in the field of intellectual disability. Trevor has been a parishioner of St Bernadettes, Castle Hill, since 1964.

### Anne Hampshire

Anne has 18 years' experience in the non-government sector, across a range of organisations, including community services and advocacy organisations. Anne currently works at Mission Australia, a large national community services organisation delivering services to over 300,000 Australians. Her role there is to lead the research and social policy team. Anne has researched and written on a broad range of issues including young people, families and children, social capital, poverty and disadvantage and unemployment.



The CatholicCare Council with Bishop Anthony Fisher. Back row, from left: John Spillane, Mery Carollo, Prof Trevor Parmenter, Fr Kevin Lee, Bernard Ryall, Vince Graham, John Aquilina. Front: Fr Robert McGuckin (Chair), Bishop Anthony Fisher OP, Sr Libby Rogerson, Otto Henfling. Missing from photo: Anne Hampshire (inset)



## Sr Libby Rogerson IBVM

Sr Libby is the Executive Officer of Mary Ward International Australia (MWIA) the Loreto Sisters aid, development and volunteer organisation. Sr Libby serves on many Boards, including the House of Welcome (centre for refugees and asylum seekers), MacKillop Family Services Committee, Jesuit Social Services and CLRI Justice Committee. In 1999, Sr Libby worked with Caritas in East Timor and was awarded the Humanitarian Medal.

## John Spillane

John has been the Diocesan Financial Administrator for the Diocese of Parramatta since September 2000. Previously, he was the General Manager of the Diocesan Development Fund. John has a long background in finance and banking together with senior management experience in business and professional practice. In addition to being a member of several key committees within the Diocese and Catholic Education Office, he was previously the Chair of the Board of Catherine Villa and a member of the Centacare Board.

He has a keen interest in the work of the Diocese in social welfare and in ensuring that resources are sufficient and used correctly in this important mission of the Church.

## Bernard Ryall

Bernard is the Head of Financial and Administrative Services for Catholic Education in the Diocese. Since his appointment in October 2006, he has led and implemented system-wide reform to improve financial stewardship, reporting and accountability in support of the strategic intent to improve the learning outcomes for each student. He has responsibility for finances, property and facilities, office services, system purchasing and commercial services. Prior to his appointment, Bernard held senior executive positions in the financial services sector.

## Mery Carollo

Mery is a registered psychologist currently working at CatholicCare (Sydney Diocese). Mery began as a counsellor and has worked at CatholicCare for 11 years. Mery headed up the Jobs Services Australia tender that was successful in June 2009. She is currently the Senior Manager for Clinical Services responsible for overseeing a team of counsellors across the four Job Services Australia sites as well as the Personal Helpers and Mentors (PHaMs) program which is based in the Sydney CBD.

## Vince Graham

Vince's career has been marked by successful business and operational reform of the organisations he has been associated with. Prior to his current role as CEO of Integral Energy he has held the positions of Co-ordinator General of Rail and CEO of RailCorp, Managing Director of the National Rail Corporation, Managing Director of the Grain Handling Authority of NSW, and the Chief Operating Officer of the State Rail Authority of NSW.

## Gary Jacobson

Gary has worked in the Community Sector all of his working life, primarily in disability. Gary is currently working for himself following his passion "Social Economy" (how community organisations sustain themselves). Most recently he was the CEO of Windgap an inner Sydney provider of disability services.

## Otto Henfling

Otto is the Executive Director of Centacare Catholic Social Services and was appointed to this position in July 2009. Previously Otto worked for CatholicCare (Sydney

Diocese) as the Director of Employment Training Support Services for 4 years where he oversaw the growth in income of the division from a \$4.5m to \$18m. Prior to working at CatholicCare, Otto spent 22 years working in the social security areas of the Australian Government.

Otto is also on the Board of Churches Community Housing Ltd, a niche provider of low cost rental housing on behalf of the church sector.

## Fr Kevin Lee

Kevin Lee, is the first pastor of Padre Pio Parish, Glenmore Park. He was entrusted with the role of establishing the parish as a separate entity after Glenmore Park has been a parochial district of Penrith for 16 years. He is also the regional police chaplain and in his 18 years of priesthood, Kevin has ministered in 9 communities. He has an interest in languages and Asian cultures. He can celebrate Mass in Vietnamese and Tagalog and enjoys travelling, hunting and motorcycles. He is one of two priests in his family of ten siblings. After completing his Bachelor of Business majoring in Computer Programming he worked for two years as a programmer analyst in the Finance section of IBM at Castle Hill before deciding to enter the seminary at Manly where he attained his Bachelor of Theology.

## John Aquilina

John Aquilina migrated from Malta with his parents. After graduating from Sydney University, he worked as a high school teacher for almost ten years. He was elected Mayor of Blacktown in 1977. In 1981 he was elected as the State Member for Blacktown and in 1991 as the State Member for Riverstone. John is currently the Leader of the House in the New South Wales Legislative Assembly and Parliamentary Secretary to the Premier. In the past he has served as Speaker, Minister for Education and Training, Minister for Youth and Community Services, Minister for Fair Trading, Minister for Land and Water Conservation, Minister for Natural Resources and Minister Assisting the Premier on Ethnic Affairs. John was also Shadow Minister for Education and Training between 1988 and 1995.

In addition to being a member of a number of Parliamentary Committees and organisations, John is the inaugural President of the NSW Parliamentary Friends of the European Union, and Patron of the Asia-Pacific Parliamentary Friendship Group.

Recent appointments by the Premier of NSW include Chairman of the Lachlan Macquarie Bicentenary Commemorations Committee, and Board Member of the National Arts School. John is a Fellow of the Australian College of Educators (FACE) and as a long-term member of the Sydney University Senate serves on the University's Finance and Infrastructure Committee, The Remuneration Committee and the Honorary Awards Committee. He is also an Honorary Associate of Sydney University's Graduate School of Government, an official observer on the Board of Trustees of Sydney Grammar School, a past member of the Ethnic Affairs Commission and a past Board Member of the State Records Authority.

Additionally, John is a Director of Ars Musica Australis, a Member of the Board of Advice of the Sydney Conservatorium, Ambassador of the Sydney Youth Orchestra and Patron of the Australian International Conservatorium of Music.

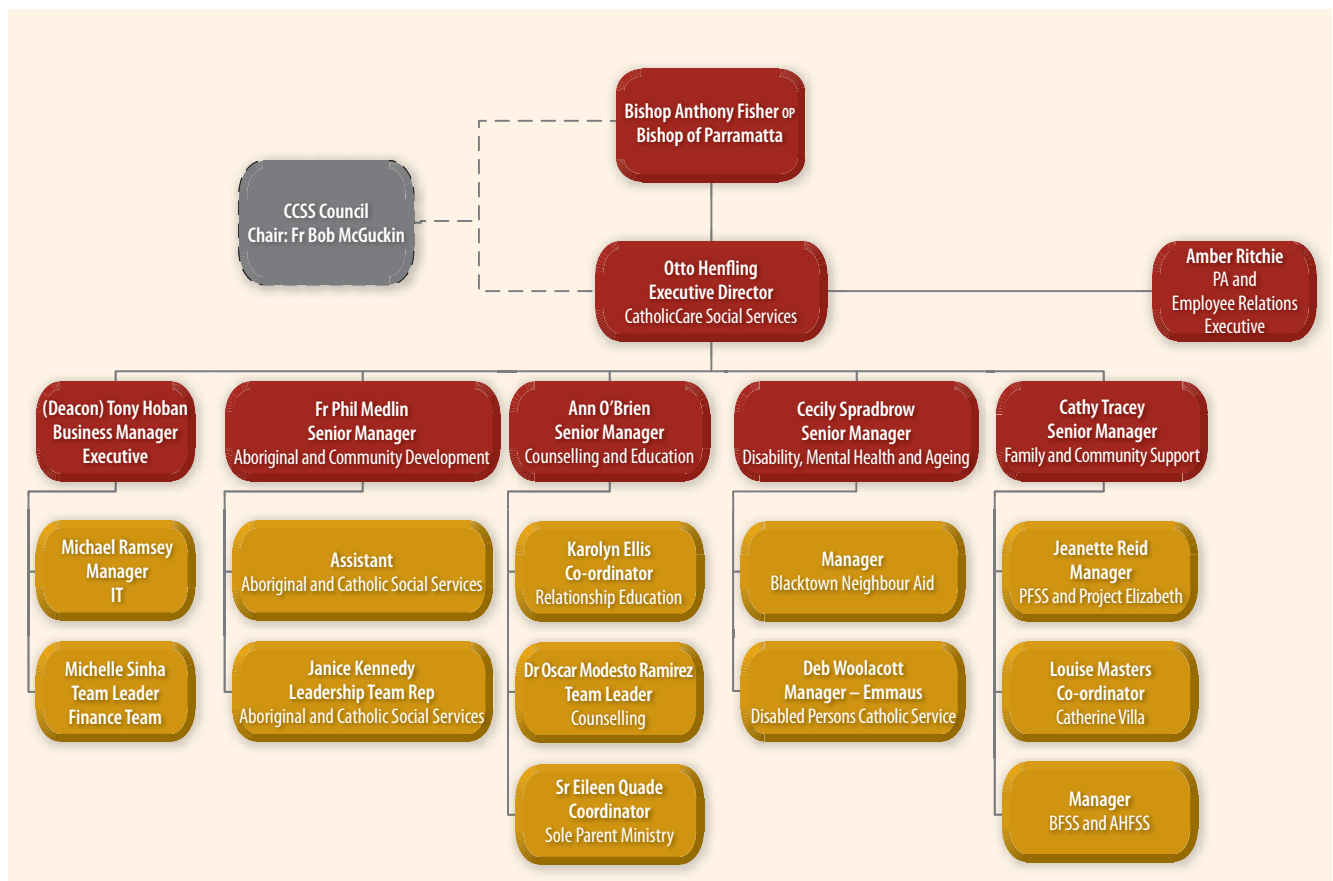
John has been awarded The Congressional Medal of Honour by the Parliament of the Philippines and is a Knight of the Order of St John of Jerusalem, Rhodes and Malta.

# CCSS EXECUTIVE



The Executive of CatholicCare Social Services. From left: Cathy Tracey, Otto Henfling, Ann O'Brien, Cecily Spradbrow, Deacon Tony Hoban, Father Phil Medlin

# CCSS ORGANISATIONAL CHART





# CCSS FINANCIAL SUMMARY

(formerly Centacare Catholic Social Services)

## Centacare Catholic Social Services

ABN 52 853 598 050

Amalgamated Statement of Comprehensive Income  
For the Year Ended 30 June 2010

|                                                | 2010               | 2009               |
|------------------------------------------------|--------------------|--------------------|
|                                                | \$                 | \$                 |
| State Grants                                   | 2,633,365          | 2,546,240          |
| Federal Grants                                 | 559,902            | 448,381            |
| Diocese Grants                                 | 1,824,048          | 1,017,640          |
| Other Grants                                   | 202,726            | 328,492            |
| Interest income                                | 45,295             | 55,000             |
| Service User Contributions                     | 367,264            | 346,195            |
| Donations                                      | 15,433             | 425                |
| Other Income                                   | 191,166            | 11,479             |
| <b>Total revenue</b>                           | <b>5,839,199</b>   | <b>4,792,576</b>   |
| Employee Benefits Expense                      | (4,147,638)        | (3,707,460)        |
| Depreciation                                   | (96,825)           | (58,187)           |
| Occupancy                                      | (710,080)          | (247,623)          |
| Interest                                       | (4,390)            | (8,804)            |
| Program Delivery and Support                   | (710,080)          | (765,069)          |
| <b>Total expenses</b>                          | <b>(5,858,598)</b> | <b>(4,787,143)</b> |
| <b>Profit for the year</b>                     | <b>(19,400)</b>    | <b>5,433</b>       |
| <b>Total comprehensive income for the year</b> | <b>(19,400)</b>    | <b>5,433</b>       |

*Diocese of Parramatta*



**CATHOLIC CARE**  
Social Services

## Head Office

2A Villiers St, Parramatta NSW 2150

**Executive Director** – Mr Otto Henfling  
Tel (02) 9933 0222. Otto.Henfling@ccss.org.au

**Business Manager** – Deacon Tony Hoban  
Tel (02) 9933 0211. Tony.Hoban@ccss.org.au

## Aboriginal and Community Building

**Senior Manager** – Fr Phil Medlin  
Tel (02) 4722 9980 Phil.Medlin@ccss.org.au

Programs include Aboriginal Catholic Social Services, Community Awareness Project, Community Development.

## Family and Community Support

**Senior Manager** – Cathy Tracey  
Tel (02) 9837 2095 Cathy.Tracey@ccss.org.au

Programs include Family Counselling and Parenting Education Program, Blacktown family Support, Penrith Family Support, Project Elizabeth, Family Support Program – Catherine Villa, New Arrival Program.

## Disability, Mental Health and Ageing

**Senior Manager** – Cecily Spradbrow  
Tel (02) 8822 2288 Cecily.Spradbrow@ccss.org.au

Programs include Emmaus Disabled Persons Catholic Services, Blacktown Neighbour Aid.

## Counselling and Education

**Senior Manager** – Ann O'Brien  
Tel (02) 9933 0222 Ann.O'Brien@ccss.org.au

Programs include Relationship and Family Counselling, Relationship Education, Responsible Gambling Counselling Service, Solo Parents' Ministry, HIV/AIDS Ministry, Financial Counselling, Financial Literacy.

## Our offices

Parramatta: 2A Villiers St. Tel (02) 9933 0222

Blacktown: 51-59 Allawah St. Tel (02) 9671 2011

Penrith: Rear of 236 High St. Tel (02) 4721 5331

Penrith (Aboriginal Catholic Social Services): Cnr Station and Henry Sts. Tel (02) 4722 9980 or (02) 4722 9908.

# VALUES | MISSION | VISION



## MISSION

The primary task of CCSS in the Parramatta Diocese is to provide social services in the spirit of Christ to support people, relationships and communities as together we strive for justice and empowerment.

## VISION

Our vision is for individuals, families and communities to be strengthened and to live in safety and harmony, where there is respect of individual rights and responsibilities and the dignity, equality and participation of each person is promoted. Australian Indigenous Community has a special place as our First Nation People.

## VALUES

We journey with our people by:

- ⦿ Respecting the dignity, worth, diversity, cultures and beliefs of all people including the Australian Indigenous Community;
- ⦿ Recognising the rights and responsibilities of all people;
- ⦿ Working for fairness, equality, access and justice for all people;
- ⦿ Being honest and accountable in our work.