

CatholicCare Hunter-Manning

Diocese of Maitland-Newcastle



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Community Profile

The Diocese of Maitland – Newcastle reaches out across ten (10) local government areas, incorporating both urban and rural communities with a few geographically isolated areas.

Community profiles suggest moderate to high disadvantage, as indicated socio-economic advantage/ disadvantage index.

The Hunter - Manning has the highest number of young people in Out of Home Care outside Sydney, alongside that of homeless and/or transient youth . There is also a significant number of young and single parent families experiencing extreme and increasing social and economic hardship.

Following the Merger of Centacare Newcastle and Catholic Care of the Aged in 2007, the new entity, CatholicCare, has three core client service streams, that of Residential Aged Care, Community Aged Care and Social Services. Social Services being the old 'Centacare'

Covering the lifespan from Adoption though to Aged Palliative Care, the organisation continues to expand each year and especially so in Community Aged Care and Social Services areas.

The Child & Family Centres are located in three 'cities' of Newcastle Maitland & Taree and house a cross section of services. Centres are also designed to be multipurpose, friendly & inviting to children and families, as well as attractive to men & people from aboriginal & other cultural backgrounds.

Although at this time, the Child & Family Centres only house Social Services programs, information about all CatholicCare client services will be accessible. It is envisaged that the Centres will be the "Shop Front" of CatholicCare in the Hunter – Manning.

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CatholicCare - Social Services

Youth

- Youth Crisis, Medium Term & Assisted Accommodation, Outreach Case Work
- IMPACT – Post Juvenile Justice Case Work
- Aftercare – Post OOHC Support
- Stepping Out – Post OOHC support for young people with disability & their carers
- Work Development Orders & Mentoring
- F.R.A.M.P

Child & Family

- Adoption, Out of Home Care & Care Leavers
- Brighter Futures – Early Intervention Program
- Communities for Children – Fathers & Parents programs
- Supervised Family Contact & OOHC Mentoring
- FRSP Counselling & Early Intervention Services,
- Child Psychology, Counsellor Clinical Supervision
- Youth, Adolescent & Family Counselling
- Relationship Education and Marriage Preparation

& Community

- The 'SHED' – AMSA & Jobs Fund
- CONNECT 200 – Innovations Program
- S.P.A.C.E. x2 areas – Better Futures
- F.A.E.R – Better Futures
- PHaMs - Personal Helpers and Mentors

Professional Services
Access Programs
Newcastle



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Chris Lynch

Child & Family Services



Keeping the Child at the
Centre of Our Care



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Newcastle - Child & Family Centre



Located at 882 Hunter Street - the main street of Newcastle.



Large open reception with a secure children's play area and a separate, more private seating area.



- Several staff offices
- Two dual access playrooms,
- 3 multi purpose counselling, therapy &/or client - staff interview rooms
- Large training conference room
- Large open staff room



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Taree - Child & Family Centre



Community information is provided on services from birth to ageing

Centrally located on a busy main street corner



On site:

FRSP Counseling (EIS)

Personal Helpers & Mentors Program (PHaMs)

Brighter Futures Early Intervention

Communities for Children- Dads & Parents programs



The facility has a:

- Secure Case Work area with 10 work stations and a dual access side client / staff interview room
- Large separate staff room overlooking the river
- Dual access Counseling & Therapy room
- Meeting & case conference room.
- 'Soft' client interview room
- Large dual access playroom
- Managers Office & reception

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Charter of Service

Children are our future, their wellbeing is our focus and their family is who we serve.

We aim to greet every inquiry with acceptance, understanding and warmth, so that each customer and client gains the response and assistance they seek with a sense of knowing that no problem is too small to share.

We aim to greet every inquiry with vigilance and awareness of the complexity around identifying an issue and seeking support – we will always encourage self determination, whilst nurturing the spirit and exploring the scope of service needs.

We will seek feedback that will build our service in to one that exceeds the highest standards in customer care and community regard.

We will demonstrate real outcomes, in that more children will have access to services that promote their wellbeing and parents seek intervention support before personal and/or family issues become unmanageable.

We will work in partnership and collaboratively with other community and government agencies to build stronger & more resilient families within the Hunter - Manning.



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Priorities for 2010

- **Open the 'Maitland' Child & Family Centre**
- **Secure further funding in Child & Family Programs**
- **Develop culturally aware, highly intuitive front desk staff & client service teams.**

- ✓ Partner with Hunter Aboriginal Children's Services – fostering cultural appropriateness.
- ✓ Build close working relationship with the Ethnic Communities Council & specific migrant communities.
- ✓ Deliver comprehensive staff training in diversity, cultural sensitivity & engaging people through resistance & apathy.
- ✓ Recruit & retain highly skilled & experienced front desk & direct contact staff.
- ✓ Foster a Strength Based Philosophy grounded in self determination and faith in family resilience.
- ✓ Continue to promote and provide holistic wrap around services to children & families.



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Keeping the Child at the Centre of Our Care

