



Year in Review 2023-2024



Care when you need it most

Catholic Care Western Sydney and the Blue Mountains: Year in Review 2023-2024

Catholic Care is the Diocese of Parramatta's social welfare agency.

Postal address

Level 2, 10 Victoria Road
Parramatta NSW
Australia 2150

Phone

(02) 8843 2500

Email

enquiries@catholiccarewsbm.org.au

Website

catholiccarewsbm.org.au

This document is available at:

catholiccarewsbm.org.au



Acknowledgment of Country

Catholic Care Western Sydney and the Blue Mountains recognises and acknowledges the Traditional Owners of the lands and waters across Australia on which we live, and their connection to land, sea and community.

We pay our respects to all the Aboriginal and Torres Strait Islander peoples, including Elders past, present and emerging; and recognise their continuing gift of culture to the life and spirit of this Country.

Contents

04	MESSAGE FROM THE BISHOP
06	MESSAGE FROM THE EPISCOPAL VICAR OF SOCIAL WELFARE
08	ABOUT US
09	THE COMMUNITY WE SERVE
12	ACHIEVEMENTS
15	NEW YEAR, NEW VISION
16	MESSAGE FROM THE EXECUTIVE DIRECTOR
18	STRATEGY 2024-2027
21	OUR SERVICES:
22	FAMILY AND CHILDREN'S SERVICES
26	CHILDCARE SERVICES
30	PREGNANT WOMEN AND YOUNG MOTHERS
34	COUNSELLING SERVICES
38	FIRST NATIONS SUPPORT SERVICES
42	COMMUNITY ENGAGEMENT AND REFUGEE SUPPORT
46	OUR CHAPLAINCIES
49	OUR PEOPLE, PARTNERS AND GOVERNANCE:
50	OUR PEOPLE
54	OUR SUPPORTERS
56	OUR GOVERNANCE
60	FINANCIALS
62	SERVICES DIRECTORY

Message from Bishop Vincent

Dear sisters and brothers in Christ,

It has been a troubling year as violence and conflict have exploded in intensity in the Middle East and persisted in other parts of the world.

At home, many Australians continue to struggle to make ends meet due to the cost of living pressures. In our own Diocese, the response to the plight of the marginalised is our pastoral priority.

I am proud that Catholic Care Western Sydney and the Blue Mountains continues to provide for our collective household. The team of staff and volunteers reach out and help the frail, homeless, those at risk, refugees, migrants, Indigenous, people in prison and hospitals, the lonely, those struggling financially, are grieving, and the list continues.

Pope Francis has called for us to “be shepherds living with the smell of the sheep”, which means we must stay close to the vulnerable and marginalised, and no other group does this more than the team at Catholic Care. They provide a beacon of hope and light for people during their darkest times.



This year under new leadership, Catholic Care has forged new partnerships to help more people. The scourge of family and domestic violence, unfortunately, continues to rise, and the cost-of-living crisis is having widespread impacts on many unsuspecting people. Catholic Care is prioritising efforts and resources to combat these challenges.

In this *Year in Review*, you will see how many people the team has helped through their comprehensive programs and services.

I pray that our staff, volunteers, and all supporters of Catholic Care continue to walk in love and communion with Christ by providing hope, care, and dignity to each person we encounter.

Yours in Christ,

A handwritten signature in black ink that reads "+ Vincent Long".

MOST REVEREND VINCENT LONG VAN NGUYEN OFM CONV
Bishop of Parramatta
Chair of the Bishops Commission for Social Justice, Mission and Service of the Australian Catholic Bishops Conference



Bishop Vincent Long sitting with an attendee of the 2024 Parramatta Street Feast. Image: Diocese of Parramatta.



Message from the Episcopal Vicar of Social Welfare

Dear brothers and sisters,

A new year is almost upon us. As we start preparing to celebrate the end of the year and making plans for the year ahead, we cannot help but ask where the time has gone.

For many, it is also the time to question what will be in the year ahead? This question might be welcomed with joyful expectations of the things and events we are looking forward to celebrating in the year ahead. However, for many, it is also a question that brings uncertainty and despair. In the global picture, we are still witnessing the devastating consequences of war, both in the Middle East and Ukraine. Two wars that continue to destroy the lives of many and that we cannot see how a peaceful solution can be possible. At the local level, we continue to experience the high costs of living and the crisis in cases of domestic violence that is affecting more and more people every day.

In the life of the Church, next year will be framed by the celebration of the Jubilee Year. I think, this event will give us something to reflect upon, as Pope Francis is dedicating this Jubilee Year to reflect on the Christian virtue of Hope. Pope Francis has said that “we are all called to be tangible signs of hope for those of our brothers and sisters who experience hardship of any kind.”

At the celebration of the announcement of the Jubilee Year 2025, the Pope said that hope “has nothing to do with mere human optimism or the ephemeral expectation of some earthly benefit.” It is “a gift daily bestowed upon us until the time when we will be one in the embrace of His love”; “Christian hope makes us dream of a new

humanity and gives us courage in our efforts to build a fraternal and peaceful world, even when it seems barely worth the effort.”

As we present this report for Catholic Care Western Sydney and the Blue Mountains, we want to share with you the efforts we are making to live out the invitation of the Pope to be messengers of hope for those who are in need or feel they have lost all hope. We want to continue to make ours the words that the Pope wrote in the document that declares the Holy Year, “*Spes non confundit*” (Hope does not disappoint). “The Christian community should be at the forefront in pointing out the need for a social covenant to support and foster hope, one that is inclusive and not ideological, working for a future filled with the laughter of babies and children, in order to fill the empty cradles in so many parts of our world. All of us, however, need to recover the joy of living, since men and women, created in the image and likeness of God (cf. Gen 1:26), cannot rest content with getting along one day at a time, settling for the here and now and seeking fulfilment in material realities alone.”

I also want to thank our Catholic Care family and sponsors, who with their support and dedication, allow us to continue to be messengers of hope in these challenging times. You are the ones who help us to make real the gift of hope for so many and for that I am very grateful.

May the Lord continue to bless our efforts and remain walking with us until the end of times.

Peace in Jesus,

VERY REV LUIS FERNANDO MONTANO RODRIGUEZ
Episcopal Vicar for Social Welfare



About us

Catholic Care Western Sydney and the Blue Mountains is the Diocese of Parramatta's social welfare agency.

For around 38 years, Catholic Care has existed to do Christ's work in the community through the support of its dedicated staff and volunteers. We aim to make a positive difference in the lives of those who need our support, and to help them find joy and purpose in life.

Catholic Care supports the most vulnerable, disadvantaged members of our community, regardless of their background, gender, age or faith. Anyone can turn to Catholic Care for support and professional care.

OUR SERVICES

Catholic Care provides a range of services to support people in Sydney's west.

- Family and children's services, including Family Day Care
- Homelessness support
- Confidential counselling
- Chaplaincy program in hospitals and prisons
- Aboriginal Catholic services
- Community activities to support connection and wellbeing

Catholic Care also operates across six key locations in Western Sydney, with community drop-in centres at Mamre House in Orchard Hills, Blacktown, Emerton (Aboriginal and other services), and Springwood.

The community we serve

A growing and diverse region



Catholic Care Western Sydney and the Blue Mountains operates in one of the most culturally and linguistically diverse and fastest growing regions in Australia, across a geographical area of around 4,289 square kilometres.

It is one of the fastest growing Diocesan areas, with more than 1.3 million residents.

People from across the world have made Western Sydney and the Blue Mountains their home, with more than 44 per cent speaking a language other than English at home.

The most common spoken languages after English are Chinese, Arabic, Filipino, Korean, Oceanic and Papuan languages, Spanish and Malayam.

The most common occupations include professionals, followed by administrative and clerical workers, managers, as well as technicians and trade workers.

WESTERN SYDNEY AND THE BLUE MOUNTAINS COMMUNITY AT A GLANCE

1.3 million

residents in total

27%

are studying

44%

speak a language other than English

6 out of 10

First Nations people in Western Sydney (58.5%), earn **less than \$800 a week**



Australia's **3rd largest economy**



Fastest growing region in Australia



HOW WE'RE SUPPORTING SYDNEY'S WEST

TOP CHALLENGES FACED BY PEOPLE IN THE WEST

Access to quality healthcare and support services
Access to quality healthcare and support services is a priority in Greater Western Sydney due to factors such as the population growth and health challenges.

Feeling safe when at home, school, and in public
Feeling safe at home, school, work and in public spaces was particularly important to those living in North West and South West Sydney, as well as females and low-to-middle income earners.

Feeling financially secure
Financial security was especially important for high income earners and young adults aged 18-29.

Access to stable housing
Australia's housing crisis is being felt across Western Sydney and continues to have a significant impact on the wellbeing of residents.

Source: Western Sydney Leadership Dialogue, 'GWS Community Wellbeing Survey Report', 2024.

1,085
clients supported



236
counselling referrals

7
funding providers

360+
children attending Family Day Care

130+
employees

4
community drop-in centres

50
Family Day Care locations

6,620+
drop-in centre clients

6+
service locations

10
vulnerable families supported with funeral funds for a lost loved one

15
community chaplains

4
parish and community refugee sponsorship groups

20+
community classes and activity groups



Achievements

PROGRAMS

- ✓ Our Houses to Homes program received **national accreditation** by the Australian Service Excellence Standards in May 2024 and a funding extension to 2026.
- ✓ Our new **Flying Carpet mobile play program** bolsters early childhood education with a strong focus on introducing First Nations culture into early childhood curriculum.
- ✓ **A new supported playgroup program** commenced in January 2024, which is registered with Playgroup NSW.
- ✓ **New homework support classes** commenced at All Saints of Africa Centre in Blacktown to support primary and high school students during the school term.
- ✓ We opened a new **Remembrance Garden** in March 2024 at Mamre House in Orchard Hills to support clients dealing with grief and loss.
- ✓ A family fleeing war in Gaza settled in Katoomba with the support of Catholic Care's **refugee sponsorship program**.
- ✓ We launched **two new programs** to support parents and carers of children and teens.
- ✓ Our Family Services team all became **accredited facilitators** in the Circle of Security Parenting Program.
- ✓ **Refurbishments** of Blackheath Kitchen Garden and Springwood Community Garden are supporting communities to grow and thrive.
- ✓ We supported **250+** new clients via referral pathways.
- ✓ We **supported 200 clients** as part of the Aged Care Volunteer Visitor Scheme.
- ✓ We **helped feed dozens of people** experiencing homelessness at the third annual Parramatta Street Feast in November 2023.

PEOPLE

- ✓ Helen Emmerson was appointed **new Executive Director** in April 2024.
- ✓ Baulkham Hills Family Day Care **celebrated 45 years of service** to the Western Sydney community.
- ✓ Baulkham Hills Family Day Care educators Khaleda and Afroza celebrated **30 years and 25 years long service** respectively.
- ✓ **Three educators were nominated** in the 2024 Excellence in Family Day Care Coordinator of the Year Awards.
- ✓ **New head office** opened for Baulkham Hills Family Day Care in Parramatta to better service local communities.
- ✓ Farm volunteer, Michael Evans, and Springwood receptionist, Pam Clarke, both **celebrated 10 years' service**.
- ✓ **New client management system** was introduced to improve governance, reporting and internal efficiencies for key services.

NEW PARTNERSHIPS

A new partnership with **Ronald McDonald House** at The Children's Hospital at Westmead provides free counselling to seriously ill children and their families.

A new partnership with **Community Housing Limited** bolsters client access to local medium-term affordable housing opportunities.

Looking ahead

We're celebrating more achievements before the year is out

- ✔ Early Childhood Educator Elena Shemet from Baulkham Hills Family Day Care, run by Catholic Care, was named a Regional Educator Winner in the **2024 Excellence in Family Day Care Awards**.
- ✔ We introduced **hairdressing classes** in Springwood in Q3 2024 to improve living skills and enhance community connections.
- ✔ We helped raise **more than \$20,000** in Q3 2024 as part of the Diocese of Parramatta's annual golf day fundraiser in October, the majority of which went towards our Houses to Homes program to support homeless young mothers.

Early Childhood Educator Elena Shemet receives an award at the 2024 Excellence in Family Day Care Awards. Image: Diocese of Parramatta.



New year, new vision >>>>

The past 12 months saw a change in Catholic Care's leadership, a reflection and celebration of work achieved to date, and a new strategic plan for the future.



Message from the Executive Director

Welcome friends,

Over the past year, we have embarked on a journey of review, reflection, and transformation at Catholic Care Western Sydney and the Blue Mountains. This pivotal period has allowed us to establish a renewed three-year strategy and direction, following some disappointing and hard decisions that needed to be made.

Unfortunately, one of my first jobs as Executive Director, as part of ongoing consultation with our Advisory Committee and staff, was to make the difficult and sad decision to withdraw from two service areas: the Commonwealth Home Support Program, funded by the Department of Social Services and the NDIS program.

As the majority of Catholic Care's funding comes from the government, we have had to work within those constraints which became more challenging including aged care and disability reforms, increasing compliance requirements and access to aged care and disability clinical expertise.

This was a very challenging period for all involved, especially our lovely clients. But I am proud of our staff, volunteers and the process we undertook where all clients were treated with the utmost dignity and respect during their transition to new care providers.

This was never going to be an easy task, but seeing the work of our people gave me greater clarity

and focus on our mission to find ways to support as many people as possible.

My goal has been to create a clear and actionable strategy that effectively supports the many diverse and vulnerable individuals, families, and communities in our expansive Western Sydney and Blue Mountains community.

I want to reflect on the new Diocesan Pastoral Plan and seize opportunities to refine and sharpen our scope of services so we can effectively deliver holistic, integrated and compassionate support to more people. This includes bolstering our family and counselling services, as well as supporting those experiencing family and domestic violence in our community.

I also want to strengthen our long-standing name and reputation in the community, so people know where to turn when it feels like every door has been closed on them.

Alongside our dedicated team of professionals and volunteers, I am excited to share our progress and vision with you.

I greatly value your continued support as we work together to empower the lives of individuals in this remarkable community.

HELEN EMMERSON
Executive Director
Catholic Care Western Sydney and the Blue Mountains



A new strategy for 2024-2027

Catholic Care has a new three-year strategy to provide high quality services and support to vulnerable individuals, families and communities

STRATEGY 2024-2027

Our Mission & Values

We are called to continue Jesus' ministry in the Western Sydney and the Blue Mountains community by showing His compassion to all.

Inspired by his message, we offer special care for the most vulnerable, disadvantaged and marginalised members of our community, regardless of their beliefs, religion, gender, ethnicity, age or socio-economic circumstances.

We connect people and families to enable them to be supported and live a meaningful life with dignity, purpose, and peace.

Our vision and mission are supported by our core values, which underpin our activities and drive our commitment to providing high quality and compassionate social services through our facilities, programs and initiatives.

Our strategic directions

Our strategic directions are our priorities to achieve our mission and vision. Each strategic direction is underpinned by the **5 Ps**.

The 5 Ps outline how we will tangibly and successfully achieve our strategic directions.

1

Participants

Engage with our clients and consumers.

Sharpen **focus on families** at risk, child education, improving mental health and wellbeing for isolated individuals and groups.

Assess client satisfaction and outcomes to inform continuous improvement.

2

Programs

Deliver **focused and engaging** programs.

Deliver measurable benefits to **targeted client groups**.

Target programs to reach more people in a sustainable way.

Undertake **market research** to identify opportunities and develop plans.

3

People

Strengthen leadership and teams: build capacity, resourcing and capabilities.

Engage closer with staff, partners, stakeholders and volunteers.

Involve staff in the delivery of strategic directions to create **ownership** and improve accountability.

Assess skills of staff and volunteers to identify immediate training and development needs and opportunities.

Engage with Diocesan staff to support our initiatives.

4

Positioning

Build our **public brand** presence and reputation.

Be a recognised leader and **trusted provider** of social services.

Be a **trusted partner** with government, private and not-for-profit organisations, and forge stronger government relations for grants.

Deliver a **measurable and reportable** impact in the Diocese.

5

Performance

Refine governance and **compliance processes** to meet deadlines.

Achieve **financial targets** for each year.

Review and enhance **organisational systems and processes** for effective case management.

CORE VALUES

| GRATITUDE AND LOVE

| ADVOCACY

| AVAILABILITY

| PERSEVERANCE

| TRUST



Our services

Family and children's services

Supporting families to grow and thrive in Sydney's west

At Catholic Care, we know the importance of a safe and stable family unit.

Families are the cornerstone of our vibrant community, providing the foundation for personal growth, resilience, and social cohesion.

When families thrive, the entire community benefits. Strong families foster healthy relationships, promote emotional wellbeing, and contribute to a wholesome culture.

We support families by investing in their stability and success; enabling them to navigate challenges and seize opportunities.

By providing resources, education, and support services, we can help families flourish, ultimately creating a more inclusive and thriving community where everyone can reach their full potential.

We run family support programs, including positive parenting workshops at our All Saints of Africa Centre in Blacktown to help vulnerable and disadvantaged families grow and thrive in the community.

We also provide counselling and caseworker support for families, parents and carers.

Programs delivered and supported

- Keeping Kids In Mind post-separation parenting course.
- The Circle of Security® Parenting™ program, an international program to support and strengthen parent-child relationships.
- Tuning into Kids®, a program for parents and carers of children aged up to 12 years who would like to learn how to respond in a healthy way to their child's emotions.
- Tuning into Teens®, a six-session parenting program for parents of teens to help teens develop emotional intelligence.
- First Teacher program, a program to help parents and carers facilitate early learning and foster loving bonds with their young children.
- Partnered with Fusion Families to deliver a course in Blacktown focusing on the core components of building a thriving family unit.



Drop in to our new homework support classes!

Classes run each week at All Saints of Africa Centre in Blacktown during the school term.

Family and children's services snapshot

200+
clients supported
(including enquiries)

70+
clients received
family support

60+
clients supported via a
referral pathway

6
clients completed
The Circle of Security
Parenting® program

13
families attended our
First Teacher program

New partnership reunites family, provides more homes

A young family in Guildford were the first to benefit from a new three-year deal with Community Housing Limited for fast-tracked, affordable medium-term housing for women and families in need.

The new partnership gives Catholic Care the right to nominate clients for affordable, suitable and secure rentals across a wider selection of properties and locations, including properties in the Parramatta and Cumberland local government areas for the first time in its 38-year history.

Executive Director Helen Emmerson said the deal significantly bolsters Catholic Care's ability to provide secure, medium-term housing to those who are homeless or at serious risk of homelessness.

She says the partnership is a welcome addition to Catholic Care's existing Houses to Homes and other family services programs.

“This new partnership is a fantastic win for our community.”

- Helen Emmerson, Executive Director

“The rental market is so difficult right now, and this partnership enables us to cut right through the bureaucratic red tape and get more vulnerable people considered for suitable, affordable housing when they need it,” she says.

“It also enables us to tap into a wider selection of properties, meaning more homes for those at risk of homelessness in the region.”

Jane, Pete and Daisy

Family Support Case Worker Hilary Heffernan says the partnership has already changed the life of one family – Jane, Pete and their four-year old daughter, Daisy.*

As a result of the partnership and availability of a suitable home, the family was joyfully reunited after months of split living in tragic conditions where Pete was couch surfing and Jane was in refuge shelter accommodation with her young daughter.

“This program has been absolutely life-changing for this family,” Hilary says.

“After months of dad living apart from mum and child due to hardship, we were able to bring them altogether under one roof.”

“Through this partnership and Catholic Care's wide range of holistic supports, we were able to give this family stability, a secure home and a way forward in their life.”

Holistic and compassionate care

Catholic Care also supported the family with living essentials, such as the rental bond and whitegoods. The new housing partnership is also bolstered by a holistic framework of support for clients and their families.

Head of Services Brooke McGilvray said these supports include, but are not limited to, case work support, wellbeing and financial support, as well as collaboration with NSW Communities and Justice and other local agencies and ministries.

“Housing is just one piece of the puzzle for these vulnerable women and children,” Brooke says.

“We want to ensure those in need in our community receive the right support to achieve long-term housing stability and maintain a positive outcome.”

As for Jane, she feels her family is whole once again.

“We are together at last, under one roof, and I am so thankful,” she says.

“Catholic Care supported us every step of the way.”



After months of Pete living apart from Jane and child due to hardship, we were able to bring them altogether under one roof.”

- Hilary, Family Case Support Worker



*Names have been changed for privacy reasons.

Childcare services

Helping all children to grow, learn and reach their potential

The first 2,000 days are pivotal to a child's physical, cognitive, social and emotional health.

Catholic Care is supporting children of vulnerable families with a range of free and affordable childcare services.



Baulkham Hills Family Day Care. Image: Facebook.

Programs delivered and supported

- The Home Interaction Program for Parents and Youngsters (HIPPY) program.
- Baulkham Hills Family Day Care, which has been established for 45 years and operates in around 50 locations across Western Sydney.
- A creche centre at Mamre House in Orchard Hills.
- New supported playgroups commenced in January 2024, operating from various drop-in centre locations.



Childcare services snapshot

330+
children were enrolled in Family Day Care

54+
parents, carers and children were enrolled in the HIPPY program

13+
children participated in supported playgroups at various locations

16
children used the creche service at Mamre House in Orchard Hills

14
languages spoken across 50 Family Day Care locations

Flying Carpet play sessions

Baulkham Hills Family Day Care, a service run by Catholic Care Western Sydney and the Blue Mountains, launched a new and exciting program to foster the connection of children to Country and Aboriginal culture.

The Flying Carpet play sessions combine hybrid learning and mobile play into one unforgettable experience for children.

Through elements including an Acknowledgement of Country, Dreamtime stories, First Nations-inspired music and instruments, as well as art and craft; the group sessions support a stronger connection to Country, its stories and people.

The program also provides follow-up activities to support continued learning, which can be shared among the families of the children who participate.

Since its launch in May 2024, the Flying Carpet program has been implemented across the majority of Family Day Care locations.

Educator, parental/carer and child feedback has been overwhelmingly positive, and there are plans for the program's growth in 2025.



New supported playgroup for local families

Our new Supported Playgroup program began in January 2024 at Mamre House and Farm in Orchard Hills to provide a space where families could come together in a safe and stimulating environment.

The playgroups operate in partnership with Playgroup NSW across various locations including Mamre House and Farm, and aim to reduce social isolation, enhance parents, carers and children's relationships in a supportive environment, while also increasing their skills and confidence.

Creche Coordinator Iolanda Martino says the playgroups provide a space for children to participate in and enjoy new activities in a stimulating environment.

“It allows children to develop social skills at their own pace, building children's emotional confidence, encouraging physical activity, supporting children's imagination and creativity, and learning through role play.”

- Iolanda,
Creche Coordinator

New family day care opens in Castle Hill

Baulkham Hills Family Day Care expanded in July 2023 with a new centre called Bright Minds Family Day Care in Castle Hill.

Bright Minds educator Farida holds a Diploma of Children's Services and a wealth of knowledge about caring for children.

“We believe in providing a safe and comfortable space for your little ones to learn and grow,” Farida says.



Scan to watch the video, meet Farida and take a tour of the new day care location



Supported playgroup session. Image: supplied.



Flying Carpet play sessions. Image: Baulkham Hills Family Day Care/Facebook.

Supporting pregnant women and young mothers in crisis

Helping young women find hope after trauma

Domestic and family violence is a serious problem in NSW, and gender plays a critical role in this violence.

Catholic Care is committed to supporting local young women who are pregnant and/or have children to get back on their feet after experiencing domestic or family violence, financial loss, grief, or other serious trauma.

The newly accredited Houses to Homes program provides holistic support and temporary housing across Blacktown and Parramatta for up to two years.

Houses to Homes supports pregnant women and young mothers aged between 16 and 25 with children who are homeless or at immediate risk of homelessness due to financial, family, domestic and sexual violence.

Trauma can also come in the form of grief and loss, and Catholic Care is there to support these women through the hardest times of their lives.

Through Project Elizabeth, Catholic Care provides trauma counselling as well as pregnancy and practical parenting support for women and their families who are expecting a baby, have lost a baby, have had an abortion, or who need support with a child aged up to three years.

To further support women experiencing grief and loss, a new memorial garden was opened in May 2024, providing a place to commemorate lost loved ones, including children.



Supported employees, crew and staff at Mamre Farm have done such a wonderful job in ensuring the garden is ready and it is absolutely stunning!"

- Mikayla (Facebook)



Did you know ...

In May 2024, Catholic Care Western Sydney and the Blue Mountains received **national accreditation** for Houses to Home by the Australian Service Excellence Standards!

The accreditation is an industry benchmark, supporting Catholic Care to strive for continuous improvement in quality service delivery.



Pregnant and young women snapshot

98+

women and children supported through Houses to Homes (including enquiries)

50+

OzHarvest deliveries of food and essential items

20+

group activity sessions to foster new skills, connection and support



Houses to Homes gives Johanna new hope

Johanna* was 38 weeks pregnant when her abusive and controlling partner kicked her out and her toddler Charlie* out of the house on Christmas Day last year.

Through Catholic Care's Houses to Homes program, Johanna and Charlie now have safe and secure transitional housing for up to two years; in addition to a range of supports for their wellbeing.

Johanna says the support from Catholic Care's Houses to Homes program has been transformational.

"I've achieved more in the past five months with Catholic Care than I have in my whole life," she says.

“Charlie loved it ... When we set up his room, he was so happy.”
- Johanna

"I feel like there is a good future for my family and me."

She says the housing provided by Catholic Care is not like that of a shelter, but rather like a real home – providing comfort, warmth and safety.

Working closely with women like Johanna, Houses to Homes Coordinator Maree Hanna says the simple comforts of a safe home can renew hope and determination for these women and their families.

"When they first come to us, they're very broken, and timid," Maree says.



"They turn up with a couple of bags of belongings and nothing more."

Ultimately, it's the power of love and unconditional support that transforms their lives.

"I see very positive changes in the girls when they're feeling loved and supported," Maree says.

In addition to shelter, Houses to Homes also provides essential domestic items such as food, toiletries and nappies. The clients are connected to medical professionals and supported with parenting, cooking, and wellbeing classes.

Johanna was even supported to get her driver licence, and pursue training and job opportunities.

"I have a lot of hope for my future now," she says.



Representatives from Catholic Care, the Diocese of Parramatta and the NSW Department of Communities and Justice. Image: Diocese of Parramatta.

Holly finds peace and safety through Project Elizabeth

Holly* can't believe she is the same person as she was a year ago.

After suffering domestic abuse and having her children removed and placed into foster care, the 27-year-old is now receiving support through Catholic Care's Project Elizabeth program.

Project Elizabeth provides counselling services for women experiencing trauma.

Holly says losing her children was "the hardest and saddest" day of her life.

"It was just one thing after another, all spiralling down."

Together with her case worker Jessica Mitchell, Holly says things are changing for the better. She catches up for an informal chat with Jessica each week.

"There's no structure or no set rules... generally it's just up to me," Holly says.

"After I have sessions with Jess, I get a lot off my chest most of the time, so I can be much more present for [my child]," she says.

"I think I'm a better partner too, because sometimes when it becomes all too overwhelming, I'm holding it all in trying to be strong for my family."

Holly says she doesn't even recognise who she once was.

"I don't even recognise myself anymore."

“Project Elizabeth is just such an amazing service, what they've poured into me and how far I've come in the past year, it's crazy.”
- Holly

Counselling services

Providing counselling for those who need it, when they need it

Life's pressures can greatly impact a person's health and wellbeing.

Catholic Care provides free, confidential and professional counselling services to support those who need someone to talk to.

Counselling can be general or may include specific areas of support, such as grief and loss counselling, financial counselling, or family counselling.

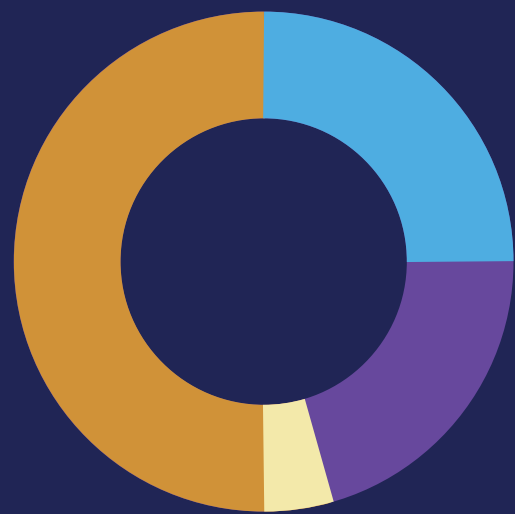
Catholic Care provides a direct pathway to counselling support through referrals.

In the 2023-24 financial year, Catholic Care's community service team referred more than 20 clients.

Referral sources included education agencies, medical practitioners, and other agencies and partners.

Counselling referrals by type

Below is the indicative percentage of clients referred to a type of counselling service provided by Catholic Care.



57%
Family relationship counselling

38%
Financial counselling

4%
Family law counselling

1%
Other counselling

Counselling services Snapshot

620+
clients received counselling in total

230+
clients were referred to counselling services via referrals

170+
clients were referred directly via our pathway referrals team

50+
sick children and their families supported through our new Ronald McDonald House partnership

12
clients completed the Keeping Kids In Mind parenting course



New partnership supports sick kids and their families

When a child is ill, it affects not only the child but also everyone in their family and community, including parents, caregivers, siblings, extended family and friends.

A new partnership with Ronald McDonald House is providing seriously ill children and their families, carers and loved ones with access to free confidential professional counselling within a dedicated space at The Children's Hospital in Westmead.

Grief and loss counsellor Harrison Porter visits the hospital each Wednesday.

Harrison says anyone who is dealing with the grief of a sick child at Westmead can access the service via a booking app.

“It's a privilege to be invited into a space that can be incredibly challenging for families.”

- Harrison, Grief and Loss Counsellor

“To have the opportunity to offer support to the residents and their loved ones each week is something I'm very grateful for.”



Did you know ...

Australians are **more financially stressed** now than they were at any time immediately before and during COVID-19, according to the Centre for Social Policy Research, Australian National University 2024.



Meet Claire Financial Counsellor

“Contact us early if you're struggling financially – don't wait.”

That's the advice from Claire Maddox, one of the financial counsellors at Catholic Care.

Claire brings more than 20 years' experience in the areas of tax, accounting, finance, health, and financial coaching to help local individuals and families face their burdens of debt.

As a former accountant and tax investigator, Claire knows all too well the consequences a messy bank book or credit history can have on a person's ability to pay bills, obtain finance and reduce worries.

But she says it can be done.

“At Catholic Care, we've managed to write off major debts due to circumstances such as domestic violence and financial abuse – debts as big as \$80,000,” she says.

“We've also been able to contact banks, negotiate repayments and save clients' homes from foreclosure.”

Claire says financial literacy is a key part of her role, and she works closely with clients to provide tips on how they can manage their income, expenses and budgets.

“I advised one particular family on ways to cut down their daily living costs, by buying food in bulk and pre-preparing lunches and snacks at home.”

“They later sent me a photo of the whole family meal prepping in their kitchen,” she says.

“It was great to see that they understood my advice and were teaching those positive financial habits to their children as well.”



First Nations support services

Supporting the Aboriginal and Torres Strait Islander community in Western Sydney

The forced removal of children from their homes during Australia's dark history shattered vital cultural, spiritual, and familial bonds.

This has left a profound and lasting impact on the lives and wellbeing of many Aboriginal and Torres Strait Islander Peoples for generations to come.

Catholic Care is doing its part in "closing the gap" to foster fostering reconciliation and support for many Aboriginal Catholics and Stolen Generations in the local community.

A dedicated community drop-in centre at Emerton provides practical assistance and learning opportunities for First Nations people and anyone looking to connect with others, including art and literacy classes funded by Charles Sturt University.

In 2023, the Bishop of Parramatta's Good Samaritan Appeal raised over \$200,000 to support Catholic Care's continued care for the needs of our First Nations brothers and sisters, and anyone needing support in these tough times.

Catholic Care celebrated NAIDOC Week in July 2023 (and July 2024) to recognise the contribution of all First Nations people in our community.

In June 2024, a smoking ceremony at Mamre House and Farm brought the community together.



NAIDOC Week events in Emerton in 2023. Image: Supplied.



Aunty Rhonda speaks with volunteer Neroli during her weekly art classes in Emerton. Image: Diocese of Parramatta. Image: Diocese of Parramatta.

Aboriginal services snapshot

2,196

clients attended the drop-in centre at Emerton, which provides focused support for First Nations peoples

500+

Aboriginal Art Group classes held on Wednesdays at Emerton

400+

Aboriginal Literacy classes held on Fridays at Emerton

\$214,400

raised for Aboriginal Catholic Care in the 2023 Good Samaritan Appeal

22%

of Houses to Homes clients identified as First Nations peoples

15

clients received counselling in total

9

First Nations families supported with funeral costs donated by the Sisters of Mercy

Meet Aunty Rhonda Aboriginal volunteer at Emerton

Aunty Rhonda, a proud Bundjalung Elder, has been supporting Aboriginal Catholics for more than 30 years.

As a volunteer at the Emerton drop-in centre, Aunty Rhonda runs art and craft workshops together with Gumbainggirr Elder Aunty Janice Kennedy to encourage people – whatever their background or skill level – to sit, have a yarn, and appreciate their own talents and the talents of others.

Aunty Rhonda knows all too well the need for support, having herself struggled with reading throughout her life, and having seen the impacts of mental illness in her family.

“I couldn’t read well ... it was my downfall,” she says.

“I also have family members with mental illness, so I’ve learnt how to manage that and talk with people experiencing similar issues.”

While she never thought she would today be leading an important Aboriginal Catholic ministry in Western Sydney, Aunty Rhonda says it has given her confidence to speak up and support others.



“I’ve always been a leader, I’m the eldest of seven sisters and four brothers,” she says.

“Being a leader isn’t about taking charge, it’s about respect and understanding each person you’re working with.”

Now blessed with three sons and four grandchildren in her life, Aunty Rhonda sees the importance that Catholic ministry can have in repairing the damage caused by past wounds in Australia’s history and supporting future generations to achieve their full potential.

Aunty Rhonda is grateful for contributions to the art program, noting that Chales Sturt University has been a key supporter over the years. Aunty Rhonda’s dream is to see Aboriginal Catholic Services at Emerton continue to grow.

“We have a lot more to do, and we need more support – more funding, volunteers and publicity about our services,” she says.

“It is my dream that we grow bigger; providing more classes, more volunteers, and more support for the local Aboriginal Catholic community and anyone else who needs it.”



Aboriginal art painted by Aunty Rhonda at Emerton. Image supplied.

Community engagement and refugee support

Building community connections across Western Sydney

Four drop-in centres at Blacktown (All Saints of Africa), Springwood, Orchard Hills and Emerton provided various programs to support individuals and groups to build social and living skills, language skills, and foster relationships to reduce the risk of isolation and mental health impacts.



Classes included a men's group in Springwood, shared reading groups, sewing classes, exercise classes, new hairdressing classes and more.



A new make-up class for migrants and refugees launched in February 2024 to promote confidence, self-esteem and hygiene awareness, while developing preliminary skills in the industry to support further training and job

Children enjoyed Easter egg hunts and Christmas gatherings, which brought families together in Springwood.



A Harmony Week Table Talk at scenic Catholic Care Mamre House and Farm in Orchard Hills in March 2024 highlighted the personal stories and cultural gifts that many refugees contribute our vibrant community.

We hosted a series of events for more than 35 attendees during Get Online Week in October 2023 to close the digital divide and promote cyber security and safety. Talks focused on scams, online safety and disaster preparedness apps, including apps such as Iris – a journaling app for women experiencing domestic or family violence.

A Homeless Memorial Service at St Patrick's Cathedral in Parramatta in June 2024 provided an opportunity to remember those who have died while experiencing homelessness.



The new Remembrance Garden at Mamre House in Orchard Hills was the ideal setting for memorial services and planting activities on significant dates including Mother's Day and Father's Day.



Catholic Care celebrated National Skills Week at Mamre House and Farm in August 2023 in partnership with Nepean Community College. Together, we provided a range of community classes for refugees and migrant families, including English language, citizenship, practical sewing skills and numeracy classes.

Horse agistment and farm plots at Mamre House and Farm provided women and children experiencing homelessness with peace of mind that their companion animals remain well protected.

Bishop Vincent Long's keynote address at the Catholic Social Services National Conference in Melbourne in February 2024 was a powerful call to action for solidarity and service to the community.

Working bees at Springwood Community Garden provided opportunities to bring community together and give back while helping the environment.



Community engagement snapshot

6,620
drop-in centre clients

57+
clients supported with Vinnies vouchers for daily living essentials

50+
attended a 'Table Talk' during Harmony Week

30
horses agisted at Mamre House and Farm

35
people attended Get Online Week events in Orchard Hills and Springwood

17+
community classes and activity programs

Three times the care

Three refugee families – including a large family of six – are receiving vital settlement and integration support in Australia, with many more receiving advocacy support, as part of a holistic refugee settlement and support program being delivered by Catholic Care.

The program integrates refugees who have no family links in Australia, or who have been referred to Australia by global authorities, providing a 12-month period of sponsored support from their date of arrival.

Refugees are given access to initial accommodation, local orientation and transport, English-speaking classes, sewing classes, administrative support and more.

Program coordinator Rita Hakkoum says the program fosters positive connections and provides a pathway to building successful lives in Australia.

“We supported one of the families to send their young adult daughter to TAFE, where she studied English,” she says.

Rita said many parishioners and missionary people within the Diocese of Parramatta have registered their interest and are supporting the program. This includes a parish group in Marayong and a community group in Katoomba.

“We’re very thankful to the participants for their ongoing support, as they make contributions large and small to help new refugee families settle in the local area,” Rita said.



Catholic Care continues to seek volunteers to expand the program and encourages anyone interested to apply.

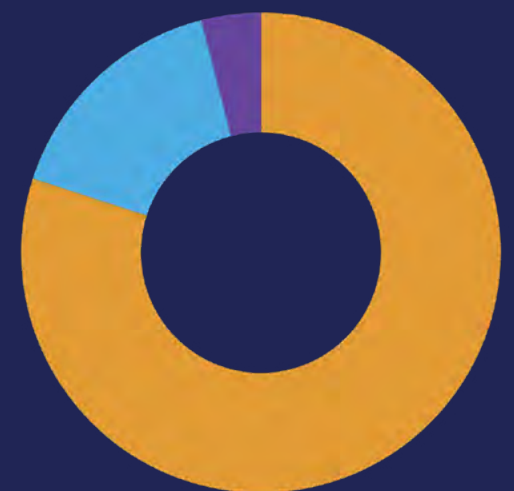
“It’s such a great way to show care for others in the community, and our team is always available to step in and help you every step of the way.”

Refugees sponsored by Catholic Care and its volunteers

80%
Families

16%
Single adults

4%
Couples



Our chaplaincies

Catholic chaplains support many people in our local community, showing Christ's love through their care for others

A Catholic chaplain is a religious or lay person who provides support, compassion and comfort to those in need, serving as a counsellor and messenger of Christ.

Our chaplains work closely with many diverse and vibrant multicultural communities, as well as in local hospitals and correctional centres; providing support to individuals, families and communities across Sydney's west.

When life brings unexpected or overwhelming challenges, Catholic Care's chaplains are only a phone call away.

Their ministry provides emotional and spiritual support throughout their journey.

No one shall ever walk alone.

AN ANGEL ON EARTH

Little Lucy* didn't expect she would make a new friend after being diagnosed with a life-threatening illness.

However, the challenges of her medical treatment at The Children's Hospital at Westmead were lightened by the joy she felt when Abraham came to visit.

Abraham George is one of Catholic Care's lay hospital chaplains. He heard of Lucy's plight and fostered a special and lasting bond with Lucy and her family through his visits.

Abraham arranged a baptism for Lucy to ease her family's distress and he brought the family together in prayer at a time they needed it most.

"Hospitals can be very lonely," Abraham says.

"Fear and anxiety often really trouble people while they're here."



Hospital chaplain Abraham George. Image: Diocese of Parramatta.

Remarkably, Lucy recovered. Abraham later received a handmade card from Lucy and her family, which read:

Thank you for praying for me and supporting me and my family. Thank you for your visit and the spirit in which you organised my Christening. We will never forget you. Miracles do happen.

Like many of our chaplains who provided support in time of need, Abraham's presence for Lucy and her family provided love, light, and faith – and a reminder that they were not alone.



Hospital chaplain Yvonne Turner. Image: Diocese of Parramatta.

Meet Yvonne

Yvonne Turner joined Catholic Care as a chaplain in 2022 and began one of the most rewarding journeys of her life.

"My first chaplaincy role was in a palliative care team, and I'm now working with Catholic Care in mental health and I love it," she says.

Yvonne's background as a registered nurse helps her support others through providing spiritual and emotional care.

"As a chaplain, I offer spiritual and emotional support to clients, staff, and families who are religious, non-religious or seeking spirituality," Yvonne says.

She says chaplaincy is about connections to others, to yourself, and to God. She says deep listening is key, enabling people to share their stories without judgement – only compassion and empathy.

"I think that's the real beauty of what chaplains do."

Chaplaincies snapshot

20+

multicultural communities supported

15

chaplains

9

hospitals visited

6

correctional centres visited across Sydney's west



Our people, partners and governance

Our people

Our dedicated, passionate and skilled staff and volunteers make a difference in the lives of the people we support



Catholic Care staff and volunteers. Image: Diocese of Parramatta.

Annual reflection day

In April 2024, Catholic Care held its annual 'Anchor Day' at Mamre House in Orchard Hills. The day brought together around 80 staff and volunteers across multiple services to engage with newly appointed Executive Director Helen Emmerson and discuss strategic goals and priorities for the year ahead.

Long service celebrated

We thank our staff and volunteers for their significant contributions



30 years

Khaleda (pictured) – Educator
Baulkham Hills Family Day Care
Michael – Agistment support



25 years

Afroza – Educator
Baulkham Hills Family Day Care

15 years

Meran, Nasima and Inez
Educators, Baulkham Hills Family Day Care
Carmen and Josephine
Refugee and creche services
Rafa – Family Support (Blacktown)

10 years

Anna – Counselling and Family Relationships
Cecilia – Community Engagement
Janice – Aboriginal Community Services
Linda – HIPPY
Michael – Farm volunteer, Community Engagement
Pam – Springwood receptionist and volunteer
Iresha – Educator, Baulkham Hills Family Day Care
Bernadette – Educator, Baulkham Hills Family Day Care
Carolyn – Admin/Coordinator Support, Baulkham Hills Family Day Care

5 years

Bernard – Chaplaincy Coordinator
Justin – Garden Services
Liljana – Corporate Administrator
Shasha – Corporate Finance
Rebecca – Baulkham Hills Family Day Care
Renee – Baulkham Hills Family Day Care
Emma – Coordinator, Baulkham Hills Family Day Care
Lakshmi – Educator, Baulkham Hills Family Day Care
Visha – Educator, Baulkham Hills Family Day Care
Farida – Educator, Baulkham Hills Family Day Care

1 year

Syeda – Educator, Baulkham Hills Family Day Care
Lucy – Educator, Baulkham Hills Family Day Care
Jinny – Educator, Baulkham Hills Family Day Care

Awards and Recognition

Tracy and Khaleda, educators at Baulkham Hills Family Day Care, received Highly Commended Awards in December 2023.



Tracy and Khaleda (L-R). Image: BHFDC/Facebook.



Training and development

Health and wellbeing training for educators

In February 2024, Baulkham Hills Family Day Care hosted a training session on healthy eating and promoting positive wellbeing in children. Around 13 family day care educators led the session, sharing their experiences, activities and knowledge around how they promote and embed healthy eating and wellbeing for the children and families in their care.

Catholic Care Western Sydney and the Blue Mountains acknowledges the support from staff within Risk, Property, Communications and IT from the Diocese of Paramatta.



OUR VOLUNTEERS

Our volunteers support our wide range of services, including visiting the elderly and socially isolated, as well as working with disadvantaged and vulnerable community groups.

Volunteer with us



If you are interested in supporting our ministries, please scan here to find out more.



Thank you to all our donors, funding providers and community partners

Our supporters

We are supported through generous donations, grants and strong community partnerships

Major donors

- Australian Youth & Health Foundation
- Eric Storm Charitable Trust
- Estate of Joan Estelle Margaret Nolan
- The Inagh Foundation
- Vera Visevic

Key funding providers

- NSW Department of Communities and Justice
- NSW Department of Education
- NSW Health
- Charles Sturt University
- Brotherhood of St Laurence (HIPPIY Australia)
- Department of Social Services
- Diocese of Parramatta

Community providers

- Oz Harvest
- Dignity Food Relief
- S2 (baby formula)
- Bunnings Warehouse
- Nepean Community College
- Macquarie Community College
- White Lady Funerals
- Ronald McDonald House, Westmead
- Beyond Blue
- Community Housing Limited
- Evolve Community Housing



Our governance

Our leaders drive our organisation towards achieving a vision of high quality, compassionate care and support for vulnerable individuals and communities in Western Sydney and the Blue Mountains.

In the 2023-24 financial year, we farewelled former Executive Director Jason Oldridge and thanked him for his leadership during a time of significant transformation at Catholic Care.

We welcomed new Executive Director and Advisory Council member Helen Emmerson, who brings her experience as a member of the advisory board for the last five years, as well as more than 20 years' experience in the health and social services industry.

Advisory Council



Dr Rodger Austin

Rodger is an experienced canon lawyer working with individuals within the Catholic Church, diocesan bishops, agencies, parishes, and religious institutes for over 50 years, and is the Advocate for the Ecclesiastical Regional Tribunal of Sydney.



Peter Bellman

Peter is the former Head of Finance for Catholic Care Western Sydney and the Blue Mountains. He has more than 45 years' experience in finance working in private industry and across public and private health in NSW.



**Helen Emmerson
Executive Director**

Helen has more than 20 years' experience in aged care and disability services in Australia and the UK, and has been a member of Catholic Care's Advisory Council since 2019. Helen previously led Southern Cross Care (NSW & ACT) between 2018-2023, and currently holds a non-executive leadership position in the aged care industry.



Angela McKay – Chair

Angela is the Chief Executive officer of the Juvenile Arthritis Foundation of Australia and has more than 20 years' senior leadership experience with a background spanning not-for-profit and for-profit organisations in the charity, professional services, consumer goods and aged care sectors.



**Most Rev Vincent Long Van
Nguyen OFM Conv
Bishop of Parramatta**

Bishop Vincent was appointed as the fourth Bishop of Parramatta in May 2016. Nationally, he serves as the Chair of the Bishops Commission for Social Justice, Mission and Service.



**Very Rev Luis Fernando
Montano EV PP**

Episcopal Vicar of Social Welfare

Fr Fernando serves as the Vicar General of the Diocese of Parramatta and is the Parish Priest at St Bernadette's, Castle Hill. In June 2020, he was appointed Episcopal Vicar for Social Welfare and became a member of Catholic Care's Advisory Council.



Paul McMahon

Paul is a passionate leader and advocate for aged care and social services clients. Formerly Chief Executive Officer of Southern Cross Care NSW/ACT, Paul has more than 30 years' experience in the social services sector.



Geoff Officer

Geoff is the Chief of Operations and Finance (Diocesan Financial Administrator) for the Diocese of Parramatta. He has more than 25 years' experience as a company executive, commercial human resources consultant and practitioner.



Vera Visevic

A partner at Mills Oakley law firm, Vera specialises in not-for-profit and social enterprise law. She has more than 25 years' experience acting for numerous charities, religious and not-for-profit organisations.

Our Leadership Team



Helen Emmerson
Executive Director

Helen has more than 20 years' experience in aged care and disability services in Australia and the UK, and has been a member of Catholic Care's Advisory Council since 2019. Helen previously led Southern Cross Care (NSW & ACT) between 2018-2023, and currently holds a non-executive leadership position in the aged care industry.



Brooke McGilvray
Head of Services

Brooke brings more than 17 years' experience in social services and more than a decade in leadership and case manager roles at CatholicCare Sydney. Brooke leads the management of the new service model of Catholic Care Western Sydney and Blue Mountains. She provides collaborative support to staff, volunteers and clients, while building strong relationships with community and funding partners, suppliers, and other stakeholders.



Dimsy Kapoor
Head of Finance

Dimsy has led Catholic Care's finance division since early 2023, and brings strong financial and accounting skills underpinned for more than 15 years' industry experience. She has worked for major corporate as well as other non-profit organisations, and is committed to fostering the financial growth and success of Catholic Care.



Linda McDonald
HIPPY Coordinator

Linda began in 2014 as an Aboriginal HIPPY coordinator in 2014. Her team of four tutors assist parents to foster a love of learning and reading in their children using HIPPY resources. She holds formal qualifications in Bachelor of Teaching (primary), Diploma Community Services, Diploma Counselling and Diploma in Drug and Alcohol, and she continues to make a significant impact on the lives of local families.



Celia Vagg
Community Engagement Coordinator

Celia has been with Catholic Care Western Sydney and the Blue Mountains for more than a decade. She leads the community engagement programs and activities to support individuals and families to feel connected to society and to build their confidence and skills. She holds formal qualifications in Education (Primary), Communications (Social Inquiry) and International Studies (France).



Maree Hanna
Houses to Homes Coordinator

As the brainchild of the Houses to Homes program, Maree has spent more than six months supporting young pregnant women, young mothers and their children find safe, secure shelter that feels like a home. Maree brings more than 25 years' experience in the social services industry and holds formal qualifications in Early Childhood, Nursing, Child Protection, Infant Massage and facilitating Parenting programs. She manages multiple residences, clients and service provides across Western Sydney to provide positive outcomes for young women and their families.



Caitlin Rozairo
Risk and Assurance Officer

Caitlin brings over 10 years' experience working in the social services sector, including executive leadership roles. As the Risk and Assurance Officer, Caitlin focuses on risk management, compliance and quality assurance to ensure Catholic Care's programs and services are delivered efficiently, while meeting regulatory requirements and organisational standards.



Nevena Kuljanin
Counselling Services Manager

Nevena began with Catholic Care Western Sydney and the Blue Mountains in November 2023 and leads a skilled team of counsellors as well managing the needs of clients and stakeholders. Nevena brings a strong social and community background with formal qualifications across both areas. She has worked closely with children and child development in her former senior casework and team leader roles at Family Spirit, and was also a case manager at CatholicCare Sydney.



Abby Wells
Family Services Coordinator

Abby brings more than 12 years' experience in social and family services, having previously worked in child protection and custodial settings for many years. She holds formal qualifications in Health Science and Psychology. She leads a team of staff delivering a range of programs supporting vulnerable families across Western Sydney and the Blue Mountains.



Bernard Ellis
Chaplaincy Coordinator

Bernard supports 14 chaplains providing support to those in the community. With a background in Catholic Education as a high school teacher, he moved into chaplaincy in 2016 to become the Chaplain at Emu Plains Correctional Centre, followed by Dillwynia Correctional Centre. Bernard realised the privilege and importance of chaplaincy, being able to serve those who are some of the most vulnerable in society. In 2023, he took up his position of Chaplaincy Coordinator at Catholic Care, which provides chaplains in both the hospital and prison systems in Western Sydney.



Emma Low
Family Day Care Coordinator

Emma joined the Baulkham Hills Family Day Care team in July 2023 and brings a wealth of knowledge and experience, underpinned by her passion for early childhood education and care. Emma has a Bachelor of Teaching, Early Childhood (0-8 years), and nearly 30 years' industry experience.

Financials

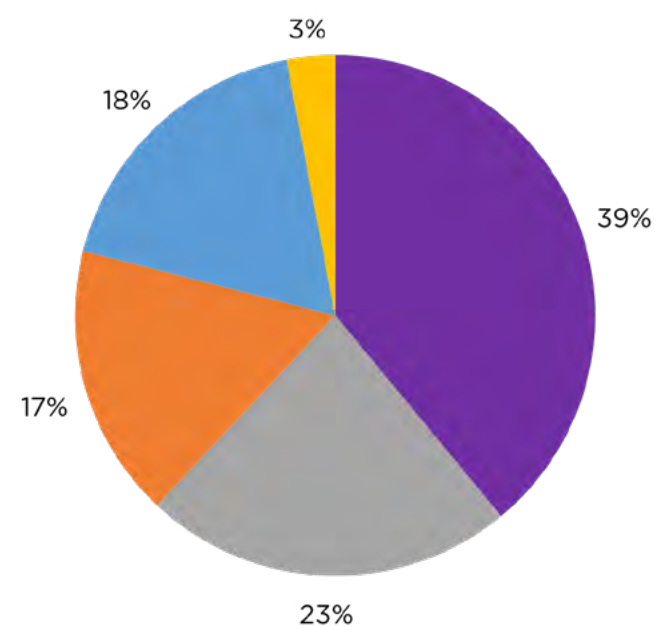
Catholic Care is proud of its financial achievements and continues to meet the increase in demand for its services in Western Sydney and the Blue Mountains.

With a new strategic direction for 2024-27, Catholic Care continues to refine its services and deliver new programs and initiatives to meet the growing social services and welfare needs of our diverse and vibrant community.

We continue to enhance our financial management and client management systems to deliver a robust service model to support those in need in our community.

Revenue

- State Grants
- Diocese Grants
- Federal Grants
- Other Income
- Donations and Bequests



Services directory

We have many locations in the western suburbs and Blue Mountains

1 Head office, Parramatta

Level 2
10 Victoria Road
Parramatta NSW 2150
P: (02) 8843 2500
E: enquiries@catholiccarewsbm.org.au
W: catholiccarewsbm.org.au

Open: Mon-Fri (9am-5pm)
General enquiries only

Services provided:

- Counselling
- Financial guidance
- Head Office of Baulkham Hills Family Day Care
- Corporate services.

2 Branch office, Blacktown

St Patrick's Church (foyer)
51-59 Allawah Street
Blacktown NSW 2148

Open: Mon-Fri (9am-5pm)

Services provided:

- Information, advice and referrals counselling
- Financial guidance
- Family and children's services.

Community drop-in centres and service locations

At Catholic Care, there's always a place to drop in and get support – no appointment needed.

For further details on the services we provide, please visit our website.

1 Blacktown

All Saints of Africa Centre
63 Allawah Street
Blacktown NSW 2148

Open: Tue (9am-1pm)
Community drop-in, all welcome

Other services provided:

- Legal support
- Homework clubs

2 Emerton

Holy Family Parish, Aboriginal Catholic Services
13 Emert Parade
Emerton NSW 2770

Call Catholic Care for open days/times.

Other services provided:

- **NEW** cooking classes
- **NEW** budgeting classes
- Student homework support
- Women's art and craft classes
- Adult literacy classes
- Financial counselling
- Women's art group
- Oz Harvest living essentials
- HIPPIY parenting program
- First Teacher parenting program.

3 Orchard Hills

Mamre House and Farm
181 Mamre Road
Orchard Hills NSW 2748

Open: Mon-Thu (9am-3pm)
Community drop-in, all welcome

Other services provided:

- **NEW** make-up class for migrants and refugees
- Men's Shed
- English language classes (school term only)
- Citizenship classes (school term only)
- English language classes
- Sewing class
- Senior's Day club
- First Teacher parenting program (school term only)
- Creche childcare (school term only)
- Art and craft group
- Farm maintenance and horse agistment
- Community garden.

4 Springwood

Unit 3/163 Macquarie Road
Springwood NSW 2777

Open: Mon-Thu (10am-4pm)
Community drop-in, all welcome

Other services provided:

- **NEW** hairdressing classes

- About Time Men's Group
- Springwood community gardens and working bees
- Community gardens and working bees at Springwood and Blackheath
- Exercise classes
- Read4Wellbring (adult shared reading group)
- Vinnies food and clothing voucher distribution.

Baulkham Hills Family Day Care

Family day care service locations

Baulkham Hills Family Day care provides more than 50 childcare services across 22 locations in Western Sydney.

- Baulkham Hills
- Beaumont Hills
- Box Hill
- Bella Vista
- Castle Hill
- Cherrybrook
- Dural
- Glenwood
- Kellyville
- Kellyville Ridge
- Merrylands
- Northmead
- North Kellyville
- Pendle Hill
- Quakers Hill
- Rouse Hill
- Schofields
- Seven Hills
- Stanhope Gardens
- The Ponds
- Wentworthville
- Winston Hills



catholic care

WESTERN SYDNEY AND THE BLUE MOUNTAINS

Care when you need it most

catholic care

WESTERN SYDNEY AND THE BLUE MOUNTAINS

Care when you need it most

Level 2
10 Victoria Road
Parramatta NSW 2150
P: (02) 8843 2500
E: enquiries@catholiccarewsbm.org.au
W: catholiccarewsbm.org.au

