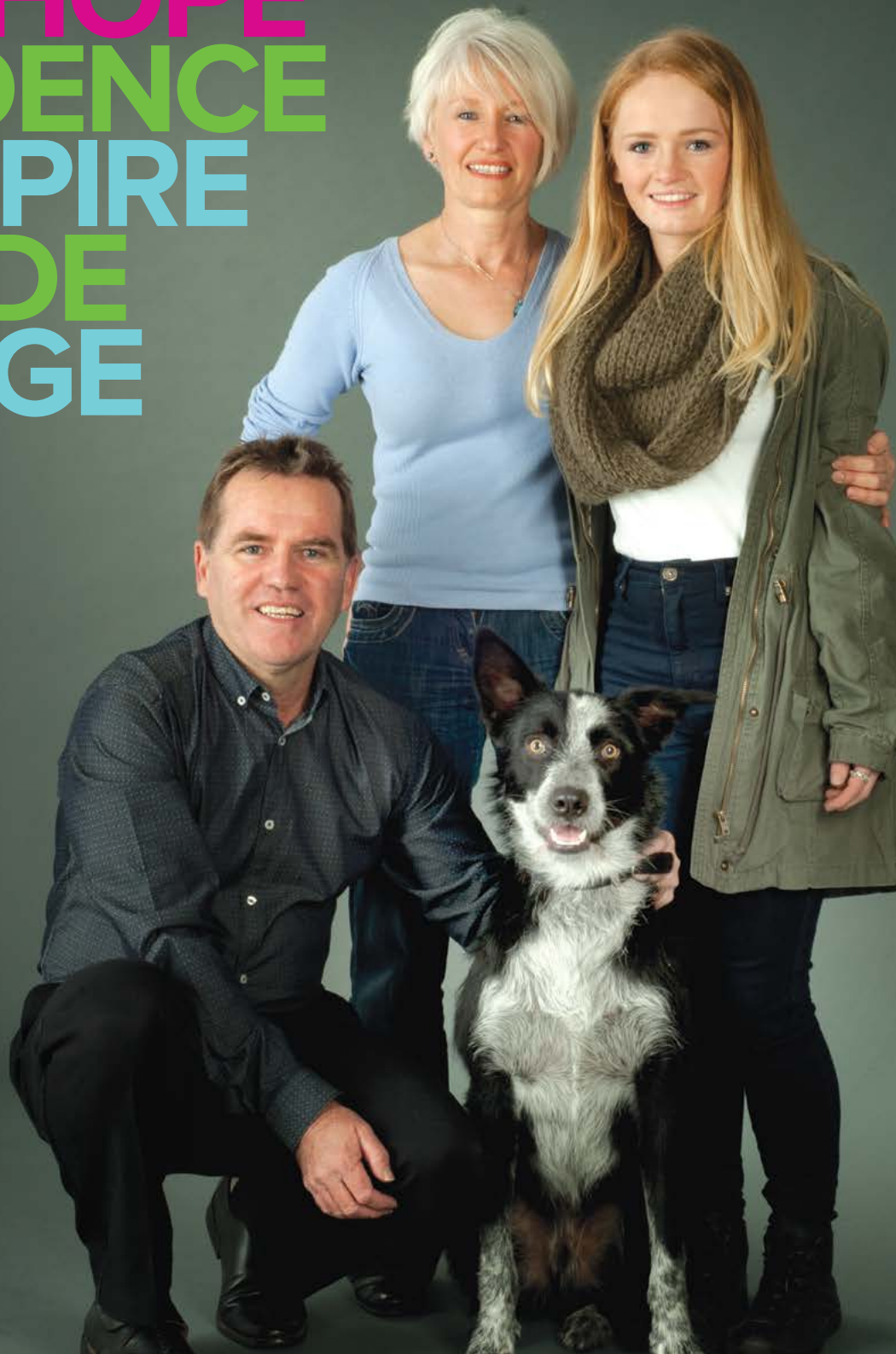


2013-2014
ANNUAL REPORT
PEOPLE SPIRIT
SUPPORT LOVE
RESILIENCE
FAMILY HOPE
CONFIDENCE
LIFE INSPIRE
JOY PRIDE
COURAGE
HOME
US



EVERYDAY

CareSouth

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CHAIRMAN AND FOUNDER

This year saw the continuation of our growth, particularly in Western NSW. We have also maintained a solid financial performance in the face of much tighter government funding. I wish to thank our CEO, Deb Tozer for her inspirational leadership and management acumen and acknowledge the outstanding contribution of our CFO, Renee Schott.

An organisation is only as good as its people. We have a wonderful team who carry out their duties with passion and dedication, never losing sight of our main mission, to help the disadvantaged in our community.

We saw many highlights over the past 12 months and lots of successful outcomes for our clients. The completion of our magnificent Berkeley office was a very special achievement, not the least of it being the great camaraderie shown by the staff at the official opening and the terrific support from the local community.

During the year the Board was pleased to welcome a new member, Professor Andrew Bonney. Andrew made an immediate impact and has since agreed to become our next Chairman.

Congratulations to Andrew on his appointment. We are very fortunate to have someone of his calibre, and he is very privileged to be honoured with this new role - a view I know he shares with me.

So thank you, one and all. Congratulations on a great year. Welcome to our new staff members. You will soon discover how fortunate you are to join such a wonderful group of people.

Jim McEwan

THANKS

ALL

GOOD PASSION

A FEW MINUTES WITH OUR BOARD

WE ASKED OUR BOARD TO TELL US...

- When and why did you get involved with CareSouth?
- What do you think is CareSouth's most bold or innovative achievement in the past 12 months?
- What is your hope for the next 12 months?
- What inspires you everyday?

For full biographies, please visit our website at caresouth.org.au



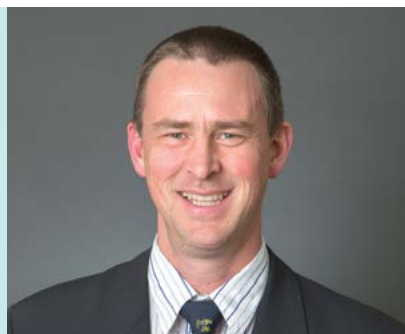
ANDREW BONNEY,
BOARD MEMBER

I became officially involved in CareSouth in 2013. However, I had known first-hand of the wonderful work of CareSouth through my community contact with Jim McEwan over many years.

The new CareSouth centre at Berkeley is my pick of our achievements over the last 12 months. It speaks volumes about CareSouth and its people: bold and ambitious; seeking to achieve the very best for communities; and building for the future.

My hopes for the next 12 months at CareSouth are that we can consolidate on all of the gains made to this point; build our capacity to incorporate best practice into everything we do; and not lose sight of the importance of each individual we seek to help.

I'm constantly inspired by the courage of the unsung heroes in our communities who everyday care for the vulnerable, usually without recognition or seeking reward.



NICHOLAS SIMS,
BOARD MEMBER

Jim invited me to become a member of the CareSouth Board to support

an organisation that does a heap of fantastic work.

Our most significant achievements include our expansion into the far Western region of NSW, opening offices in Griffith and Deniliquin, our 21st Anniversary Gala Night, and our new Berkeley office.

Over the next 12 months we will consolidate our footprint in the west by providing some of our other services there.

Hope inspires me everyday and the desire to do what I can to help.

PETER MURPHY,
BOARD MEMBER

I joined CareSouth in 1994 after Jim McEwan approached me about making a difference.

Our boldest achievement this year is the commissioning of CareSouth's new Berkeley office.

Over the coming year, I hope to see CareSouth further establish its expansion into the far western region of NSW.



I am constantly inspired by people who take on difficult situations and achieve success.



CHRISTINE COOK,
BOARD MEMBER

When I was approached in 2003 due to a vacancy on the Board, I already knew of Shoalcare, having attended an Aunties & Uncles fun day in the park. I was impressed by how much this preventative program helped to improve the lives of young people and their families and was eager to make a contribution.

The completion of our new Berkeley premises is in my view the most bold and innovative achievement of the past 12 months. Jim's vision has become a reality!

Also, rebranding Everyday CareSouth was bold and innovative - which has definitely made an impact in the community.

My hope for CareSouth for the next 12 months is to continue to demonstrate excellence and leadership in the provision of our services, and to be supported by continuing partnerships within our communities.

I am inspired each morning, feeling privileged to live in this wonderful, safe, free country. My grandchildren's enquiring minds and carefree smiles inspire me. It is my hope that all children can grow and develop, feeling loved and safe to smile - Everyday.



JAMES PARRISH,
BOARD MEMBER

I joined CareSouth's Board of Directors towards the end of 2012 after responding to an advert in the local newspaper. Being aware of CareSouth's reputation from its Aunties & Uncles program, I was drawn to the idea of contributing to an organisation that makes a positive influence across many regional communities.

The new Berkeley office is a massive achievement, which is a testament to the gracious and dedicated nature of our staff. The building is a dynamic, exciting new space and CareSouth have been warmly welcomed into the Berkeley community. We are using this space to deliver positive outcomes for the local community.

We are continuing to see a better than expected uptake of our services throughout Western NSW. I hope that we can persistently meet the challenges and opportunities that come with this growth, so that we can continue to change the lives of more young people, communities and families throughout the State.

I am inspired by the hard work and selfless dedication of others. This is particularly true of CareSouth, an organisation driven by the altruistic aspirations and selfless dedication of so many people.

REBECCA KEEN,
BOARD MEMBER

My involvement with CareSouth started about 18 months ago. I was looking to get involved with another organisation and responded to the CareSouth advert. CareSouth appealed to me as I have a genuine interest in child welfare.

CareSouth's rebrand has been a great achievement for the organisation. It really aligns with the values of CareSouth and the wonderful work that the carers and staff do.



My hope for the next 12 months is that CareSouth continues its amazing work supporting children, young people and families in our communities.

The people in my life give me inspiration - Everyday.

THEO BOYLE,
BOARD MEMBER

I got involved with CareSouth in the very beginning through Jim McEwan, through donations and support. I joined the Board officially in 2004. I was inspired to join CareSouth due to my time growing up in foster care and because I like helping kids.

CareSouth's new Berkeley office is the most bold and innovative achievement of the past 12 months for me.

I hope in the next 12 months that we will continue with the good work that we do and expand our services across NSW, never losing sight of what CareSouth is all about.

I'm inspired everyday by the CareSouth staff, and the children, young people, individuals, families and communities that we care for.





CEO MESSAGE

CareSouth is a dynamic not for profit organisation providing hope for children, families and communities, every day. Our vision is to provide a positive future for children, young people, individuals, families and communities by providing opportunities in which they can enhance their quality of life.

This year we commenced occupation of our newly established premises in the Berkeley CBD. This is an incredible facility, one of which I am very proud and extend my appreciation to Jim McEwan for his tenacity in purchasing this once shell of a previous supermarket. Of course, as with any property project, we have taken on board significant learnings from this development. The magnificent aspects of this development are the property's modern design and capacity to accommodate our Illawarra based and visiting staff members. Our aim this coming year is to further establish CareSouth within the Berkeley community and become a strong community hub. We aim to make a difference to this wonderful and spirited community. We have the facility that will allow us to support, host and participate in local events. We have experienced a warm welcome by the local businesses and hope our presence will enhance their consumer and business activity.

In many ways it has been a most exciting year. With the progress of significant reforms across our services, it has also presented its challenges. Our staff, carers and volunteers have worked hard to continue quality service delivery and be across changes both in practice and legislation. They are to be congratulated for their resilience, compassion, heart and 'never give up' attitude.

Our growth and development has continued this year in line with our strategic direction. We have seen significant progress achieved against our Key Success Factors. An excellent piece of work that has been rolled out across the organisation is our newly developed Practice Framework, informing the way we work with each other and those whom we support. This framework will link to all that we do, both internal and external. We look forward to progressing the implementation over the coming years.

We are very pleased we were successful in securing our tender for the Specialist Homelessness Service in the Shoalhaven. We have been operating a supported youth assistance and accommodation service for more than two decades. This service is now known as CareSouth Youth Support Service. Staff are currently working hard in preparation for the commencement of the new model, due to kick off in November 2014.

This year we hosted a spectacular Gala event celebrating our 21st Birthday. It was a remarkable evening and a first of its kind for CareSouth. The event was of grand design with exceptional venue, food and entertainment, and raising over \$35,000 on the night. 100% of the proceeds from this event has been injected into our services supporting children and families, and people living with disability.

CareSouth's Annual Report provides you with a snapshot of the significant progress and achievements that children, young people, people living with disability, families and our communities have made this past year. In the coming year we look forward to providing improved data analysis and measured outcomes as we embed our client management data systems across all program areas.

In closing I would like to thank each of you who support CareSouth in the remarkable work achieved across the organisation. Without your support CareSouth could not exist. Thank you to our donors, sponsors, community and government partners, business partners, staff, carers, volunteers and board members. Your support, generosity and spirit provide hope for our most vulnerable people.

Thank you so much.

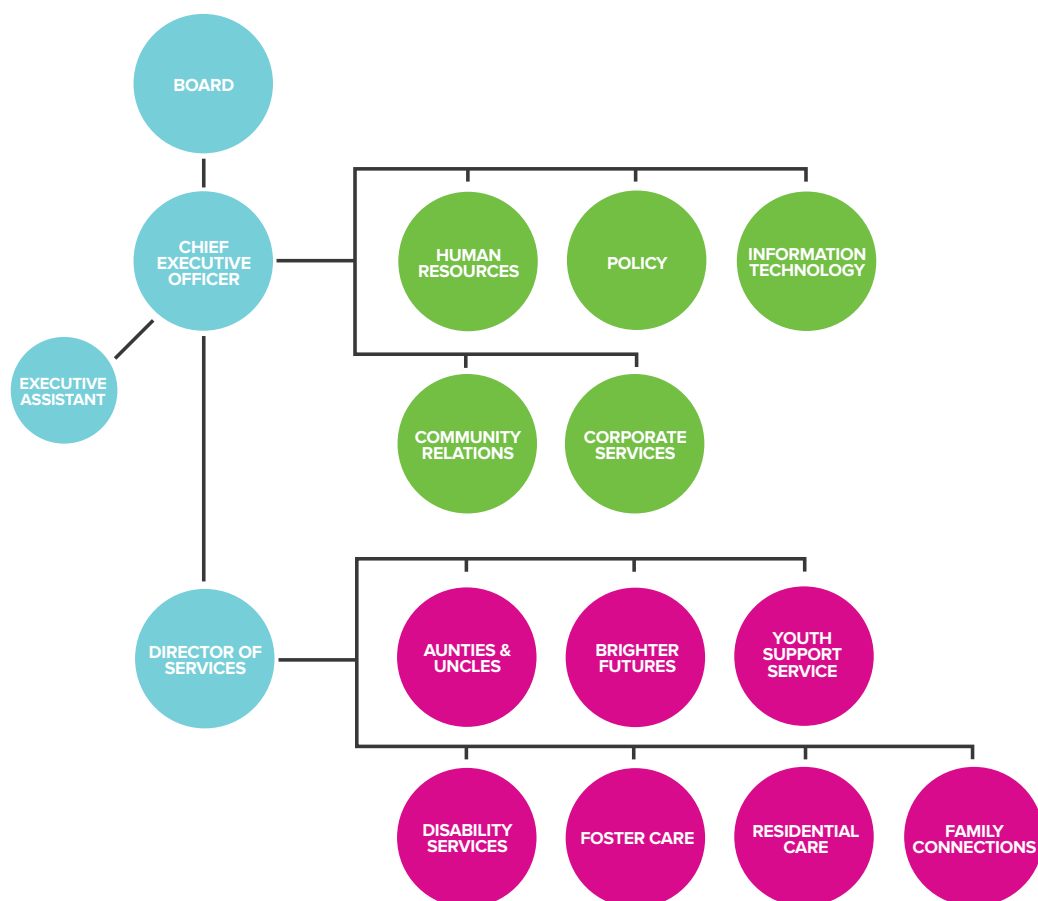
Debra Tozer

VISION
HEART STRONGER SPIRIT
SUCCESS PROGRESS



SUPPORT PEOPLE JOY OUR HOPE

OUR ORGANISATION



BROKEN HILL
Family Choices

BROKEN
HILL

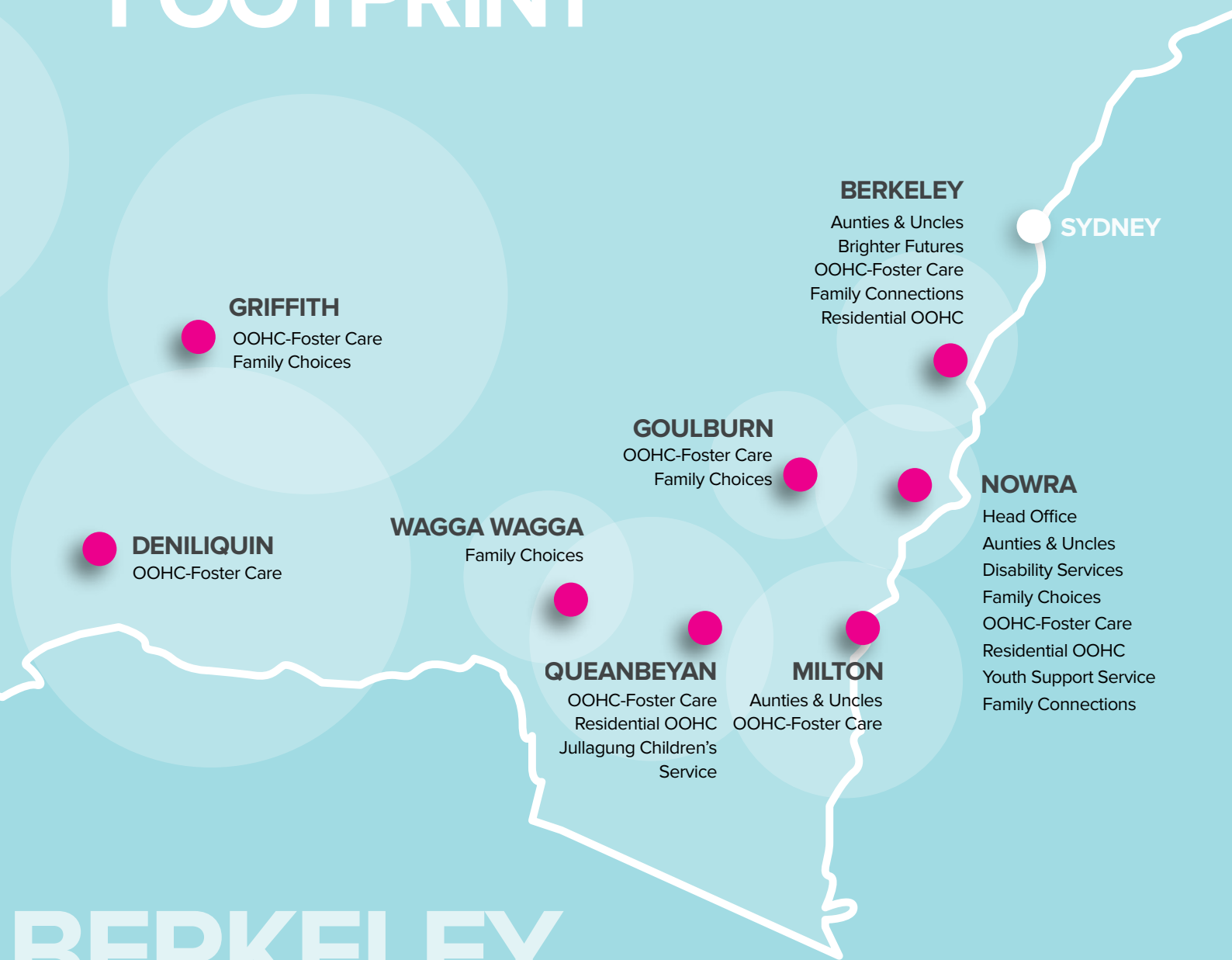
AU

FAN

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GOULBURN
MENTORING
BRIGHTER
FUTURES

OUR FOOTPRINT



BERKELEY
AUNTIES & UNCLES
FAMILY CHOICES
NOWRA
WAGGA
WAGGA

AWARENE PEOPLE CA COMMUNITY SERVICE

KEY SUCCESS FACTORS

KEY SUCCESS FACTORS	OUTCOMES
Recruitment and Retention of a Skilled Workforce <ul style="list-style-type: none"> Review and implementation of an integrated HR system Consistent implementation of the system Implementation of a consistent brand image across the whole organisation 	<ol style="list-style-type: none"> 1. Development of Practice Framework 2. Rebrand implemented across the organisation 3. Brand awareness raised across the areas we operate
Boldness and Innovation in Our Service Design <ul style="list-style-type: none"> New opportunities identified New initiatives trialled and implemented Leader of Innovation Innovation through dynamic community partnerships 	<ol style="list-style-type: none"> 1. Shoalhaven Business Awards: <ul style="list-style-type: none"> Community Service Excellence – Winner Business Leader of the year – Highly Commended 2. CareSouth, William Campbell Foundation and CatholicCare received University of Wollongong (UOW) Vice Chancellor's Award for Research Partnership with UOW's Dr Melanie Randle. 3. Partnership with Jullagung Children's Services (Cummbeyan Aboriginal Corporation)
Funding Security <ul style="list-style-type: none"> Existing contracts renewed Existing funding base diversified New contracts secured where identified need exists 	<ol style="list-style-type: none"> 1. Successful tender to continue operating Shoalhaven Youth Support Service 2. New growth in Out of Home Care services across Southern and Western NSW 3. Fee for Service Model – Family Preservation and Intervention - Aunties & Uncles 4. Fundraising and Sponsorship
Compliance with Standards <ul style="list-style-type: none"> Complied with all relevant standards identified 	<ol style="list-style-type: none"> 1. Information and technology development 2. Third Party Verification commenced in line with NDIS 3. Office of Children's Guardian Working with Children Checks audited to comply with reforms

ESS RENEW TALENT DEVELOPMENT RELATIONSHIPS

KEY SUCCESS FACTORS	OUTCOMES
Implement Evidence Based Best Practice Design <ul style="list-style-type: none"> Evidence of research undertaken across the organisation Embedded practices informed by evidence-based research 	<ol style="list-style-type: none"> 1. Development of After Hours Service model 2. 'Our Place' therapeutic model of care
Embed Robust Support Systems <ul style="list-style-type: none"> Review and development of integrated service support systems Staff trained Consistent implementation and maintenance of systems 	<ol style="list-style-type: none"> 1. Development of Practice Framework - Phase 1 Complete and Phase 2 commenced 2. Progress of Third Party Verification 3. Implementation of The Care Manager, Client Management Software, Talent Propeller
Participate with the Broader Sector and Peak Bodies to Support the Work We Do with Clients and Families <ul style="list-style-type: none"> Influential peak bodies identified Relevant forums attended Relationships with members of the broader sector established and maintained 	<ol style="list-style-type: none"> 1. CEO joins Board of Association of Children's Welfare Agencies (ACWA) 2. Key staff participation in Southern and Western Regional Implementation Groups 3. Aboriginal Young Mums Partnership with The Housing Trust 4. Partnership with Jullagung Children's Services (Cummbeyan Aboriginal Corporation) 5. Member of Illawarra Disability Alliance, Shoalhaven and Illawarra Business Chambers
Engage with Communities to Support the Work We Do with Families and Communities <ul style="list-style-type: none"> Core community groups identified Key relationships established and maintained 	<ol style="list-style-type: none"> 1. Rebrand implemented across the organisation 2. Strategic awareness campaigns delivered across program areas 3. Partnership with ACWA's Fostering NSW Campaign 4. Southern Cross Ten media partnership secured 5. Habitat for Humanity partnership project commenced

PROGRAM HIGHLIGHTS

SUPPORT FOCUS FAMILY ALL IMPACT INNOVATION QUALITY





Aunties & Uncles Clare Wilson

1. What service does your program provide and how does it relate to CareSouth's vision?

CareSouth's Aunties & Uncles program provides an early intervention and prevention, family preservation support model to vulnerable children and their families, by linking them to positive adult role models in the community. By spending regular time with their 'Auntie' and 'Uncle', the children on the program gain a broader world view and access to opportunities that enhance their quality of life and improve self-esteem. This enables them to achieve goals they might not otherwise be able to achieve due to their family's circumstances. Research shows that children who have this experience are more engaged in education and with their community. They also develop important life skills that assist in reducing barriers in accessing employment longer term. This has a direct impact on decreasing the risks of poverty and generational disadvantage. In this way, the program delivers CareSouth's vision in "providing opportunities in which people can enhance their quality of life".

2. What have you achieved in meeting our Strategic Plan?

The Aunties & Uncles program has been bold and innovative when it comes to continually reviewing and evaluating our service delivery. The main example

of this is restructuring our assessment process with clients, including assessing the level of protective behaviours that children possess and adapting the Child Support Plan. This will more accurately reflect areas of focus in our assessments across all children in all regions and is best practice.

Additionally, the restructuring of the peer support evenings for our volunteer carers has been a recent innovation. This new format provides a safe and supportive environment, which encourages and assists our volunteers to have more constructive conversations with each other about their role in the program as mentors and carers. We are ensuring that our carers receive regular training in responding to their needs and to those of the children in our program. This need was identified as a result of ongoing program evaluation, which positions the CareSouth Aunties & Uncles program as a leader in service design and delivery.

The diversification of our funding structure - in particular our Fee for Service Model has been generally well received by service providers and will, over time, contribute to the long-term sustainability and success of the program.

3. What has been your program's most significant achievement?

The Aunties & Uncles team have worked very hard in continually improving and enhancing the program in order to achieve quality outcomes for disadvantaged children and families.

The completion of the new CareSouth Aunties & Uncles DVD has been a wonderful achievement for the program by capturing the essence of the important work we do with our children and carers through highlighting Jordan's Story as an example of longitudinal success. It is a wonderful resource for the program to use during presentations to services, at conferences and in recruiting volunteer carers.

The DVD clearly highlights both the simplicity and depth of the program's philosophy and ultimately the long-term benefits for children on the program. Moreover, it is a positive step towards

gathering evidence-based outcomes. Jordan's Story can be viewed from CareSouth's YouTube Channel.

4. What challenges have you overcome?

The most significant challenges the program has overcome are in relation to the recruitment of new volunteer carers. We strive to be creative and consider new ways of engaging the community in order to ensure that our message is being heard.

Additionally, we have achieved very positive outcomes in delivering quality, evidence-based services to vulnerable children in our communities, despite our limited government funding.

5. What are your hopes for the next 12 months?

Over the next 12 months, we hope to increase our resources and capacity to accept more children into the program in order to prevent the escalation of children entering foster care. We will keep building on the solid foundation that we have worked hard to establish, along with our commitment and vision to ensure the success of the program. Our goals include:

- 1) That the new promotional resources developed, i.e. the DVD, new radio and TV advertising, gain momentum and result in increased numbers of new volunteer carers for the program.
- 2) To secure increased financial resources for the future sustainability of our service, and in order to provide additional, specific services to children through targeted fundraising activities and our Fee For Service model.
- 3) To diversify and expand the service into new regions.

PROGRAM HIGHLIGHTS



Brighter Futures Carol Newing

1. What service does your program provide and how does it relate to CareSouth's vision?

At Brighter Futures we believe that all children have the right to a healthy, happy life and the opportunity to reach their full potential. We assist our families to develop a future vision for themselves and their children. Through our therapeutic approach to case management we work with the whole family to provide opportunities to enhance parenting skills and knowledge, build positive relationships between parent and child, as well as build relationships and connections to the community. We link families to learning and employment opportunities, while providing a consistent safe environment for children and adults to live.

2. What have you achieved in meeting our strategic plan?

The Brighter Futures team has made significant achievements across all the strategies in our Program Plan. In particular we are most proud of the implementation and embedding of evidence-based practice.

Over the past 12 months the team has worked tirelessly to embed into their everyday practice a range of evidence-based assessments that form our Brighter Futures therapeutic model. The theories underpinning our

practice are trauma-informed, based in attachment relationships, understanding neurobiological brain development and child development, and are strengths-based.

Our range of assessments aims to identify the family's strengths and their support needs, understand current risks to the child and inform safety planning. To support the new assessment processes the team has been learning from a range of experts including Sal Consulting, Circle of Security International Canada, National Council of Crime and Delinquency USA.

Our other significant achievement has been the embedding of a suite of parenting programs that aim to improve parenting and enhance child development and parent child relationships.

Our programs include Supported Playgroup, 'Sing and Shine' music and movement group, 'Sing and Grow' (Playgroups Australia), Circle of Security and Confident Parents Cooperative Kids (CCCK).

3. What has been your program's most significant achievement in the past 12 months?

It is difficult to highlight just one achievement over the past 12 months. Everyday we see and recognise significant achievements of the fantastic team of staff who have a commitment and a belief in our vision, a willingness to go the extra mile and have an increased confidence practising within our therapeutic framework. Many families on our program have overcome challenges in their lives. Achievements include: improved parenting, some parents attending training and TAFE courses, gaining employment, and improved relationships with their child.

In our partnerships and relationships with other services we are working closely with the NSW Police Domestic Violence Liaison Officers in both Local Area Commands. Our stand out achievement was the inaugural Brighter Futures Family Camp held in December 2013. The two day camp offered an opportunity for families to spend quality time together whilst promoting positive

interactions between parent and child in a fun environment. Families enjoyed a wide range of fun and sometimes challenging activities including horse riding, an Australian animal display, canoeing, waterslide, high ropes course and swimming as well as enjoying less structured activities such as board games, craft, cooking and outdoor games.

Friendships were formed among families who reported that they gained support and knowledge around dealing with stressful situations between parents and children responding to difficult child behaviours. Planning is underway for the Brighter Futures Family Camp 2014.

4. What challenges have you overcome?

Whilst 2013 has been a year of growth and development, we have also experienced challenges that we have worked through as a team. The families referred to our program continued to have increasing complexities and higher child protection risk. This meant that our programming and processes needed to support our practice being developed. Implementation of our practices required continual review and revision to meet the changing needs of our families. The Brighter Futures team have lived the experience of change management and continue to be very willing participants to provide feedback and make suggestions.

5. What are your hopes for the next 12 months?

The Brighter Futures team will continue to challenge themselves and extend their reach further into the community through our community participation and community development. We plan to seek opportunities to partner with other agencies to provide opportunities for Brighter Futures clients to participate in training and employment. We will also consolidate our therapeutic practice, continue to be proactive and strive to improve our use of the skills and knowledge of team members.



OOHC Illawarra and Shoalhaven Regions Chris Stubbs

1. What service does your program provide and how does it relate to CareSouth's vision?

CareSouth's Out of Home Care (OOHC) program is made up of three key areas, including foster care, residential care and a supported independent living program.

CareSouth's Foster Care program in the Illawarra and Shoalhaven currently supports 101 children and young people. We are a funded service provider with the Department of Family and Community Services and accept referrals for children and young people who cannot reside with their family for various reasons. CareSouth matches children and young people with foster carers who best suit the child's needs. We provide comprehensive support to our carers through ongoing training and help them to guide the children, young people and carers in building a positive future.

CareSouth's Residential program provides quality youth worker support 24/7 within a residential setting for young people aged 12 to 18 years. There can be up to four young people in each residence. These young people have challenges in living within a family setting so are supported to maintain

a structured and nurturing model of care that maximises their potential and supports them to build a positive future.

CareSouth's general residential program in the Illawarra and Shoalhaven, plus an intensive residential program in the Shoalhaven, currently supports up to 12 young people.

CareSouth's Supported Independent Living (SILS) program is a short-term funded program supporting young people aged between 16 and 18 years, through casework support and advice. Its aim is to make the transition from care to independence and adulthood. The program currently supports four young people across the Illawarra and Shoalhaven.

The Out of Home Care program seeks to follow CareSouth's vision in every element of what we do to support children and young people in their journey to enhance their potential and quality of life. We do this by providing our staff and carers with ongoing training and our carers with 24/7 case worker support. We are all so privileged to help grow and achieve in their lives.

2. What have you achieved in meeting our Strategic Plan?

CareSouth has played a leading role in the transition process that has seen a significant move towards greater collaboration within the broader sector. The Regional Implementation Groups bring together representatives from all Non Government Organisations (NGOs) as well as Family and Community Services.

CareSouth is the only organisation represented on all of the four sub-committees and provides the NGO Co-Chair to the RIG as well as the Chair of the RIG Governance Committee. This demonstrates CareSouth's commitment to improving outcomes for the clients within our organisation but also actively working towards creating a more efficient sector that can produce positive outcomes for all children and young people in care.

The pressure on funded services to ensure that they are meeting their allocated targets has never been tighter

than during the last year. Therefore it is with great pride that the program has finished the financial year at 98% of our overall funding capacity which is well above the required level and also above the State average for all NGOs. We are seeking to grow and expand our services at a level that allows us to maintain a consistent standard of care to the clients that we have within all of our service programs.

3. What has been your program's most significant achievement?

One of the key elements in supporting children and young people is to celebrate the everyday achievements that contribute to the overall experience of a client in care.

Some examples include:

- A number of kids experienced their first overseas holiday.
- We have had a number of young people achieve their Year 12 Certificate and one young person started a University Teaching Degree.
- We have had a young person complete a Diploma in Childcare making her the first in her sibling group of six to achieve a tertiary education.
- We have had a number of young people completing work experience, competing in sporting teams, dance troupes and other areas of interest.

For the general population these types of achievements may seem commonplace, but for children and young people in care they require a higher level of commitment and support making them major achievements in their worlds. We are so proud of their perseverance and achievements.

4. What challenges have you overcome?

There has been significant change to the OOHC sector over the last 12 months and it could be argued that these changes have been more pronounced than any 12 month period prior. As a result being able to move forward as an individual organisation as well as part of the broader sector has been a real strength of the program.

PROGRAM HIGHLIGHTS

One of the ongoing challenges within any Out-of-Home Care (OOHC) program is dealing with and managing planned and unplanned placement changes, especially as the volume of placements increase. Another key challenge continues to be striving to create positive options for young people leaving OOHC and living an independent productive and successful life.

With no funding available for Leaving Care it is an ongoing challenge that we will continue to address as a caring and committed organisation.

Across our Foster Care and Residential programs there are many examples of the extraordinary commitment of our staff everyday to support the best outcomes for children and young people.

5. What are your hopes for the next 12 months?

We would like to see stability in the OOHC Program through maintaining the same standard of care to each and every young person as the program expands. Our team consists of long standing team members and leaders that are committed to building on the successes of the past to continue provide an outstanding service and growth in key areas.

We would like to see a focus on education for children and young people in OOHC. Evidence based research tells us that learning outcomes for this group are lower than the general population. We have been trialing a Homework Program run by a specialist educator who works with the children one-on-one and helps develop their learning skills. We would like to expand this program to all of our service areas.

As highlighted previously, Leaving Care is also an area that all young people in care have challenges with and there are plans to make this a greater focus to ensure that we not only provide positive options for young people within our care but provide them the springboard into adulthood that is needed to maximise their potential.



Family Connections Southern Paulette Sewell

1. What service does your program provide and how does it relate to CareSouth's vision?

In line with our Strategic Plan, CareSouth Supervised Contact has changed its name to 'Family Connections'.

Family Connections offers a range of services both internally and externally. Our primary purpose is to bring children and their natural parents together in a safe and stress-free environment where they can enjoy time together to visit under the supervision of trained and caring CareSouth staff. We have workers based from Sydney to Ulladulla who are available to assist with supervised contact and transport requests, mentoring, respite, child minding, Family Law contacts, changeovers and sibling contacts. We are also available to assist other NGOs with their supervised contact needs. We have 38 casual contact staff who are fully trained by CareSouth and come from a variety of backgrounds and experience.

Our program's vision is to provide objective and professional contact services with the aim to unite and strengthen the relationship with children and families, in a safe and secure environment. We currently have 110 families in our Family Connections

program, which includes 225 children and young people. Our Mentoring program has eight children from OOHC engaged in the program which we are looking forward to expanding in next 12 months.

2. What have you achieved in meeting our Strategic Plan?

We have amalgamated training (at least twice a year – compulsory attendance) and supervision with casual staff in a group setting.

Ongoing training for the contact workers is paramount. We work in situations where there may be a history of violent behaviours and conflict. Given the nature of the families involved in supervised contact, careful monitoring, extensive reporting and early intervention is key to ensuring the child's needs and worker safety are met. Training to assist and support staff in this role is high on our agenda. It can be lonely out 'in the field' so we try to come together to make sure our staff always feel a part of the bigger picture and consider themselves an integral part of the CareSouth family.

This year our training has focused on:

- Attachment Training
- Worker Safety
- Trauma Training
- Report Writing
- Maintaining Professional Boundaries
- Incident Reporting

3. Identify particular client groups that are not receiving our service or that are under-served

Family Law matters is an area that is vastly under-served in our region. This year has seen a rapid growth in requests for our service from the Family Law Courts. Unfortunately due to cost not all applicants are in a position to utilise our service. Our goal for next year is to work towards seeking alternative funding sources so that we may open the door to families who are not in a financial position to pay the full cost of the service.

4. What has been your program's most significant achievement?

The introduction of the Family Law service has grown considerably over the

last 12 months. On average we are now covering 120 hours a month of Court Ordered contacts. CareSouth work very closely with local solicitors to set up these contact arrangements. This service works with families to help them enjoy a positive and safe experience with the child and to work towards co-parenting and managing their own contact arrangements in the future. We have had a number of positive outcomes this year where our service has re-connected children with one of their parents.

5. What challenges have you overcome?

The work undertaken by Family Connections this financial year focused on the challenges coming from the restructure of the Department and the ongoing transfer of OOH to NGOs. Like other charities in our sector, we also face a major reduction of government funding; focusing on the sustainability of the program in the short, medium and longer term, along with the range of services our clients need from us. To help us with this, the Board and CEO has continued to support our program through the provision of a project team to provide a planned approach to promoting our services most effectively into the future. The project team has drawn upon the experience within the organisation in Human Resources, Finance and Marketing along with the Family Connections team members to provide a well designed project plan for the future.

6. What are your hopes for the next 12 months?

Over the next 12 months we will continue to assist FACS with their requests but also focus on the growth of the Family Law requests and continue explore other creative avenues for funding and service delivery. This will be combined with the need to attract more sustainable income streams and increase the profile of Family Connections within the community.

We will continue to improve our service by improving our internal reporting processes and developing new KPIs that will drive business growth and

quality outcomes. This year will see the introduction of our rebranded promotional fact sheets and flyers. Our main goal now is to promote our new office space in Berkeley, where we have three well-equipped, age-appropriate, safe rooms for supervised contacts to occur. We hope to continue to share our skills and expertise to achieve better outcomes for children and their families and aim to effectively represent the non-government sector in providing a valuable service to young people.



Disability Services Glenn Connor-Brown

1. What service does your program provide and how does it relate to CareSouth's vision?

CareSouth's Disability Services currently provides support to individuals through a range of programs:

- **Independent Living in the Community:** through our Leaving Care (LC) and Independent Support Living (ISL) programs
- **Residential Services:** through our three Group Homes
- **Family Support:** through Family Choices, Alternative Family Placement and Extended Family Support programs and our individual respite programs

- **Clinical Support Services:** through access to psychological and behavioural support for all residents, individuals and families.

Along with these key programs we continue to engage in systemic advocacy through our involvement with peak bodies and network groups such as the National Disability Insurance Scheme (NDIS) and the newly formed Illawarra Disability Alliance (IDA)

2. What have you achieved in meeting our Strategic Plan?

Boldness and innovation in our service design

Over the past twelve months, CareSouth's Disability Services team in all areas have focused on transitioning all service recipients to models of support featuring greater choice and flexibility. This has also included supporting some individuals to reduce the level of services received. A key challenge with this transition has been to support staff to manage potential risks through dynamic skills development, which assists in empowering individuals to make informed choices. This will continue to be a driving force in service development over the next couple of years.

3. What has been your program's most significant achievement?

Over the past twelve months the team leaders and managers have focused on improving our methods to recruit, retain and train direct care staff and family carers. This has resulted in the development of improved induction processes that help staff and carers meet their risk management and duty of care requirements.

4. What challenges have you overcome?

Across the course of the year we have been working as a team to improve safety outcomes associated with our work. This work is still continuing to evolve as we embed improved risk management procedures in all areas over the coming months. These efforts will be supported by the efficiencies

PROGRAM HIGHLIGHTS

achieved with the implementation of an organisational wide data management system and the subsequent improvements in our management analysis capabilities.

Coupled with the continued changes in workplace relations and industrial law including work health and safety, we have been required to adjust our roster rules to meet these important safety conditions. This has seen some changes in staffing on sites, requiring some lengthy discussions to explain the impacts to our key stakeholders.

5. What are your hopes for the next 12 months?

CareSouth Disability Services has had a varied and challenging year along with many services in the disability support sector. Sectorial reform in the realm of the NDIS and changes to the relationship of the Department of Ageing, Disability and Home Care (ADHC) with service providers has resulted in a number of alterations to our standard business model.

These changes come at a time when CareSouth is experiencing change in the Out of Home Care arena as well, placing significant strain on the administrative functions of the organisation.

Despite these challenges, the three primary teams in Disability Services have managed to maintain service delivery whilst attempting to manage the anxiety and concerns raised by our varied service user group.

Our main priorities over the next 12 months are to align our operations with the requirements to operate in a individualised support model, to finalise our certification under ADHC's Quality Framework Review by completing our third party verification and to embed the principles associated with the CareSouth Practice Framework across all operational domains.



OOHC Family Choices Family Connections Southern Tablelands and Western Region Tracy Mayo

1. What service does your program provide and how does it relate to CareSouth's vision?

CareSouth provides Out of Home Care (OOHC) foster care programs across the Murrumbidgee with offices in Griffith, Deniliquin and Goulburn. In Queanbeyan we provide both foster care and residential out of home care. Our OOHC program has achieved great success in meeting the individual needs of many children and young people with high and complex care needs. These children and young people require specialised carers that are supported by experienced, dedicated and trauma informed teams, including clinical practitioners who work closely with us.

The Western region provides a family preservation model of care through a number of programs such as Family Connections, OOHC and Family Choices which supports children and young

people with complex care needs to remain at home with their families.

2. What have you achieved in meeting our Strategic Plan?

In our region we have been innovative and bold with our service delivery. In both Family Choices and OOHC we have been successful in developing and implementing practices that allow us to provide a continuum of care for young people whilst meeting their individual needs. Children and young people that have experienced complex trauma have difficulty forming attachments and building relationships. With this in mind we have been able to transition children and young people into short-term alternative placement options whilst securing long-term placements, always staying with CareSouth and their caseworker.

Children and young people who have experienced complex trauma often present with a variety of challenges including placement instability, educational needs of the child not being met, community fear and lack of empathy and access to appropriate services. CareSouth is currently working with a child in the Murrumbidgee District who has complex trauma and a variety of other diagnoses, including complex health concerns and trauma-induced disability. Intensive case management, coupled with dedicated and resilient carer and stakeholder commitment to working together for this child's best interests, is an integral component of the care and progress achieved.

External consultants SAL Consulting are providing the clinical support for this child and carer. This support extends also to the stakeholders that work with this child. We have recently engaged SAL Consulting to work with us on a Neurosequential Model of Therapeutics (NMT). NMT assists to organise information about the child, identify and prioritise the primary problems, consider the strengths of the child and the information to develop an intervention to best meet the child's individual needs. This is a new and exciting practice to engage in and we look forward to the knowledge to be gained from this

approach to working with children and young people.

For more information go to www.childtrauma.org.

3. What has been your program's most significant achievement?

I am proud that CareSouth over a 10-month period has developed and signed a partnership agreement with an Aboriginal service provider, Cummbeyan Board in Queanbeyan. Together we will be working as Jullagung Children's Service and providing an Aboriginal foster care program in Queanbeyan, Cooma, Goulburn and Yass. We will be working together to transition 17 children and young people from FACS to Jullagung and preparing Cummbeyan and Jullagung to be an OOHHC provider. This is a long-term plan about building capacity; training Aboriginal teams to provide case management and support to Aboriginal carers, children, young people and their families. CareSouth will be co-locating with the Jullagung team to create an environment for learning, streamlining systems and communications.

4. What challenges have you overcome?

CareSouth's foster care program across Goulburn, Deniliquin and Griffith has experienced significant and ongoing growth. This has created a need for ongoing recruitment across these areas over the past 12 months. Managers and teams have been working closely with our Human Resources team to induct our new staff members from the regions with all of the new staff visiting our head office in Nowra. This has allowed new employees to meet our broader CareSouth support team and colleagues from the same program area and build relationships. Staff from the region also have the opportunity to attend our quarterly staff development days.

The growth has also required additional office space in Goulburn, with a second office opened in May 2014. The Goulburn main office will continue to be a focal point in

Goulburn for attracting and recruiting new foster carers. This has been a successful marketing position for CareSouth.

We are working closely with our Community Relations team to promote CareSouth in the new regional settings, such as Deniliquin, Griffith and more recently Wagga Wagga. We have been part of the broader agencies drive by actively participating in marketing and recruitment strategies. This includes identifying "carer ambassadors" in different program areas who are supported to raise awareness of foster care in the community and promote the need for recruiting good carers for our children and young people. They give so much of themselves by opening their homes and hearts, and in return receive so much.

A special project position has been introduced to support the growth and development of the region during the past six months. This position has been instrumental in providing carer assessment and training across the Western region and building the Family Connections program in both Western and Southern Tablelands.

5. What are your hopes for the next 12 months?

We are experiencing extensive growth presently and potentially continued growth in the next year in the region. Whilst building an infrastructure to meet our growth needs, we are continuing to recruit and train quality staff. We are growing our staff team, carers, programs and client numbers. We are striving to develop new networks with external stakeholders and continuing to be active in the Western Regional Implementation Group (RIG). This group is integral for the Department of Family and Community Services and the non-government (NGO) sector to build service system capacity to provide quality care now and into the future.

It's extremely exciting for CareSouth to have the opportunity to bring a remote and regional service to these communities.



Corporate Services Renee Schott

1. What service does your program provide and how does it relate to CareSouth's vision?

The Corporate Services team is responsible for some of the key back of office areas within the organisation. This includes, but is not limited to:

- Finance & Accounts
- Payroll
- Asset Management
- Fleet Management
- IT & Communications, and
- All areas of administration.

These key aspects support the whole organisation and contribute to the brilliant work provided by the program areas across our business.

2. What have you achieved in meeting our Strategic Plan?

CareSouth has experienced significant growth within the past couple of years and, as a result, our back office is just starting to catch up. What has been key for the Corporate Services team within the last year is to establish key roles to strengthen our team to ensure we can support the organisation into the future. The creation of an IT & Communication Manager role, in addition to our Finance Program Manager role, has been pivotal for the organisation's success moving forward.

Systems have also been a significant

PROGRAM HIGHLIGHTS

focus for the team over the past 18 months. We have invested in the roll out of a Client Management System, plus a Property Maintenance Program, and Asset Software. These, in addition to constant review of our day-to-day processing, has improved efficiencies and accountability across the organisation.

3. What has been your program's most significant achievement?

The Corporate Services team's most significant achievement has been its adaptability and resilience during a period of significant change for the organisation. This has allowed the team to support the organisation through growth, and add value to the wonderful work that our programs deliver.

4. What challenges have you overcome?

We see challenges as opportunities to try something different. With any organisation that experiences growth, it's about looking at the way we currently do things to see if we can do them better, or more efficiently, to support the growth of the organisation. This is always hard when the current system is not necessarily broken but requires a creative new approach to old problems and seeing where we can be bold and innovative and assist staff with their everyday jobs. This is also exciting, and allows the team to be part of the growth that the organisation is experiencing.

5. What are your hopes for the next 12 months?

The Corporate Services team hopes to continue to support the organisation throughout its growth, and embed the systems we are implementing through ongoing training and advice to the organisation.

As a team, we continue to think of new ways to enable CareSouth to be the Provider and Employer of Choice.



Human Resources Jacqueline Forst

1. What service does your program provide and how does it relate to CareSouth's vision?

CareSouth's vision is achieved via our staff. The Human Resources (HR) team work largely behind the scenes and in partnership with all program areas to ensure employee related systems, processes and legislative requirements are met to allow for our staff to achieve the vision and goals of CareSouth.

Our program area provides administrative systems around Recruitment & Selection, Workers Compensation/Injury Management and Workplace Health & Safety including incident reporting. We manage all employee contracts and contract changes, employee management issues and employee records.

Equally important is the more strategic focus of HR, which includes transforming the business via effective workforce planning and being a resource for advice to Managers and driving proactive change. Such activity includes a proactive and comprehensive Workplace Health & Safety strategy, facilitating quality teams looking at change to work practices, increasing employee engagement via the Total Reward Strategy, Capability Enhancement via job design and capability identification, and then targeted training and development activity.

2. What have you achieved in meeting our Strategic Plan?

Under the Key Success Factor (KSF), Compliance with Standards, the HR team has been sustaining compliance with the Workplace Health & Safety (WHS) Act by helping to ensure our staff come home from work safe everyday. We have a high standard of workplace health and safety in Australia compared to the rest of the world, but sometimes staff in the Human Services Sector go above and beyond to meet client needs and may place themselves at higher risk in the process. Through improved incident reporting and creating a safety management system we have been promoting a changed mindset. If our staff are injured at work, they cannot provide quality care to their clients but equally, the HR team are committed to improving the health, well-being and safety of our staff. A focus on WHS and the client will support the long-term viability of our services, and as far as possible that we take reasonable steps to ensure our staff come home from work uninjured.

Under the Key Success Factor, Recruitment and Retention of a Skilled Workforce, we have worked very hard to improve our Induction Program and have received excellent feedback from new staff and managers.

3. What has been your program's most significant achievement?

There have been many major projects and achievements for the HR team this year but the most outstanding has been the successful "Streamlining of Operations" project that allowed CareSouth to become a family of entities. This saw the CareSouth corporate structure change from one entity to five. The challenge for our future was to minimise the impact of insurance premiums on our capacity to deliver services. This activity related directly to the KSF "Funding Security".

Understandably, staff and union representatives were concerned as the change had an impact on staff contracts and employing entities. We adopted a proactive approach to the change and with a detailed change management strategy, including communication plan and detailed administrative project plan, in order to meet all compliance issues

and above all alleviate staff concerns, we achieved the change in record time. The direct savings to the agency was immediate and the savings will compound going forward.

4. What challenges have you overcome?

Due to high levels of recruitment and business growth and change, the HR team has been extremely busy as we provide guidance and support on all HR matters including recruitment and selection, people development, legal compliance, developing new roles and position descriptions, and addressing employees' concerns and questions.

Managing time and competing priorities has been a challenge as work can flow and grow from a variety of sources when an organisation grows rapidly. We hope we have worked constructively with Managers and individual staff members as we listen for understanding and acknowledge the work our staff undertake in difficult circumstances at times.

The new Working with Children Check processes have been a very positive change but this did cause some challenges as we sought to accommodate the changes and improve record keeping and turnaround times for staff and carers.

Changes to the workers compensation insurers and the company restructure were also challenging but we have seen a direct benefit to the staff and agency.

5. What are your hopes for the next 12 months?

Looking forward, the focus for the HR team in 2014/15:

- Review and introduce IT systems designed for Human Resources (HR) activity. This will enable us to improve administrative efficiency in a very busy and continually changing environment
- Continue the implementation of customer service modelling to improve our relationships and understanding of the needs of each program area.
- Develop and grow a strong performance culture that is linked to our clients and goals through

management training, new policies and procedures and training for staff.

- Continue to review and enhance our induction and on-boarding procedures to assist staff to feel comfortable and productive in their new roles.
- Continue to create and implement HR policies and procedures with clear documentation.
- Work on finalising Stage 2 of the Total Reward Framework, specifically the job families and core and functional competencies that will support our Practice Framework.
- Continue to ramp up the focus on Workplace Health and Safety and staff well-being.



Community Relations Jennifer Nelson

1. What service does your program provide and how does it relate to CareSouth's vision?

The Community Relations team delivers marketing, public relations and fundraising outcomes for the organisation. Our aim is to raise awareness of CareSouth, our vision and how we deliver this through the services we provide in our communities. It is also about making the community aware of how they can get involved and support the work that we do. We are the drivers of community engagement

and collaboration with other organisations in our sector and a link to community members and businesses interested in supporting CareSouth.

2. What have you achieved in meeting our Strategic Plan?

The Community Relations team continues to engage with our communities to support the work we do with families and communities. We do this through strategic awareness campaigns, collaborating with other community service providers, creating avenues for individuals and businesses to support our programs through volunteering and fundraising, and a consistent approach to delivering our messages via media, multi media and social media platforms.

3. What has been your program's most significant achievement?

To date the relationships that we are building within our networks and communities would be by far our greatest achievement. It is inspiring when we engage within our professional networks and communities and are greeted with an acknowledgement of the great work CareSouth does.

4. What challenges have you overcome?

As a team of two working across eight program areas our challenge is always to provide the best service in a timely manner with quality outcomes.

We implemented a complete rebrand with only two team members over the past year in an ever-changing environment. We have driven CareSouth's rebrand from conception to delivery across the entire organisation and delivered something that we are all very proud of. We have delivered something extremely unique to our sector.

5. What are your hopes for the next 12 months?

Our greatest hope is that we continue to build our brand awareness in the most positive way, that CareSouth becomes a household name and the work we do continues to build our network of carers so that we can continue to provide a positive future for children, young people, individuals and families in our communities.

CARESOUTH IN THE NEWS

LAUGHS

"He smiles now and he laughs a lot."

SHELLEY (FOSTER CARER)
'MORE NON-TRADITIONAL FAMILIES
VOLUNTEERING AS FOSTER PARENTS'
LLAWARRA MERCURY 3 JULY, 2013

CHOICES

"Our house was always full of kids. We have passed those values onto our foster children by encouraging them to try sports and give them choices."

KIM (FOSTER CARER),
ILLAWARRA MERCURY WEEKENDER
7 MAY, 2014

GIVE

"It's certainly an experience people should think about doing. You give a lot, but you get a lot back."

SARAH (AUNTY)
'PROGRAM SURPRISES
BY GIVING MUCH'
MILTON ULLADULLA
TIMES
9 FEBRUARY, 2014

DIFFERENCE

"You're making a difference, that's the main thing."

GAVEN (UNCLE)
'PROGRAM CHANGES LIVES BY
EXTENDING THE CARE'
MILTON ULLADULLA TIMES 3 MAY, 2014

SUPPORT

"You don't have to be perfect. There is always someone you can talk to 24/7 and workshops and training. When you know you have that sort of support, you can tackle anything."

ANTHEA (FOSTER CARER)
'CARERS COME FROM ALL WALKS OF LIFE'
SOUTH COAST REGISTER 3 JULY, 2013

TOGETHER

"It's actually been really nice to do something like this as a couple, the experience of planning together and reflecting on the time afterwards."

JACQUI (AUNTY)
'A CHANCE TO RELIVE CHILDHOOD'
SOUTH COAST REGISTER 14 MAY 2014

BENEFITS

"We are enjoying watching her grow and see the benefits of the program but we also love that it's an opportunity to do things you can't normally do any more like go and watch a Walt Disney movie."

MARGARET (AUNTY)
'VOLUNTEERING ENRICHES LIVES'
KIAMA INDEPENDENT AND LAKE TIMES
5 FEBRUARY, 2014

LOVE

"You give them that nurturing, loving environment, so they know what it's like to be loved, and give them a positive start in life."

ANNETTE (FOSTER CARER)
'FOSTER CARE OPENS OUT NEW VISTAS'
LAKE TIMES
3 JULY, 2014

LIVES

"We've given them opportunities and maybe modelled things for them, but they're the ones who have made the choices that have changed their lives."

JOANNE
'COUPLE FOSTERS REAL CHANGE'
ULLADULLA TIMES
JULY 3 2013

INTERESTED

"When I rang CareSouth and told them I was interested, I mentioned I didn't have parenting experience, almost defensively, and the woman on the phone said 'That's fine, we'll train you'."

JULIE (RESPITE FOSTER CARER)
'MORE NON-TRADITIONAL FAMILIES VOLUNTEERING AS FOSTER PARENTS'
ILLAWARRA MERCURY 3 JULY, 2013

HORIZONS

"It's been an interesting journey, and an extremely satisfying one. We just want to help expand their horizons and give them experiences that they may not get otherwise."

AMANDA (AUNTY)
'REAPING THE REWARDS OF STEPPING IN TO HELP'
ILLAWARRA MERCURY
18 FEBRUARY, 2014

HELP

"I thought I'm in a position to help out, so I'd like to do something good."

PETE (UNCLE)
'A RESOLUTION THAT COULD CHANGE A LIFE',
SOUTH COAST REGISTER
19 FEBRUARY, 2014

THRIVE

"It's wonderful when you see kids thrive in a stable environment."

AMANDA
'GIVING THE GIFT OF FAMILY'
GRIFFITH AREA NEWS 19 MAY 2014

OUR YEAR IN FOCUS

JULY 2013

All Staff Development Day

AUGUST 2013

Business Realignment Strategy

SEPTEMBER 2013

Official Opening Deniliquin office

OCTOBER 2013

Success in Shoalhaven Business Awards:

- Winner of Excellence in the Community
- Sector Award and Highly Commended
- Business Leader of the Year Award

NOVEMBER 2013

21st Birthday Gala Event

DECEMBER 2013

All Staff End of Year Celebration

JANUARY 2014

Tender process for Specialist Homelessness Services

FEBRUARY 2014

Meeting with the Hon. Pru Goward, MP, and the Hon. Shelley Hancock, MP

MARCH 2014

Berkeley office completed
Official Opening Griffith office

APRIL 2014

Fairy Meadow office moved into Berkeley
Formation of the Illawarra Disability Alliance

MAY 2014

North Wollongong office moved into Berkeley

JUNE 2014

Awarded SHS tender for Shoalhaven Youth Support Service

Clockwise left to right: Foster Care TV Advert, Wiggles CareSouth TV Advert, Aunties & Uncles TV Advert, Foster Care Video, Foster Care TV Advert, Aunties & Uncles Video, Aunties & Uncles TV Advert.

MOVE STRATE AWARDS SUCCESS



BROADCASTING OUR VISION

In March 2013, CareSouth launched our new brand identity with a new logo and a dynamic and interactive new website at caresouth.org.au. Having launched a new generic CareSouth TV Advert at this time, the rebrand continues apace this year with further multimedia development.

We have continued to implement our new branding and raise awareness of our services with new multimedia resources for broadcast on TV and Radio, our Facebook page, YouTube channel and the CareSouth website.

The Wiggles kick-started this process for us by very generously donating a TV advert to CareSouth in November 2013. After that, we commenced our video production for the Aunties & Uncles program, first with a DVD and then a TV advert.

Later in the year, we will be filming with some very inspiring foster carers for new Foster Care TV adverts along with accompanying web videos. Watch this space!

Jordan's story tells the inspirational journey of Jordan through his Aunties & Uncles experience, and the relationship he has formed with Margie and Peter, his 'Aunty' and 'Uncle'. Thank you to all who took part in the filming for generously donating their time.

This year CareSouth established a very exciting new partnership with commercial free-to-air television network, Southern Cross Ten. You will be able to see our new CareSouth TV adverts, including the message from The Wiggles and our Aunties & Uncles television advert during prime time on Network Ten. All CareSouth multimedia resources are available for viewing on our YouTube channel.

This is a very exciting time for CareSouth, as we aim to be the agency of choice for our families and volunteers, and continue to inspire our communities and each other.

GY AWARENESS EXCITING INSPIRING



BIRTHDAY GALA CELEBRATION

CareSouth celebrated a major milestone last year with our coming of age. We shared our 21st birthday with the community by hosting a Gala Night Birthday Celebration, welcoming our fellow business community, partners in community services, families and CareSouth staff.

The Gala Night was an opportunity for us to showcase our journey from humble beginnings as a one service organisation to the highly regarded multi service agency we are today with a geographic footprint spanning much of Southern and Western NSW.

This was our first ever major fundraising event. The Gala Night was a huge success and thanks to our guest, Geoff O'Connell of Kinghorn Motors Nowra, CareSouth received a one off donation of \$21,000 to go towards our Aunties & Uncles program. Geoff gave a moving speech about what the program would have meant to him in his childhood if the opportunity was available to him and made the donation in the hopes of seeing the program continue to flourish.

We held silent auctions and raffles, which brought our fundraising efforts to \$35,000. We were entertained by Nathan Foley and moved by the stories of Heath Ducker and Jordan, our young person who was presented with an award for successfully completing the Aunties & Uncles program and providing a personal account of his own experience with the program.

A night of camaraderie, compassion and fun.

ALL STAFF DEVELOPMENT DAY

CareSouth held its first 'All Staff Development Day' in October, 2012. Since then CareSouth staff have been provided with the opportunity to come together up to three times a year, to discuss issues relevant across the organisation, share ideas and information with colleagues, workshop new policies and practices, and hear from some inspiring speakers.

The All Staff Development Day is an important initiative for CareSouth. It demonstrates the vision and extraordinary commitment of CEO, Debra Tozer, to an organisation-wide approach and developing a positive culture within the organisation.

BIRTHDAY FUN COMPASSION HUGE DONATION HUGE GALA



MINISTER'S VISIT

On 12 February, 2014, CareSouth CEO Deb Tozer met with the Hon. Pru Goward, MP, Minister for Family and Community Services in Nowra.

Pru, her advisor Anne, and the Hon. Shelley Hancock, MP, met with CareSouth to discuss the current issues facing the sector. Much of the discussion centered on the need for early intervention and family preservation funding. Pru advised there would be no funding available in this financial year, however appeared confident an injection of funds next year would be forthcoming.

We also discussed residential services, the model and exploring other options. Minister Goward and Anne encouraged CareSouth to explore alternative models, and both acknowledged the issues regarding funding and managing WHS issues. Pru indicated a commitment to attend the official opening for Berkeley and asked Deb to pass on her congratulations to staff of CareSouth for the work they do.

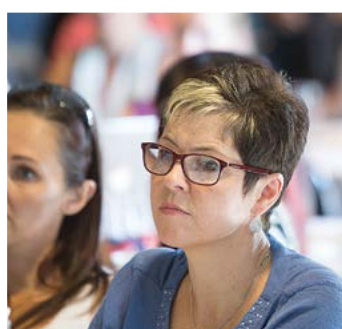
Shelley Hancock is a wonderful advocate for CareSouth, she promotes the organisation very highly.

CARESOUTH EXPANDS WEST

CareSouth opened its Deniliquin office on 4th September, 2013, and Griffith office on 12th March, 2014. There is an urgent need for foster carers across NSW, with an estimated 450 new carers needed over the next year. Government figures show the number of children in foster care in NSW increased by 24% from 2008 to 2012.

"In regional NSW there is a great need for Out-of-Home Care services, which is why CareSouth is expanding into the Western Region. We urgently need foster carers in Western NSW to care for a diverse range of children and circumstances, from immediate and respite care, to short-term and longer-term more permanent arrangements. It's really important that we provide information for local people to consider becoming foster carers, so that local children and young people get to stay in their local community, accessing their schools, sports and most importantly family," said Tracy Mayo, CareSouth Regional Manager, Southern Tablelands and Western Region.

COMMITMENT FUNDS NEED COMMUNITY DONATION CARERS



Q&A

Clinical Psychologist Melissa Battista

Tell us about the work you do at CareSouth

I work within the Out-of-Home Care (OOHC) program providing clinical services for the children, their carers, and staff. These services include assessment, behaviour management support, counselling, training, and consultation.

What does a typical day look like for you?

I spend a lot of time consulting with the OOHC staff, am normally writing some kind of report, and will often have at least one appointment a day (if not more) with a child or a carer or other providing some kind of support.

What do you find most rewarding about the work you do at CareSouth?

Knowing that each child CareSouth case manages have people who understand where they have come from and how this has affected them, and are provided with a high level of support to provide a positive happy life.

What is your highlight of the past 12 months?

Starting with CareSouth, developing my role, and building great working relationships with staff and external services.

What has been the most significant development?

Being trained to deliver and start running the Reparative Parenting Program (RPP) to foster carers. RPP is an intensive therapeutic educational course for foster carers that explains the impact of trauma on children in care, how it shapes the child's behaviour, and strategies for carers to manage these behaviours. This will be an ongoing course that I will now regularly facilitate.

What are your hopes for the next 12 months?

Developing further group programs to deliver to carers, children, and OOHC staff; the ability to expand my services into CareSouth's OOHC residential program; and possibly supervise intern psychologists.

What inspires you everyday?

Knowing I am helping those involved in a child's care understand that child and how to better support them, which will hopefully lead to positive outcomes for that child.

Youth Support Service Therese Gehlhaar

What is the philosophy or vision of the service?

Our philosophy has always been to treat fellow staff in a fair and holistic way, always as responsible adults. We have worked really hard on building a strong team and watching out for each other. This has served the service and the staff really well over many years, with a program that is built on routines and basic rules. The team follows the program, maintaining the stability of the routines and the rules. This consistency then flows on to the young people who then start to stabilise and move forward. A cohesive team builds and supports the program and in turn this is passed onto the young people who benefit from staff who are devoted to the program.

This is the vision for me - a perfect circle that has developed. It has proven itself time and time again with many different team members over many years. I have always said if you look after your staff in a holistic way, they will always give back to the service tenfold and be happier at work; this then rolls onto the clients who will also be happier - the perfect circle.

How has the service changed over the past 22 years?

As you can imagine, the old Shoalcare is nowhere to be seen. I think the small intimate service served its purpose and catered to a lot of homeless young people and did an amazing job. The service as it stands now before the Specialist Homelessness Service Tender is a well-oiled machine. The program runs very smoothly and confidently. It is staggering how far a small program can blossom even without growing in size.

What has remained at the heart of the service?

I would love to say I am the heart of this service, but I really think the stability of the program we have built, the routine, camaraderie and dedication of staff for the young people, is what makes it all tick - that is the heart of this service.

COUNSELLING LIFE
RELATIONSHIPS

Tell us about how CareSouth YSS supports young people.

We find out how staff can support young people by listening to their story. We find out how we can best assist them. We then start a process of referrals to the appropriate services that can assist the young person to get their life back on track. Then we encourage the young person to follow the routine of the service; the routine of waking up in the mornings, attending their appointments, cleaning their units. This all enables the young person to get back on track. The staff is consistent with routines and rules. I do think this gives the young person the stability they are missing in their lives and the direction from well-meaning adults who are stable role models.

Give us an example of a young person's achievements that you are particularly proud of.

There are some young people over the years who are not the high achievers. They are the young people who moved through the foster care system or just could not live at home anymore; the kids who had the bad attitudes. Many years later, I have seen some of these young people. They have been battered and bruised, learning life lessons that they did not want to hear when they were younger, but are now slowly getting it together. They are the ones that mean a lot to me. They have really struggled, but they say hello to me and let me know how they are getting on.

The other young people who have come through this service have been absolutely wonderful young people going to school, TAFE and having part-time jobs. They have been easy to get on with, fantastic young people, and there are many more than you think. We have had a couple of young people go on to University. Some have gone to Sydney, some found full-time work in Nowra, some started a family of their own. We are proud of these young people for making a life for themselves and it makes our job so worthwhile.

What is your favourite memory over the years?

My best memories are of the staff I have worked with over the years in this service. I could not have accomplished what we have done so well without them, and I am going to miss this the most; the camaraderie and working as a team. To all the staff who I have known within CareSouth; everyone at the office who helps us keep things moving and who look after us - it is going to be hard to say goodbye, but most importantly, THANK YOU.

Some of the amazing young people with their own unique stories who we have supported, and the young people we really got to know well, who have moved on and made a life for themselves, will always be special memories.

Another favourite would have to be the three Christmas picnics I organised for the Aunties & Uncles program. The last one at the Nowra swimming pool. This was in the day when there was no Manager. I was just thrown into the deep end to sort it out on my own. I could not have pulled these events together without the help from David Smith, a past Board member.

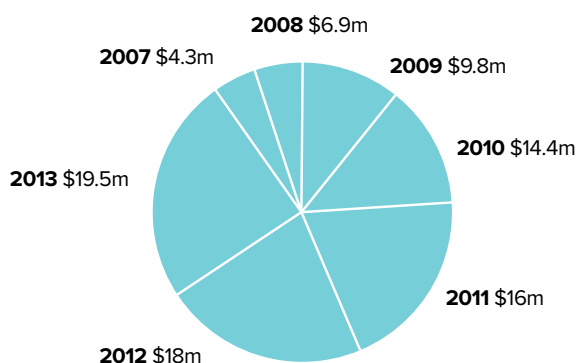
How would you like to see the service develop in the future?

The way I would like to see this service develop, if I had a magic wand, is to grow it into a self-sustaining transitional service. The young person will come in one door, and move through the service into the different levels of accommodation until they move out on their own into stable accommodation in the community. The young people I have observed and worked with over the years need time to develop their skills and knowledge to be able to sustain a stable property on their own, and this does not happen in a short-term crisis service; it happens with guidance and more time to develop.

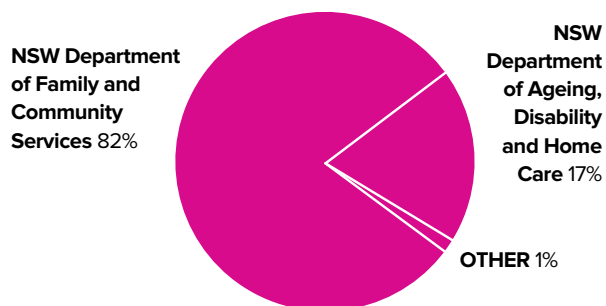
FINANCIAL REPORT

CareSouth continued its expansion during the 2013-2014 financial year. Our infrastructure and support services have been significantly developed to ensure that we continue to provide a high level of service delivery to our clients and service providers. The NGO sector continues to grow and the long-term projection for CareSouth is growth across all our service areas.

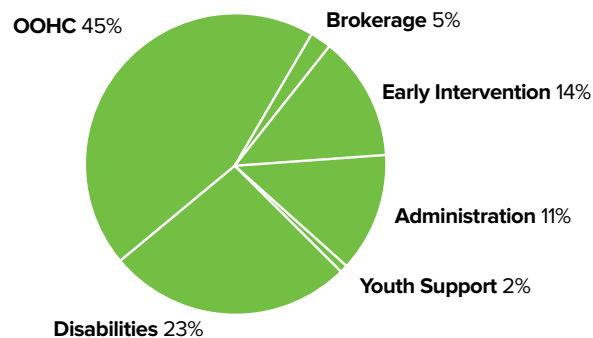
CARESOUTH REVENUE FROM 2007



INCOME BY SOURCE 2013/2014



EXPENDITURE BY SEGMENT 2013/2014



DONATION

EVERY &

ACKNOWLEDGEMENTS

HUGE THANKS TO OUR 2013-2014 PARTNERS, SUPPORTERS AND DONORS

An enormous THANK YOU to all the individuals, families, businesses, clubs and organisations who have supported us over the last year. Please know that you have made a very real difference in someone's life. Every donation and in-kind gift truly does matter.

Our special thanks to:



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DOES
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2013-2014 ANNUAL REPORT

PEOPLE
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LIFE COURAGE
INSPIRE JOY
PRIDE SPIRIT
HOME

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HEAD OFFICE
11 Haigh Avenue, Nowra NSW 2541

EVERYDAY

CareSouth

www.caresouth.org.au
1300 554 260