



Bringing it all together

STRATEGIC PLAN
2012 - 2015

www.ccam.org.au

1. Our vision

CatholicCare's vision is the realisation of the revelation of Jesus Christ for the world:

'I have come that you may have life and have it to the full' (John 10:10)

We work on behalf of the Catholic Church in Melbourne and Geelong to build on the vision of

'life to the full'

for families, individuals and communities in all their diversity, but in particular for those who are marginalised in society as a result of poverty, disadvantage and other barriers to social inclusion.

Specifically, this plan focuses our vision to 2015 on working very practically and in a holistic way with families, maximising their opportunities for full social inclusion and breaking the chains of intergenerational poverty and disadvantage.

2. Our mission

CatholicCare will continue to do this by:

- providing services that empower and assist those in need;
- focussing on preventing further social need; and
- advocating for greater opportunity and fairer social structures.

3. Our values

By providing consistent, high quality, professional programs and services to the community, CatholicCare will show that we value:

- the dignity of each person
- respect for diversity in the spiritual values, cultures and traditions of the people and families we serve
- inclusion and social justice for the whole community
- compassion, quality and the responsible use of resources in the services we provide
- collaboration and partnership with all our stakeholders, colleagues, communities and other supporters
- openness, transparency and a willingness to change.

4. Our spiritual home and our culture

There is a strong historical tradition of service and advocacy for those in most need within the Catholic spiritual and cultural network, and the recent change in our name from Centacare to CatholicCare is meant both to draw and build on that tradition and to open ourselves to the immense resources of that network.

Throughout our long involvement in helping to build kinder and more equitable societies, Catholic agencies have also maintained a strong commitment to supporting and nurturing families in all their diversity as the basic building blocks of caring, healthy and just communities.



5. What we do

FAMILY & RELATIONSHIP SUPPORT

Our work with families is extensive & varied.

- Integrated Family Services (ChildFIRST)
- Relationship Education
- Family, Relationship & Individual Counselling
- Family Dispute Resolution
- Parenting Support Programs
- Alcohol & Drug Counselling & Community Education
- ACCESS Employee Assistance Program
- Adoption & Permanent Care

PASTORAL CARE

Our pastoral services of various ministries, provide support & service in the spiritual & theological tradition of the Catholic Church.

- Hospitals
- Prisons
- Youth Justice Centres
- HIV/AIDS Ministry

EDUCATION & SCHOOL SUPPORT

Our education & school support services support students of all ages to be able to make the most of their educational opportunities.

- School Counselling & Welfare
- cool2b@school School Refusal Program
- Clemente Fitzroy
- Seasons™ Loss & Grief

COMMUNITY DEVELOPMENT

We intentionally work with geographic communities & communities of culture/clients to identify the needs of the community & facilitate resources & programs to strengthen community capacity & resilience.

- Refugee Settlement
- Asylum Seeker Support
- Bushfire Community Recovery



6. Our plan (2012 – 2015): “Bringing it all together”

We have decided that we will respond to the needs of those we want to help and our changing environment between now and 2015 by organising our efforts around 2 clear strategic objectives:

Developing a “wrap-around” model of service in all our programs

What is a “wrap-around” model of service? It means that we will always seek to engage with those we help

- holistically
- as part of their families,
- in their homes,
- among their friends,
- within their communities,
- in the broader society.

CatholicCare is committed to being able to identify & respond to the diversity & complexity of people's needs in all these environments whenever we can & we will continue to explore the concept of ‘family hubs’ in this service model.

We will provide some of our responses through our own services & we will collaborate & form partnerships to identify & shape local pathways to other services where needed.

We will make decisions about the location of our services, directly guided by this ethos to enable us to respond to identified service gaps & needs.

Integrating, consolidating and growing our organisation and our brand

CatholicCare's history & its present structure are at once our greatest asset & our most powerful challenge:

- our diversity gives us breadth & depth in responding to those we serve; but
- it can also leave us fragmented & feeling thinly spread.

We will:

- consolidate our funding base
- seek opportunities to expand & enhance our services to provide “wrap-around” care
- continue to review, evaluate & integrate our various systems, services & programs
- continue our role in the development & consolidation of CatholicCare Victoria & Tasmania

In operationalising this Plan, we will focus on:

1. Services and programs

Implementing an integrated wrap around service model responsive to the needs of individuals, families and communities

2. Advocacy and influence

Using our experience and knowledge to argue for programs and social structures that break the chains of intergenerational poverty and disadvantage

3. People

Ensuring we have skilled staff operating within an appropriate organisational structure to meet our strategic intent

4. Catholic mission and service

Supporting a strong future for Catholic service to the community

5. Resources

Ensuring we have the resources, systems and processes to meet our strategic intent

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