



Formerly Centacare Catholic Family Services

# Programs & Services Guide



Strengthening families and communities

[www.ccam.org.au](http://www.ccam.org.au)



## CatholicCare – Caring for the Whole Community

CatholicCare’s vision of “life to the full” for families and individuals is embodied in our mission – to improve the lives of those in need, prevent further social need and advocate for greater opportunities and fairer social structures for the most vulnerable in our society.

While our name changed from Centacare Catholic Family Services to CatholicCare in April 2011, we remain true to our enduring vision. We will continue to offer high quality compassionate services to families and individuals who are in need – without discrimination as to people’s nationality, religion, gender or sexuality.

Continuing our long history of offering professional services since 1935, CatholicCare employs specialists in the areas of psychology, social work, counselling, mediation, conciliation, refugee and settlement, community development and education. Our staff reflects the diverse community we serve, enabling us to offer a wide range of multi-lingual and culturally sensitive services. We continue to expand our reach, delivering services from locations throughout Melbourne, Geelong and surrounding areas where the need is greatest.

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# ACCESS Programs

ACCESS Programs is a provider of Employee Assistance Programs as part of the National Network of ACCESS Programs operating throughout Australia since 1989. ACCESS Programs provides employer sponsored personal counselling to employees and their immediate family members. The service is offered on a contract basis to a range of companies across various business sectors including education, health, manufacturing, mining and community organisations. Services include:

- Critical Incident Response
- Employee Assistance Program
- Group and Training Programs
- Management Assistance
- Workplace Mediation

Fees earned can be reinvested in CatholicCare's other services.



# Adoption & Permanent Care Programs



## Adoption Program

Our Adoption Program is a statewide service providing placement of infants aged up to 12 months of age who have been voluntarily relinquished for adoption. We also have a Special Needs Adoption Program available for children with disabilities and any children older than 12 months.

We provide relinquishment counselling to parents who may be considering the adoption of their child. Parents may access counselling at any stage of pregnancy or from birth.

We also recruit, assess and train prospective adoptive parents. Once approved, applicants are considered for links with babies and children requiring placement.

## Adoption Information Service

Our Adoption Information Service is a statewide service providing counselling, search and outreach services to people enquiring about past adoptions.

We provide assistance to people who have been adopted as well as birth parents, birth relatives, adoptive parents and adult children of those who have been adopted.

## Permanent Care

Our Permanent Care Program is a statewide service which provides stable, secure and caring family environments for children up to 12 years of age. These children cannot live with their family of origin, generally due to the risk or experience of abuse and/or neglect. Some children may have developmental delays or disabilities.

The Permanent Care Program recruits, trains and assesses potential permanent carers for these children, as well as providing ongoing support and assistance to permanent care families.

# Alcohol and Other Drug Family Service

CatholicCare's Alcohol and Other Drug Family Service is based at the St Mary of the Cross Centre in Fitzroy and services are also delivered from Noble Park, Bundoora and Footscray. We specialise in providing professional counselling and support services to families suffering the consequences of a family member's misuse of alcohol and/or other drugs, and to those who are seeking to address the issues relating to their own misuse. Our counsellors and social workers are specially trained to help people deal with the social, relationship and emotional consequences of alcohol and substance misuse. The aim is to support the individual and the family in the community in which they live.

## We Offer:

- Counselling for individuals, couples and families
- Alcohol & Other Drug Support Groups
- Vietnamese Community Education Programs
- Information and Education sessions



# Bushfire Community Recovery Service



CatholicCare's multi-disciplinary Bushfire Community Recovery team aims to provide a compassionate and professional response to the complex needs of those who have been affected by the bushfires. We are there to listen and to support. Along with confidential counselling, we also find creative and innovative ways to walk alongside community members to rebuild their communities.

## We Offer:

- Grief and loss counselling
- Individual counselling for adults and children
- Counselling for couples
- Family counselling
- Parental support
- Outreach – we can come to you
- Assistance with goal setting
- Therapeutic support, referral and information
- Skills for Psychological Recovery (SPR)
- Ongoing long term support
- Facilitation and group work
- Community development
- Community Onground Assistance Project
- Youth programs and youth services
- Case management
- Referrals
- Community partnerships
- Volunteer coordination

# Counselling



Our Child, Family & Relationship Counselling Programs are available for anyone seeking help to work through issues in their lives that are affecting their psychological wellbeing; leaving them feeling stuck, and possibly causing tensions in their relationships. We can help children, adolescents, parents, individuals, couples and families. Our counsellors are all psychologists, social workers or family counsellors who have had a great deal of experience in supporting people through their relationship challenges.

We aim to assist people with forming and maintaining relationships, moving through life transitions or dealing with unexpected events. We can also deal with any difficult issues that may arise and affect family functioning.

We can help children and adolescents who have developed a fear of school attendance through our School Refusal Counselling.

We can also assist people going through separation and divorce, and help every individual involved in this process to achieve the most satisfactory outcome.



# Family Support Services



We provide a range of Family Support Services for families living in Maribyrnong, Melbourne, Moonee Valley, Hobson's Bay, Wyndham and the Brimbank/Melton Shires. Our focus is on providing support to families with children up to 18 years of age, including unborn children. We offer in-home support, counselling, parenting education, group work and advocacy. We also provide referrals to other programs. We are sensitive to diverse cultural, ethnic and religious backgrounds. All referrals for our Family Support Services Program come through the Victorian Department of Human Services' Child First Program.



# Marriage and Relationship Education

The Marriage and Relationship Education Unit offers a range of program opportunities to assist couples to have a healthy and growing marriage. We offer other programs to help individuals to build strong relationships with family, friends and community.

## Partnerships

Partnerships is a pre-marriage group program conducted over two days or four weeknights. The sessions are designed for couples to explore their relationship strengths and differences. While most of the work is done as individual couples, participation in the group provides an enjoyable opportunity to meet and learn from other couples.

## FOCCUS

FOCCUS is a pre-marriage program for couples who would like to reflect on their relationship in a more private setting. This program involves four one hour sessions at CatholicCare offices in Melbourne and Geelong.

Additional opportunities for couples include:

- Money Habitudes
- What Is Your Love Language?
- Sacramentality and Putting Out The Bins

## Other Programs include:

### **Vietnamese Parenting Program**

This program helps to strengthen the parent child relationship, enabling parents and grandparents to gain knowledge and new skills. The program has been developed as a result of extensive consultation with the Vietnamese community. It is facilitated by Vietnamese workers and conducted in the Vietnamese language.



### **African Dads and Kids Camp**

These camps provide fun, bonding experiences between fathers and their children with opportunities to explore the differences and similarities between being a parent in Australia and a parent in Africa. The camps also develop awareness of family issues and family laws in Australia.

### **Bringing Your Baby Home**

Having a first baby is an exciting time in a couple's life where a new relationship is built, new goals set and new dreams created. Approximately two thirds of couples experience a drop in relationship satisfaction after the birth of a baby. This program helps to strengthen a couple's relationship while making the transition to parenthood. Parents in a satisfying relationship feel more emotionally connected to their child and find it much easier to achieve good parenting and healthy infant development.

### **Marriage Enrichment Programs**

These programs help couples to deepen their understanding and enjoyment of each other and their marriage. Participating in a Marriage Enrichment Program is an opportunity for couples to invest in this extremely important relationship.

### **GodStart**

Our GodStart Post-Baptism Support Program is designed for parishes to use to help parents with the early development of their child's faith. The program can strengthen ties between the parish and young families, and assist in the development of the parish community. CatholicCare provides support and resources for parishes to implement the GodStart program.



# Pastoral Services

## Chaplaincy

Chaplaincy is concerned with the spiritual and pastoral care of people in a range of settings and areas of disadvantage.

Administered by Chaplains, the ministries function within specific institutional environments and seek to meet the spiritual needs of individuals in a way that recognises the special circumstances of their community.

Chaplains' work is grounded in a spirituality of respectful listening as they seek to connect, understand and sustain those they encounter.

Our Chaplaincies include:

- Catholic Healthcare Ministry
- Catholic HIV/AIDS Ministry
- Catholic Mental Health Ministry
- Catholic Prison Ministry
- Catholic Youth Ministry

## Seasons™ Loss and Grief Program



Seasons offers a peer support program for children, adolescents and their families experiencing loss and grief associated with death, separation, divorce, homelessness and life threatening illness. This process is often life changing.

As one young person put it so simply, "We love Seasons because we normally wouldn't talk about this stuff with our friends". The vision for this program is 'To Have Hope'.

## Other Loss and Grief Services

- Tabor™ Journey (for those whose marriage has ended)
- Bereavement Counselling

# Family Dispute Resolution



An accredited Family Dispute Resolution (FDR) practitioner assists people who are separating or separated to resolve conflicts and disputed matters. Together, they might address who the children will live with, who they will spend time with and what to do about finances and shared property.

We also offer “child inclusive” FDR. This involves a counsellor talking with the children about their thoughts and feelings and feeding their views back to their parents at a mediation session.

FDR can help separating or separated people to resolve issues without having to go to court. This is not only less costly but also likely to be less stressful on everyone.

Although FDR is not appropriate for everyone and/or every matter, unless exempted, parents are required to attempt Family Dispute Resolution before they can litigate. If agreements are reached during FDR, it is possible to formalise them by including them in an application to the court for consent orders (parenting orders made by agreement), or including the agreements in a parenting plan.

The Family Dispute Resolution practitioner assists people to focus on the needs of their children, build and strengthen their parenting alliance, hear each other and clarify issues. It also enables them to explore their options and find fair and sustainable outcomes. Many people report that they learn from the process – not only useful conflict resolution skills but also about their children’s critical need for a strong parenting alliance that nurtures them above all else.

# Parenting Orders Program and Family Relationship Centres



## Our Kids Parenting Orders Program

This program helps families who have difficulties with post-separation parenting arrangements and/or experience ongoing conflict in their co-parenting relationship. Family counsellors work with all members of the family including children and young people. Our Kids assists separated parents to minimise conflict and develop an ongoing parenting relationship that can support the developmental needs of their children. This provides the best scaffolding for children to develop emotional and mental health and positive self esteem, and enable them to thrive at school. This can also aid the development of healthy and positive relationships into the future.

Our Kids utilises a range of techniques such as counselling for children and parents, child inclusive dispute resolution, family reunification, and post-separation parenting courses. The family counsellor develops a case plan together with the family. Likely areas for support include dealing with loss and grief, the impact of ongoing conflict on children, understanding each child's developmental needs, and learning effective communication skills. They will also address developing strategies and skills to manage conflict and solve problems, learning positive parenting techniques; and learning to care for self – in the best interest of children.

## Family Relationship Centres

Family Relationship Centres (FRCs) provide information and confidential advice to families at all stages of their life. Whether starting out on a relationship, wanting to make a relationship stronger, or having relationship difficulties, the Centres can help.

When families separate, the Centres provide advice and Family Dispute Resolution to help people reach agreement on parenting arrangements without going to court.

CatholicCare is the lead agency for the Family Relationship Centre in Geelong and a partner with FRCs at Sunshine and Greensborough.

# Refugee and Settlement Program



CatholicCare's Refugee and Settlement Program provides new entrants with information and services necessary for successful settlement in Australia. Refugees are often subject to hardship and suffer extreme emotional trauma prior to arrival. Upon arrival, they face the challenge of fitting into unfamiliar surroundings that lack the social and cultural networks of their home country. Settlement can be further impaired due to barriers to social inclusion, such as lack of: English verbal and literacy skills, recognition of previous education and work experience, financial support, understanding of Australian customs and way of life. CatholicCare offers a helping hand in many ways. We also guide families and individuals toward government services and other community based organisations that can also assist with a smooth transition toward permanent settlement.

The program provides specific critical support services that encourage self-sufficiency. These include:

- Life Skills Classes (Sewing, Cooking, Computer, English Conversation, Excursions, Woodwork, Playgroups)
- After School Hours Learning Support for Children
- Youth Support Program and activities
- Young Mothers' Support Program
- Vocational Pathways
- No Interest Loan Scheme
- 'Sowing the Seeds' – job readiness through horticulture training
- Culturally and linguistically sensitive information and referral services
- Culturally and linguistically appropriate festivals and forums

# School Counselling

Our School Counselling Unit team of fully registered psychologists, social workers and counsellors provide school based counselling services, psychological assessments, and professional development services. These services are provided to primary and secondary Catholic schools across metropolitan Melbourne and Geelong.

We assist children from 5 to 18 years of age, helping to address their social, emotional and behavioural difficulties. Our team also works directly with parents and school staff on matters related to student wellbeing such as discipline, managing children's anxiety and emotional issues, and classroom management.

Cognitive assessments are provided as they are required when applying for Literacy, Numeracy and Special Learning Needs funding and support services.



# Professional Development and Training

CatholicCare is proud to provide a wide range of Professional Development and Training opportunities accredited by the Australian Psychological Society and the Australian Association of Social Workers. We cover areas of interest for Psychologists, Social Workers, Family Counsellors, Child Workers, Relationship Educators, Family Dispute Resolution Practitioners and other professionals working in private practice or in community organisations or agencies.

Our courses include:

- Core Concepts in Couple Counselling
- Specific Topics in Couple Counselling
- Play Therapy
- Honing Your Supervision Skills
- Relationship Education Group Facilitation
- Single Session Therapy
- CoMeT (co Mediation and Therapy)
- Working with Children
- Developing Presentation Skills

We also offer an evening Soiree Series where our highly experienced and qualified staff present on a series of topics of interest to the sector, and there is an opportunity to network with other professionals in the field.

In addition, we provide speakers to cover topics of interest to schools and community groups on request. For example, we can cover:

- School refusal
- Building resilience in children
- Building healthy relationships
- The separation process

For more information on our Training Calendar, please visit our website.

# Locations and Contact Details

## **ACCESS Programs**

Level 2, 174 Victoria Parade East Melbourne 3002  
T: 9662 3929

## **Administration, Pastoral Services, Marriage & Relationship Education, School Counselling, Professional Development & Seasons Loss & Grief**

383 Albert St East Melbourne 3002  
T: 9287 5555

## **Adoption & Permanent Care Programs & Adoption Information Service**

3 Wingfield St Footscray 3011  
T: 9689 3888

## **Alcohol & Other Drug Family Service**

St Mary of the Cross Centre  
23 Brunswick St Fitzroy 3065  
T: 8417 1200

15 Plenty Rd Bundoora 3083  
T: 9466 7353

3 Wingfield St Footscray 3011  
T: 9689 3888

5/49-52 Douglas St Noble Park 3174  
T: 9574 6355

## **Bushfire Community Recovery Service**

Level 1/10 Main Rd Kinglake 3763  
T: 5786 1016

## **Counselling**

2 Newham Way Altona Meadows 3028  
T: 1800 223 650

15 Plenty Rd Bundoora 3083  
T: 9466 7353

96 Cleeland St Dandenong 3175  
T: 9793 2200

3 Wingfield St Footscray 3011

T: 1800 223 650

62 McKillop St Geelong 3220

T: 5221 7055

38 Guinane Ave Hoppers Crossing 3029

T: 1800 223 650

1-3 Valetta St Malvern 3144

T: 9576 2377

35A Unitt St Melton 3337

T: 1800 223 650

70 Mernda Village Dve Mernda 3754

T: 1800 223 650

510 Whitehorse Rd Mitcham 3132

T: 9873 4344

12-28 Macedon St Sunbury 3429

T: 1800 223 650

1 Clark St Sunshine 3020

T: 1800 223 650

### **Family Dispute Resolution**

15 Plenty Rd Bundoora 3083

T: 9466 7353

96 Cleeland St Dandenong 3175

T: 9793 2200

3 Wingfield St Footscray 3011

T: 9689 3888

62 McKillop St Geelong 3220

T: 5221 7055

1-3 Valetta St Malvern 3144

T: 9576 2377

510 Whitehorse Rd Mitcham 3132

T: 9873 4344

### **Family Support Services**

3 Wingfield St Footscray 3011

T: 9689 3888

2/19 Synnot St Werribee 3030

T: 8742 6835

### **Family Relationship Centres**

Geelong (CatholicCare Lead Agency)

Suite 2/ 27-31 Myers St Geelong

T: 5246 5600 or 1300 656 043

Greensborough

3/25 – 33 Grimshaw St Greensborough 3088

T: 9431 7777

Sunshine

1 Clarke St Sunshine 3020

T: 9313 0444

### **Our Kids Parenting Orders Program**

15 Plenty Rd Bundoora 3083

T: 9466 7353

3 Wingfield St Footscray 3011

T: 9689 3888

Suite 2/ 27-31 Myers St Geelong 3220

T: 5246 5600 or 1300 656 043

### **Refugee & Settlement Program**

96 Cleeland St Dandenong 3175

T: 9793 2200

3 Wingfield St Footscray 3011

T: 9689 3888

2/19 Synnot St Werribee 3030

T: 8742 6835



**Strengthening families and communities**

Visit our website to see how  
we support individuals and  
communities to stay connected to  
each other and their communities.

**[www.ccam.org.au](http://www.ccam.org.au)**



ABN 42 795 179 778

CatholicCare seeks to serve the community in all its diversity.

See our website at [www.ccam.org.au](http://www.ccam.org.au) to read our Mission Statement and learn more about our wide range of professionally delivered programs, services and locations in Melbourne, Geelong and surrounding areas.

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# General Information

## **How much do our services cost and who may access them?**

Some of our services are free of charge. Many of our programs and services are supported by the government. You should not miss out because you think you cannot afford our services. There is a schedule of fees based upon a client's income level and ability to pay.

You certainly do not have to be Catholic to use our services. We welcome everyone from all walks of life. CatholicCare strives to maintain the dignity of each person and family in all their diversity. All cultures, religious beliefs and personal values are respected.

## **Where can I find out more about CatholicCare's programs and services?**

Details about our programs/services and availability in your area can be found on our website [www.ccam.org.au](http://www.ccam.org.au) or by contacting any one of our listed locations. Our staff can assist you in choosing which service would best suit your needs and provide information that can be posted to you. All requests are confidential.

## **How can I help?**

CatholicCare is a not-for-profit organisation, and currently receives support and financial assistance from federal, state and local government, Cabrini Health, private trusts and bequests, earned income, fundraising appeals and the Archdiocese of Melbourne.

A large portion of our support comes from generous parishioners, donors and those who have been helped by CatholicCare who may contribute by donations, bequests and/or as a volunteer. This support is vital to our continuing efforts towards supporting the vulnerable and disadvantaged, encouraging healthy family relationships and building stronger communities. Please contact our Development and Fundraising Office on (03) 9287 5507 to enquire about CatholicCare or visit our website [www.ccam.org.au](http://www.ccam.org.au) for more information about how you can help.

