

# Annual Review

School, Student and Family Program – 2024/2025



# Child Safeguarding Statement

CatholicCare is deeply committed to the safety, welfare, and well-being of children and young people, prioritising these in every preventive and protective action we take. We recognise that the care and protection of children is a collective responsibility. We work in cooperation with government authorities, agencies and families in the care and protection of children and young people.



## Our Mission, Vision and Values

### Mission

As bearers of Christ's love, we are an inclusive Catholic social services organisation committed to providing professional services across the lifespan to individuals, families, and communities in need throughout the Diocese of Wollongong. We offer compassionate, high quality community services that promote human dignity, connection, and wellbeing. Our passion is supporting people to harness their strengths, thrive in their relationships, and build positive futures.

### Vision

For inclusive, thriving communities where the human dignity of all is respected and valued.

### Values

- Dignity:** Everyone is worthy of respect.
- Integrity:** Always do the right thing.
- Compassion:** Be empathic and responsive.
- Excellence:** Be the best we can be.
- Solidarity:** Working together for the common good.

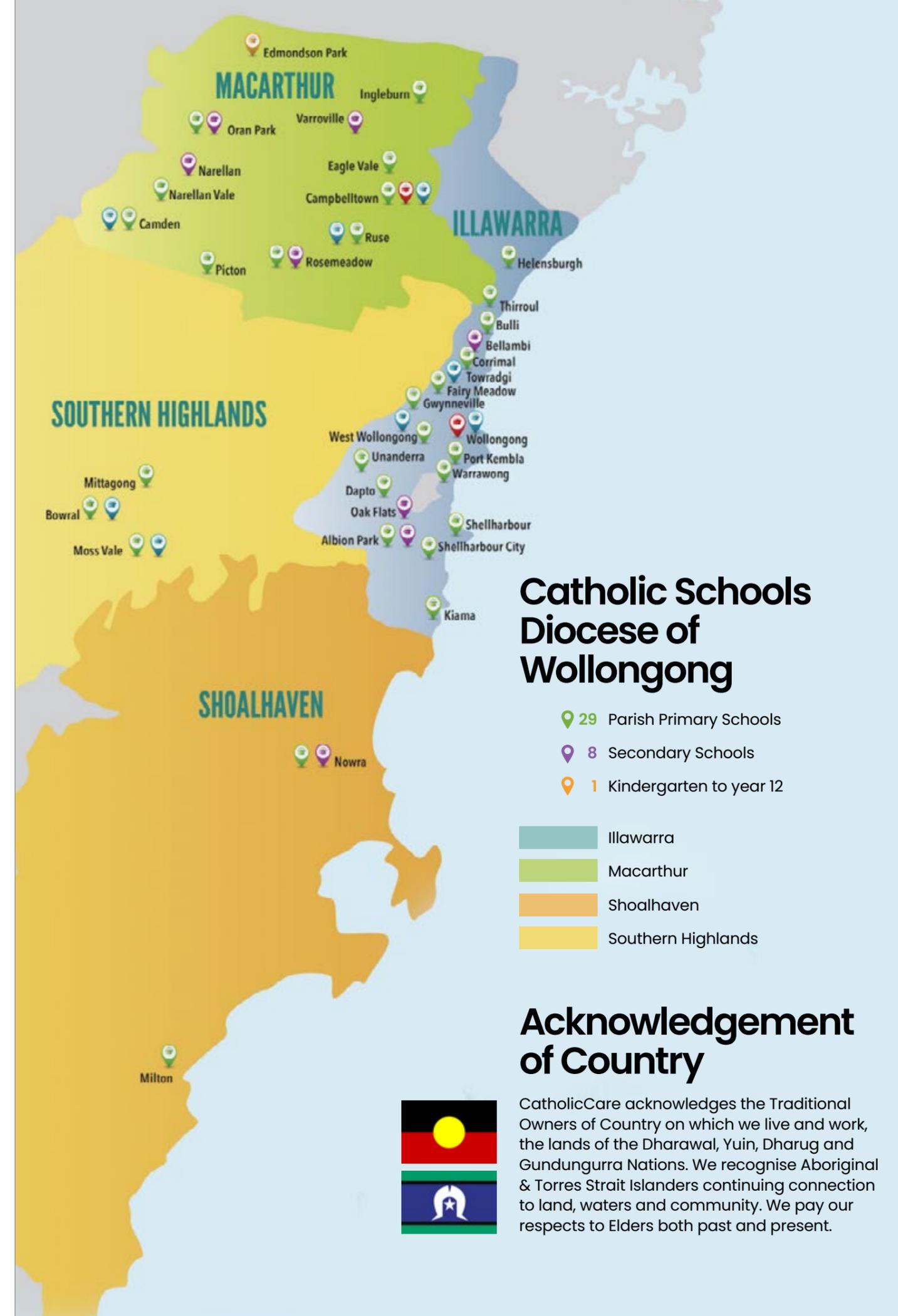
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# Acknowledgement of Country

## Cultural Connection with First Nations

At St Justin's Catholic Primary School, Aboriginal Education Officer Andrew Oldfield and School Counsellor Amanda Heather co-facilitated a social skills group focused on developing empathy and active listening through discussion, storytelling, and shared experiences. As part of the group, students were invited to explore and share their cultural backgrounds in a safe and supportive space. Andrew shared insights into his Aboriginal culture, and students had the hands-on opportunity to create and use their own ochre paint. A memorable and meaningful experience that deepened cultural understanding and connection among participants.



# Foreword

## Strengthening Wellbeing, Connection and Collaboration

In 2024 and into 2025, the School, Student and Family Program (SSFP) continued to deepen its impact across the Diocese of Wollongong system of Catholic Schools, advancing the wellbeing of children, young people, and families through compassionate, evidence-informed, and relational practice. Grounded in Catholic social teaching and inspired by the Gospel's call to care for the whole person, our work reflects a commitment to dignity, hope and healing.

This year, we strengthened our approach to embed wellbeing across our CEDoW school communities. Guided by our shared Catholic identity, our team led the delivery of tailored, trauma-informed interventions and proactive mental health initiatives in Catholic schools, with a strong focus on early intervention, student voice, and family engagement.

Our work was also shaped by our Church's call to *synodality* – to walk together, listen deeply,

and respond as a community. In this spirit, we listened to students, families, and schools to better understand their unique needs and co-create meaningful support. This synodal approach encouraged shared responsibility, mutual learning, and the inclusion of all voices in the journey towards thriving school communities.

The calibre of the School Student and Family's Program practice was recognised through our contribution to national and international forums. We proudly presented our wellbeing program *Kindy Kids Connect* at the 10<sup>th</sup> International Conference on Social Work in Health and Mental Health, where we shared how CatholicCare's approach is making a measurable difference in student outcomes. Nationally, our team facilitated workshops and webinars through the Australian Association of Social Workers (AASW), promoting professional learning on child and adolescent mental health, school-family partnerships, and systems-based support.



A key highlight was engaging Canada based Dr Michael Ungar, a leading expert in resilience. Our use of the Child and Youth Resilience Measure (CYRM), which assesses ecological factors supporting student wellbeing, was recognised as a best-practice example of applying theory to practice in school settings. We continue to integrate this tool into our work to ensure children and young people are seen in the context of their environments, relationships, and strengths.

Throughout 2024, SSFP also led several wellbeing and prevention campaigns, including a Diocese-wide engagement with National Child Protection Week. Through a series of parent presentations, we helped school communities reflect on the importance of safe relationships, trusted adults, and whole-school wellbeing cultures. This initiative is not a one-off event, but part of an intentional strategy to build safety and connection as ongoing school priorities.

As we look ahead, we remain committed to strengthening the wellbeing and learning outcomes of students through collaborative, reflective, and spiritually grounded practice. We are grateful for the partnership with Catholic Education Diocese of Wollongong and school leaders, which enables us to walk alongside students and families with purpose, professionalism, and heart.

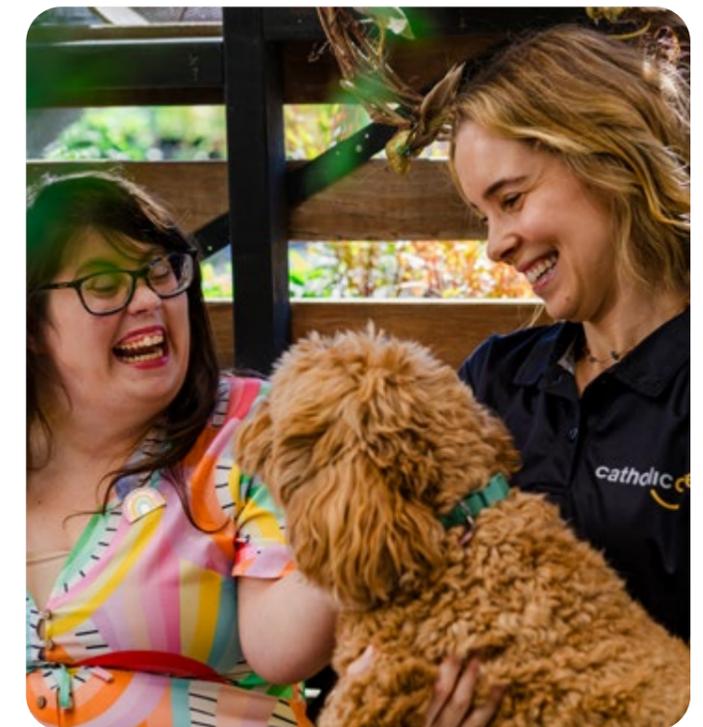
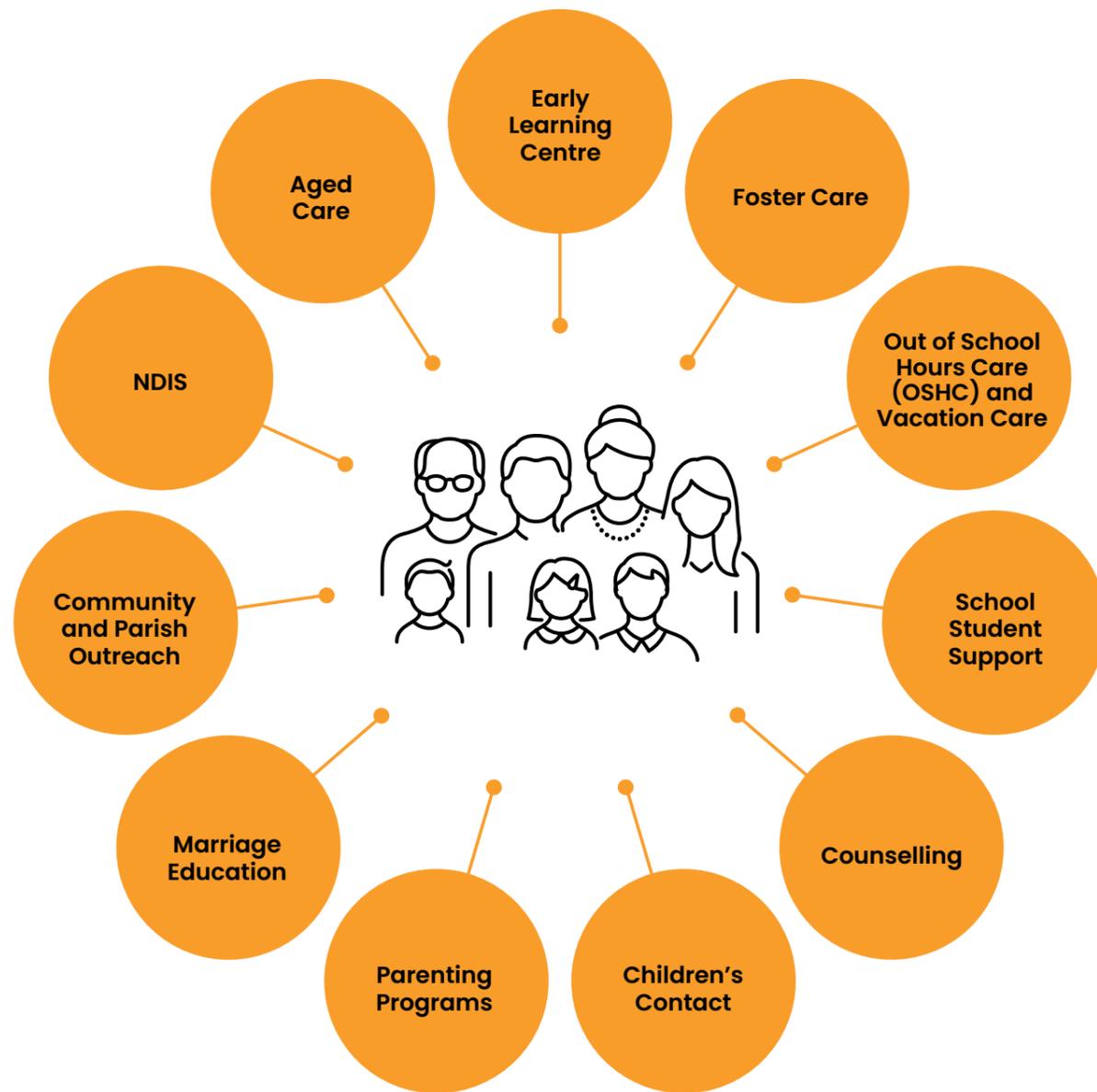
Together, we help children and young people flourish, emotionally, socially, spiritually, and academically, as they grow in faith and life.

**School, Student and Family Program  
CatholicCare Diocese of Wollongong**

# Catholic Care's Services Across The Lifespan

**CatholicCare is a social service committed to helping those in need regardless of religious beliefs, background or circumstances.**

CatholicCare is the social services agency of the Catholic Diocese of Wollongong, serving the Illawarra, Shoalhaven, Macarthur, and Southern Highlands regions. Drawing on extensive skill and experience, we provide support to people at every stage of life, from early childhood and families to older adults, helping them build positive relationships and connected lives. Our services assist people through challenging times, fostering self-reliance and helping them realise their full potential. We also advocate for social equality, ensuring the needs of the most vulnerable are prioritised across the Diocese.



## Our Program, Our People

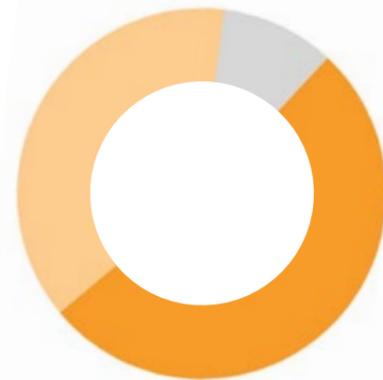
# School, Student and Family Program

The School, Student and Family Program (SSFP) at CatholicCare work collaboratively alongside school staff and CEDoW to ensure students have access to a range of support systems and services, both internally and externally. SSFP provides a range of services across 38 schools in the Catholic Diocese of Wollongong:

- Short Term/ Brief Counselling
- Case Management
- Student Consultation
- Mental Health Risk Assessments
- Child Protection/Mandatory Reporting
- Support and Advocacy
- Critical Incident Response
- Psychoeducation for school staff and parents
- Wellbeing programs for students

## Professional Qualifications of Current Staff

- 54% - Social Workers
- 36% - Psychotherapist and Counsellors
- 10% - Psychologists/Provisional Psychologists



**39**

total staff

**1** male

**38** female

**8** 21% full-time

**31** 79% part-time

**20** 51% Masters/post grad level qualifications

**8** 21% Qualifications in education / teaching



# Wellbeing Programs

## 3,151

Total number of participants in wellbeing groups and community initiatives

### Group categories



Anxiety and Depression



Body Esteem/  
Self Esteem



Mental Health  
Awareness



Social and  
Behavioural



Stress  
Management



General  
Programs

### SSFP Group Work Statistics.



#### Groups.

- Students - 92
- Parents/Carers - 5
- School Staff - 5



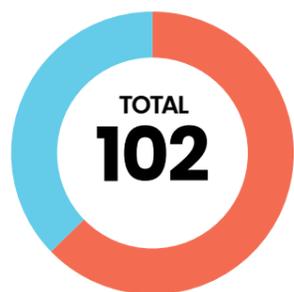
#### Participation.

- Students - 2889
- Parents/Carers - 226
- School Staff - 36



#### Groups by term.

- Term 3, 2024 - 12
- Term 4, 2024 - 10
- Term 1, 2025 - 26
- Term 2, 2025 - 54



#### Groups by region.

- Macarthur - 64
- Illawarra etc. - 38



WELLBEING PROGRAM: ST JOHN THE EVANGELIST CATHOLIC PRIMARY SCHOOL, CAMPBELLTOWN

# Supporting Students Through Wellbeing Programs

## Wellbeing Programs

Building on the foundations of *Kindy Kids Connect*, CatholicCare introduced *Keeping Kids Connected* for students in Years 1–6. This early intervention program supports emotional regulation, social skills, and resilience through evidence-based activities and whole-class sessions. It also offers tailored resources, early identification tools, and collaboration with educators and families to foster a positive, inclusive school culture. Aligned with PDHPE curriculum outcomes, the program strengthens students' confidence, peer relationships, and ability to manage everyday challenges.

## Keeping Kids Connected (Years 1–6)

A school-based wellbeing program supporting:

- Emotional Regulation
- Friendship & Social Skills
- Resilience & Confidence
- Anxiety & Stress Management
- Safety & Help Seeking
- Self-Awareness
- Self-Esteem
- Body Positivity
- Problem Solving
- Bullying Awareness
- Boundaries
- Relationships & Consent
- Online Safety

Delivered via:

- Whole-class skill-building sessions

## Why It Matters

- ✓ Builds self-awareness and coping strategies
- ✓ Strengthens peer relationships
- ✓ Promotes a positive school culture
- ✓ Equips staff and parents with practical tools



## WELLBEING PROGRAM: ST JOHN THE EVANGELIST CATHOLIC PRIMARY SCHOOL, CAMPBELLTOWN



## Evidence-Based Approaches

- Zones of regulation
- Social-emotional learning frameworks
- Aligned with NSW PDHPE curriculum

## Outcomes

Students feel more confident, connected, and supported. Creating safer, healthier school environments for all.

## Feedback from Teachers

"It was great that the students were able to learn a variety of practical breathing strategies which they still use within the classroom...the students looked forward to these hands-on sessions."

**ST JOHN THE EVANGELIST CATHOLIC PRIMARY SCHOOL, CAMPBELLTOWN**

"Excellent session. Rita led a great session about respect and boundaries. The students were engaged and it definitely seemed beneficial."

**ST FRANCIS CATHOLIC COLLEGE, YEAR 6**

"It always amazes me how engaged kindergarten children can be with the animals of the brain. It is such a complicated concept, but using the animals really helps them to understand. My favourite is the addition of the stuffed toys to support!"

**ST JOHN THE EVANGELIST CATHOLIC PRIMARY SCHOOL, CAMPBELLTOWN**

# Mandatory Reporting

Mandatory reporting is a legal requirement in New South Wales (NSW) designed to protect children from abuse and neglect. Mandatory reporting requires professionals working with children and young people, including teachers, school counsellors, health workers, and social workers, to report any reasonable concern relating to a child who may be at risk. The purpose of mandatory reporting is to ensure that children at risk of harm are identified early, referred to appropriate services enabling timely intervention, safety and support.

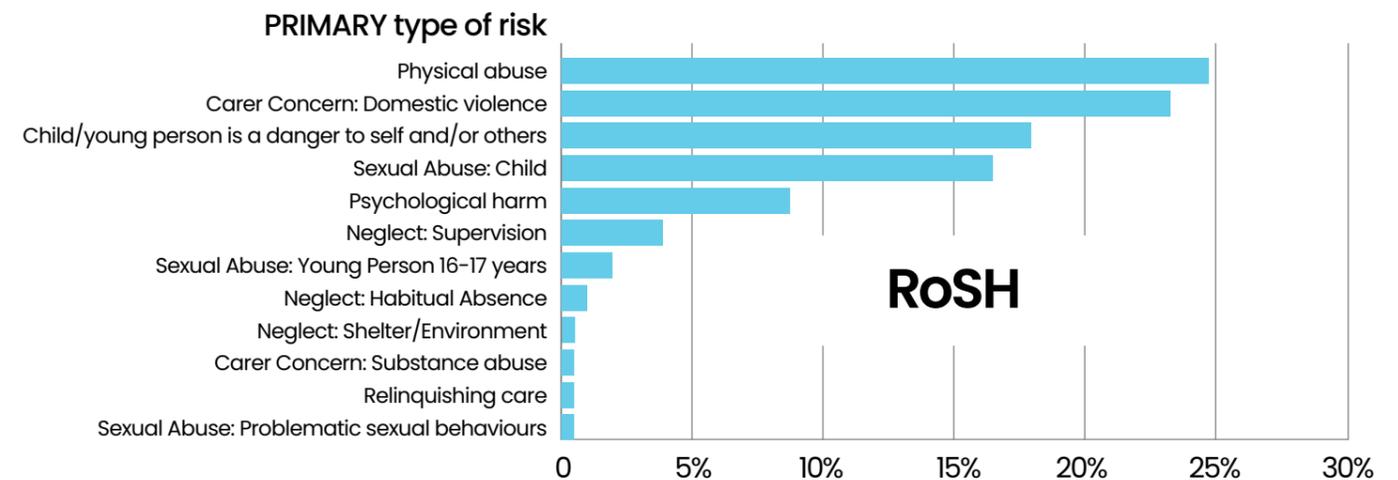
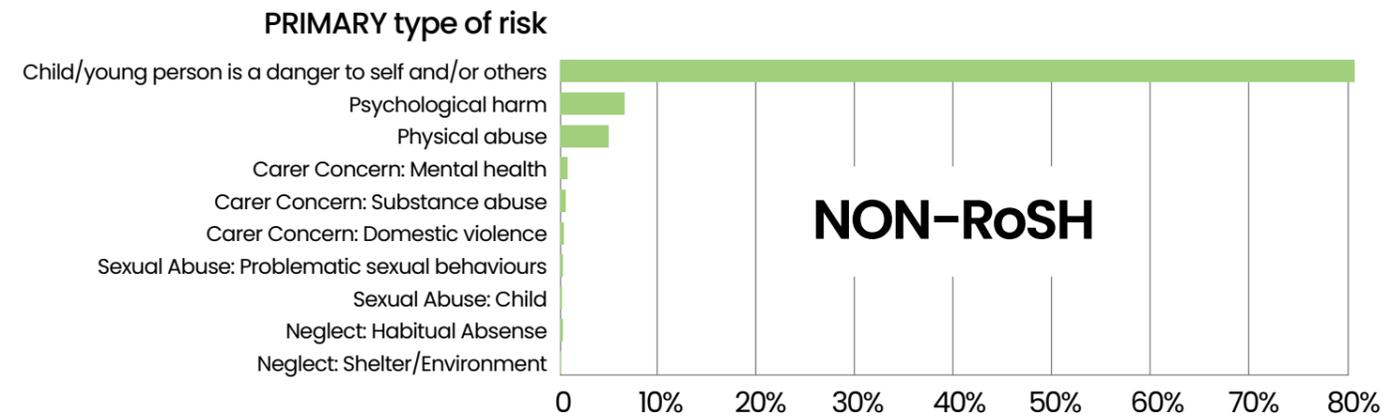
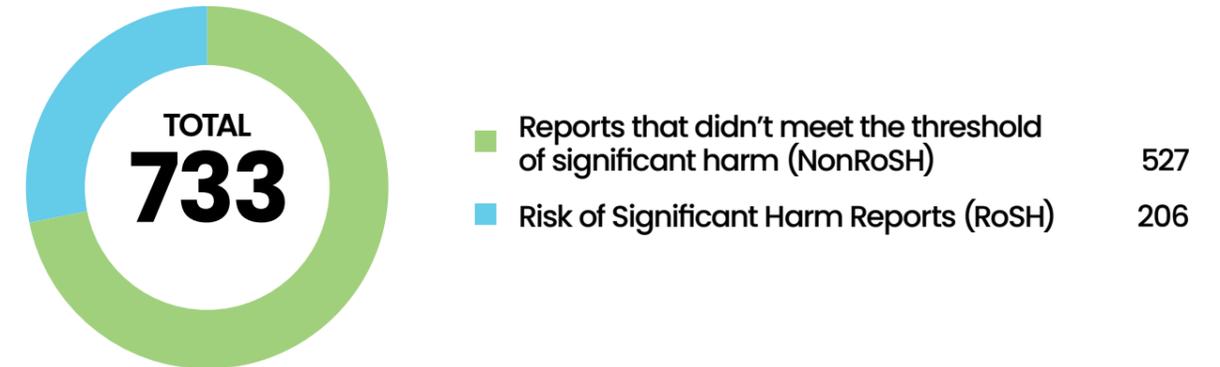
At CatholicCare, mandatory reporting underpins our commitment to child safety. All staff are trained to recognise the signs of abuse and neglect, understand their legal obligations, and respond appropriately to safeguard the wellbeing of the children and young people we support.

At CatholicCare, we recognise the critical role early intervention plays in breaking this cycle. Our programs and initiatives aim to ensure that children in our diocese who experience maltreatment are supported, guided, and protected, helping them avoid becoming part of these troubling statistics. Initiatives and programs, such as Keeping Kids Connected for students and Child Protection Week presentations for parents and carers, play a critical role in prevention of harm to children.



# Counselling Stats Overview

## Mandatory Reporting Snapshot for July 2024 – June 2025



# Student Demographics

July 2024 – June 2025

## Counselling services

### Diocese Student Data

**2058**  
total students

Female 1276  
Male 772  
Other 10



**13**  
average age



**114**  
students who identify as  
**Aboriginal or Torres Strait Islander**



**224**  
with a **Culturally or Linguistically Diverse Background**

### Primary Student Data

**1229**  
total students

Female 692  
Male 537  
Other 0



**11**  
average age



**62**  
students who identify as  
**Aboriginal or Torres Strait Islander**



**134**  
with a **Culturally or Linguistically Diverse Background**

### Secondary Student Data

**873**  
total students

Female 618  
Male 245  
Other 10



**15**  
average age



**52**  
students who identify as  
**Aboriginal or Torres Strait Islander**

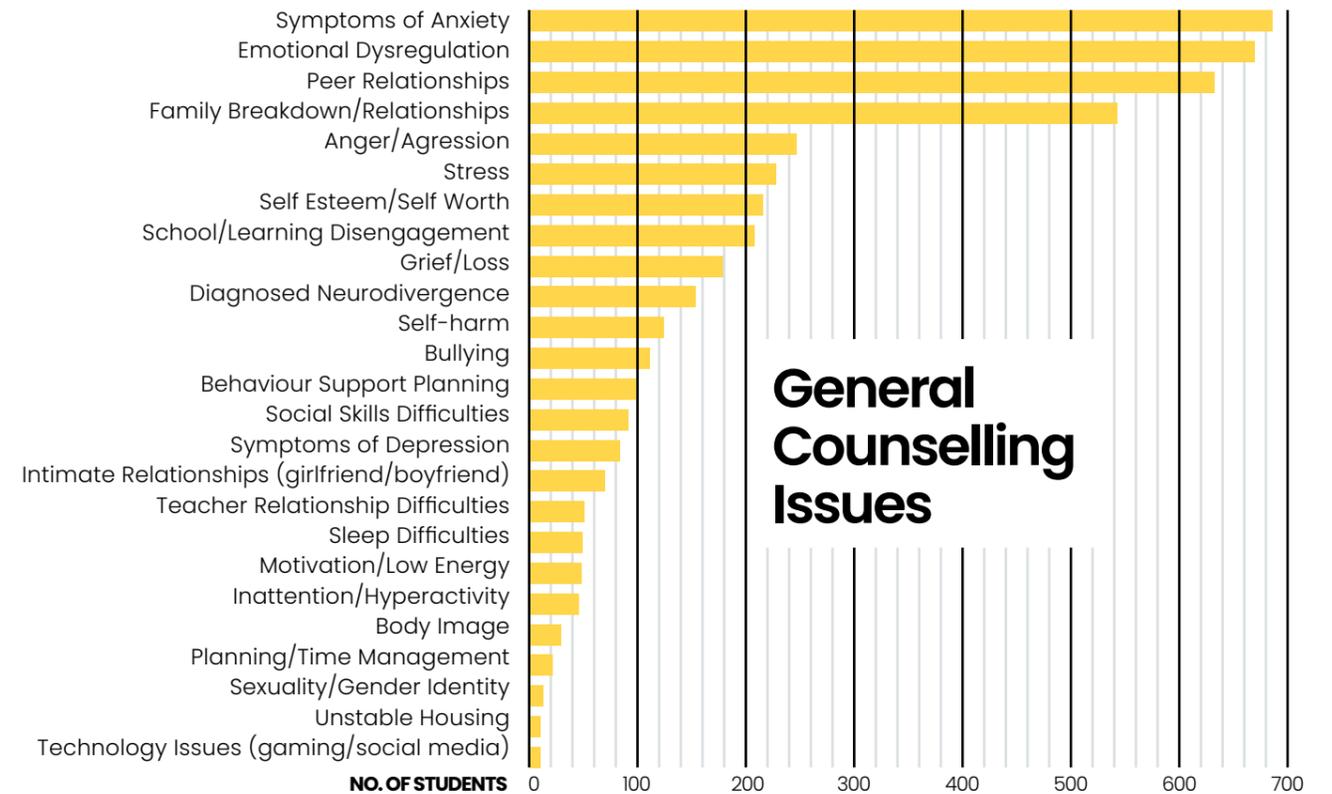


**105**  
with a **Culturally or Linguistically Diverse Background**

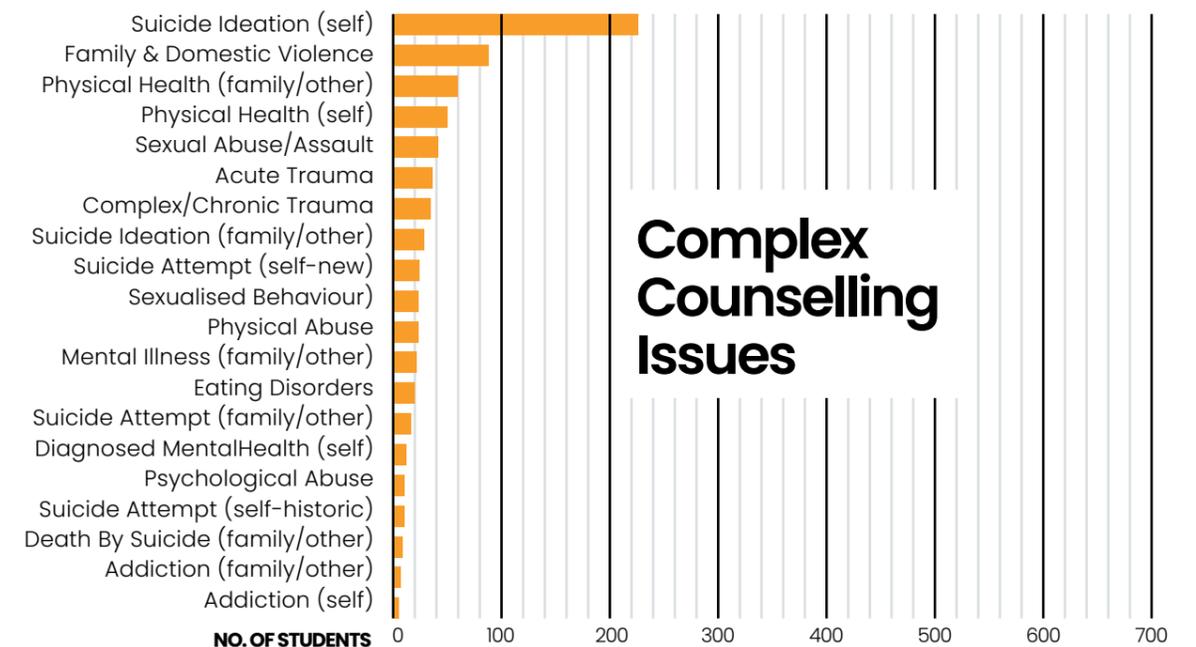
# SSFP Statistics

July 2024 – June 2025

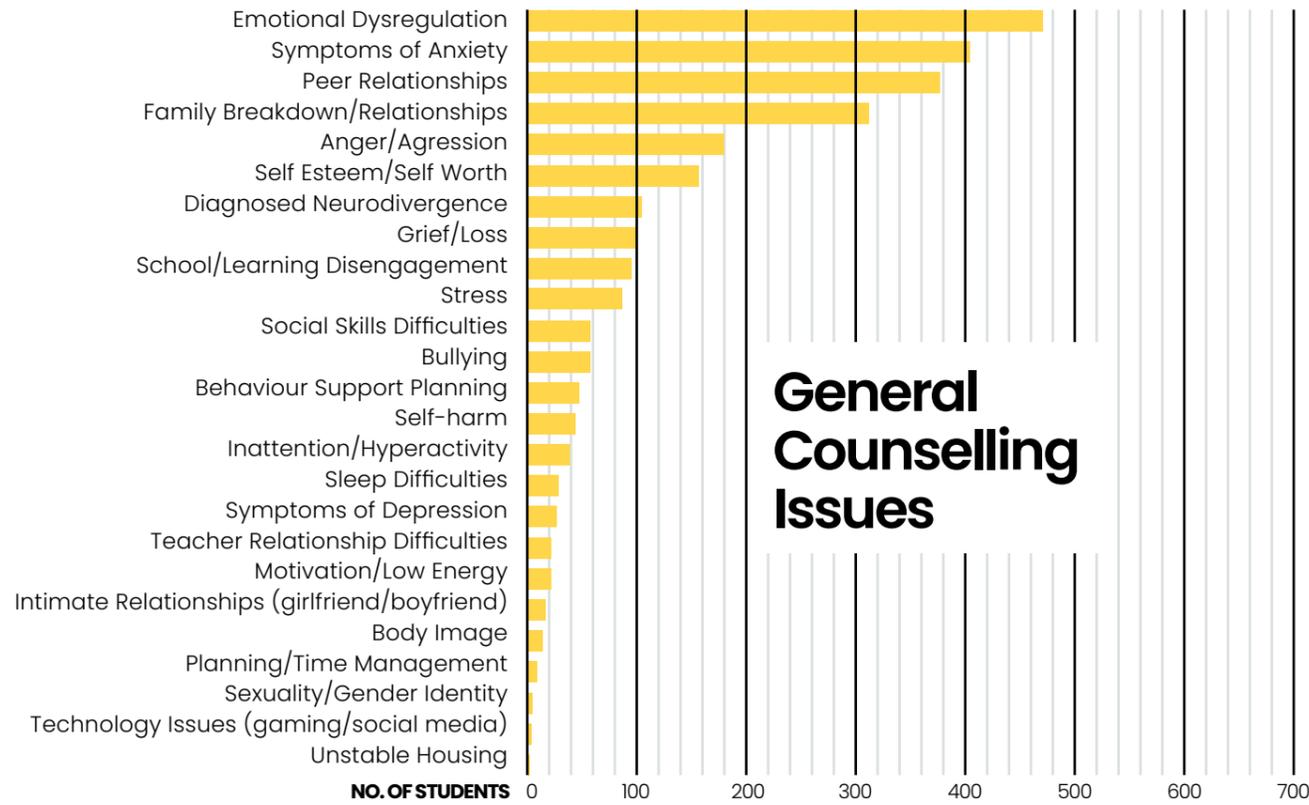
Counselling issues are categorised as either *complex* or *general* to help clarify the scope of support appropriate within a school setting. *General issues* refer to concerns commonly and appropriately managed by school counsellors. Whereas, *complex issues* involve presentations that are not best suited for school counselling alone. These require a multi-disciplinary approach, where external services take the lead and the school counsellor supports only the school-specific or education-related aspects of the student's needs. This distinction ensures students receive the most appropriate care while maintaining clear and sustainable boundaries for school counselling roles.



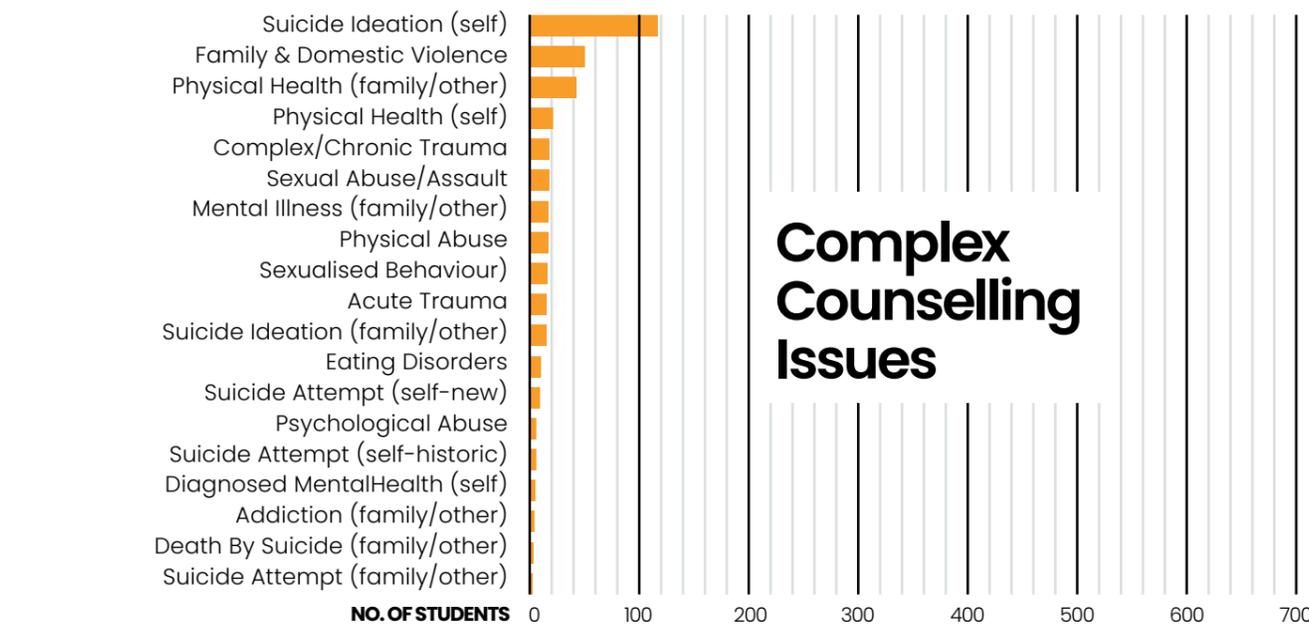
## General Counselling Issues



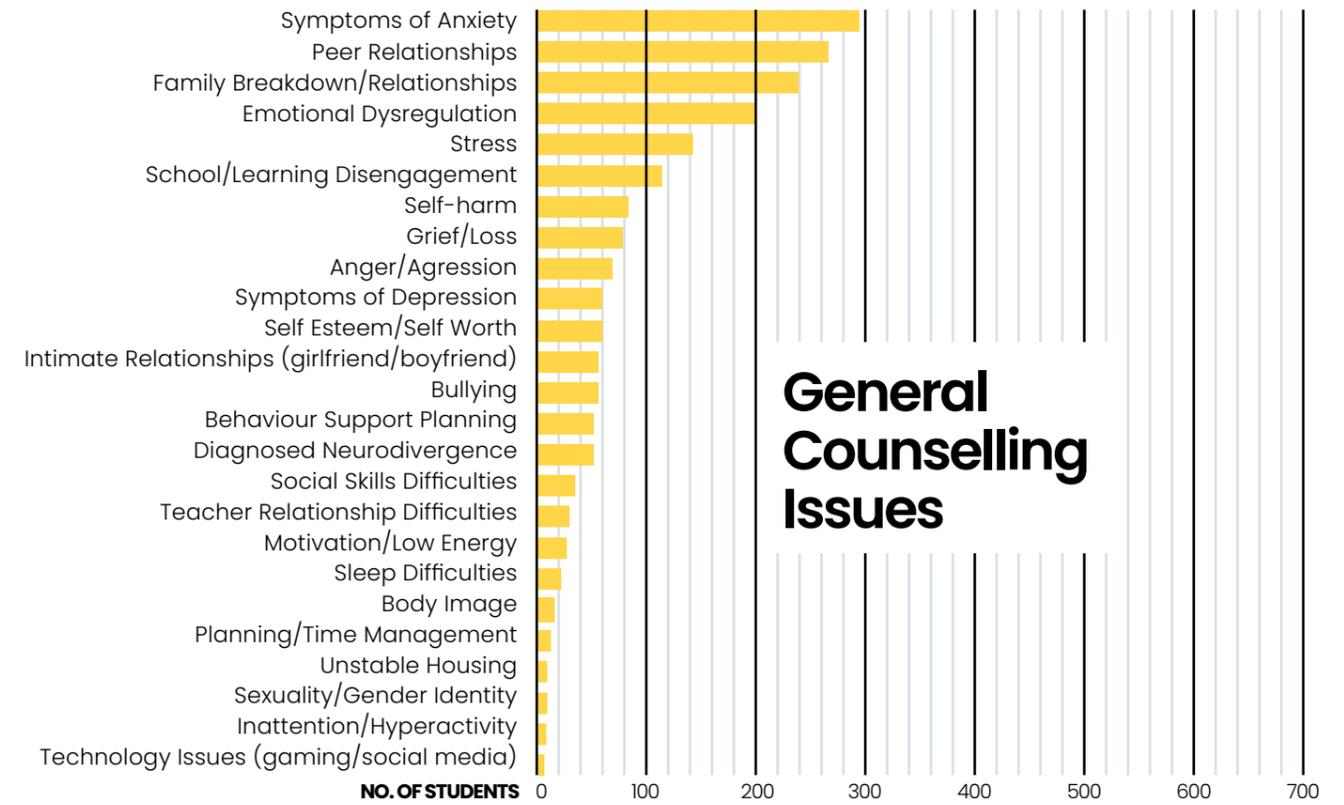
## Complex Counselling Issues



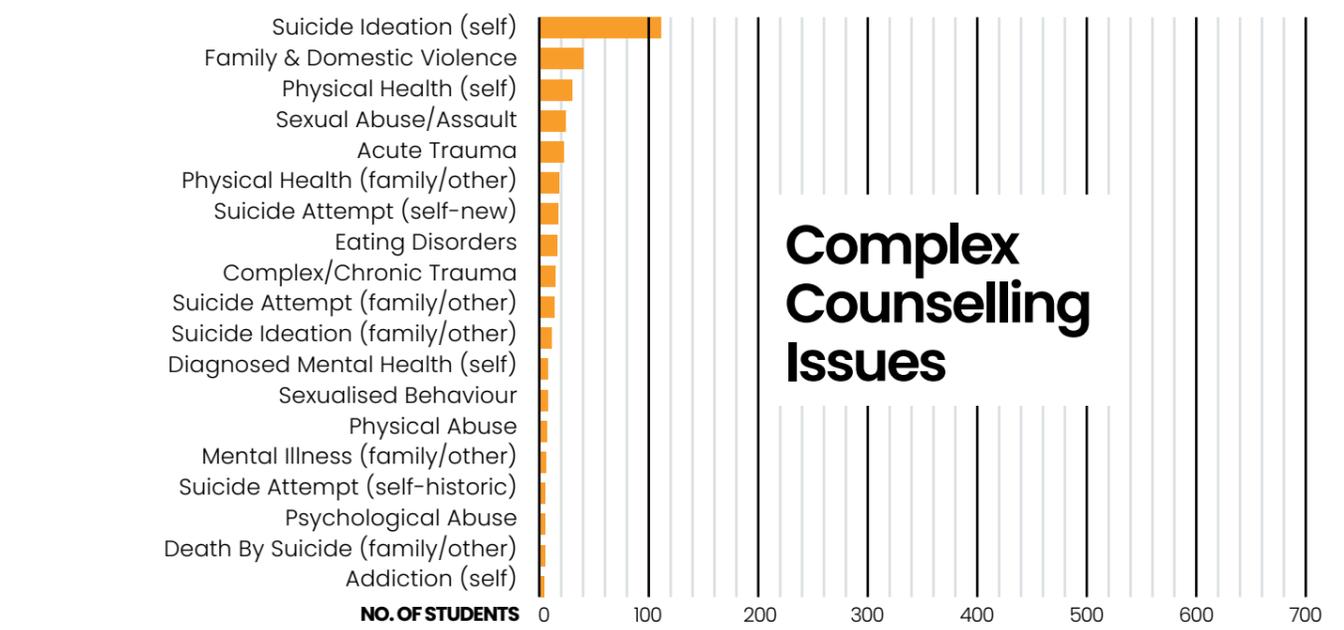
## General Counselling Issues



## Complex Counselling Issues



## General Counselling Issues



## Complex Counselling Issues

# Child Protection Week 2024



In recognition of National Child Protection Week (1–7 September 2024), CatholicCare's school counsellors proudly delivered a series of parent engagement initiatives across the Diocese of Wollongong. Aligned with this year's theme, "Every child, in every community needs a fair go" and the message "Every conversation matters," our team focused on equipping parents with practical skills to support the safety and wellbeing of their children and adolescents.

Over a two-week period (1–14 September), SSFP school counsellors facilitated a suite of presentations tailored to the developmental needs of children and teens. These sessions aimed to strengthen protective factors within families and enhance early intervention strategies through open, supportive communication.

## Topics included

- Social Media & Your Child/Teen
- Healthy Conversations
- Respectful Relationships
- Managing Big Emotions
- Mental Health Awareness: How to Have Tricky Conversations and Seek Support
- Managing Emotions from a Cultural Lens

These presentations were designed to be accessible and engaging, providing evidence-informed guidance on navigating digital life, supporting emotional regulation, and recognising early signs of mental health concerns. School communities were encouraged to select topics most relevant to their needs, with local counsellors offering contextual insights.

By fostering partnerships between home and school, SSFP continues to promote safe environments where children feel seen, heard, and supported. This initiative reflects our commitment to child protection as a shared responsibility, upheld through meaningful conversations and collaborative action.



**13 schools participated**  
(up by 6 from 2023)



## Key Insight

Parents are eager for more tools and realistic strategies to navigate parenting in a fast-changing digital world.



## Top 3 Parent Presentations

1. Managing Big Emotions (most popular for 2nd year running)
2. Social Media & Your Teen
3. Mental Health Awareness: How to Have Tricky Conversations



## Social Media & Your Teen

### Feedback Snapshot

- 55% gave a perfect 10/10
- 18% strongly satisfied
- 18% moderate satisfaction
- 9% low satisfaction

## What Parents Loved



"All of it" – Clear, comprehensive content



**Practical takeaways** – Included tips, tools, and resources



**Social media strategies** – manage screen time, online safety, gaming



**Real-life examples** – Relatable, grounded storytelling



**Open dialogue on tough topics** – Parents valued the open discussion on important but difficult topics such as grooming and sex education

# Forming Resilience

As part of our commitment to evidence-informed practice, our school counselling services incorporate the Child and Youth Resilience Measure (CYRM) to deepen our understanding of the factors that support student resilience. This tool ensures our interventions are attuned to the unique relational, cultural, and environmental strengths surrounding each child.

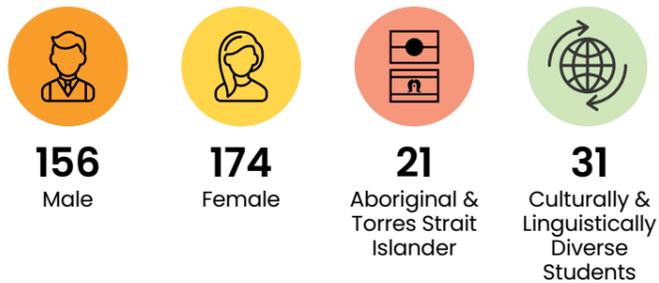
The CYRM aligns closely with the principles of Integral Human Development and Catholic Social Teaching, particularly human dignity, solidarity, and subsidiarity.

By identifying key protective factors such as connection, identity, belonging, and meaning, the CYRM enables us to deliver support that is both clinically robust and rooted in the core values of Catholic education and the mission of CatholicCare.



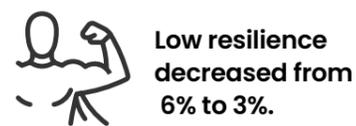
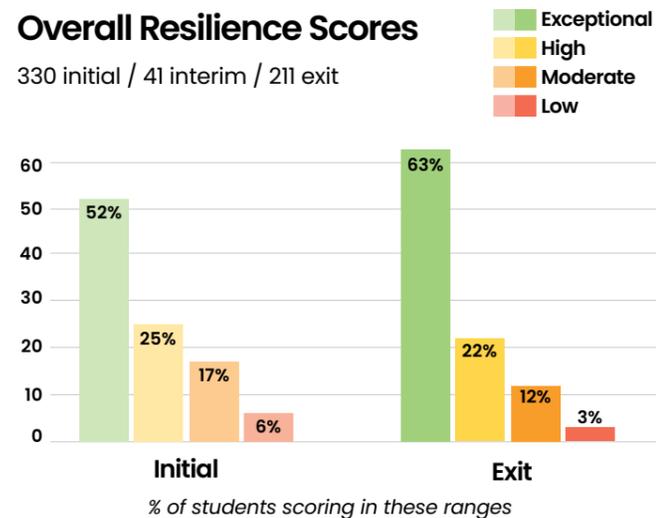
## Lower Primary

AGES 5-9



### Overall Resilience Scores

330 initial / 41 interim / 211 exit



### Vulnerable students are benefiting

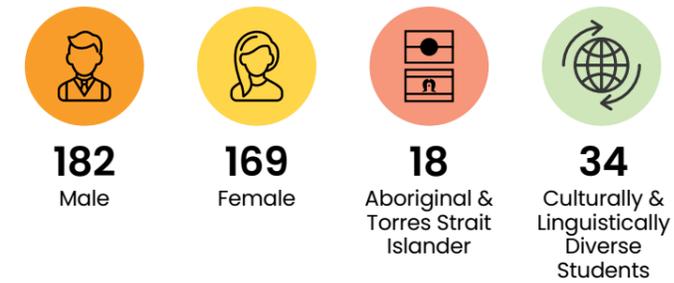
There was a more than 50% decrease in students classified as having "low" resilience, indicating that targeted support helped the most vulnerable students move towards higher levels of resilience.

### Gender balance supports representativeness

The nearly equal participation between boys and girls suggests the service is accessible and responsive to needs across gender in the early years.

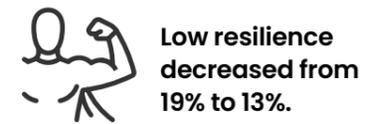
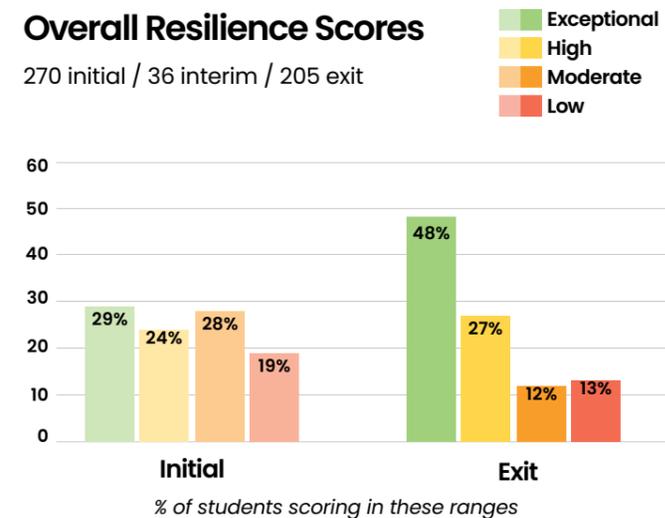
## Upper Primary

AGES 10-12



### Overall Resilience Scores

270 initial / 36 interim / 205 exit



### Vulnerable students are benefiting

A significant improvement (6%), demonstrating that many at-risk students experienced improvement during their counselling period.

### Exit data matters

With 205 follow-ups completed from 270 initial assessments, the strong completion rate offers a reliable and meaningful picture of the counselling program's impact.



## Opportunities for Schools

The CYRM outcomes highlight that resilience flourishes when students feel safe, known, and valued – principles deeply rooted in our Catholic mission to uphold the dignity of every child. Counselling interventions in Catholic schools effectively foster and form, especially when delivered collaboratively with families and school staff.

The most significant gains in resilience were observed among secondary school students. However, this should be interpreted in the context

of these students typically presenting with lower resilience scores at intake, allowing greater scope for improvement. This finding underscores the importance of early intervention in primary years, while also reaffirming the value of sustained, targeted support for older students. Continuing to prioritise cultural safety, gender inclusion, and data-informed practices will strengthen our capacity to support the most vulnerable students and foster wellbeing across all school communities.

## Secondary School

AGES 12-18



167  
Male



329  
Female



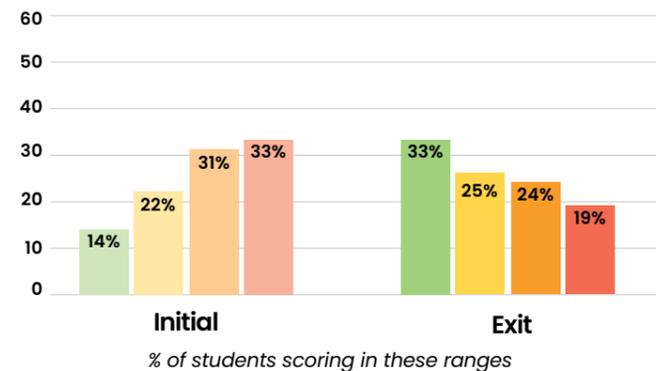
17  
Aboriginal & Torres Strait Islander



55  
Culturally & Linguistically Diverse Students

### Overall Resilience Scores

435 initial / 25 interim / 243 exit



Low resilience decreased from 33% to 19%

### Counsellors are reaching the most vulnerable

The number of students in the “low” resilience category dropped by 14 points. This is a strong indication that support is effective for those at greatest risk.

### Gender engagement imbalance

More than double the number of females compared to males accessed counselling support. This reflects known trends in adolescent help-seeking and suggests a need for strategies to better engage teenage boys, particularly those not already presenting with overt concerns.



# Sharing What Works Wellbeing in Schools

## Extending Our Reach Beyond the School Gate

This year, SSFP proudly showcased our wellbeing initiatives on national and international platforms. These opportunities affirmed the strength of our integrated approach to student support and highlighted our contribution to sector-wide innovation in supporting the wellbeing of children and young people.

## National Impact

### Australian Association of Social Workers (AASW) live-online CPD Live Online Webinar & Workshop

We led professional learning for social workers across the country, highlighting our practical strategies for school engagement, family systems work, and collaborative practice. These sessions strengthened the sector's capacity and affirmed CatholicCare's role as a leader in child and youth wellbeing.

## Diocesan Leadership Professional Development

In 2024, CatholicCare school counsellors delivered a professional development session for diocesan leaders titled *"Hearing the Voice of the Child When There Are Issues of Safety."* This training supported our shared commitment to the Child Safe Standards and the National Catholic Safeguarding Standards, equipping leaders with practical strategies to ensure children feel heard, respected, and safe. Further strengthening the Diocese's capacity to exceed the National Principles for Child Safe Organisations.

## Alignment with CEDoW Values

Our engagement in these professional spaces directly aligns with CEDoW's vision to promote dignity, inclusion, and flourishing in Catholic education. We continue to build a service that is grounded in research, responsive to community needs, and rooted in Gospel values.

## International Presentation

### 10th International Conference on Social Work in Health and Mental Health 2024

Our CEO Michael Austin and SSFP Manager Tina Acevska were selected to present on how school-based wellbeing programs grounded in trauma-informed and resilience frameworks are helping students thrive. The presentation was well received and generated interest in our local model's potential for replication.

[View the Conference Presentation Poster](#)



## Evidence-informed Practice

### Meeting Dr. Michael Ungar – Global Resilience Expert

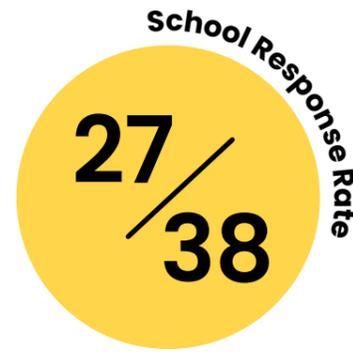
A significant milestone was meeting Dr. Michael Ungar, developer of the Child and Youth Resilience Measure (CYRM). We proudly use the CYRM tool to assess and strengthen student resilience. This evidence-informed approach is embedded in our service and reflects our commitment to measuring what matters most.

*"It was affirming to see our school-based work recognised on an international stage."*

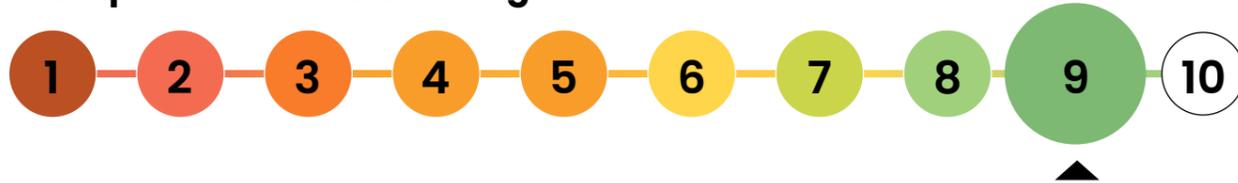
— SSFP Team Member



# SSFP Principals Evaluation Survey



## Principals Satisfaction Rating



Principal's across the Diocese provided an overall satisfaction rating of **9 out of 10** in 2024.

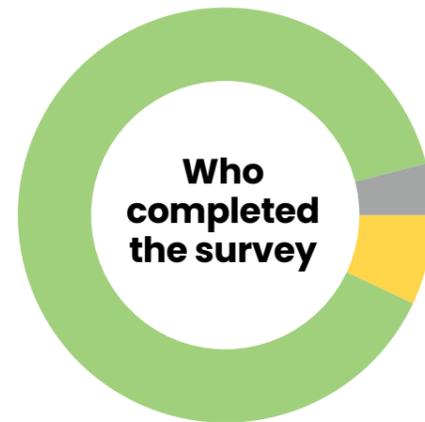
Each year, CatholicCare gathers feedback about the services we provide. The feedback from school principals / principals delegate is used to make improvements at the program level and to help guide the practice of counsellors in specific schools. Questions are categorised by:

Accessibility & Visibility

Communication

Collaboration

Effectiveness



This structured approach ensures that we comprehensively understand our strengths and areas for improvement, allowing us to enhance the support we offer to our school communities.

## Accessibility & Visibility

Your School Counsellor	Disagree	Sufficient	Agree	Strongly Agree
Established good relationships with school personnel		4%	29%	68%
Followed up on referrals to school counselling in a timely manner		7%	32%	61%
Organised counselling services so that all students were well serviced and had access to them	4%	11%	36%	50%

## Communication

Your School Counsellor	Sufficient	Agree	Strongly Agree
Effectively communicated with parents/carers	7%	32%	61%
Effectively communicated with school personnel	14%	18%	68%
Effectively communicated with students	7%	25%	68%

## Collaboration

Your School Counsellor	Sufficient	Agree	Strongly Agree
Collaborated effectively with key school personnel and other stakeholders	4%	25%	71%
Provided the school with appropriate amount of follow up information about students as it relates to the school counselling program	7%	39%	54%
Shared important information about students, keeping you apprised of student issues as well as contact with parents and other stakeholders	4%	36%	61%

## Effectiveness

Your School Counsellor	Sufficient	Agree	Strongly Agree
Made a positive contribution towards students' wellbeing	7%	25%	68%
Provided high quality support to the school community	18%	14%	68%
Was responsive to the students' needs	7%	21%	71%

# Voice of the Child

## Feedback from students accessing the school counselling service

"Its helped a lot, Being able to talk to someone who aren't my parent about things and having someone that is knowledgeable has helped me to understand situations and have new and different perspectives. Counselling has allowed me to process stuff that has happened in a safe and supportive environment. You (Kristen) is a good counsellor. You are Stright up with me, You explain everything and help me. You are relatable, realistic and helped me to think and understand."

**HOLY SPIRIT COLLEGE**

"Divi was super nice and easy to talk to. She helped me feel better about my stuff, like when I was feeling sad or mad. She listened to me and gave me good ideas to help me feel better. Sometimes we played games or drew pictures, and it was fun! I like going to see her."

**MARY IMMACULATE CATHOLIC PRIMARY SCHOOL**

"I have loved the way she communicates and provides topic strategies that help me through the situation. Emerald is such a nice person that makes me feel safe and important."

**SS PETER & PAUL CATHOLIC PRIMARY SCHOOL**

"Councilling has been very helpful for me. Therese is the first person to truley listen to me and make me feel like i matter. i have really liked talking to her."

**ST BENEDICT'S CATHOLIC COLLEGE**

"Claire was great she is amazing she really taught me how to deal with my emotions."

**MT CARMEL CATHOLIC HIGH SCHOOL**

"Catrina, I enjoy playing with my loyal friends now ever since this program, I have no longer felt left out and I feel more respected."

**ST ANTHONY'S CATHOLIC PRIMARY SCHOOL**

"I liked how Kerrie made it easy to bring things up as she had no judgement. Love Kerrie x."

**HOLY SPIRIT COLLEGE**

"Miss Amanda helped my 'depression'. She is very cheerful and I like going with her. I really loved the activities, the funness and they were not boring. She taught me ways to calm down. I think she was very good at listening and was one of the people I could go to that I could trust."

**ST JUSTIN'S CATHOLIC PRIMARY SCHOOL**

"I still have stuff to work on and will probably apply for counselling again next year."

**CORPUS CHRISTI CATHOLIC HIGH SCHOOL**

"Good but a bit too much of activities and not enough videos."

**MARY IMMACULATE CATHOLIC PRIMARY SCHOOL**

"It was very fun and I learnt teamwork, how to control my emotions and much more."

**ST COLUMBKILLE'S CATHOLIC PRIMARY SCHOOL**



ILLUSTRATIONS: HOLY FAMILY CATHOLIC PRIMARY SCHOOL, INGLEBURN



"My child has been attending fortnightly counselling services at St Therese Primary West Wollongong for about 2 years, when Becc joined the two instantly clicked and forged a bond that would melt anyone's heart!

Becc always had my child's best interest at heart but also mine as her parent and truly helped and guided us as a family. After every session my child would come home and would relay her sessions with Becc and would always have a smile on her face. Something that she didn't do very often before meeting Becc – smile that is! Becc help make my child feel happy and loved again after loosing both her parents in short period of time.

When Becc told my child of her not being able to work at the school next year my child's response was : "well obviously I am very sad and I feel like crying about it, but I understand as Becc isn't leaving me, I won't let her and I will remember her forever."

I have tears in my eyes writing this as I feel words don't truly do my "thank you message" enough justice.

I will forever be grateful to Becc and all she has done for my little family, thank you thank you! ."

**PARENT – ST THERESE PRIMARY WEST WOLLONGONG**



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