



CatholicCare

Tasmania

Appendix A

COVID-19 INSIGHTS II





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CatholicCare Tasmania



CatholicCare Tasmania (CCT) is the primary social services agency of the Catholic Church in Tasmania, with a mission to foster a love for the poor and the vulnerable, a spirit of mercy and compassion for all. CCT delivers a wide range of support programs for individuals, families and communities. With offices in New Town, Launceston, Burnie and Devonport and outreach services across the state, CCT services are available for people of all backgrounds, beliefs and circumstances.

CCT is celebrating its 60th anniversary in 2020. From its humble beginnings in 1960 the organisation has grown to become an employer of over 400 staff, with 53 Volunteers, providing services to over 13,000 Tasmanians in 2020.

CCT offers a variety of programs and projects across key areas; Children, Young people, Family, Housing, Multicultural services, Counselling, Emergency relief & Early Learning and Care.

These diverse services work towards improving the wellbeing of individuals, families and communities, with a particular preference for those experiencing disadvantage.

Centacare Evolve Housing



Centacare Evolve Housing (CEH) is the housing arm of CCT and is a Tier 1 Community Housing Provider. CEH provides state-wide services in tenancy, maintenance and community wellbeing. CEH also manages CCT's housing programs including rapid rehousing and affordable housing.

In the last financial year CEH housed over 1000 new tenants bringing the number of people living in dwellings managed by CEH to 4167. In a 2019 Social Return on Investment study, UTAS identified that every \$1 invested in CEH social housing gave a \$4.30 return in social value.

CEH has had a significant new build construction program with 400 new homes in the pipeline for construction.

St Joseph Affordable Homes



St Joseph's Affordable Homes (SJAH) is a building and construction social enterprise launched by the Archdiocese of Hobart in July 2020, during the pandemic. It exists to deliver social and affordable homes and provide substantial employment opportunities and wellbeing supports for young Tasmanians.

SJAH utilises the extensive affordable and social housing construction programs of CCT and CEH to provide apprenticeship, employment and mentoring support services for young Tasmanians and their families. SJAH has over 100 new homes in the pipeline for construction in the next 12 months, with potential to scale up. With current builds, SJAH aims to employ 15-20 apprentices over a two year period.



Overview

Identifying key issues, themes, and insights COVID-19 INSIGHTS II will be used to guide how CCT continues to meet the needs of individuals, families and communities.

Key issues identified as impacting on clients, through the period, include:

- **Financial issues** are the main reason for people presenting across all our services
- **COVID 19** is the second highest reason for people presenting
- **Family violence** has increased as the reason for people seeking services
- **Unemployment concerns** have increased in a number of programs across the business

The report has identified areas where improved outcomes have been enabled through COVID-19. These insights represent potential areas for enhanced funding, innovation, and targeted initiatives. Findings include:

- Greater state-wide demand for services such as emergency relief have been met through outreach models which include leveraging partnerships for service delivery
- Opportunities to support building and construction opportunities to increase affordable housing options as well as encourage local procurement and job stimulus
- Increasing social and affordable housing tenants, enabled through the completion of new builds
- Increasing provision of Employee Assistance Program support, in particular to professionals more acutely impacted by COVID-19 such as teachers
- Increasing demand for school counselling and integrated wrap around and allied health supports, such as Psychologists
- Increasing use of online support, such as; web form submissions, facebook messenger, telephone counselling
- Increased efficiencies with online and telephone counselling
- Improved internal capacity through the Social Impact Unit to better understand the outcomes of our work, and inform the distribution of resources and the focus of programs
- Increased engagement in employment related services

At the start of COVID-19 CCT committed to keep services operating and has continued to deliver all services, adjusting specific aspects of service delivery to meet the needs of clients and staff. A range of adaptations and new initiatives implemented since the pandemic have been incorporated into ongoing service delivery. Through responding to changing needs and requirements, CCT has enabled more people to receive services in 2020 than the previous years. Client numbers across the entire organisation have increased by 6%, with greatest increases in CEH tenancies. Throughout COVID-19, CCT was able to offer employment to all staff, including casuals, at their pre-COVID-19 work arrangements.

COVID-19 INSIGHTS II demonstrates the significant value in services and partnerships which proactively target cohorts who experience the impacts of COVID-19 more acutely. These include people living in areas of entrenched disadvantage, people who already faced employment issues prior to the pandemic, people in financial stress and those who are victims of family and domestic violence.

In response to the rapidly changing needs of the community, CCT will continue to foster social procurement and social enterprise thinking and innovation in service design and delivery. Key areas recommended for focus are providing flexible models of support, enhancing opportunities to employ and train people, increasing safe and affordable housing options, and continuing to place the needs of the individuals, families and communities at the centre of decision making.



Introduction



In June 2020, the Social Impact Unit at CCT completed 'COVID-19 INSIGHTS I', a staff COVID Insights report which reviewed the effects the COVID-19 pandemic on service provision and their client group. Building on this the 'COVID-19 INSIGHTS II' outlines a comprehensive comparison between April to September 2019 versus the same period in 2020.

Data was taken from multiple sources, including all CCT client databases (Penelope, SHIP, HMS, Qikkids) and localised recording repositories to give a full picture of all 35 programs and services.

Following the key findings, the report provides detailed data and insights from across the organisation.

Key Findings of COVID-19 INSIGHTS II

Multicultural Service Programs (MSP) had the highest increase in active clients, with a 94% increase in 2020 from the same time last year. This can be attributed to a temporary emergency relief COVID-19 funding grant that CCT received to distribute to temporary visa holders. MSP also had one of the largest shifts in presenting issues by clients, 72% of people presenting for services in 2020 noted it was COVID-19 related issues. Increases in other areas included, settlement issues (+300% difference), employment / unemployment (79% difference). Decreases in presenting issues included; literacy, money management, education & skills training; this was due to the secondary nature of these issues during a pandemic.

The *Temporary Emergency COVID-19 Funding Relief for Temporary Visa Holders* distributed funds to 316 families during July to September, the average amount of assistance was \$355. Of those who received the funds, 86% came from the South / Greater Hobart region, with the remainder in the rest of the state. 76% of all recipients were on either student or temporary graduate visas, a client group CCT has not seen in significant numbers before, showing a significant amount of vulnerability. The reason for this is due to their families back home not being able to send funds and the clients inability to receive any other types of government assistance.

CCT also administers a state-wide *Emergency Relief Program*. The total assistance provided was up 48% in monetary value from the previous year with a 23% increase in the total number of clients, with \$187,383 distributed between April and September in 2020. 41% of all clients seeking emergency relief assistance identified it was COVID-19 related, this was followed by 74% indicating financial issues/money management. It is also worth noting that CCT recorded increases in people seeking assistance due to physical health, mental health, and family violence in 2020, 14% as opposed to 2% in 2019 stated that they sought assistance due to family violence.

SafeChoices, a program that supports victims of family violence, saw a significant increase of 38% in appointments booked from this time last year, with a 42% growth in online or telephone appointments booked in 2020. The top presenting issue remained consistent across both periods with 97% citing 'Family Violence' as their main reason for referral. The program also saw a 17% decrease in average appointment times, from the average time in 2019 changing from 58 minutes to 48 minutes, due to efficiencies achieved in tele-counselling.



Key Findings

Family Programs had a 18% increase in the number of appointments booked for the same period in the previous year. Staff noted that the reasons for increase in capacity of the family programs is due to a combination of ceasing group education and efficiencies gained through online appointments and time saved travelling to and from appointments, allowing increases to their caseloads. A waitlist representing an additional 28% of their client case load of unmet demand is also recorded as of 30 November 2020.

Housing Connect saw a slight decrease in the number of appointments booked, with a 9% decrease between the two periods. The Southern region had no change, but larger decreases (up to 15%) were felt in the North West and Northern regions. Major presenting issues for people seeking assistance through *Housing Connect* include a positive 29% improvement in housing affordability and a 36% improvement in financial difficulties. This data confirms that need for housing services has remained consistent and that government economic stimuli and COVID-19 related policies, such as new laws surrounding evictions helped. It is important to note that a significant amount of this is driven by the federal funding that is due to drop off in early 2021.

There has been a decrease in affordable housing with more properties available on the open market. One other key finding for *Housing Connect* includes a notable change in those employed vs unemployed, with 52 fewer *Housing Connect* clients reporting being employed in 2020 compared to 2019, with 95% of all of people engaging with *Housing Connect* on government assistance.

Centacare Evolve Housing (CEH), with only one third of their workforce in the office, moved to a task-based approach in tenancy management from a portfolio management model. No significant decline in arrears was recorded and all urgent tenancy issues were attended to and new builds completed without significant delays. CEH acknowledge that their biggest risks are yet to come when government payments are reduced to pre-COVID-19 levels.

During the pandemic *St Joseph Affordable Homes* was launched as a social enterprise to progress on planned new housing builds. Following the pandemic, *Build up Tassie* employment and training program almost doubled their Expressions Of Interest (EOI) in their program with 24 EOI received in July-Dec 2019, followed by 42 EOI in 2020. Attendance in the program also increased significantly from 52% to 96%. Apprenticeships and work placements have increased with a significant number of new and important industry connections made.

Family & Therapeutic Counselling reports a 53% increase in bookings made in the *School Counselling Program* which required the program to expand to meet the demands. The *Specialist Family Violence Program* saw a decrease of 36%. Staff felt this was due to people not seeking assistance and staying home during lockdown. The *Employee Assistance Program* received an increase of 54%, attributed to a high number of teachers presenting with anxiety and COVID-19 related issues regarding going back to work after lock down. A 18% decrease in the *Family & Relationships Service Program* was also apparent which was due to the difficulty in children engaging in counselling appointments online or by the phone during the pandemic.

During the period of April to September 2020 CCT saw a 266% increase in online submissions / new enquiries from their website. The majority of these were directed to *Emergency Relief*, followed by *Children's Counselling Services* and *Housing Connect*. This is evident that access to online support is important.



'COVID INSIGHTS II' SNAP SHOT

33%
Increase in
Monetary
Assistance in
Emergency Relief

38%
Increase in
SafeChoices
number of
appointments
booked

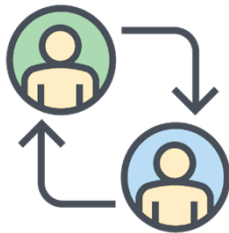
318
Families Assisted
(Temp Visa
program)



94%
Increase
Multicultural
Service Clients



10,440
Clients assisted
April – Sept 2020



**Financial
issues
No. 1**
reason for presenting
at services

19%
Increase in Anxiety
(Family & Counselling
Services)

Tenancy
Support
4100+
Tasmanians



76%
Of those seeking
emergency assistance
(Temp Visa program)
were students or
graduates

200%
Increase
employment /
unemployment
issues in Family &
Community Services



18%
Increase
in appointments
booked in Family
Program

46%
Increase in
enquiries referred
to intake July-Sept
2019 - 2020

266%
Increase in online
submissions
2019 - 2020

95%
Housing Connect
unemployed /
not in labour force





CCT Data and Results



Active Clients

Table 1.1 CCT Active Clients April – Sept 2019 vs 2020

	2019	2020	Change
Family & Community Services	3838	3955	3%
Housing Connect	1226	1108	-10%
Early Learning & Care	1296	1277	-1%
Centacare Evolve Housing	3485	4100	18%
Total	9845	10440	6%

(Data Source: Penelope Client Database, SHIP, Quick Kids, HMS)





Demographics



Table 1.2 CCT Active Clients in Family & Community Services April – September 2019

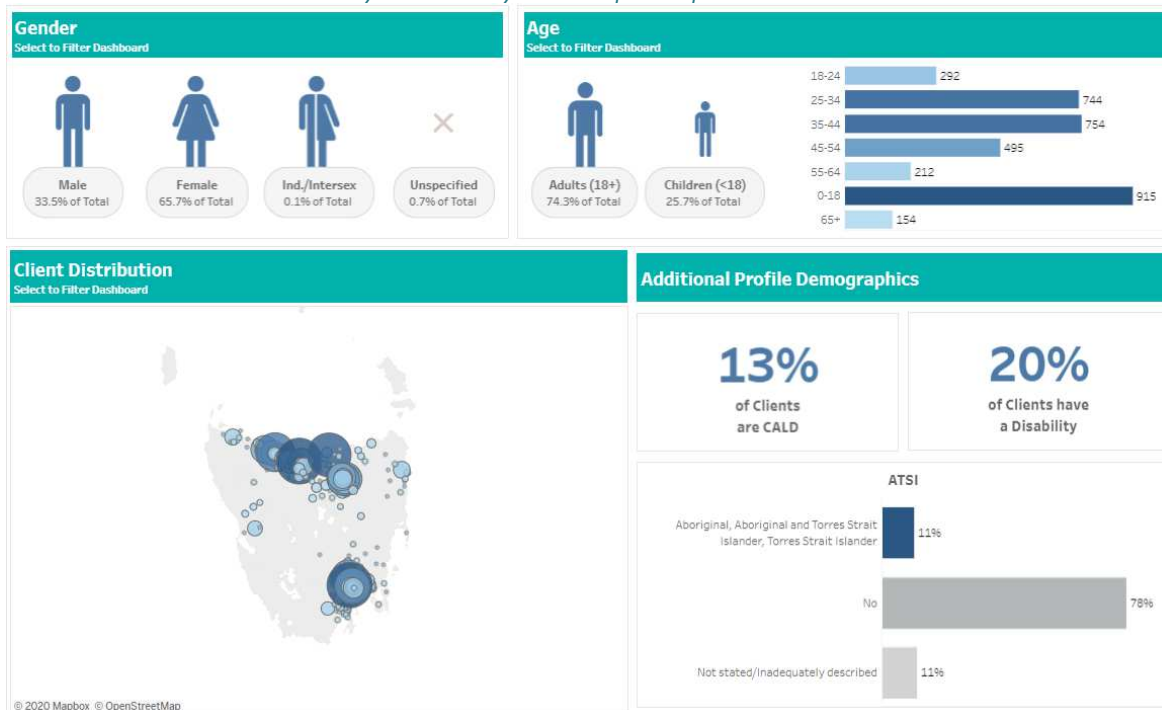
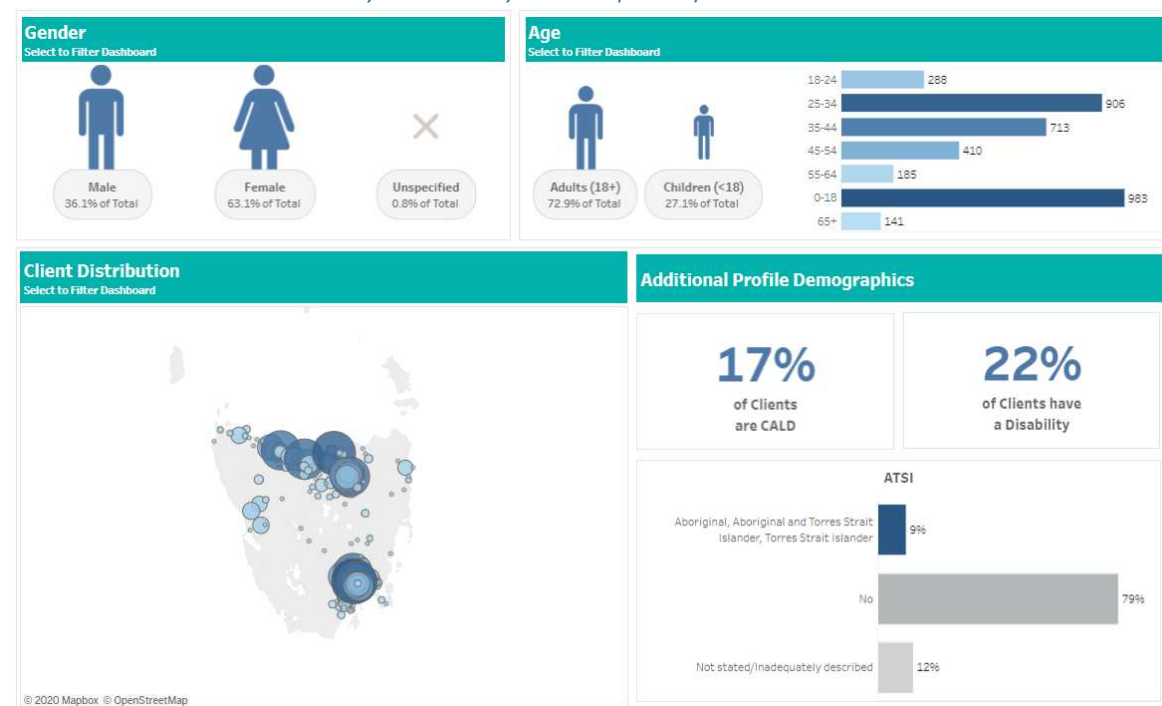


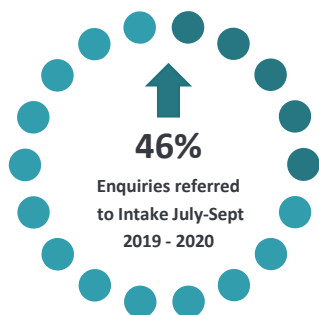
Table 1.3 CCT Active Clients in Family & Community Services April – September 2020



Top Suburbs Represented April- September 2020

1. Glenorchy
2. George Town
3. Devonport
4. New Town
5. Bridgewater
6. Ravenswood
7. Burnie
8. Moonah
9. Launceston
10. Newham

(Data Source: Penelope Client Database)



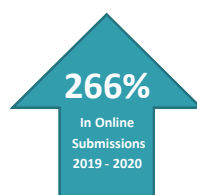
Central Enquiries

Table 2.1 New Service Enquiries to CCT's 1800 Number

April - June	2019	2020		July – September	2019	2020	
New Service Enquiry	648	552	-15%	New Service Enquiry	774	783	+1%
Referred to intake	390	305	-22%	Referred to intake	448	654	+46%

(Data Source: Reception Database)

Table 2.2 Requests for services made online through form submissions, April - September



Top 2 Online Service Requests April – Sept 2020

238 Emergency Relief
122 Children's Counselling

(Data Source: Reception Database)



Family & Community Services

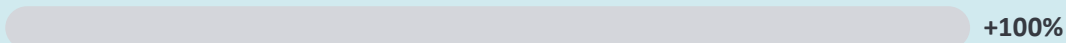
Table 3.1 Presenting Issues for all Family & Community Programs
April – September 2019 vs 2020

Issue	2019	2020
Financial Issues / Money Management	22%	27%
Increase by 23%		
COVID-19 Related	0%	25%
Increase by 100%		
Family Violence	19%	21%
Increase by 11%		
Anxiety	15%	15%
No change		
Employment / Unemployment	5%	15%
Increase by 200%		

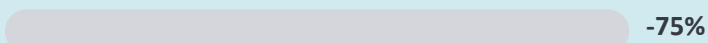
Note: Clients could cite more than one major presenting issue (Data Source: Client Database; Penelope)

Table 3.2 Most Significant Changes over time in Presenting Issues for all Family & Community Programs
April – September 2019 vs 2020

COVID-19 Related



Education & Skills Training



Employment / Unemployment



Financial Issues / Money Management



Family Violence



Family & Communities Services represents a large set of programs, including; Family Programs, Housing & Homeless, Multicultural Services and Programs, SafeChoices and Therapeutic Residential Care.





Family & Communities (Family Programs)

CCT Family Programs consist of 3 contracted services, valued at \$1,030,994. The majority of these contracts work with Child Safety Services that provide reunification, family preservation, early intervention, safety and exit planning and education. Working to strengthen skills around parenting capacity, challenging behaviours, family conflict or breakdown, mental health, mental illness, disability, substance abuse, access to social supports and provision of nurturing environments.

Family Programs

Table 4.1 Family & Community (Family Programs)
Comparison of April – September 2019 & 2020

	2019	2020	Difference
Total number of appointments booked	2199	2584	+18%
Appointments in person	906	1064	+17%
Appointments (telephone, online)	1288	1520	+18%

(Data Source: Client Database; Penelope)

18%
Increase
In Family
Programs



In addition to the increase in program activity, Family Programs are also currently running a waitlist for services. This waitlist as of 30 November 2020 represents an additional 28% of their client case load.

Staff noted that the reasons for increase in capacity of the family programs is due to a combination of ceasing group education and efficiencies gained through online appointments and time saved travelling to and from appointments, allowing them to increase their caseloads.

(Intensive Family Preservation, Family Support - Reunification Service - Pathway Home, Child and Family Services - Preservation Service).



Multicultural Services Programs



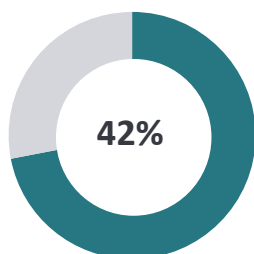
CCT Multicultural Services Programs provides 5 contracted services including the 'Safe Haven Hub' transitional support for refugees and newly arrived migrants assisting with pathways to education and employment. In addition to this, their settlement services offer English language classes and assistance with housing, citizenship, legal issues and access to health services. It also offers Statewide case management services and practical support to people who are living in the community awaiting the resolution of a protection visa that are facing significant need.

Table 5.1 Multicultural Services Programs, Active Clients

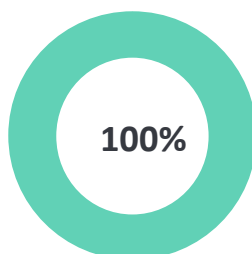
Active Clients	2019	2020
	285	554

94% 
Active Clients

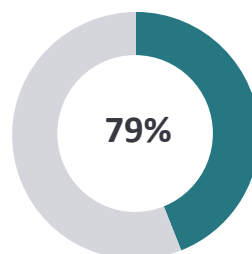
Multicultural Services Programs – Major Presenting issues Changes



Financial Issues / Money Management



COVID-19



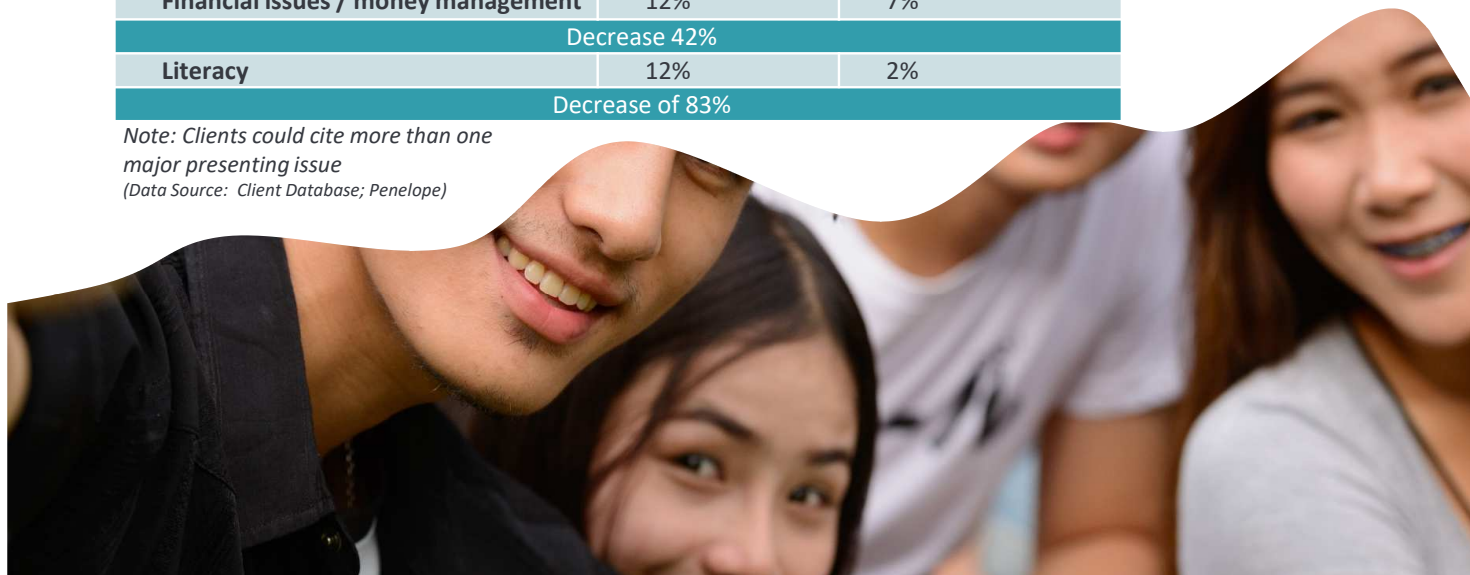
Employment / Unemployment

Table 5.2 Multicultural Services Programs – Major Presenting Issues by clients, April – Sept 2019 vs 2020

	2019	2020
Employment / unemployment	42%	75%
Increase of 79%		
COVID-19 Related	0	72%
Increase of 100%		
Education and skills training	65%	19%
Decrease of 71%		
Settlement issues	4%	16%
Increase of 300%		
Social connectedness	29%	10%
Decrease 66%		
Financial issues / money management	12%	7%
Decrease 42%		
Literacy	12%	2%
Decrease of 83%		

(Safe Haven Hub, Settlement Engagement Transition Support, Emergency Relief – Temporary Visa Holders).

Note: Clients could cite more than one major presenting issue
(Data Source: Client Database; Penelope)

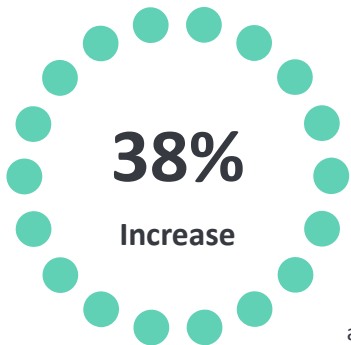


SafeChoices



SafeChoices is a contracted service that provides non-crisis practical support for anyone experiencing family violence, focusing on early intervention, safety, exit planning, information and referrals.

During the pandemic SafeChoices received additional funding to add a Specialist Family Violence Counsellor, 1FTE for 12 months.



In number of appointments booked

Table 6.1 SafeChoices Active Clients April – September 2019 & 2020

2019	2020
280	299

(Data Source: Client Database; Penelope)

Table 6.2 SafeChoices Summary Data – Changes in Services Between April – September 2019 & 2020

	Difference
Total number of appointments booked	+38%
Appointments in person	+25%
Appointments non contact (telephone, online)	+42%
Average duration of appointments (minutes)	-17%

(Data Source: Client Database; Penelope)

Major Presenting Issue 2019 & 2020

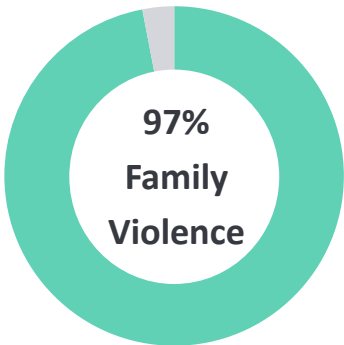


Table 6.3 SafeChoices Summary Data – Comparison of April – September 2019 & 2020

	2019	2020
Total number of appointments booked	4203	5812
Appointments in person	3225	4043
Appointments non contact (telephone, online)	978	1387
Average duration of appointments (minutes)	58	48

(Data Source: Client Database; Penelope)



COVID-19 Funding for Temporary Visa Holders



CCT received an additional \$245,000 of funding in July to respond to the urgent need caused by the pandemic. The funds allocated were for providing direct emergency relief. CCT were one of 3 organisations to obtain this funding.

COVID-19 Emergency Relief Assistance Provided July – September 2020



COVID-19 Funding for Temporary Visa Holders Locations

South / Hobart

86%

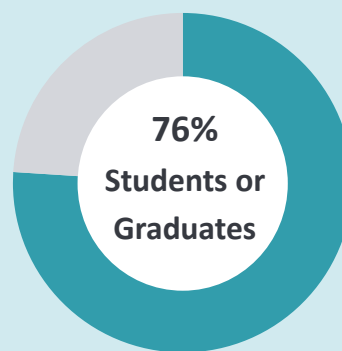
Launceston & North East 11%

Other 3%

Table 7.1 COVID-19 Funding for Temporary Visa Holders Visa Class

Category	#	%
Student visas	188	60%
Temporary graduates	49	16%
Bridging Visas	33	10%
Provisional	40	13%
Other	5	1%

(Data Source: Client Database; Penelope)



COVID-19 Funding for Temporary Visa Holders Top 5 Local Government Areas
1. Glenorchy City Council / 2. City of Hobart
3. Tasman Council / 4. Sorell Council
5. City of Launceston



Emergency Relief



CCT administers a statewide emergency relief program to those experiencing financial hardship, resulting from life situation or unexpected crisis event.

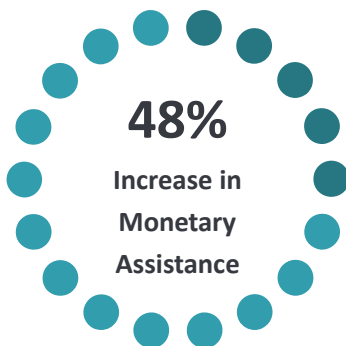


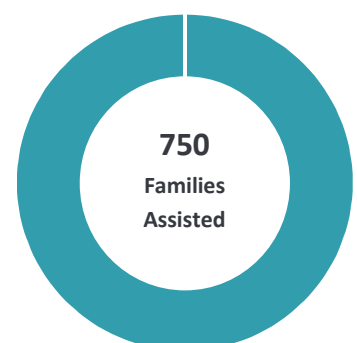
Table 8.1 Emergency Relief Assistance Provided April – September 2019 vs April – September 2020

	2019	2020	Difference
Total Clients	610	750	+23%
Total Assistance	\$126,353	\$187,383	+48%
Average amount per family	207	250	+21%

Table 8.2 Top 3 Reasons for Emergency Relief April – September 2019 vs 2020

	2019	2020	
Financial management / money issues	98%	74%	↓
-24% Decrease			
COVID-19 related	0%	41%	↑
100% Increase			
Family violence	2%	14%	↑
Increase 600%			

Note: Clients could cite more than one major presenting issue
(Data Source: Client Database; Penelope)





Therapeutic Residential Care



Therapeutic Residential Care provides care in a residential setting to meet the needs of young people aged 12-17 years.

The service works with Child Safety Services and only takes young people on their referral, with the average length of stay in the program 227 days, creating a safe and stable home environment for young people.



Table 9.1 Average length of stay in Therapeutic Residential Care

Region	Average Length of Stay
North West	191 Days
North	199 Days
South	291 Days
Average State-wide	227 Days

(Based on historical data from 2015 to 2018)

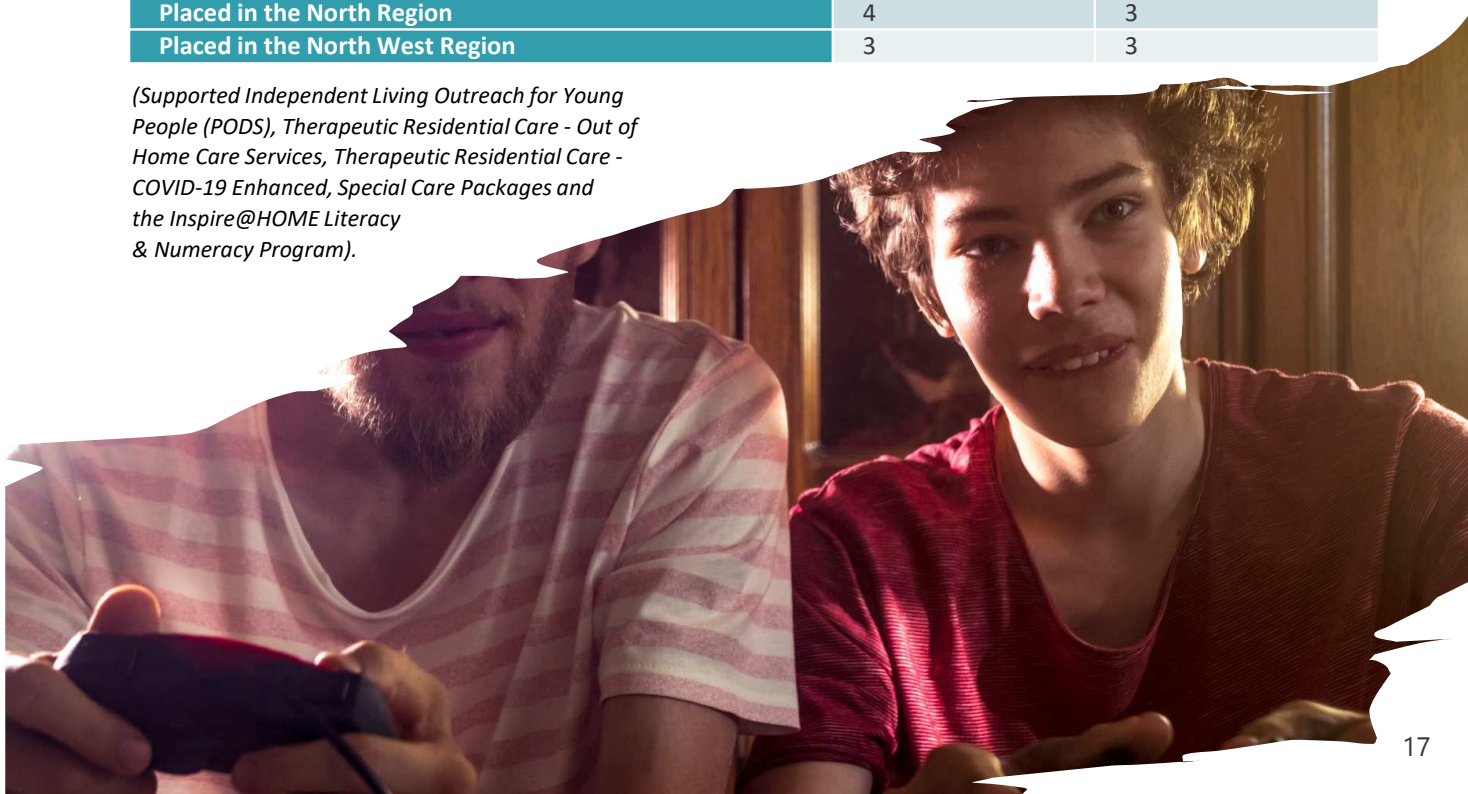
During the pandemic the programs observed very little change to their services. Referrals and intakes were still made and numbers were consistent with the previous year. No additional staff were needed to run the program, but a set of COVID-19 safe policies and procedures were put in place to protect the young people and staff.

An additional COVID-19 funding amendment was made to the contract that allowed a Crisis House that was due to be closed in July 2020 to remain open during the pandemic and until the end of the year.

Table 9.2 Quantity of Intakes and Referrals in the Therapeutic Residential Care Programs between April – September 2019 vs 2020

	2019	2020
Number of Referrals Received	23	20
Number of Intakes / Placements	17	15
Females Placed	7	8
Males Placed	10	6
Other Gender Placed	0	1
Placed in the Southern Region	10	9
Placed in the North Region	4	3
Placed in the North West Region	3	3

(Supported Independent Living Outreach for Young People (PODS), Therapeutic Residential Care - Out of Home Care Services, Therapeutic Residential Care - COVID-19 Enhanced, Special Care Packages and the Inspire@HOME Literacy & Numeracy Program).





Family & Therapeutic Counselling Services



Family & Therapeutic Counselling services include; 11 contracts and 2 fee for service programs. The majority of programs are counselling services, assisting with issues such as relationships, marriage, separation, divorce, trauma, family violence, grief, children's behaviour, parenting and difficulties in major life events. In addition to this, CCT provides state-wide school counselling services to 20 schools.

Table 10.1 Family & Therapeutic Counselling Appointment Data – Comparison of April – September 2019 & 2020

	2019	2020	Difference
Total number of appointments booked	11,760	12,443	+6%
Appointments in person	9112	9468	+4%
Appointments (Telephone, online)	2647	2912	+10%
Average duration of appointments (Minutes)	92	81	-12%

(Data Source: Client Database, Penelope)



Table 10.2 Quantity of Therapeutic & Counselling Sessions Booked Per Program Comparison between April – September 2019 vs 2020

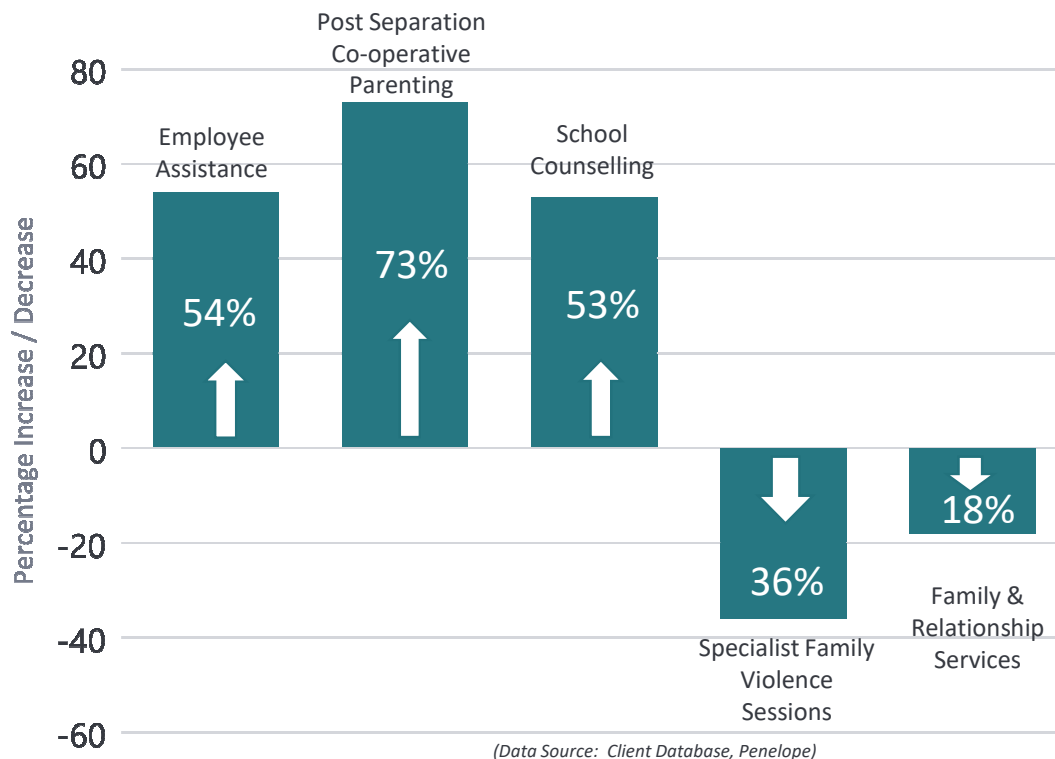
Program	2019	2020
Family & Relationship Services	4017	3276
Employee Assistance Program	85	131
Family Law Counselling	395	464
Family Mental Health Support Services	1227	1278
Personal & Family Counselling - Georgetown	192	207
Integrated Family Support - Georgetown & Launceston	725	540
Post Separation Co-Operative Parenting	153	265
Regional Family Dispute Resolution	435	480
School Counselling	3267	4995
Specialist Family Violence	1264	807
Total	11,760	12,443

(Data Source: Client Database, Penelope)



Family & Therapeutic Counselling Services Continued.

Table 10.3 Changes in Therapeutic Counselling Programs, April – September 2019 vs 2020



(Family & Therapeutic Contracts/Programs Included) Family & Relationship Services, Employee Assistance Program, Family Law Counselling, Family Mental Health Support Services, Integrated Family Support - Georgetown & Launceston, Personal & Family Counselling – Georgetown, Post Separation Co-Operative Parenting, Regional Family Dispute Resolution, School Counselling, Specialist Family Violence.)

Explanations for the changes in data from staff include the following,

Employee Assistance Program

54% increase in the 'Employment Assistance' counselling sessions can be largely attributed to the presentation of stress & anxiety and change in circumstances due to COVID-19 for teachers, regarding going back to work after the lock down.

Post Separation Co-operative Parenting

73% increase can be attributed to the format of sessions in 2020. Prior to the pandemic these programs were delivered in group sessions. During and after the pandemic these sessions became individual appointments, increasing the sessions booked and held.

Specialist Family Violence Program

Numbers of sessions booked in 2020 show a 36% decrease due to specialist counselling staff shortages and in-ability to recruit interstate due to the border closures.

School Counselling

53% increase can largely be attributed to increase in demand for counselling services, as the need for schools to engage with CCT in provision of wrap around supports increased.

Family & Relationship Services

18% decrease can be attributed to the difficulties of counselling children during the lockdown. As telephone and online appointments were not always successful because the children had difficulty interacting and engaging with the counsellors in this format.





Family & Therapeutic Counselling Services Continued.

Table 10.4 Counselling & Therapeutic Services Top Presenting Issues Comparison between April – September 2019 vs 2020

	2019	2020	
Anxiety	26%	31%	↑
	Increase 19%		
Coping issues	12%	13%	↑
	Increase 8%		
Family violence	16%	18%	↓
	Decrease 3%		
Grief / loss	9%	11%	↓
	Increase 22%		
COVID-19 related	0%	7%	↑
	Increase 100%		

Note: Clients could cite more than one major presenting issue (Data Source: Client Database; Penelope)



(Family & Therapeutic Contracts/Programs Included; Family & Relationship Services, Employee Assistance Program, Family Law Counselling, Family Mental Health Support Services, Family Support - Georgetown & Launceston, Personal & Family Counselling – Georgetown, Post Separation Co-Operative Parenting, Regional Family Dispute Resolution, School Counselling, Specialist Family Violence.)

The Counselling & Therapeutic Service team also provide “Home & Housed” program in the North and North West which support older people aged 65 years and over that are at risk of becoming homeless.





Early Learning & Care



CCT provides 2 Long Day Care services, 15 Out of School Care Program and will be launching a new early learning program in 2021 for 3-5 year olds onsite at Catholic primary schools.

At the onset of COVID-19, Early Learning & Care saw a rapid decline in demand for service, with attendance rates at Outside of School Hours Care dropping significantly, in some areas to zero. This reflected the "home schooling" aspect of lockdown, and parents moving to alternate work arrangements.

Despite the cost of retaining staff, CCT decided to continue offering all services and offered all Early Learning & Care staff employment at their pre COVID-19 work arrangement levels. The team were able to work on a range of business improvement opportunities, such as implementing a new communication platform for families, and finalising new innovative service offerings which will commence in 2021.

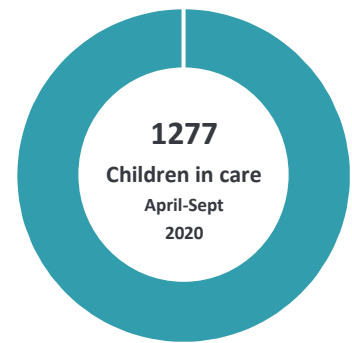
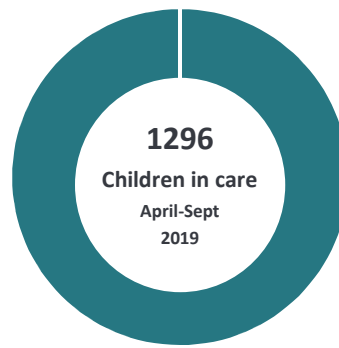


Table 11. 1 Session Attendance 2020



(Data Source: Quick Kids Database)



Communities for Children – Families & Children Program, North West



Communities for children (C4C) has fun activities and supportive programs for families in the Burnie area who have children 0 to 12 years of age. The activities are designed to enhance parenting, provide support and assist families to learn more about the services and resources Burnie has to offer.

Communities for Children – Families & Children Program, North West had to significantly change or suspend its service delivery during the lockdowns and shortly after, but active participation in the program has now stabilised with a 16% increase in attendance in 2020.





Homelessness Support



Family & Communities (Homelessness Support)

CCT holds 4 contracts these include; *AK 24-7 Emergency Crisis Accommodation* service for young women aged 12-18 who are experiencing violence, homelessness or who are at risk of becoming homeless.

Housing Connect, who provides assistance to people who are homeless or at risk of becoming homeless.

Specialist Homeless Services, Boa Vista Road and Transitional Accommodation, Anglesea Street)

Table 12.1 AK Young Women's Emergency Accommodation (Southern Tasmania) New Client Intakes – AK Women's Emergency Accommodation

1 April – September 30	2019	2020	Difference
New Client Referral	37	35	5%

(Data Source: SHIP Client Database)



Table 12.2 Major Presenting issues of people experiencing homelessness or at high risk of homelessness , 2019 vs 2020

	2019	2020	
Relationship & Family Breakdown	65%	70%	↑
	Increase 8%		
Domestic & Family Violence	32%	17%	↓
	Decrease 47%		
Mental Health	32%	22%	↓
	Decrease 31%		

Note: Clients could cite more than one major presenting issue
(Data Source: Client Database; SHIP)



Housing Connect



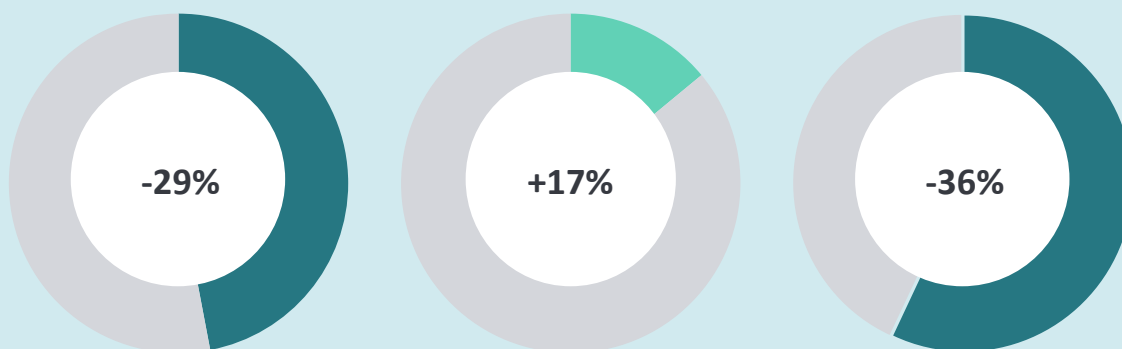
Housing Connect provides state-wide housing and tenancy support to provide people in private rental, social or public housing who are at risk of becoming homeless to prevent evictions and stabilise the tenancy.

Table 13.1 New Client Intakes into Housing Connect Program

	2019	2020	Difference
Southern Region	356	358	+1%
Northern Region	534	455	-15%
North West Region	115	99	-14%
Total	1042	947	-9%

(Data Source: SHIP Client Database)

Changes in Presenting Issues for Housing Connect; April - September 2019 vs 2020



Housing Affordability

Unemployment

Financial Difficulties

(Data Source: SHIP Client Database, note clients could cite more than one major presenting issue as the reason for their homelessness).

Table 13.2 Major Presenting Issues for Housing Connect; April - September 2019 vs 2020

	2019	2020
Financial Difficulties	47%	30%
	Decrease 36%	
Housing Affordability	48%	34%
	Decrease 29%	
Evictions / Housing Crisis	50%	47%
	Decrease 6%	
Inadequate or Inappropriate Housing	39%	36%
	Decrease 8%	
Relationship & Family Breakdown	27%	28%
	Increase 4%	
Domestic or family violence	22%	22%
	No Change	
Mental health issues	37%	35%
	Decrease 5%	
Unemployment	12%	14%
	Increase 17%	

Note: Clients could cite more than one major presenting issue (Data Source: Client Database; SHIP)

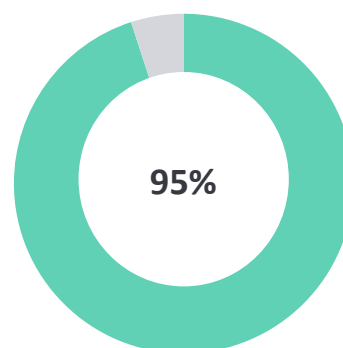


Housing Connect Continued.

Table 13.3 Employment Status for clients referred to Housing Connect;
April - September 2019 vs 2020

	2019	2020
Unemployed or not in labour force	90%	95%
Employed	8%	5%
Unknown	2%	0%

(SHIP Client database)



Housing connect clients
unemployed or
not in labour force



Table 13.4 Number of clients reported as
Employed to Housing Connect;
April - September 2019 vs 2020

2019	2020
101	52

(SHIP Client database)

Table 13.5 Income Sources for clients referred to Housing Connect; April - September
2019 vs 2020

	2019	2020
No Income	8%	5%
Employment alone	4%	3%
Government assistance	88%	92%

(SHIP Client database)

(Housing Connect - Anglicare, Housing Connect C47)

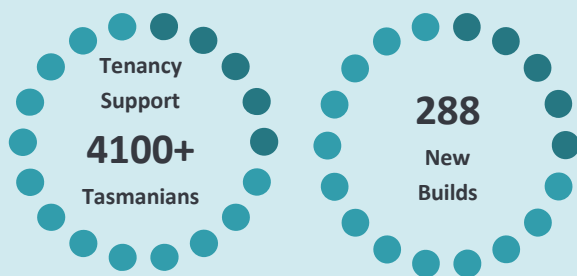




Centacare Evolve Housing

Centacare Evolve Housing (CEH), a tier one Community Housing Provider, owns or manages over 2000 properties throughout Tasmania. Most tenancies are classified as social or affordable housing and are allocated from the Housing Connect waiting list. CEH provides tenancy support to 4100+ Tasmanians.

In the last 6 years CCT & CEH have built over 547 houses in Tasmania with funding from both state and federal governments and continue to be a major contributor to the affordable and social housing market. CEH have 288 new builds in the pipeline and CEH is currently in the tendering process for the 'Community Housing Growth' program.



During the pandemic CEH reported the following;

- Two thirds of their staff worked from home, the remaining 1/3 kept the Bridgewater site office open to provide critical social housing supports during the pandemic.
- Tenancy Management shifted from a portfolio management model to a task based approach. This assisted to manage all urgent requests on-site and allowed for a very focused service delivery, especially in the area of following up arrears and new house handovers.
- Routine tenancy/property inspections and non urgent maintenance jobs were postponed. These have since recommenced.



Following the pandemic CEH acknowledge that:

The announcement of a moratorium on evictions raised concerns that this would result in a spike in rent arrears. However, the increase in the Jobseeker payment resulted in a small drop of tenancies in arrears.

CEH believe the biggest risk, with arrears is most likely ahead of them when government assistance are reduced again to pre-COVID-19 or similar levels. As it is foreseeable the tenants may have become used to the new normal and may see any reduction as a payment cut rather than a return to previous levels.

Temporary legislation has meant CEH has been unable to increase rents and unable to issue Notice to Vacates due to non-payment of rent. This is scheduled to be lifted on January 31 2021, CEH will need review internal process and asses the impact of this.





St Joseph Affordable Homes



St Joseph Affordable Homes is a new and innovative Catholic building and construction social enterprise committed to building 100 new homes every year. The homes will be a portion of CEH and CCT's substantial new build program.



Table 14.1 Current SJAH Developments as of 30 September 2020

9 x 2 bedroom dwellings	New Norfolk	Graham Court
9 x 1-2 bedroom dwellings	Glenorchy	Chapel Street
10 x 1-3 bedroom dwellings	Chigwell	Allunga Road
15 x 2-3 bedroom dwellings	New Norfolk	McLeod Street
1 x 2 bedroom dwellings	Gagebrook	Tottenham Road

St Joseph Affordable Homes purpose is to deliver social and affordable homes and provides substantial employment opportunities and wellbeing supports for young Tasmanians. Providing training and employment opportunities, specifically much needed trade apprenticeships, in a range of construction areas, gained through an in-house workplace ready and apprenticeship scheme which partners with CEH's *Build Up Tassie* initiative.

Now in its third year, the aim of *Build Up Tassie* is to leverage CEH and CCT's significant build programs. *Build Up Tassie* creates firm pathways to employment, including apprenticeships, through linkages to industry and with significant training partners such as Southern Central Trade Training Centre, TasBGAS and Tasmanian Building and Construction Training Board. Following the start of SJAH in July 2020, *Build Up Tassie* has seen significant increases in engagement, interest and attendance which can be attributed to opportunities for some participants for apprenticeships through SJAH as well as high need for employment and training opportunities for young Tasmanians, heightened by growing concern for employment options since COVID-19.

Attendance Rate of Build Up Tassie in 2020



Table 14.2 Build Up Tassie Program Statistics

	July – Dec 2019	July – Dec 2020
Total Number of Expressions of Interest	24	42
Attendance Rate	52%	96%
Apprenticeship Gained	2	6
Work Placements	3	11
Industry Connections	38	53



COVID-19 INSIGHTS II has been developed by CCT's Social Impact Unit, a dedicated team with specialist skills in evaluation and impact measurement, systems analysis and research, social entrepreneurship, strategic and philanthropic partnerships, advocacy and communications.

The Social Impact Unit is tasked to support CCT and associated Catholic entities to understand the individual and combined outcomes and impact of our services, in a rapidly changing and diverse community.

The Unit is founded on a Social Impact Approach which is based on leveraging partnerships to enable and create change. This approach allows us to deliver the best return on the funds available through linking resources internally as well as in the broader community, and designing innovative and collaborative solutions to complex problems.

The Social Impact Approach aims to improve outcomes across seven wellbeing domains. CCT's Social Impact Approach, recently researched through The University of Tasmania is aligned to the Tasmanian Government's Child and Youth Wellbeing Framework.

The Social Impact Unit supports the organisation to measure, understand and translate the impact of our mission to serve Tasmanians in need.



COMPASSION.
CARE.
TOGETHER.



For further information

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**‘Fostering love for the poor and the vulnerable, a spirit of humble
service, of mercy and compassion for all’**