



**Social Services  
Hunter-Manning**  
DIOCESE OF MAITLAND-NEWCASTLE



# Helga Smit - Director



The National Disability Insurance Scheme is like a gumball machine

# Who are CatholicCare?

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle



# Services We Provide

- Child, Youth & Family Services
  - Disability Service
    - Out of Home Care
      - Counselling
        - Refugee Service

# Five locations



# CatholicCare Disability Services

- Supported Accommodation
  - Turnover
    - Staff Numbers

# Spreading the word!



**DISABILITYCARE AUSTRALIA: CATHOLICCARE CAN ASSIST YOU!**

CatholicCare is an established Disability Services provider offering direct person centred care and case management.

CatholicCare will be offering services such as:

- Drop in support and assistance to gain and maintain housing
  - Supported accommodation and emergency respite
- Living skills capacity building, counselling and clinical services
  - Support as a financial intermediary. Contact us to find out more!

 **Social Services Hunter-Manning**  
DIOCESE OF MAITLAND-NEWCASTLE

**50 Crebert St, Mayfield**  
Phone 4979 1120



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**YOU'RE INVITED TO OUR  
DISABILITY SERVICES OPENING**

Disability Care?  
Think  
CatholicCare!







# April Dowd – Operations Manager - Disabilities

“This is the largest social reform in community services for over forty years. This policy reform highlighted the areas of discrimination and the underfunded disability sector”

# The Change

- New Ways of Thinking
  - Relationships with other Providers
  - Staffing Culture & Recruitment
  - Knowing our Business

# Megan Thornton – Business Manager

“The National Disability Insurance Scheme has seen a complete 360 in the way we do business”

# Knowing our Business

- Costings
  - Planning
    - Systems
      - Quality
        - The Rollout

# In Conclusion



# Lessons Learnt... If we could do it again

- Value Change Management
  - Source Expertise
    - Ask Questions
      - Develop your Brand
        - Invest in your Team



THE WORLD TELLS US TO SEEK  
SUCCESS, POWER & MONEY;  
GOD TELLS US TO SEEK  
HUMILITY, SERVICE & LOVE.

POPE FRANCIS



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