

Who is CatholicCare?

CatholicCare, formerly known as Centacare, is the welfare arm of the Roman Catholic Church and has operated within the Archdiocese of Canberra & Goulburn for more than 50 years.

During this time CatholicCare has grown from the beginnings of a small volunteering organisation to the large multidisciplinary welfare agency it is today. CatholicCare operates with a simple and clear premise – to help people.

This aim has not changed over the years.

Helping people involves valuing, strengthening, assisting, supporting and caring for people who are less advantaged in our community.

Do I have to be Catholic to use this service?

The answer is NO. CatholicCare provides services to all members of our community. We ensure equitable access to all individuals using our services.

Privacy and Confidentiality

CatholicCare is committed to providing high quality services with respect to confidentiality, accessibility and equity to persons in the community. With this quality in mind we have also attained Quality Management System accreditation to ISO 9001:2008.



(Formerly known as Centacare)
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For assistance through the New Arrival Humanitarian service contact:

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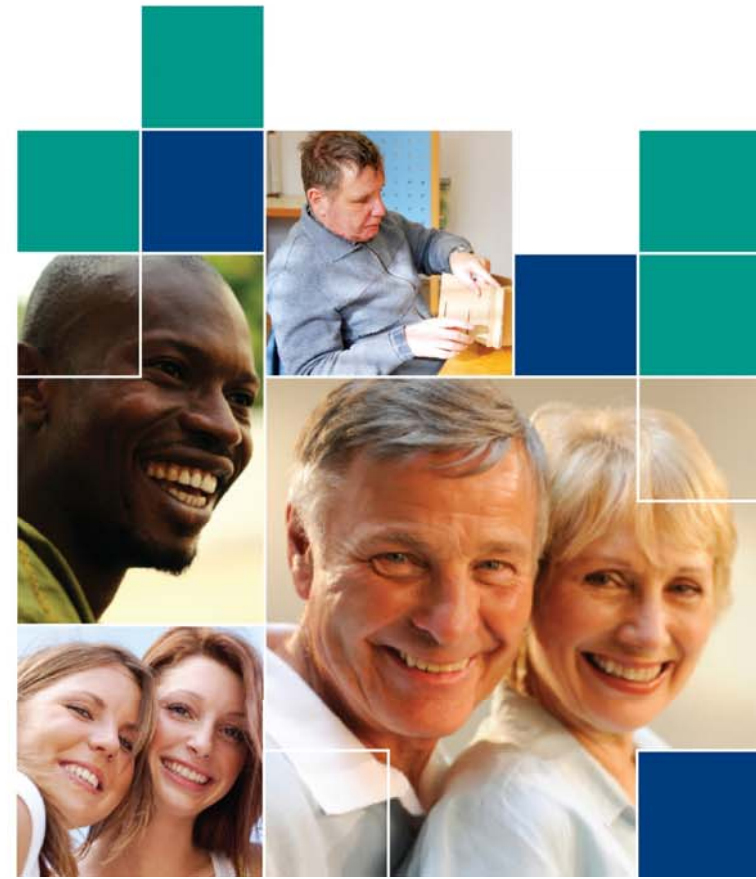
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New Arrival Humanitarian Service (NAHS)



Our Clients

Clients are those who apply outside Australia, through the Office of the United Nations High Commissioner for Refugees (UNHCR) or Australian Immigration Offices and are granted refugee status and the right to permanent residence before they come to Australia.

CatholicCare works in partnership with Companion House, who provide counselling services for those who have experienced torture and/or trauma. Companion House also provides Advocacy and Awareness Raising in the community.

In addition, CatholicCare works in partnership with Government Departments, Community groups and private business in providing Integrated Human Services.

What is the aim of the program?

To provide a resettlement service to New Arrivals in the IHSS program which will assist them to develop the knowledge, skills and resources required to establish their life in the Australian community. The program begins from the time of their arrival and may last up to six months.



Who implements the program?

The Department of Immigration and Citizenship (DIAC) contracts CatholicCare to deliver the services according to its case management model.

In the New Arrivals program there is a Program Manager, a volunteer Coordinator and Program Development Officer, Case Managers and a Household Goods Coordinator. The program is assisted by many valuable volunteers and volunteer groups within the Canberra, Goulburn and Queanbeyan regions.

Services Provided

Case Coordination, Information and Referrals

- Assessment of needs of New Arrivals and SHP Entrants and their proposers.
- The development of case coordination plans for all entrants.
- Provision, monitoring and review of support for all entrants

On Arrival Reception and Assistance

We meet entrants on arrival and transport them to suitable accommodation. We provide entrants with an initial orientation of their accommodation, assist with emergency needs, medical attention and clothing/footwear where appropriate.

Accommodation Support

The program assists new arrivals with transitional and longer-term accommodation.

Proposer Support

People who have proposed family to settle in Australia are called 'proposers'. Although they are able to offer accommodation and some amount of support to newly arrived families, we also offer them assistance in areas of settlement where they lack the required resources.

Household Goods Assistance

The program helps the new arrivals source and supply basic furniture and household appliances when they acquire long term accommodation within 6 months of their arrival date. We also provide training for new arrivals in the use of their household appliances.

