

every



ANNUAL REPORT 2011-2012

In society today,
families come in
many shapes and
sizes but regardless
of the particular
shape and size,
families need
support.

everyone.





THANK YOU

CatholicCare would like to thank all those who contributed to this report, including Directors, Managers and their teams.

Thank you to our friends at the Communications Office Archdiocese of Melbourne, whose assistance enabled CatholicCare to produce this annual report on a small budget.

ACKNOWLEDGEMENTS

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The gift of families

The Social Justice Statement of the Australian Catholic Bishops Conference this year was entitled "The Gift of Family in Difficult Times: The social and economic challenges facing families today." In that document the Bishops maintain that families are the basic unit of society. "As intimate communities of life and love, their wellbeing is so vital to our society, culture and economy that we can say that the future of humanity passes by way of the family."

It is a concern then that in our prosperous nation there are families that face social and economic pressures that threaten their survival. Given the centrality of family to the prosperity and general well-being of society, it is incumbent on all of us to play our part in creating an environment that supports families.

Government of course has a vital role to play but so too do the churches and other community institutions. Support of families and children is central to the Catholic Church's work through parishes and schools. However, at times families may be confronted with especially difficult circumstances. Through the professional and specialist services of CatholicCare, the Church is able to reach out to support those families facing a particular point of vulnerability.

That support may come in the form of specialist counselling for families caught in the grip of an addiction; or those facing the prospect of relationship breakdown; it may be support for families who come to this country seeking asylum or refugees trying to establish a new home. As you will observe throughout this report, the needs of families are varied as are the responses provided through the work of CatholicCare.

I take this opportunity to thank Mr Frank Swan and the Board of CatholicCare along with Fr Joe Caddy, the management team, staff and volunteers for their contribution to this marvelous mission of service of the Church to the broader community.



Visions of excellence

A Strategic Plan is important in that it sets the scene and provides direction for an organisation. Over the past year one of the key tasks for the Board of CatholicCare has been the development of the 2012-2015 Strategic Plan detailed in pages 40-41 of this report. The overarching theme of the plan is that it places the needs of families and communities at the very heart of CatholicCare's activities.

The current economic environment, particularly in relation to government spending, has meant that there have been only limited opportunities for expansion in programs over the past year. One area of notable growth has been our expanded ability to support asylum seekers.

Thanks to the support of our donor base and the generosity of the Archdiocese of Melbourne, we have also been able to provide new services into the growing outer suburbs of Melbourne and Geelong. However, we are aware that the complex needs of families in these communities far exceed our current capacity and pose great challenges for the future.

As this report demonstrates, CatholicCare continues to provide a wide range of excellent programs over a number of locations and continues to have a positive healing influence in the lives of thousands of needy families and individuals in the Melbourne and Geelong regions. For that, I commend the professionalism and dedication of management and staff.

Again, the ongoing support from the Archbishop and the Archdiocese of Melbourne is greatly appreciated, as is the support from our many service partners and generous donors.

Finally I thank my fellow Board members who give so generously of their time and skill and who have articulated a clear direction for CatholicCare over the coming years. I would like to acknowledge in particular the outstanding contribution of Professor Joe Remenyi who retired from the Board in December after sixteen years of service.



Extending our reach

It was Winston Churchill who said "to improve is to change; to be perfect is to change often."

The current period is one of improvement at CatholicCare and so change has been inevitable. Aside from our name change in 2011, the needs and economic and social contexts of communities have changed, and to this CatholicCare has responded.

As evidenced in the 2012-2015 Strategic Plan, the new directions and emphasis have also resulted in CatholicCare adopting a new management structure. This better enables us to meet the needs of all communities, whether they be firmly entrenched or newly-established.

The new management structure will be implemented over the coming 12 months and will ensure that CatholicCare has a more strategic local presence, enabling us to better put the needs of families and communities at the very heart of our activities.

There have been many highlights over the past twelve months, as demonstrated throughout this report, but they have been achieved in a tight financial environment. This has seen few new opportunities arising through Government funding and unfortunately, even a reduction to some areas of our activities.

A productive partnership with MacKillop Family Services and Jesuit Social Services has seen us providing increased opportunities and support for families seeking asylum. Cooperation with the Brigidine Sisters Asylum Seeker Project, the Order of Malta, the Gill Family Trust and a number of parishes has also seen our assistance of families seeking asylum extended to include vulnerable asylum seekers who find themselves on Bridging Visas with very little government support.

Other partners such as Cabrini Health, the Catholic Archdiocese of Melbourne and our always loyal and generous donors, have meant that even in these tight fiscal times we have been able to extend vital support services to some of the most needy communities in the Melbourne and Geelong regions.

Once again the Catholic community of the Archdiocese, in recognising that the work of CatholicCare is central to the mission of the Church, has been most generous through its support of our annual Church Appeal and other fundraising measures.

The prayer and support of the Church through the parishes, the Archbishop and the Diocesan Finance Council; the dedication and skill of the Board; and the professional competency and self-giving of skillful staff and volunteers, have all contributed to a year where, once again, CatholicCare has provided essential and much needed services to many of the poor and vulnerable families and individuals who struggle to get by in our communities.

It is our duty to fulfil our mission of 'life to the full' for families, individuals and communities in all their diversity.

To bring it back to Winston Churchill again, "Healthy citizens are the greatest asset any country can have."

We at CatholicCare wholeheartedly agree with this sentiment. It is this belief that inspires our dedicated staff, volunteers and management team daily, in giving their best efforts to improve the lives and wellbeing of those less fortunate.

None of what we do could be achieved without the support of our private donors, benefactors, parishes, Board members and of course the Archdiocese. We owe all of you an enormous debt of gratitude.

Responding to emerging needs

2011-12 has been a year of achievements and innovation for the Community Services programs. We have continued to work on building connections within communities experiencing social isolation and disadvantage, as well as focusing on meeting the needs of families and individuals from all backgrounds who are facing difficult challenges.

In January, we were advised by Quality Improvement and Community Services Accreditation (QICSA) that our registration under the Quality Improvement Council standards had been confirmed. This was most gratifying given the hard work and commitment made by all staff across Community programs to realise our aspiration of being a continuously improving organisation. At the same time, we also became re-registered under the Victorian Community Service Organisation Registration standards as a provider of Integrated Family Services.

In January, we also became the new community partner organisation with Australian Catholic University (ACU) to deliver Clemente Fitzroy, an innovative supported learning program for people who have experienced significant disadvantage (addiction, mental illness, homelessness, poverty, unemployment, social isolation etc).

We have been delighted to work with 30 students and 35 volunteers across the two semesters of 2012 and were privileged to be part of the formal graduation ceremony where two Clemente Fitzroy students graduated alongside 300 other ACU graduates. This is a remarkable personal milestone for these two students whose lives have changed forever as a consequence of Clemente Fitzroy.

Our Alcohol and Other Drug Family Service was successful in securing additional funding over three years to extend our work into new areas. These include Kinglake, the Vietnamese community across the inner North and West of Melbourne and to begin working alongside the African and Burmese communities to provide culturally appropriate drug education, case support and community development.

Our work with people seeking asylum and those who have arrived as refugees and humanitarian entrants continues to be in high demand, and expanded this year to include working with highly traumatised families and individuals exiting the held detention system around Australia.

The Community Services teams are looking forward to the coming year and the challenges and opportunities presented by our new Strategic Plan, focusing on providing the best possible client-centred services we can across Melbourne and Geelong.

Building new lives

The Refugee and Settlement Program equips newly arrived refugee and humanitarian entrants with the social and life skills necessary for successful integration and settlement into Australia. This is a highly vulnerable group with significant levels of mental health issues, unemployment, language barriers and social isolation. We identify what their priority needs are and assist them to develop goals, leading them to be self-sufficient and in control of their circumstances. We assisted **787 individuals and families** and have facilitated **3,684 referrals** to link clients in with local mainstream services.

4,370 PARTICIPANTS BENEFITTED FROM 'VILLAGE LIKE' SOCIAL SUPPORT AND LIFE SKILL DEVELOPMENT SESSIONS.

Giving hope

Our Asylum Seeker Support program focuses on two areas: supporting vulnerable individuals and families released from immigration detention centres into community detention; and individuals and families who are living in the community on bridging visas, with virtually no support. In both areas, we provide housing, case work support, advocacy, practical assistance and linkages into the wider community through volunteers from parishes in Noble Park, Hawthorn, Forest Hill, Mitcham and Castlemaine. We have supported **78 people** (vulnerable young males and families) within our community detention program and **5 families** (15 individuals) through our bridging visa program.

An integral part of this program's success is due to the support we receive from the parishes, foundations, congregations and organisations including the Order of Malta, Gill Family Foundation, Sisters of Charity, Glen Waverley North and Camberwell parishes and the Divine Word Missionaries. We could not do this work without their time, energy, gracious hospitality, and practical and financial assistance.

Yoni and Rabi have both managed to set-up successful businesses with the help of the No Interest Loan Scheme (NILS) through the Refugee and Settlement Program.

These stories below are a wonderful example of Catholic social service and health agencies working together as part of the Asylum Seeker Support Program.

Emad* arrived in Australia over three years ago and spent almost two years in various immigration detention centres. He was released into our Community Detention program where we discovered that he suffered from an Atrial Septal Defect (a hole in his heart). We contacted St Vincent's Hospital Cardiothoracic Unit who didn't hesitate in offering assistance. Within a matter of weeks he was admitted to St Vincent's Hospital for open heart surgery. Emad now lives in the community on a permanent protection visa and has been able to resolve a longstanding medical complaint that was impacting his quality of life and would have eventually shortened his lifespan.

** Name has been changed for privacy reasons*

Among the many families we are supporting is one couple with three young children who were forced to leave their African homeland. They were physically abused due to the wife being Christian and the husband being Muslim. The husband was tortured, his wife kidnapped and fleeing the country with their children was their only option. They are now on a bridging visa, supported by CatholicCare and Red Cross while living in a house provided by the Sisters of Charity.

Yoni's story

Originally from Ethiopia, Yoni, his wife and their four children lived in the Kakuma refugee camp in Kenya for seven years before being granted a visa to Australia. Despite having good English language skills, a driver's license and being highly motivated, Yoni was unable to secure himself an interview opportunity, let alone a job.

As Yoni puts it, "If no one is willing to offer me any type of job why should I not try to be self-employed, I am healthy, energetic and hard working. I need to do something that I am good at and most importantly, I need to do anything that would give me hope and get me back my pride."

With the help of the Refugee and Settlement Program, Yoni managed to set up his own cleaning business and may even become a future employer himself one day. The business is growing more than he ever expected and he hopes to be able to employ an additional person within the next six months.

When asked what the program had done for him, Yoni in his own words says "CatholicCare's NILS program has shaped my hope and future. It was there for me when I lost my dignity, pride and felt so bad about myself. Can you imagine sitting without any work for three years – no, I do not want to remember it – my life was badly affected. The financial support from CatholicCare saved my life. It helped me to recover from my depression by taking the pressure off me and make me function as a person once again. It gave me back my confidence and dignity. Praise the Lord and thanks CatholicCare for being there at a time I was desperately looking for someone to turn to."

Rabi's story

Rabi and his children are refugees from Sri Lanka who migrated to Australia four years ago. Rabi was frustrated at not being able to join the work force and requested financial assistance to help set-up his own photography business. He wanted to be self-employed as a freelance photographer, but due to financial constraints he was unable to purchase the sophisticated equipment required for the business to succeed.

Rabi explained his situation as follows, "The CatholicCare NILS program was there for me with practical financial support while I was stuck with my unemployment problem. My immediate expectation was to make myself a productive person but I needed a lot of patience and a lot of understanding. The loan helped a lot by taking the pressure off me so I could purchase the equipment I needed for a long time. It gave me hope, I feel more confident, and now I feel that there is something for me in Australia."



FAMILY SUPPORT SERVICES
– MANAGER KATHLEEN WEST

Helping families stay together

Our Family Support Program is funded by the Department of Human Services to provide counselling, in-home family support, case management and group work to families across the Western suburbs. A great deal of our work is outreaching to families experiencing difficulties which may be as a result of family violence or breakdown, financial problems, substance abuse, mental health, isolation or just trying to find their way within the community.

The Western region has grown considerably over the past several years, consequently our funding has increased so we can meet the increasing demand.

181 FAMILIES PROVIDED WITH SUPPORT AND ASSISTANCE

Providing for the best interests of children

Our Adoption and Permanent Care programs provide services to couples and families wishing to become adoptive or permanent care parents and our Adoption Information Service assists those searching for their biological families. We provide specialised services to parent/s who, for many reasons, are unable to care for their infant and wish to use our Adoption Program to find a very special family for their child.

Our Adoption and Permanent Care Programs **placed 6 children** with loving and nurturing families, and the Adoption Information Service had **64 registrations** throughout the year from people wanting to learn about their biological families.

359 HOURS OF POST PLACEMENT SUPPORT PROVIDED

Sue came to us determined to turn her family's need for support and assistance into a successful outcome... she has done just that!

During the first meeting with Sue it was clear that she wanted and needed help, particularly with regard to the relationship between herself and her 17 year old son.

Sue is a single mother, with four children; she has been diagnosed with depression and her ex-husband was abusive and still attempting to control and manipulate her. Sue's 17 year old son was using drugs and becoming aggressive towards her and his siblings and the whole family lived in fear of what might happen.

Our work with Sue focused on resetting the boundaries with her son and developing a safety plan and behaviour contract for when he was in the home; encouraging Sue to take time for herself and look at future study/work options; re-educating Sue on the cycle of violence and how this was still impacting on their lives and assisting Sue to take back control of her home and future.

Focusing on Sue's abilities and strengths; and given she was highly motivated for change, our role was to guide and support her through the changes she was making. At times it became overwhelming for her but as she began to see the positive effect these changes were having on her children she became more determined to continue moving forward. The issues that Sue sought support to change will likely always be present, but she now has the knowledge, skills and resources to manage them and put her own needs and those of her younger children first.



Suzanne graduated with her Certificate in Liberal Studies through Clemente Fitzroy and is now a full-time Bachelor of Arts student at Australian Catholic University (ACU). Here are some of her reflections from being on campus for 18 months.

Life on campus is a challenge. But I still have support. I get help at student administration to enrol and to choose my tutorials. When I go to the bookshop and get my new books I get really excited about the coming semester. I generally read quite a bit before classes start.

The first lecture is exciting and then I get the requirements of the course spelt out. It can seem a bit overwhelming, knowing I have to do three essays and a talk or two essays, a talk and an exam. A bit of panic can set in. How am I going to do this? I can be plagued with self-doubt and imagine myself failing. But the routine of good study habits will always pull me through. As I am at university I must have the capabilities to stay here so I think of that. I'm not at university by accident.

Some students stick to themselves and some students reach out to me. Whatever the situation, being in the main body of students week in and week out is exhilarating. It helps to define who I am – a university student studying for her degree, not just someone with schizophrenia, something I have struggled with.

Included in one of the challenges is looking for scholarly material on the internet. Negotiating computers can be tricky for people not regularly using them, but my student, who is a bit like a learning partner can help, and so can the academic skills unit.

I have trouble sometimes editing essays. My student and tutor will point me in the right direction here. I don't hesitate to clarify things with my tutor if I don't understand something. Lecturers and tutors at ACU are extremely approachable and eager to help.

As I work my way through the workload, and sometimes I don't stick one hundred percent to my routine, I feel I'm making some progress. Finishing the first draft of an essay is always a huge relief. If I really want to be on top of my studies, I can aim to complete projects ahead of time. It gives me an extra week or two so that I feel in control of my studies not the other way around.

When the final exam is over, there is a huge sense of relief despite not yet having the results. There is about two months holiday between semesters and I can tell you, by the end of that two months I am fed up with holidays and itching to study again.

Choosing new subjects is exciting. Saying goodbye to old lecturers and tutors is a bit sad. Life as a student can be a bit of a roller coaster but I wouldn't miss it for anything.

ALCOHOL & OTHER DRUG FAMILY SERVICE
– MANAGER VICTOR BILOUS

Bringing people back together

The Alcohol and Other Drug Family Service (AODFS) is focused on restoring the wellbeing and relationships of those affected by problematic alcohol and other drug use. Our team of counsellors and caseworkers helped **30 families** through supported Alcohol and Other Drug playgroups and engaged **780 families** in community education and family life skills development programs. A further **650 clients** attended our various locations for individual counselling.

CLEMENTE FITZROY – MANAGER VICTOR BILOUS

Education changing lives

Clemente Fitzroy is a new program delivered in partnership with Australian Catholic University (ACU). It offers, at no cost, supported tertiary level education in the humanities for people who are experiencing significant disadvantage. In semester 1, our first as a partner in the Clemente Fitzroy initiative, **14 students enrolled** and **12 successfully completed**. **14 volunteers** supported the students and learning partners.

Problems at work travel home. Problems at home travel to work.

ACCESS Programs provide an Employee Assistance Program (EAP) to companies on a fee for service basis. Employers engage EAP providers to look after the emotional wellbeing of their staff. An employee may not be at their best if they are experiencing problems in their personal or professional life. Speaking to a counsellor outside their usual networks is often helpful and gets people back to functioning well in the workplace. As well as providing counselling for work or personal related issues, ACCESS Programs provide a suite of professional services to organisations such as: critical incident response; workplace training; workplace mediation and management consulting.

ACCESS PROGRAMS PROVIDED **3,588** SESSIONS WHICH CONSISTED OF COUNSELLING, CRITICAL INCIDENT RESPONSE, WORKPLACE TRAINING AND WORKPLACE MEDIATION.

Hope and recovery

On 7 February 2009, the worst firestorm in Australia's history tore through 4,500-squared-kilometres of land, claiming the lives of 173 people, injuring more than 5000 people and destroying 2029 homes.

Almost four years on from the tragedy, the Bushfire Community Recovery Service continues to work alongside communities and individuals on the road to recovery with volunteers and workers delivering over **2,232 hours of counselling to 428 clients.** There has also been a mammoth **2,372 hours** spent on **community development activities.**

The previous success of the community Partnership projects Community on Ground Assistance (COGA) program and the Kinglake Ranges Volunteer Resource Centre saw the Victorian Bushfire Appeals Fund allocate \$2.9 million in funding, extending COGA to become the state-wide model servicing the areas most impacted. COGA provides practical property recovery as well as skilled tradesmen to assist with moving people into their homes. Over the past 12 months this project has completed more than **143 jobs** across **69 properties** in deeply impacted areas.

The Bushfire program currently has funding until December 2013. The Community on Ground Assistance program and the Kinglake Volunteer Resource Centre will operate until June 2014.

We extend our heartfelt thanks to the below organisations who provided vital financial and logistical assistance for the Community Bushfire Recovery program in 2011-2012.

The Victorian Bushfire Appeals Fund, Rotary Service District 9800, Bluestone Recruitment, The Salvation Army, Rotary Richmond Branch, Heartland Church, City of Whittlesea, Young Christian Workers, City Life Church, the Department of Education and Early Childhood Development and all who have contributed in many ways.



Community on Ground Assistance volunteers working on bushfire affected properties.

Voices around the Campfire

Proving the resilience of the bushfire affected community, a group of women survivors of the Black Saturday Fires formed a Wellbeing Committee. They wanted to provide a space where the community could come and reconnect with fire in a positive way.

A Wellbeing Group was established and in October 2011 the inaugural Voices around the Campfire was held. Community members designed a program of activities and workshops where they shared their own knowledge, traditions, skills and stories.

Approximately 180 people enjoyed meeting people from different cultures and traditions living in their own community. The atmosphere was joyful and relaxed as the community embraced a mixture of activities catering for young and old.



Traditional grass weaving activities.

Along with CatholicCare, special thanks must go to Road Broadford Motorsport Circuit, Pathways Bushfire Recovery Program and Berry Street who also offered support to the project.

Relationships – the foundation of a healthy society

Our Family and Counselling Services team have worked tirelessly during the past 12 months. In a world that continues to throw up challenges, no matter what the socio-economic status may be, they are supporting couples, families and individuals to work through difficulties and maintain, enhance or develop strong and supportive relationships.

Our Programs

Counselling has traditionally been our core service, however, the emphasis has moved from the provision of counselling in CatholicCare offices to a broader geographic spread. Over the past 12 months, with support from the Catholic Archdiocese of Melbourne and a variety of philanthropic trusts, we have been able to provide outpost counselling support in Barwon Region, Melton, Hoppers Crossing and Hoppers Crossing North. We've also developed a partnership with the Gathering Place Health Service in Maidstone to provide services to their Indigenous clients.

The **Marriage & Relationship Education (MRE) Unit** has continued to offer a range of relationship programs to assist couples and individuals. These include Marriage Education and Enrichment, African Dads and Kids, Vietnamese Parenting, Bringing your Baby Home and Relationships Matter! We also offer the GodStart Program – connecting young families with their parishes.

Our **Family Dispute Resolution (FDR)**, **Family Relationship Centre (FRC)** and **Parenting Orders Program (POP)** worked together with support from counsellors, to assist parents in developing workable and sustainable post-separation parenting plans that focus on the best interests of the children.

The **School Counselling Unit** continued to provide services to students, schools and families, offering school based counselling, psychological assessment and professional development opportunities.

Our **School Refusal Program (Cool2b@school)** has developed a partnership with Cabrini Health and City of Stonnington and is now offering services to families in the Horace Petty Housing Estate in Prahran. We also worked in partnership with School Focused Youth Services and eight Catholic schools in the City of Boroondara, with a focus on preventative services.

The **Professional Development & Training Program** provided a wide range of opportunities to CatholicCare staff, as well as other professionals working in private practice or community agencies.

Plans for future

There is a high level of enthusiasm and commitment as we plan for the future. Program evaluation continues to be a high priority and we are working towards the introduction of Results Based Accountability (RBA) to create a more accurate measure of success. We will continue to explore opportunities for partnerships, especially with the Gathering Place Health Service.

Everyone has difficulties in their relationships

When adversity strikes, whether it be from unemployment, unresolved childhood trauma, ongoing arguments with loved ones or other contributing factors, people can feel overwhelmed and vulnerable. Our counsellors are there to find resolutions and develop coping mechanisms that contribute to long-term resilience and wellbeing. During the past 12 months we have helped **4,344 new clients** each with their own unique life issues. We help children, individuals, families, even work colleagues, to work through issues and get their relationships and lives back on track.

Strengthening refugee families

CatholicCare has responded to emerging needs in the northern suburbs of Geelong by providing family and relationship counselling and advocacy support to refugee communities in high-need neighborhoods.

A diverse range of recently arrived families and their children are assisted with counselling and support groups. We also provide relationship counselling services in outposted sites where we are co-located with other service providers in Winchelsea, Ocean Grove and Werribee.

Over the past 12 months we have assisted **1,670 individuals** in the refugee and outreach program in the Northern Suburbs of Geelong, Winchelsea and other outposts on the Bellarine Peninsula.

Helping families to stay connected

Our Family Dispute Resolution and Mediation services operate across all branches providing vital support to families in the midst of relationship breakdown.

Our Parenting Orders Program works alongside families who have experienced very high conflict over a long period of time. We have helped **687 clients** to negotiate parenting arrangements - protecting the best interests of the children.

The Geelong Family Relationship Centre works with families experiencing separation and financial or property disputes. We have helped **1,121 clients** with emotional support and practical advice. Our goal is to strengthen family relationships and ensure separated parents focus on the needs of the children.

Everyone benefits from healthy relationships: individuals, couples, families and society!

The Marriage and Relationship Education Unit provides a range of services to support healthy and growing relationships across life stages. We tailor our relationships programs to meet the needs of students, new parents, newly arrived refugees, couples and families.

We know that within a positive and supportive learning environment, people can learn new skills and communication techniques that help develop and strengthen their personal and professional relationships.

Tatiana* first came to CatholicCare Counselling Services almost 18 years ago. This is her story, in her own words, of how she regained her self-esteem making her a stronger person and a better parent.

“When I first came to CatholicCare, I had just separated from my ex-husband and was seeking assistance in putting my life back together with my two young children.

I was fortunate to be accepted by your organisation at that time of need, and since then I have had many visits to your Mitcham Branch for assistance with other life challenges through the last 18 years. I come from a background of very little family roots and very little identity of love and care from family. Through the help of my counsellor, I have learnt to grieve, repair, forgive and most of all survive with my children. I was given a reason to live; I was reunited with my God, who I thought abandoned me.

My counsellor was so dedicated to her work of helping people, that regardless of the situation, I always felt heard. She was interested in my whole family unit, and how I was progressing. I never once felt judged even though my life was so dysfunctional.

My life has taken me through many dealings with the court systems of Victoria and many visits to services searching for help for my children for substance and alcohol abuse. I have been in many lonely, dark, sad places where you can't build friendships or have respect because people judge you or the actions of your family. To cope with all this, I developed strength because my counsellor cared. She always made me feel that I was worthy enough to continue fighting and survive in this life.

I received professional advice, but the kindness and support I felt replaced my dilemmas of loss of family, love and belonging. When someone cares for you, you feel worthy and good about yourself. The message reinforced to me was that it's worth living – and eventually, I actually started to believe it myself.

I will forever be grateful – I SURVIVED – still we battle on, but God has a place for everyone and he found one for me. And I thank the staff at CatholicCare for all of it. You are probably sick of my life and all the appointments but have never been anything but loving and supportive towards me.”

** Name has been changed for privacy reasons*

Wayne and Catherine are one couple who took the opportunity to enrol in our Marriage Education Program to assist them to build a healthy and growing marriage.

When Catherine and Wayne registered for our Marriage Education program, they were anxious and not sure what to expect. To their surprise, they enjoyed it and upon completion felt that they had grown even closer together. Both agreed that it opened up their relationship and taught them about the true meaning of marriage. Wayne was happy to learn about their personality differences because it helped him to understand Catherine better. He also liked the opportunity to talk about his feelings with Catherine, especially when sharing about the meaning of their wedding vows with each other.

“When she goes quiet it is her way of thinking. This was really important for me as now I know she is not ignoring me or the issue.”

Wayne, Marriage Education participant

“This program brought Wayne and I back to reality. It taught us how to be conscious of the way we communicate, how to continue to build our friendship, understand the differences in our personality and how to manage conflict in our relationship. It is always nice to plan for a party or big event but you can get caught up in the wedding plans and give hardly any attention to the marriage.”

Catherine, Marriage Education participant



SCHOOL COUNSELLING
– MANAGER DR ANGELA GORMAN-ALESSI

We're listening to you

School counsellors and psychologists are an integral part of a student's personal development and wellbeing. Our school-based 'holistic style' counselling services have seen an increase in service provision of 25% over the past two years. We currently **service 65 schools** with qualified staff, and are providing training and supervision to **interns in 16 schools.**

We work closely with parents and schools, and regularly consult with external health resources to ensure students can access any additional help they may require. For some students, accessing counselling in a safe environment can be the difference between developing into a well-adjusted adult or a troubled soul.

1,700 STUDENTS ASSISTED

A holistic approach to relieving anxiety

When children first disengage from school there is increased potential for long term negative psychological and social outcomes. Cool2b@school offers support to families, and treatment to children suffering anxiety or refusing to attend school.

Our focus is preventative, and through partnerships with Stonnington Council, School Focused Youth Services and Cabrini Health, Cool2b@school has expanded to include disadvantaged and vulnerable families residing in the Horace Petty Housing Estate in Prahran – with **11 clients engaged** in this program since March.

We are held in high regard by other agencies, and the past 12 months has seen our staff providing education to external stakeholders on how to develop the necessary assessment skills and ability to either work with these clients, or to refer them to our service.

EDUCATION AND TRAINING PROVIDED TO **400** PARENTS/STUDENTS

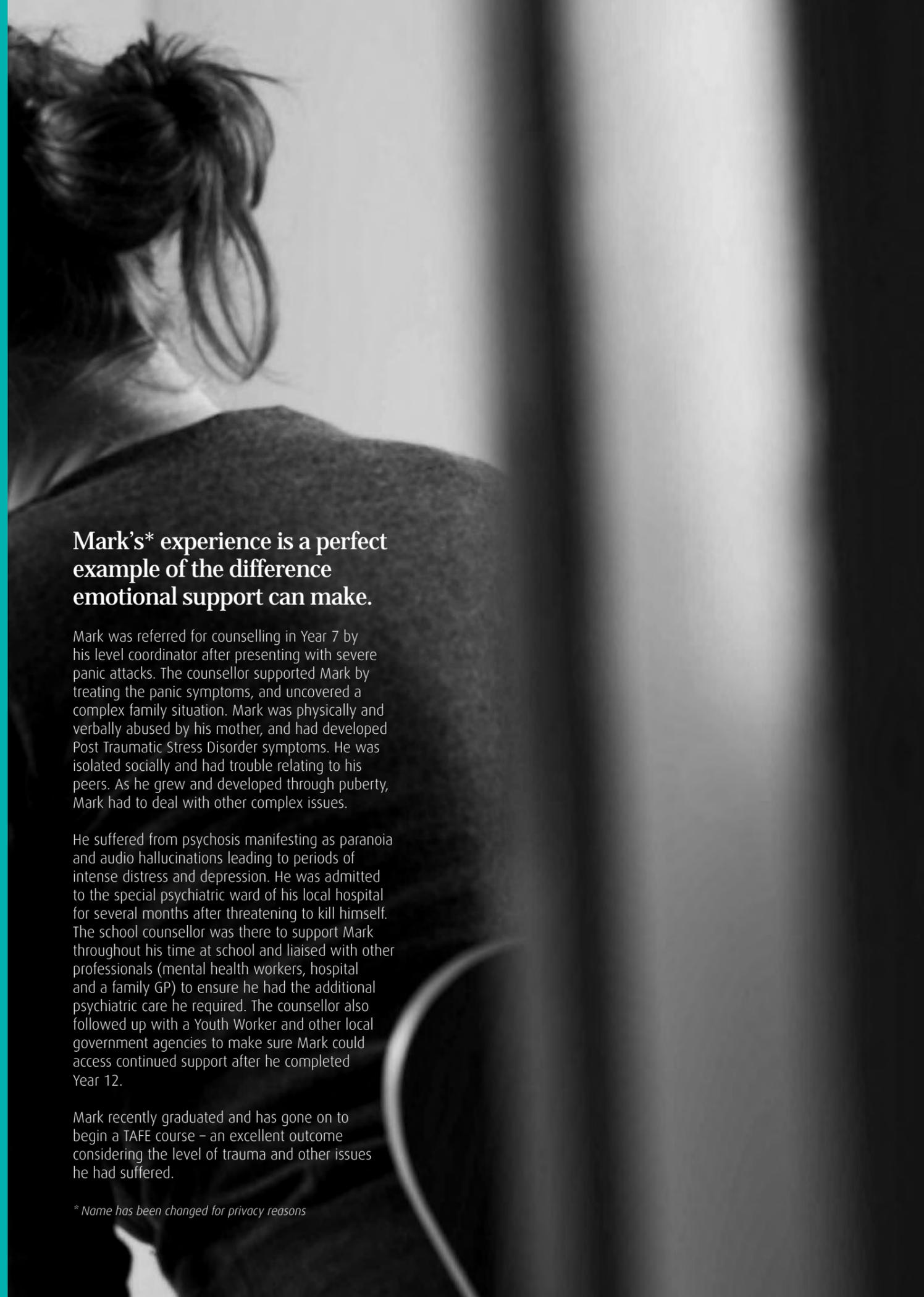
Mark's* experience is a perfect example of the difference emotional support can make.

Mark was referred for counselling in Year 7 by his level coordinator after presenting with severe panic attacks. The counsellor supported Mark by treating the panic symptoms, and uncovered a complex family situation. Mark was physically and verbally abused by his mother, and had developed Post Traumatic Stress Disorder symptoms. He was isolated socially and had trouble relating to his peers. As he grew and developed through puberty, Mark had to deal with other complex issues.

He suffered from psychosis manifesting as paranoia and audio hallucinations leading to periods of intense distress and depression. He was admitted to the special psychiatric ward of his local hospital for several months after threatening to kill himself. The school counsellor was there to support Mark throughout his time at school and liaised with other professionals (mental health workers, hospital and a family GP) to ensure he had the additional psychiatric care he required. The counsellor also followed up with a Youth Worker and other local government agencies to make sure Mark could access continued support after he completed Year 12.

Mark recently graduated and has gone on to begin a TAFE course – an excellent outcome considering the level of trauma and other issues he had suffered.

* Name has been changed for privacy reasons



Everyone is important

Listening with infinite respect and non-judgmental care is a hallmark of Pastoral Services Chaplains, volunteers and workers. These everyday heroes are the face of the Church at times of great need in the lives of those they serve. They walk with us as we attempt to look to our future with peace. Their work is embedded in the business of hope, conducted with compassion and most importantly acknowledges the dignity of each individual whom we serve.

'The biggest challenge is to provide a reliable, sympathetic and trustworthy presence amongst the clients.'

Br Stephen Bugg, July 1941– January 2012

These are the words of a Prison and Youth Justice Chaplain in a report he wrote just prior to his unexpected death, and they remain a challenge for us all as we continue our people centered service.

The Seasons™ Loss and Grief Program has supported those experiencing the pain of grief and loss for over 16 years. The partnerships established across Australia and New Zealand, and in particular with schools and community based organisations, continue to support the delivery of Seasons™ at the local level. The New Zealand program currently has 22 Seasons regional centres across the country, with 180 volunteers and 1098 children attending the program, all supported by ongoing communication and resource support. During the next 12 months, Seasons™ will continue collaborating with the Catholic Education Office Melbourne on possible shared services and expertise.

In our Chaplaincy Services, examples of the work of meeting the challenges of bringing 'life to the full...' John 10:10 are visible. They are seen every day as Chaplains minister to women, men and youth in Victoria's prisons and youth justice centres, as they visit a patient in an Intensive Care Unit, supporting their grief and pain and that of their families and as they minister to those living with HIV/Aids.

Our prison Chaplains and volunteers support incarcerated people and their families across 13 prisons in regional and metropolitan Melbourne. Currently, we only have resources to support the placement of part-time chaplains in six major public hospitals in Melbourne. On any given day, one third of patients are registered as Catholic. This means one chaplain may have up to 100 people on their list for visitation. We have also offered financial support and assistance to 23 parishes so they may minister in hospitals within their boundaries.

Our dedicated Chaplain in the Youth Justice Centre at Parkville can work under extremely sad circumstances. Over the past year, he has conducted four funerals, nine memorial services, attended two hospital visits, offered character support at four court appearances and delivered 840 hours of programs. This is in addition to the 78 hours of service provided to remand clients and 78 contact hours given to new admission clients.

The role of the Catholic Chaplain is to walk with people as they seek out new possibilities in their lives and support them as they invite God and others to join them in this journey. They spend much of their time listening to the anxieties, fears, hopes and joys of those they meet. As one CatholicCare Chaplain describes it "What a privilege is the role of the Catholic Chaplain."

Everyday heroes

Heroism is seen every day in the work of Catholic Chaplains in hospitals, prisons, youth justice facilities and the community.

'God sent you to me. I was wondering if He had forgotten me. Now I am sure He will never leave me.'

A patient's words

In the words of Martin Luther King Jr, we can respond to the loss of dignity and hope in one of two ways "...either to react with bitterness or seek to transform the suffering into a creative force." Every day, Chaplains on your behalf choose the latter. They are truly people centred in the service they deliver, sometimes in the most difficult places or when confronting great pain and vulnerability in those they support.

Supporting people at their most vulnerable time

Seasons™ is a preventative and empowering program of support to those experiencing the pain of grief. While grief in children is often dismissed because they are 'too young to understand', the grief of older people is often discounted because they are 'used to it'. The message of Seasons™ is that grieving is a normal process regardless of age or circumstance. We help people to stay connected with those who have died or with whom our relationships have broken down.

This year, we have **trained 157 people as Companions** to conduct Seasons™ in their own individual school or community setting.



Lisa's* story shows - from a child's perspective – how Seasons™ helped her to feel positive after experiencing the grief of her parent's divorce.

"My family split up last year and Mum wanted me to go to the Seasons Group at our school. I said, 'yes' and I have just finished the 10 weeks. We had a big party at the end and we celebrated everything and the future. I used to feel really sad every day when I went home and saw our family portrait and sometimes I cried. I didn't like going home. But now I can look at our picture and remember the happy times and smile. It's not so bad and even though Mum and Dad don't love each other anymore I know that they love me."

** Name has been changed for privacy reasons*

Our chaplains share in moments of great joy and happiness, such as this beautiful story of a mother, her newborn and her need to express her faith.

A call comes to the Catholic Chaplain's office at a major public hospital in Melbourne. It is from the Unit Nurse Manager requesting the Chaplain to come up to one of the birthing suites. A mother wants prayer for herself and her new baby. The nurse mentioned that both the mother and baby are in good health, the mother simply wants someone to pray with her. Words cannot describe the beauty of this encounter. The mother very quietly and beautifully tells the Chaplain about the birth of this little girl, her third child. Together they speak about the yearnings and hopes that she and her husband have for their family. After prayers of blessing, the Chaplain gives this mother communion and then leaves her in the beautiful contemplation in which the Chaplain has been privileged to share.

Drawing attention to the work we do

CatholicCare acknowledges with appreciation the generosity of donors, friends and benefactors for their continued commitment to our mission.

Mainly through private donations and bequests, together with philanthropic Trusts and Foundation sponsorship and event income, we have been able to continue to provide the community with services that are either unfunded or only partially funded by government or other sources.

Gifted income for the 2011-2012 financial year was \$1,831,326 representing 11.51 per cent of CatholicCare's total income of \$15,915,523.

Our direct mail appeals, calendar and friendship clubs raised \$661,743 and general donations were \$36,254.

Our major appeal – the Church Appeal – was held in parishes throughout the Archdiocese of Melbourne in September and raised \$214,783. This support of the parish communities and donors is testament to the importance of the work undertaken by CatholicCare on their behalf and that of the Archdiocese of Melbourne. The Church Appeal was also helped by volunteer donors and staff who committed their personal time to promoting the work of CatholicCare during the appeal. Genazzano FCJ College Kew continued their successful partnership with us, providing students to deliver the appeal in several parishes. These students were prepared and trained by Ms Lila McInerney, Deputy Principal, Faith and Mission.

Our school focused Family Week fundraising program was held during May in Catholic primary and secondary schools. This is a joint initiative of CatholicCare and the Catholic Education Office Melbourne. Schools conducted a variety of care-a-thons on our behalf raising \$21,521. Classroom resources encouraging discussion and activities on the life journey and uniqueness of families were distributed with the fundraising material. A number of schools held family days and family focused liturgies to coincide with this initiative.

We also piloted a Social Justice program for secondary school students. This program enabled students to observe several of CatholicCare's programs in action including Prisons Ministry, HIV Ministry, Refugee and Settlement Program and Alcohol and Other Drug Family Services. Students then undertook exercises which helped them examine their underlying beliefs and attitudes towards social justice issues. Schools that participated in this were Catholic Ladies College Eltham, Academy of Mary Immaculate Fitzroy, Xavier College Kew and Star of the Sea College Gardenvale.

CatholicCare's annual Mass of Appreciation and donor, benefactor and staff morning tea was held on the feast of Christ the King, 20 November 2011 at St Patrick's Cathedral. The Mass was conducted by Archbishop Denis Hart and concelebrated by our Chief Executive Officer, Fr Joe Caddy. The Mass is held every year and remembers the loved ones of our donors and supporters.

We appreciate those who have already remembered us in their will and ask our supporters to consider CatholicCare when they are next updating their Will. With government funding declining, bequest income is becoming increasingly important to us. The funds received from Estates for the year 2011-2012 was \$897,025.

We would like to thank and express our gratitude to all our donors and private benefactors who willingly donate through regular giving, fundraising and direct appeals. Your generous support is vital to the livelihood of the unfunded and partially funded programs and services CatholicCare delivers on behalf of the Archdiocese of Melbourne and the Catholic community.

We also wish to acknowledge with appreciation the funding and support received from the following local, State and Federal Government Departments, sponsors, partners, alliances and philanthropic Trusts and Foundations.

Sponsors

Archdiocese of Melbourne
Catholic Education Office
Cabrini Health
Friends of St Mary of the Cross
Good Shepherd Youth and Family Service
Order of Malta
Our Community

Trusts and Foundations

Collier Charitable Fund
Foundation for Rural & Regional Renewal
Geelong Community Foundation
Gill Family Foundation
Give Where You Live
Jack Brockhoff Foundation
Newsboys Foundation
Percy Baxter Charitable Trust (Perpetual Trustees)
The William Angliss Charitable Fund
The William Buckland Foundation

Federal Government Funding

Attorney Generals Department
Australian Sports Commission
Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
Department of Health and Ageing
Department of Immigration and Citizenship
Federal Magistrates Court

Victorian Government Funding

Department of Justice through Corrections Victoria
Department of Health
Department of Human Services
Department of Planning and Community Development
Regional Development Victoria

Other Funding Bodies

Victorian Bushfire Appeals Fund

Local Government

City of Brimbank
City of Greater Dandenong
City of Greater Geelong (Regional Parenting Service)
City of Hobsons Bay
City of Maribyrnong
City of Wyndham

Alliances and Partnerships

Anglicare
Australian Catholic University (Institute for Advancing Community Engagement)
Australian Red Cross
AMES
Barwon Community Legal Services and Victorian Legal Aid (Geelong)
Berry Street Children's Contact Service
Bethany Children's Contact Service
Brigidine Asylum Seeker Project
Brotherhood of St Laurence
Community West Children's Contact Service
Deakin University
The Gathering Place Health Service
Glastonbury Community Services
Jesuit Social Services
MacKillop Family Services
People Living With HIV/AIDS Victoria (PLWHA)
Victorian AIDS Council (VAC)
Volunteer West
Wesley Mission

Bequests

Estate of Miss Margaret Dwyer
Estate of Mrs Marie Mears
Estate of Mr Andre M Bokos
Estate of Mr Josef Voldrich
Estate of Mr Basil Robinson
Estate of Mr Alan Patrick Dwyer
Estate of Mr Graeme Dwyer
Estate of Mr John G Dwyer
Estate of Mrs Mary Frances Thomas
Estate of Mr Patrick Byrne
Estate of Mr Harry Bugden
Estate of Mrs Georgena Bradshaw
Estate of Mrs Priscilla R Lynch
Estate of Mr Thomas Boyd
Estate of Mrs Sheila Mary Brocker – Cleeland and Stevens Trust
The Sweet Family

Connecting with our supporters

Fundraising through events is an integral part of the CatholicCare fundraising mix. Staging events throughout the year is an opportunity for us to engage with key financial supporters and the wider community. As a not for profit organisation, it is important to draw attention to the work we do and connect with the people who help get us there!

We are very aware of using our donor funds efficiently and effectively. We rely on our dedicated team of volunteers to assist us throughout the year with our own fundraising events. During the 2011-2012 financial year, staff and volunteers raised almost \$100,000 through fundraising activities.

Glamour of the Gown

Featuring a stunning fashion parade of after five and special occasion gowns dating back to the 1940's, funds raised from this event were donated to St Mary of the Cross Alcohol and Other Drug Family Service (AODFS) to help offset the shortfall in Government funding.



Vintage gown being modelled in the fashion parade.

Run Melbourne

CatholicCare staff created the Walking Angels team, walking 5kms and raising almost \$10,000



Our Walking Angels team

for disadvantaged families in need of our prison ministry, chaplaincy services, counselling services, mediation and refugee and asylum seeker support.

The Heavenly Gala Ball

Held in May at the stunning Plaza Ballroom in Melbourne, nearly \$70,000 was raised for St Mary of the Cross Alcohol and Other Drug Family



Plaza Ballroom Melbourne

Service. Special thanks must go to the students from Kangan Institute for their assistance with theming and photography at the venue.

We would like to thank the following companies and people for donating their services to our Gala Ball.
Alana Conway – Soprano & Harpist;
Coty Australia – Thank you gifts
David Seery – Caricature Artist
Genazzano Choir – Entertainment
Happy Medium Photography
Kangan Institute – Theming & Photography
Mike Nolan, Noel Jones (Balwyn) Pty Ltd – Auctioneer
Richard Smith, Mellar Marketing – Master of Ceremonies
Victoria Police Show Band – Entertainment

Our Volunteer Family

In the rush of all we do, we sometimes forget to express our thanks and gratitude to our volunteer family. They work for us all year round, supporting our activities with their generosity, good humour and skills.

All our volunteers are very much appreciated, highly valued and much needed. We could not achieve results for our fundraising events and program activities without them. We would like to acknowledge the dedicated work they undertake on our behalf and give thanks to their families who willingly share the time of their loved one, so they may actively participate in our programs and events throughout the year.

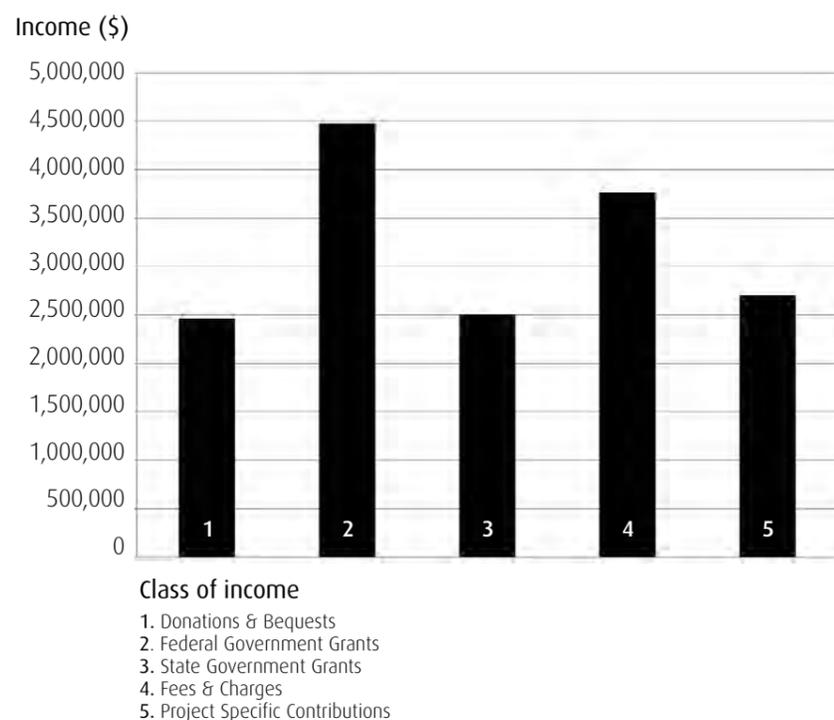
Our ability to deliver high quality programs and services is underpinned by good governance, sound financial management and human resource development. Through focusing on these responsibilities, we aim to deliver programs and services that benefit all our stakeholders – both internal and external – whether they be donors, partners, funding bodies, staff or clients.

Financial Overview 2011-2012

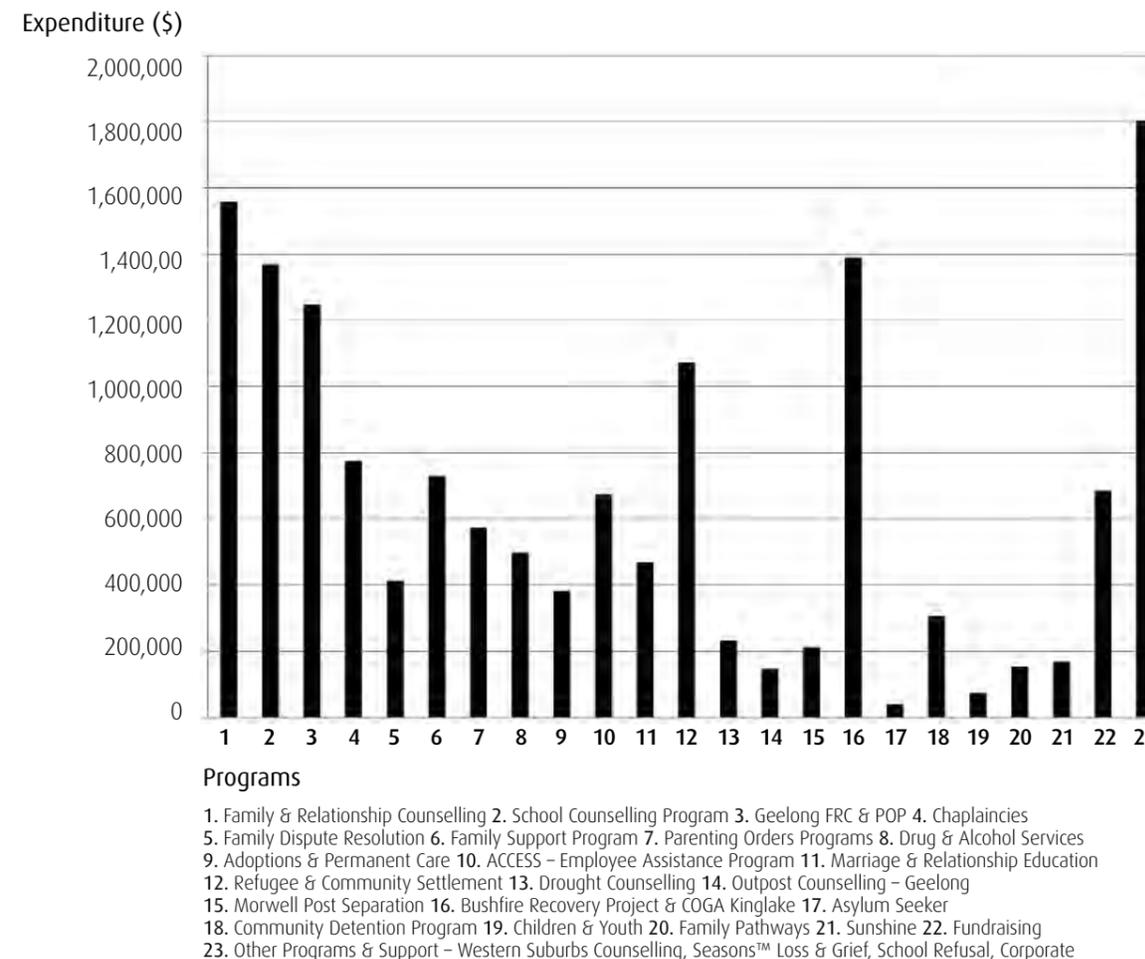
CatholicCare is fortunate to have continued sound financial growth in 2011-2012, with an operating surplus of \$943,068. This surplus provides growth in our equity and helps secure the financial sustainability of our programs and services to the families and individuals who need our assistance and care.

Revenue: Total income 2011-2012 increased by 12.6 per cent to \$15.9 million. Gifted and sponsorship income from our highly valued supporters are of utmost importance in our ability to deliver a wider range of services. Granted income, from Federal and State Government sources, is the largest category of our income.

The chart below shows CatholicCare’s income by type for 2011-2012.



Expenditure: During 2011-2012, CatholicCare spent \$14.9 million on programs delivery and support. The following chart shows the allocation of expenditure to major programs.



Equity: CatholicCare reserves and accumulated funds increased to \$5.9 million. Most of this Equity is accounted for by specific reserves:

Development Fund Reserve	\$2,670,000
Heritage Fund Reserve	\$880,000
Chaplaincy Reserves	\$308,333

A current and ongoing focus is improved financial management and reporting of programs and projects outcomes in a way that aims to better meet internal management information needs, as well as the requirements of external funding bodies.

A copy of CatholicCare’s Financial Statements can be requested from the Director Corporate Services.

Quality Improvement & Accreditation

In November 2011, CatholicCare was externally reviewed against the 18 standards of the Quality Improvement Council and has achieved accreditation. This encompassed core standards in governance and corporate functions including finance, risk management, safety and quality and service standards relating to a range of community services.



We are now working on the resultant Quality Work Plan as part of a three year cycle towards further review and re-accreditation. We are also planning for the 2014 review to include all CatholicCare services and programs so it becomes an organisation-wide accreditation.

Our plan (2012-2015): 'Bringing it all together'

Our spiritual home and culture

There is a strong historical tradition of service and advocacy for those in most need within the Catholic spiritual and cultural network. Throughout our long involvement in helping to build kinder and more equitable societies, Catholic agencies have also maintained a strong commitment to supporting and nurturing families in all their diversity as the basic building blocks of caring, healthy and just communities.

This strategic plan focuses our vision to 2015, working very practically and in a holistic way with families, maximising their opportunities for full social inclusion and breaking the chains of intergenerational poverty and disadvantage.

Between now and 2015, we will respond to the needs of those we wish to help and our changing environment by organising our efforts around two clear strategic objectives:

1. Developing a 'wrap-around' model of service in all our programs

What is a 'wrap-around' model of service?

A 'wrap-around' model of service means that we will always seek to engage with those we help in a holistic manner whether it be as part of their families; in their homes; among their friends; within their communities or in the broader society.

CatholicCare is committed to being able to identify and respond to the diversity and complexity of people's needs in all these environments whenever we can and we will continue to explore the concept of 'family hubs' in this service model.

We will provide some of our responses through our own services and we will collaborate and form partnerships to identify and shape local pathways to other services where needed.

We will make decisions about the location of our services, directly guided by this ethos to enable us to respond to identified service gaps and needs.

2. Integrating, consolidating and growing our organisation and our brand

CatholicCare's history and its present structure are at once our greatest asset and our most powerful challenge. While our diversity gives us breadth and depth in responding to those we serve, it can also leave us fragmented and feeling thinly spread.

We will consolidate our funding base and seek opportunities to expand and enhance our services to provide 'wrap-around' care.

We will continue to review, evaluate and integrate our various systems, services and programs as well as continue our role in the development and consolidation of CatholicCare Victoria and Tasmania.

In operationalising this plan, our focus will be on:

1. Services and programs

Implementing an integrated 'wrap-around' service model responsive to the needs of individuals, families and communities.

2. Advocacy and influence

Using our experience and knowledge to argue for programs and social structures that break the chains of intergenerational poverty and disadvantage.

3. People

Ensuring we have skilled staff operating within an appropriate organisational structure to meet our strategic intent.

4. Catholic mission and service

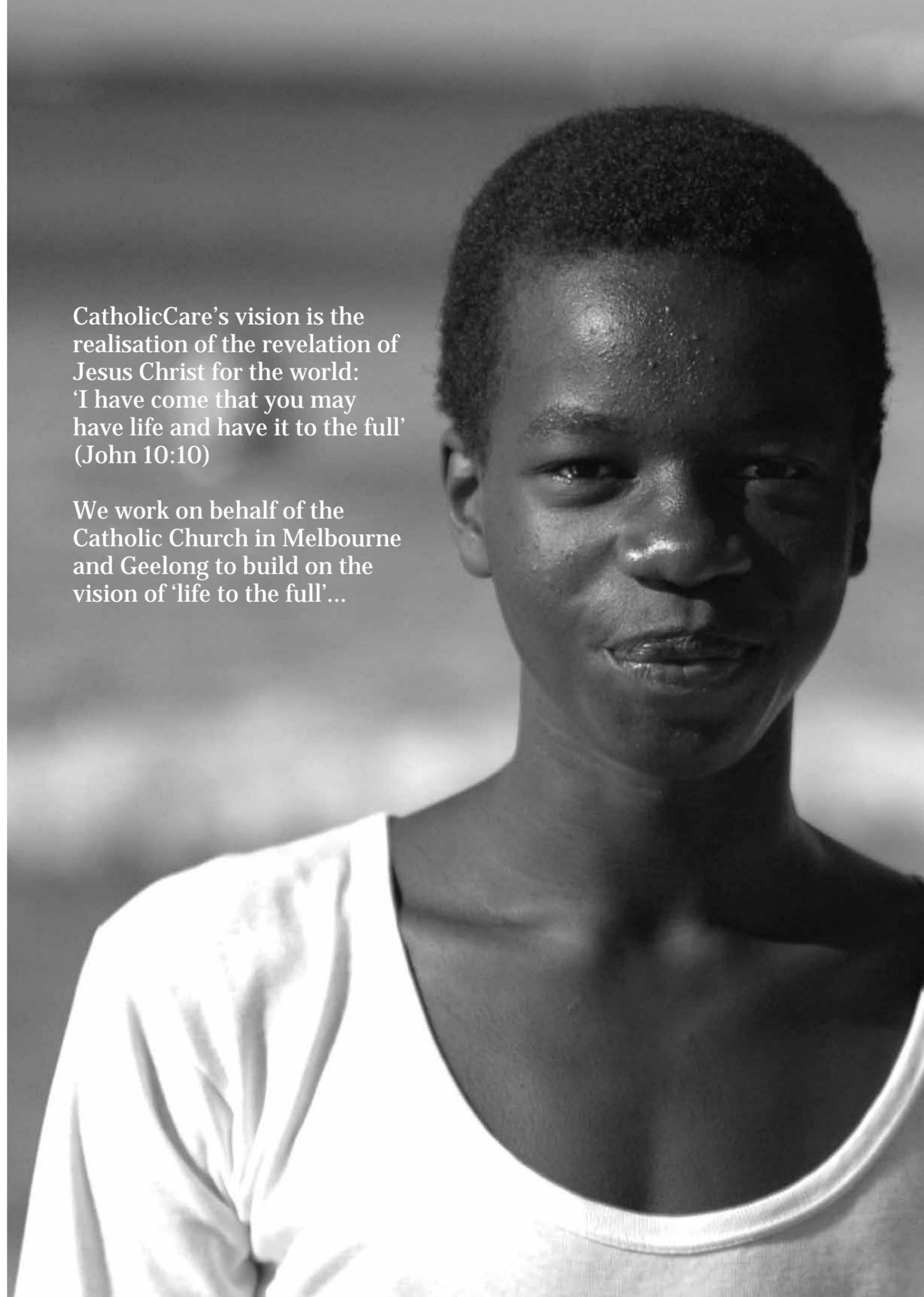
Supporting a strong future for Catholic service to the community.

5. Resources

Ensuring we have the resources, systems and processes to meet our strategic intent.

CatholicCare's vision is the realisation of the revelation of Jesus Christ for the world: 'I have come that you may have life and have it to the full' (John 10:10)

We work on behalf of the Catholic Church in Melbourne and Geelong to build on the vision of 'life to the full'...



BOARD MEMBERS



Top row (L-R):

Mr Frank Swan
Chairman
(Appointed to the Board November 2001)

Fr Kevin Mogg AM
Episcopal Vicar Social Welfare
(Appointed to the Board October 1991)

Professor Joe Remenyi
(Appointed to the Board May 1996)
(Retired December 2011)

Fr Kevin Dillon
(Appointed to the Board July 2003)

Associate Professor Ruth Webber
(Appointed to the Board July 2003)

Mr Richard Stone OAM
Chair, Finance Audit and Risk Committee
(Appointed to the Board September 2003)

Bottom row (L-R):

Fr Joe Caddy
(Appointed as Chief Executive Officer October 2004)

Ms Jane Tongs
(Appointed to the Board March 2006)

Mr David Huggins
(Appointed to the Board March 2006)

Ms Bernadette Steele
(Appointed to the Board May 2008)

Mr James McGarvey
Chair, Fundraising Committee
(Appointed to the Board May 2008)

LOCATIONS

Central Office

383 Albert Street, East Melbourne 3002
T: 03 9287 5555

ACCESS Programs

Level 2, 174 Victoria Parade, East Melbourne 3002
T: 03 9662 3929

Alcohol & Other Drug Family Service

St Mary of the Cross Centre
23 Brunswick Street, Fitzroy 3065
T: 03 8417 1200

Bushfire Community Recovery Service

Level 1/10 Main Road, Kinglake 3763
T: 03 5786 1016

Bundoora – 15 Plenty Road, 3083
T: 03 9466 7353

Dandenong – 96 Cleeland Street, 3175
T: 03 9793 2200

Dandenong – 224 Thomas Street, 3175
T: 03 8710 9600

Footscray – 3 Wingfield Street, 3011
T: 03 9689 3888

Geelong – 62 McKillop Street, 3220
T: 03 5221 7055

Malvern – 1-3 Valetta Street, 3144
T: 03 9576 2377

Mitcham – 510 Whitehorse Road, 3132
T: 03 9873 4344

Werribee – 2/19 Synnot Street, 3030
T: 03 8742 6835

Family Relationship Centre Geelong

Suite 2/27-31 Myers Street, 3220
T: 03 5246 5600 or 1300 656 043

Get involved

VOLUNTEERING

Yes I would be interested in:

- Receiving information on becoming a volunteer (assisting with events, support for refugees, administration, etc.)
- Receiving information on becoming a speaker for CatholicCare during our Church Appeal (Training would be provided)

DONATIONS AND BEQUESTS

Yes I would be interested in:

- Receiving information on becoming a donor through regular giving eg monthly
- Receiving information on how to leave a gift in my Will to CatholicCare
- Receiving information on how to donate online.

SUBSCRIBE TO CONNECT

- Yes I would like to subscribe to CatholicCare's CONNECT newsletter

Title _____ First Name _____

Surname _____

Street Address _____

Suburb _____ Postcode _____

Phone Number (BH) _____

(AH) _____

Email _____

OPTIONAL

- Under 30 30-40 41-50 51-60 61-70
- 71-80 81+

Children: Yes No Grandchildren: Yes No

Are you involved in a Catholic parish or school?

Yes No If so, which one? _____

Please return to:

Fundraising, Marketing and Communications
383 Albert Street, East Melbourne VIC 3002

Get involved

We are extremely proud of the assistance that we have provided to those most vulnerable over the past 12 months. If you would like to share in the CatholicCare journey, there are many ways you can be involved and contribute to the great work that we undertake on behalf of the community.

Volunteering:

You could choose to be a volunteer and offer support to one of our many programs. As a volunteer you benefit from the experience by: staying active in retirement; developing and maintaining skills while looking for permanent employment; but more importantly, the feeling of knowing you're helping others less fortunate. Becoming a volunteer is easy and the hours are flexible. You can opt to come in at regular times or register to have us contact you for special events when we need extra help.

Donations and Bequests:

You may like to help financially by becoming a regular donor or leaving a Bequest in your Will. CatholicCare depends on the generosity of individuals, families and organisations to maintain and deliver services and programs which are available to everyone.

Subscribe to CONNECT

We understand that some people may not have the time to volunteer or the financial means to donate regularly. If this is the case, you can get involved from the comfort of your lounge-room by subscribing to our quarterly newsletter Connect. This keeps our supporters and donors up to date on our activities and programs, fundraising events that we hold throughout the year and new initiatives or partnerships we are involved in.

To **GET INVOLVED** or to find out more about becoming a CatholicCare supporter visit our website www.ccam.org.au or complete the form overleaf and send it back to us.



www.ccam.org.au