



# Annual Report 2014



## Vision

'I have come that you may have life and have it to the full' (John 10:10)

## Mission

To work on behalf of the Archdiocese of Melbourne and the Diocese of Sale to build on the vision of 'life to the full' for families, individuals and communities in all their diversity, but in particular for those who are marginalised in society as a result of poverty, disadvantage and other barriers to social inclusion.

## Thank You

CatholicCare would like to thank all those who contributed to this report.

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

## Acknowledgements

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## Table of Contents

Archbishop’s Message .....	4
Chairman’s Report.....	5
Chief Executive Officer’s Report .....	6
Operations Report .....	7

### Family and Relationship Services

Counselling .....	8
Alcohol and Other Drug Family Service .....	8
Post-Separation Services.....	9
Integrated Family Services.....	10
Out-of-Home-Care .....	10
ACCESS Programs.....	11
Marriage and Relationship Education .....	12

### Education and School Support

Seasons Loss and Grief Peer Support .....	13
School Counselling .....	14
School Refusal .....	14

### Refugee and Asylum Seeker Support

Asylum Seeker Support .....	15
Refugee and Settlement Support .....	16

### Pastoral Services

Chaplaincy .....	17
------------------	----

### Gippsland.....

.....	18
-------	----

### Partnerships

Clemente Fitzroy .....	19
Victorian Family Law Pathways Network (VFLPN).....	20
CatholicCare Victoria and Tasmania (CCVT) .....	21

### Fundraising.....

.....	22
-------	----

### Sponsor and Funding Acknowledgements .....

.....	23
-------	----

### Human Resources .....

.....	24
-------	----

### Corporate Services.....

.....	25
-------	----

### Strategic Plan Report.....

.....	26
-------	----

### Executive Profiles .....

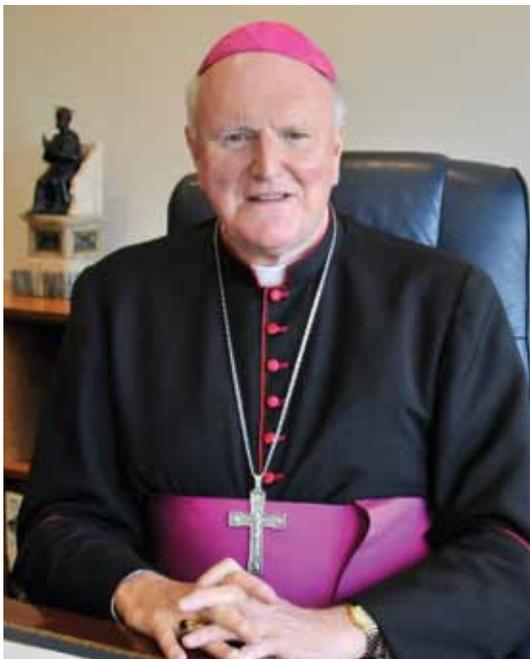
.....	27
-------	----

### Board of Directors .....

.....	28
-------	----

### Locations.....

.....	30
-------	----



## Archbishop's Message

A central feature of the ministry of Jesus was the time he spent with people, building relationships and accompanying them on their journey of life. As Church we are called to continue that ministry bringing hope and healing to those who are lost and wounded through our real and physical presence.

We know that healthy relationships are essential to healthy families and communities but as Jesus' ministry affirms, relationships need to be nurtured and require time and space to flourish. Our culture does not readily allow for this and at times appears even hostile to the needs of families. Financial and work demands dominate, leaving many parents time poor, while at the other extreme, families unable to compete in a harsh economic and social environment are left deprived through a lack of resources and opportunities.

The Church takes seriously its role of promoting the value and place of families in our society. In that context, CatholicCare is an important service which the Archdiocese offers to the wider community to assist people in the development of healthy relationships, and in particular to support families at times of uncertainty, challenge or distress.

That support may come in a number of forms including: specialist counselling for families caught in the grip of an addiction or facing the prospect of relationship breakdown; pastoral support for prisoners and their families, or practical assistance for families who come to this country seeking to establish a new home.

I take this opportunity to commend CatholicCare on its achievements over the past year and to thank the Chairman Mr Frank Swan and the Board along with the management team, staff and volunteers for their contribution to this important mission of service of the Church to the broader community.

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**Denis J. Hart**  
Archbishop of Melbourne

## Chairman's Report

A highlight for CatholicCare over the past twelve months has been the successful integration of the services of Centacare Gippsland into the organisational structure. The services provided through a contract with the Diocese of Sale are known locally as CatholicCare Gippsland. The Gippsland region has many needs and we are currently seeking opportunities to respond to the needs of families in this vast and diverse region.

Another major focus over the past twelve months has been the development of our organisational capacity and systems. In a period where there has been little opportunity for growth in funded services, the Board and senior management felt that it was timely to review and develop the capacity of CatholicCare, to better respond to changes in our communities and the way in which social services are delivered.

As funding for services becomes more "client directed" over time: our client records management systems; practices of invoicing and recovering fees; the marketing of services; and consistency of service delivery and client experience, become even more crucial.

To assist us to make the necessary changes a major piece of work was commissioned through

Deloitte. This project helped us to identify and prioritise the most pressing projects and tasks to be undertaken. The results of that work are now being implemented and have already brought about considerable improvements to the business processes and systems of CatholicCare.

The value of CatholicCare Victoria Tasmania (CCVT), an entity established by the Bishops of Victoria and Tasmania has become increasingly evident over time. The existence of CCVT has made possible joint funding submissions, and approaches to management, along with shared services and systems common to the participating CatholicCare and Centacare entities of the region. This promises to deliver even greater benefits into the future.

While the growth of our organisational capacity has been a particular focus this year, it is important to note that the motivation for this has been the future expansion of the mission of CatholicCare and better outcomes and services to the families and communities that we serve.

While the political and economic environment has not allowed an expansion of funded services over the past year, we

are very grateful for the support that we receive through ongoing funding from Commonwealth and State governments; contributions from the Archdiocese of Melbourne and Diocese of Sale; the prayers, encouragement and financial contributions of the wider Catholic community; our faithful donors and valued partners.

The Board congratulates the management and staff for their excellent approach to the need to continually improve the quality and efficiency of our service to those in need. Through the expertise and dedication of our staff and volunteers, and with the assistance of all our supporters, we have been able to continue to provide crucial services to many in our community who are in great danger of "falling through the cracks".

Finally I thank my fellow Board members for their excellent support and direction. I acknowledge the valuable years of service given by Mr David Huggins who retired from the Board in April, and welcome Mr Dennis Torpy who replaced him. The Board has a wealth of talent and experience which will greatly assist it in guiding the development of CatholicCare into the future.



**Frank Swan**  
Chairman

## Chief Executive Officer's Report

Across the universal Church, the care and welfare of families is currently under the spotlight. Aware of the many challenges facing families in the modern world Pope Francis announced an Extraordinary Synod for 2014 in preparation for a general assembly in October 2015, which will aim to find working approaches for the pastoral care of the whole person and the family.

The welfare of families is key to the wellbeing of our whole society. As Pope Francis expresses it *"the family is the fundamental cell of society, where we learn to live with others despite our differences and to belong to one another."*<sup>1</sup>

Throughout the dioceses of Melbourne and Sale, CatholicCare plays an important role in making concrete the Church's mission to care for families. The pages of this report illustrate the extent and effectiveness of that mission.

In the 2012/13 year, CatholicCare Melbourne was invited by the Bishop of Sale to take on the management of the programs of Centacare Gippsland. Those programs are now well integrated into our management structure – extending the range of our care and outreach throughout Gippsland – and we are now focussed on expanding family support programs in the region.

On other fronts though, the past year saw little growth and in some cases even a reduction of services.

Our work in the fire affected communities ceased as

funding from the Archbishop's Bushfire Appeal Fund was fully expended. Those funds allowed CatholicCare to do some excellent work with those communities following the 2009 fires, and certainly contributed a great deal to their recovery.

We were disappointed to lose out in the State Government's recommissioning of the Alcohol and other Drug funded sector. This resulted in the loss of some funding for our well regarded family focussed service. Importantly though, we were able to restructure that service in such a way that the impact on clients, while significant, was kept to a minimum.

Given that it was a year with few chances to grow funded services, we seized the opportunity to focus internally and undertook a number of organisational capacity building projects. As a result we are confident that CatholicCare is well positioned to take advantage of any opportunities that may emerge in the near future.

An important key to future improvements of our systems and expansion of programs will be the greater use of CatholicCare Victoria Tasmania (CCVT). Through CCVT, we anticipate a significant increase in cooperation between the CatholicCare and Centacare agencies across Victoria, to produce further joint funding submissions, develop and manage programs and share business services and systems.

In relation to future funding, CCVT has lodged submissions with the Commonwealth Department of

Social Services to implement family focussed mental health services, parenting and children services and refugee settlement programs. If those bids are successful then the reach and scope of our service to families across the dioceses of Melbourne and Sale may be significantly expanded in the coming year. The results of these tenders will be known in late 2014.

In summary, while there has been little growth, the services that are provided to the community remain of excellent quality and fill a valuable role of supporting families and individuals in need. This would not have been possible without the professional competency and self-giving of skilful staff and volunteers and excellent direction and guidance from the Board.

The support of the Archdiocese, our generous donors, and partners such as Australian Catholic University and Cabrini Health's social and community outreach program, have allowed CatholicCare to undertake innovative and highly effective programs in support of some of the most marginalised members of our community including asylum seekers, refugees, those struggling through addictions and families in insecure housing.

Once again the Catholic community, 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 appeals and other fundraising measures, and we are most grateful for the continuing support we receive.



**Fr Joe Caddy**  
Chief Executive Officer

1. Apostolic Exhortation "Evangelii Gaudium" 66



## Operations Report

2013/14 has been a year of reflection and planning for CatholicCare's services.

Our Organisational Capacity Building Project has engaged the whole organisation in assessing our systems and processes in order to ensure they align to provide the best possible outcomes for our service users. Working with Deloitte to understand these processes in greater detail, we asked service users their perspectives to ensure we were on the right track.

Service users told us they were satisfied with their first contact with us, but we could improve how we manage our waiting lists and internal referrals to ensure that clients receive the best services to meet their needs. Work to improve these areas has begun and we will see the results of this in the coming year.

We have embarked on a project alongside our CatholicCare Victoria Tasmania (CCVT) colleagues to procure a client relationship management system, bringing together over 10 different systems into one comprehensive database to better manage, secure and utilise data gathered, to better support our services users. The procurement process is almost completed and next year we will be reporting on the successful implementation of this much-needed infrastructure across the organisation.

Supporting our staff to do the best they can remains a key focus of energy.

This year we have reviewed and implemented an agency-wide staff support and supervision framework and learning and development framework. Work in both these areas continues as we refine an integrated approach to build capacity across the breadth of our services and expertise.

Due to the Victorian Government's reform of the drug and alcohol sector, our Alcohol and Other Drug Family Service was restructured, with our counsellors and community development workers integrated into our counselling and refugee support services.

Whilst all of this activity has been happening, our skilled and committed staff and volunteers have continued to deliver high quality, targeted, supportive and compassionate services to clients across Melbourne, Geelong and Gippsland.

The following pages highlight the key achievements of our services and the lives they have touched along the way.

**Sheree Limbrick**  
Director, Operations

## Counselling

Our family and relationship counselling services help families and individuals at all stages of life to develop coping mechanisms and find resolutions to their problems.

We had another productive year, working with a diverse array of clients across Melbourne, Geelong and Gippsland. We also provided outreach counselling to families in high need areas in the Northern suburbs of Geelong and supported refugee families in rural centres like Winchelsea.

The next 12 months will see us fostering greater service collaboration between service providers and partners to increase delivery of counselling and family therapy; provide more integrated services across our programs, and use technologies to respond to client needs more promptly. This includes trialling use of video conferencing and providing more support resources for clients online.

## Fast Facts

**2239 clients** received counselling

**10,012 sessions** were delivered

## Alcohol and Other Drug Family Service (AODFS)

The Alcohol and Other Drug Family Service works to restore the wellbeing and relationships of those affected by alcohol and other drug use.

Through supported playgroups, community education and specialised counselling, we help people to be healthier and happier.

The Victorian Department of Health undertook significant reorganisation of services in both the mental health and alcohol and other drug sectors in 2013/14. Disappointingly for us, we were notified in April that our bid to continue working with Department of Health funding was unsuccessful. As a result, the majority of our State Government sponsored services ceased in August resulting in a major reorganisation of our AOD services.

## Fast Facts

**720 clients** received counselling

**390 people** benefitted from community education and life skills programs

**80 Vietnamese women** attended ESL classes

**108 playgroup sessions** were held benefitting 34 families

**30 students** participated in the Clemente Fitzroy Program



Counselling remains a key focus with specialist AOD counsellors working alongside family and relationship counsellors in branches at Dandenong, Footscray and Bundoora. Additional counselling is provided at the Cyrene Centre, Noble Park, in partnership with the Dandenong Deanery, and at the St Mary of the Cross Centre Fitzroy.

Our drug and alcohol community education and support with African and Burmese communities continues through work in Dandenong, Werribee and Footscray and a new partnership with Youth Support & Advocacy Service (YSAS) in Sunshine.

Our partnership with Australian Catholic University (ACU) - which provides opportunities for people with AOD and mental health issues, to return to study via Clemente Fitzroy – continues and 30 students successfully enrolled and took part in tertiary level studies.

*“My life has taken many twists and turns. Thanks for being there to help unravel some of the more challenging bits of this journey. There are times I feel strong and my resolve seems firm, but at other times, I feel stuck. Thanks to CatholicCare I know I will have the opportunity to continue to grow and leave the past behind.”*  
 - Individual Counselling Client

## Post-Separation Services

Post-Separation Services help families in all stages of conflict through Family Dispute Resolution and the Parenting Orders Program.

The **Family Dispute Resolution Service (FDR)** is crucial in helping families to successfully negotiate agreements surrounding issues of parenting, property and financial settlements following relationship breakdown. This service assists people to negotiate agreements which reduces the need to go to court. There is high demand for this service, and the challenge for us is managing the demand and waiting lists in some of our locations where there are limited providers of mediation services.

The **Geelong Family Relationship Centre (FRC)**, of which we are the lead agency, is experiencing similar challenges. As the safety net for FDR and relationship services in Geelong, we are often the first referral point for people who have separated. Demand in this area is exceeding our current capacity to assist families in need and the service has strong links with legal services and other service providers in the region.

The **Parenting Orders Program (POP)** has counselling and group education components to

### Fast Facts

**1665 clients** received FDR support

**3804 FDR sessions** delivered

**573 clients** assisted in POP

**2554 individual counselling sessions** delivered through POP

**21 group POP programs** provided

implement and support change for high conflict families working to resolve conflicts, in the best interests of children. We help parents to negotiate agreements, reduce conflict and increase cooperation and communication. We also provide psycho-educational ‘Our Kids’ courses (6 week duration) which help parents to examine their actions and learn how parental conflict, attitude and modelling of relationships affect children.

*“I think it helped that some of the group were dads. Hearing the experiences of others in the group helped me see things from my ex-partners point of view more; and realising your actions, even if you don’t see it, affects your child greatly”*  
 - POP client (after attending ‘Our Kids’ parenting course)

In the future, we plan to increase our work in schools, where we educate teachers and parents about the impact of separation on children; and provide more opportunity to families undergoing mediation, using the service model delivered through FRC, where specific information is given to clients to help prepare them for the negotiation process.

*“You and the other mediator are the only ones who’ve been able to stop us arguing and to refocus on our daughter – this is why a contact agreement was reached”.*  
 - FDR Client

## Integrated Family Services

Integrated Family Services offers in-home support to vulnerable families who are experiencing difficulties, with a focus on improving their parenting confidence and capacity.

Clients attend on a voluntary basis via referral through the Child FIRST Alliance, a central intake point across partner organisations to provide co-ordinated service delivery, with most of the work occurring within the client's home.

Over the past 12 months we have worked closely with disadvantaged families to provide practical support, advice and opportunities to increase their skills in parenting and household management in three catchments - Brimbank-Melton, Southern and Western Melbourne.

In the next 12 months, we anticipate being involved in the Services Connect pilot - an initiative of the Department of Human Services (DHS) which is being piloted across Victoria. Services Connect aims to improve efficiency for clients with multiple services involved in their lives.

The overall vision is that clients/families into the future would have one key worker, one assessment and one case plan across multiple services.

*"Thank you for always giving me a reason not to kick my boys out. Our discussions about motherhood and family have helped me feel 'normal' and made my issues look like: Oh well other people have issues too, rather than self-pity or denial. Through our work, our talking and your care I have somehow worked out what I need to do to survive."*

- Counselling Client

## Fast Facts

**267 families** received support

**10,410 hours** of direct service provided

## Out-of-Home-Care

Our Adoption and Permanent Care programs help couples and families wishing to become prospective parents or permanent carers. We also provide an Information Service for people searching for their biological families and adoption records.

The number of enquiries about past adoptions received by our **Adoption Information Service (AIS)** increased significantly due to the Adoption Act amendment - implemented in July 2013 – giving birth parent's access to identifying information about the child they relinquished.

Through our **Adoption and Permanent Care** program, 4 children were placed with loving families, two of whom are special needs with complex medical issues and disabilities. Families caring for special needs children receive additional training to prepare them for the extra demands of children with complex issues.

We also made two successful permanent care placements; accredited two families for infant adoption and permanent care; and supported a number of mothers/parents considering relinquishment, who as a result of much time, consideration and assistance, decided they were able to care for their child themselves.

## Fast Facts

**67 individual clients** supported through our AIS

**104 people** attended Adoption Information Sessions

**483 hours** of post-placement support given to families in the Out-of-Home-Care program

**4 children** placed for adoption

**2 children** placed in permanent care

**2 families** accredited for adoption and permanent care





## ACCESS Programs

ACCESS Programs provides a range of workplace services that help employers look after the health and wellbeing of their staff.

The major component of ACCESS is the Employee Assistance Program (EAP) which offers counselling for work or personal related issues to companies on a fee-for-service basis. ACCESS also provides professional services such as Critical Incident Response workshops, mediation services, workplace training and management consulting.

Competition in the EAP sector increased over the past year with takeovers by overseas health companies seeing bigger providers entering the market.

Despite the challenges this brings, our contract base grew – in part due to the use of online tools (Skype, Face Chat) to conduct sessions - and now includes 117 Victorian-based organisations in the health, community services, finance, construction, engineering and mining sectors.

In the coming year, we plan to promote our suite of professional services to a wider market and increase our use of digital technologies, making services more accessible for companies and their employees.

*“The service being located outside of the work environment was really good. My privacy was protected and I felt empowered after the sessions and practical help I received.”*

- Access Client

## Fast Facts

**2591 hours** of counselling to employees

**160 hours** of Critical Incident Response services to organisations

**18 hours** of Manager Support

**36 hours** of Workplace Mediation

**63 hours** of Coaching and Supervision

**177 hours** of Workplace Training

## Marriage and Relationship Education

Our broad range of relationship education programs meet the needs of students, new parents, newly arrived refugees, couples and families.

Through our **Pre-Marriage programs** we help couples to prepare for married life. Delivered in either group (Partnerships) or private (FOCCUS) settings, couples reflect on their strengths and weaknesses and what it takes to have a strong, healthy and lasting marriage.

Our **Bringing your Baby Home** is a free workshop that gives new and expectant parents knowledge and skills to manage the relationship changes a new child brings. These workshops run from Sunshine and Mercy Hospitals and are extremely popular.

We facilitated two **African Dads and Kids Camps**. These weekend camps strengthen the father-child relationship by bringing fathers and children together to take part in fun activities and discuss the mutual challenges faced in melding African culture with an Australian way of life.

**Relationships Matter!** gives VCE students knowledge on how to develop and maintain healthy relationships with themselves, their friends, colleagues and family.

We have seen growth across most of our relationship education programs, in particular Bringing your Baby Home which is endorsed by Mercy Hospital in Heidelberg.

In the next 12 months, we will be participating in the Federal Government's *Stronger Relationships Trial* through our pre-marriage programs and relationship counselling services. We are also hoping to broaden the referral pathways of our pre-marriage programs (traditionally Parish Priests) to capture couples who are not having Church weddings.

*"Taking time to think about our married life beyond our wedding day was the best thing we ever did. We both learned lots of new things about each other...but most of all we learned how to keep communicating."*

- Partnerships participant

### Fast Facts

**487 couples** attended pre-marriage programs

**78 new parents** attended seven Bringing your Baby Home workshops

**2 African Dads & Kids Camps** were held with 58 attendees

**100 people** attended the African Dads and Kids Family Day

**1198 students** in **8 schools** took part in Relationships Matter!



*"I loved playing in the water. This was my first time ever at the beach and my Dad helped me learn to surf. I never get to play with my dad at home, but the waves kept coming up and I just kept saying to Dad let's do it again!"*

- Baak, 7 year old African Dads and Kids Camp participant



## Seasons Loss and Grief Peer Support

Seasons is a loss and grief peer support program that helps children, young people and adults cope with the grief and feelings of loss resulting from separation, divorce or death.

People are trained to become facilitators (known as Companions) and empowered to run Seasons Peer Support groups in their own community settings such as schools, parishes or health based organisations.

In 2013/14, 211 children registered as having attended Seasons Peer Support loss and grief groups and 129 people were trained as Companions.

We also developed a partnership with Relationships Australia Victoria to train Seasons Companions so they can run Peer Support groups in their branches throughout Victoria.

Our future focus is on encouraging trained Companions to engage in regular feedback which can be used for further program development. We also hope to work with parishes to train Pastoral Associates or Parish workers so adult Seasons Support Groups can be offered at a parish level.

*"My parents split up when I was in primary school and I was fortunate enough to take part in a Seasons Peer Support group for 10 weeks at my school. I never forgot the relief it was to be with other kids going through the same stuff I was...here I am now a teacher and coming to do the Seasons training so I can do that for some kids myself!"*

- Seasons Companion

### Fast Facts

**211 children** registered for Peer Support Loss and Grief with trained Companions.

**129 professionals** trained in the Seasons Program

**38 schools** from Victoria took part in training

## School Counselling

The School Counselling Unit provides primary and secondary schools with onsite counselling to address problems faced by students, families and school communities in general.

School Counselling can play a vital role in the wellbeing of students as they navigate their way through adolescent years and an increasing numbers of schools have engaged with us to provide onsite counsellors.

Our Master of Psychology Interns program was highly successful with 20 interns undertaking 1 day a week clinical placements in schools, under the supervision of a qualified psychologist. This program provides valuable on-the-job experience for interns undertaking their Master's or Doctorate studies.

*"Having a school counsellor is an incredible asset. She is a resource to staff, supports their practice and consults with other health professionals to provide specialised services to particular children and families. It is an exceptional service – I just cannot imagine not having it!"*

- School Principal

### Fast Facts

**561 children** were helped by CatholicCare school counsellors

**Onsite counsellors** placed in **69 schools**

**20 Interns** undertook clinical placements

## School Refusal

Cool2b@School offers early intervention support to families and treatment to children suffering anxiety or refusing to attend school.

Since the introduction of the Cool2b@School program in 2004, we have developed considerable expertise in managing and responding to families and schools experiencing school refusal related problems.

The power of the internet and social media places students at high risk of cyber bullying and developing self-confidence issues which can lead to anxiety and health problems. As a result, school refusal has become more prevalent within the community and the program has experienced increased demand across all our catchments.

In the last 12 months we have provided counselling to students and families; an outreach service on the Horace Petty Housing Estate at Prahran; consultations to schools, other agencies and referrers; and community education and presentations at forums.

*"Your centre and all involved are FANTASTIC. I am so grateful to have this service available to me, my son and our family. It is truly wonderful. Thank you for being here to help us and for all the help already received".*

- Parent

### Fast Facts

**111 students or family members** received counselling

**425 sessions** delivered





## Asylum Seeker Support

CatholicCare's support of asylum seekers is vital to the livelihood and mental health of those living in the community on bridging visas, or in Community Detention.\*

Through our Bridging Visa and Community Detention programs, we provide social, practical and emotional support to families to help transition them from detention centres into a new environment and way of life.

Our work in this area centres on collaboration with a range of agencies and supporters such as MacKillop Family Services, Sisters of Charity, Jesuit Social Services, Brigidine Sisters, Faithful Companions of Jesus (FCJs), St Vincent de Paul Society, Asylum Seeker Project, Australian Red Cross and the Asylum Seeker Resource Centre.

Through shared resources, we have provided accommodation, casework and advocacy to families who receive minimal government support, and who rely strongly on the generosity and goodwill of their local communities and parish volunteers from Noble Park, Forest Hill, Blackburn, Mitcham, Hawthorn and Camberwell.

Parishes, volunteers, religious congregations and other organisations are integral to the success of this program.

We cannot thank our supporters enough for their time, energy, gracious hospitality, and practical and financial assistance. With compassion, caring and collaboration, we are changing lives!

*\*This program receives part-funding from the Department of Immigration and Border Protection*

## Fast Facts

**5 houses** offering family support through the Bridging Visa Program

**23 houses** providing accommodation through the Community Detention program:

- **62** family beds
- **17** vulnerable adult male beds
- **10** unaccompanied minor beds

**89 total beds**

**173 referrals** received with **150 entries** into program.

## Refugee and Settlement Support

The Refugee Settlement program equips newly arrived refugee and humanitarian entrants with the social and life skills necessary for successful integration and settlement into Australia.

Our team has implemented a number of initiatives to connect refugees with their local communities.

We continued the Team Assimilation Basketball and Soccer (TABS) Project for CALD refugees and their families encouraging them to participate in sporting activities, and develop networks and relationships within their local communities.

With the assistance of a grant from Qantas and help from volunteers, we erected a chicken coup on the Green Patch farm in Melton. This addition allows refugee families who grow produce on the farm to now sell free-range eggs at farmers markets, resulting in increased financial independence.

We are also exploring ways to accredit Afghani families to become foster carers. Some children have been removed from Afghani families and placed with families not connected to Afghani culture. As a result, parents and elders from the Afghan community have expressed interest in becoming foster carers, and we are liaising with foster care agencies to introduce these families so they may achieve their desire to become foster carers.

## Fast Facts

- 325 people** received Casework Support
- 583 people** attended Information Sessions
- 339 attended** Community Activities
- 75 children** received Homework Support
- 137 people** took part in Group Activities
- 20 clients** were approved for NILS loans
- 56 people** benefitted from the TABS Project
- 3 families** received Complex Case Support
- 30 families** involved with Green Patch Melton





## Chaplaincy

“Enabling the expression of the soul.”  
This statement best captures the central purpose of pastoral ministry and the work of our Chaplains.

Chaplains provide emotional and spiritual support to people through all stages of life.

Our Chaplains minister to women, men and youth in Victoria’s prisons and justice centres. They visit patients in hospital, offering comfort to families as they work through their grief and pain; and minister to those living with HIV/AIDS.

In the past year we have ministered to patients and their families in metropolitan hospitals; assisted parishes in metropolitan, rural and regional hospitals to provide pastoral and chaplaincy support to patients and their families.

Our Chaplains also supported prisoners and their families in prisons throughout metropolitan Melbourne and rural and regional Victoria; young people in Victoria’s two youth justice residential facilities and members of the Melbourne community living with HIV/AIDS.

## Fast Facts

**100 hours** of support weekly to **6 metropolitan hospitals** and **8 regional hospitals**

**200 hours** support per week to prisoners throughout **14 Victorian prisons**

**50 hours** of support weekly to young people in **2 youth justice facilities**

**30 hours support** per week to HIV/Aids community

*The work of our Chaplains is embedded in the ministry of hope, conducted with compassion and most importantly, acknowledges the dignity of each individual whom they serve.*

## Gippsland

Gippsland offers a range of relationship education programs, counselling and post-separation services, refugee settlement support and clergy health and well-being.

It has been an extremely busy period with services from our newest office in Pakenham expanding rapidly and our part-time counselling services regularly booked out. Demand for counselling and family support services remains high and we hope to increase staff numbers to meet this need.

Pre-marriage education (The 2ofUs) commenced in July at our Warragul office. We also continued working with local companies and organisations in the delivery of our ACCESS Employee Assistance Program. This small but highly valued program offers employer funded workplace counselling to employees. It also provides an entry point for clients to access additional services provided by us, once their employer funded sessions have ended.

A monthly African Women's Group commenced in February, combining cooking and crafts activities with topics of health, justice, parenting, social services and Family Law. Interest in these groups has steadily grown and providing free childcare has made the program easily accessible to parents. This program is part coordinated by staff and supported by volunteers who deliver activities.

In collaboration with the Catholic Education Office, School Counselling in the Diocese of Sale commenced in 2014 with six primary schools (Narre Warren North, Drouin, Morwell East,

Heyfield, Maffra, and Bairnsdale) each having a school counsellor for one day per week. We expect this service to expand significantly and hope to become a referral pathway between school counsellors and service providers.

In the coming year, our Post Separation Cooperative Parenting (PSCP) program will be integrated with the Traralgon Family Relationship Centre in a cooperative arrangement with Family Mediation and Counselling which should significantly boost client numbers.

Longer term we hope to secure funding for South and East Gippsland service delivery and additional counselling staff in our Pakenham and Warragul offices.

### Fast Facts

- 6 schools** in Gippsland now have a school counsellor.
- 491 counselling sessions** were delivered to 129 clients
- 129 families** benefitted from PSCP seminars and counselling
- 15 hours** of weekly outreach support for Clergy
- 185 ACCESS sessions** delivered
- 58 couples** attended pre-marriage education courses
- 5 African Women's Group** gatherings

*"I came to CatholicCare because I'd heard such wonderful things about the service from a friend of mine who had already attended. I found out she's right!"*

- Gippsland Counselling client





## Clemente Fitzroy

The philosophy of Clemente is simple – Education changes lives!

Students attend lectures and are paired with volunteer learning partners to assist them with their academic requirements and to provide personal support.

Volunteer learning partners are integral to the success of the program. They ensure that students are well supported and resourced throughout the course of study; and they are someone the student can trust for advice and help in managing their assignments and study load, while they navigate their way through campus life.

This program has seen a consistent demand for enrolments, and in 2013/14 we helped 30 students to begin an education.

*During the time we have been involved with Clemente Fitzroy, 46 students have received help to complete tertiary level education, increasing their prospects of employment, and bringing positive change to their life through hard work and commitment.*

## Roles

**CatholicCare** provides a worker to oversee the program and to offer counselling and support to the clients/students; a learning environment and material supports for students (pens, notebooks, textbooks, etc); and our Volunteer Program co-ordinates the pairing of volunteer learning partners who meet with the clients/students weekly to support learning.

**ACU** provide the academic personnel to deliver the units; co-ordinate student enrolments; provide on-campus support for students; award the University's Certificate of Liberal studies to students who complete the required units; and support Clemente graduates who continue study at ACU.



## Victorian Family Law Pathways Network (VFLPN)

The Victorian Family Law Pathways Network (VFLPN) supports the development of a coordinated family law system that assists separated/separating families quickly and seamlessly to access legal and community services across Greater Melbourne.

CatholicCare is the auspice agency for the Network, and with funding from the Federal Government Attorney-General's Department, employs a Project Officer to implement the network's objectives.

These relate to developing and maintaining: strong links with locally based providers; appropriate referral mechanisms; shared understanding of the roles of network members; awareness of services and training available; cross-sector training; ways to share information, and inter-network coordination and support.

For the seven years that CatholicCare has been bringing the family law sector together through VFLPN, membership has grown to over 1,000 active members. Covering the spectrum of family law practitioners, the majority come from the legal sector, and 30 law students support the network by volunteering their time at the Family Court Registries of Melbourne and Dandenong.

A representative Steering Committee also oversees the implementation of an annual work plan which is informed by input from members.

In 2013/14, the VFLPN developed and launched an online directory of services in the form of an 'app' (for Apple and Android devices) called iRefer VIC. That 'app' underpins the information and referral kiosks that operate at Family Court Registries with the support of judges from both the Family Court and Federal Circuit Court of Australia.

*"The concept of the app is fantastic, broadening the scope of information about family law services to reach as many people as possible."*

- VFLPN Member

A well-functioning, truly representative Network requires balance between the auspice body, Steering Committee and Project Officer, as all are essential and carry out specific roles. This 'balanced triangle' is integral to the success of the VFLPN and the network regularly receives positive feedback from members and users.

*"In my interview for a clerkship, I was asked about my work with VFLPN. It seems that a lot of people know about the network and I'm lucky I can continue my involvement with the kiosks in Melbourne and Dandenong, because I really do enjoy the work and the knowledge that I am gaining from it."*

- Volunteer Student

### VFLPN Membership 2013/14

Category	No.
Court Staff	37
Educational organisation	20
Family Consultant / Report Writer	15
Family dispute resolution practitioner	39
Family Law Counsellors	17
Family lawyer	668
Family Violence Workers	7
FLPN Project Officer	17
FRC Worker	47
Government Department	15
Independent Children's lawyer	42
Indigenous worker	7
Judge	12
Legal Aid worker	31
Post separation community workers	138
Private practitioners	15
Student volunteers	30
Victoria Police	5

## CatholicCare Victoria and Tasmania (CCVT)

The CatholicCare Victoria Tasmania (CCVT) partnership brings together the shared expertise, resources and leadership of CatholicCare Melbourne, Centacare Ballarat, CatholicCare Gippsland, CatholicCare Sandhurst and Centacare Tasmania.

During 2011-2014, CCVT successfully delivered & acquitted services of \$45M based on its model of leadership & good governance. CCVT also plays a key role in collaborations across the 32 Catholic Social Services Australia (CSSA) agencies delivering Commonwealth-funded family support services across 118 locations.

By melding the missions of each agency, CCVT pursues a common purpose of strengthening families and communities. Each agency provides similar and/or overlapping services, and this partnership makes it possible to streamline service delivery, eliminate duplication and solve any confusion of identities that might exist amongst stakeholders.

Combining CatholicCare's strength with other like-minded agencies helps us to expand our range of services, and give life to the objective in our 2012-2015 Strategic Plan to integrate, consolidate and grow our organisation and brand to pursue a sustainable future.

### Governance

The CCVT Board comprises the CEO of each agency and three experienced community representatives. It is responsible for the effective administration/delivery of programs/services funded by the Australian Government, ensuring value for money & providing informed recommendations to Governments & funding bodies.

*A collaborative partnership successfully combines resources and expertise to achieve outcomes for people, families and communities.*

## Fundraising

We would like to thank all of our generous donors and our wonderful volunteers for their support and contributions. So much of what we achieve is as a direct result of their efforts and generosity.

With the support of donors, volunteers and event sponsors, our revenue from donations, direct mail appeals, bequests and fundraising events totalled \$1.6 million

This support is vital for the continuation of the unfunded and partially funded programs and services that we deliver on behalf of the Archdiocese of Melbourne.

In 2014/15 we are looking forward to further raising our profile in the community, and identifying new revenue streams to help us to continue our current programs and services.

### Parishes and Schools

Parish and school partnerships are a great source of support for our programs and fundraising activities. They provide volunteers who help stage fundraising events and actively promote our activities within their networks.

We'd like to take this opportunity to thank our parishes and parishioners for participating in our annual Church appeal, and the staff and students of

primary and secondary schools who participated in Family Week 2014.

### Volunteers

Volunteers are an integral part of the fundraising mix, and we are fortunate to have the support of a large volunteer family.

Currently, we have 216 registered volunteers assisting us throughout Melbourne, Geelong and Gippsland. They help in many capacities including basic clerical assistance; fundraising and event support; and mentoring services for students and skill share programs. They also support programs that work with refugee groups and asylum seekers and undertake other specialised roles when required.

We highly value our volunteers and are extremely grateful for their commitment and dedication in helping us to build stronger families and communities.

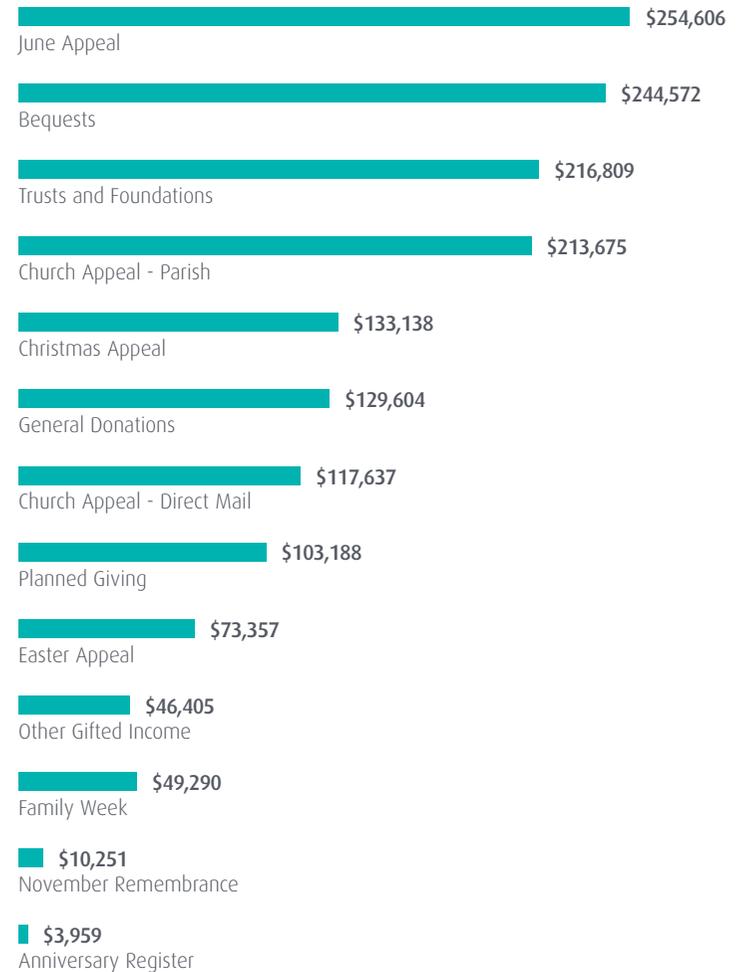
We would also like to give a special thank you to Catholic Church Insurance for their event sponsorship during 2013/14.



## Income Streams

**TOTAL** **\$1,596,490**

### Breakdown



## Sponsor and Funding Acknowledgements

On behalf of the Board of Directors and our staff we would like to take this opportunity to acknowledge with appreciation the funding bodies, philanthropic trusts, religious orders and program partners who support our work.

### Sponsors

- Archdiocese of Melbourne
- Diocese of Sale
- Catholic Education Office Melbourne
- Catholic Education Office Sale
- Cabrini Health

### Trusts and Foundations

- Bernard and Mary Euhus Charitable Trust
- Geelong Community Foundation
- Gill Family Foundation
- Give Where You Live, Geelong
- Killen Family Foundation
- O'Brien Family Charity
- Scanlon Foundation
- Trinity Families – Diocese of Sale Charitable Fund
- William Angliss Charitable Fund
- William Buckland Foundation

### Federal Government

- Attorney Generals Department
- Department of Health
- Department of Immigration and Border Protection
- Department of Social Services

### Victorian Government

- Department of Health
- Department of Human Services
- Department of Justice

### Local Government

- City of Greater Geelong
- City of Hobsons Bay
- City of Melton
- City of Stonnington
- City of Wyndham
- City of Yarra

### Bequests

- Estate of William Banfield
- Estate of Georgena E Bradshaw
- Estate of Alan Keith Collins
- Estate of Desmond Michael Fricker
- Estate of Jean St George Kerr
- Estate of Patricia Carmel Stewart Kennedy
- Estate of Margaret Rosel
- Estate of Mrs E M Walker

### Other Funding

- Order of Malta
- Relationships Australia Victoria

## Human Resources

The Human Resources Team ensure people issues are factored into our strategic and operational plans. This supports our skilled staff in providing quality programs and services to our clients.

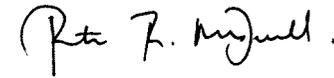
Over the past year we have been implementing the new Human Resources Plan. Among the initiatives under this plan, we have refreshed our values in consultation with our staff, revised the performance and development review process, delivered new learning and development programs and refreshed our recruitment and induction programs.

A key human resources initiative is the current development of a new learning and development policy and framework. This will guide the alignment of our learning and development activities with both the changing training needs of the organisation, and the individual development aspirations of our staff.

Looking ahead, we will continue to develop the organisation's leadership capability to effectively execute our strategies and plans. Our Leadership Team will participate in a Leadership Program which has been specifically tailored for CatholicCare. Regular training sessions will continue to be delivered to our Program Managers.

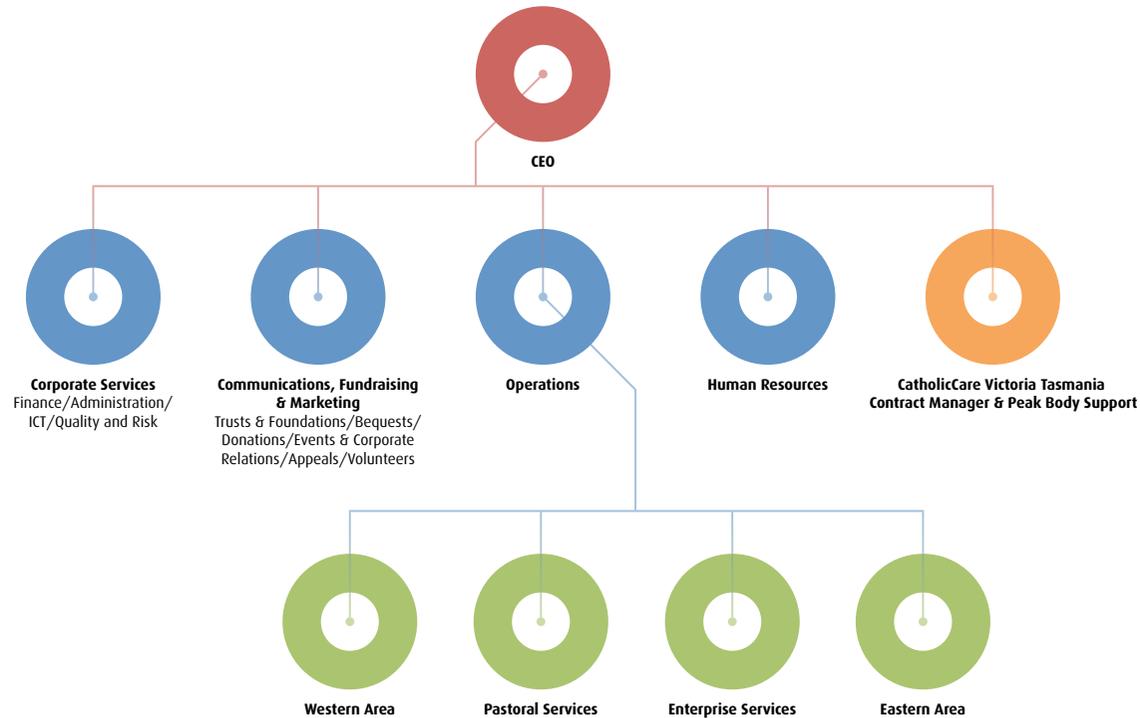
Consistent with our organisational capacity building program, we will implement a planned roll out of our human resources information system across the organisation. This will provide our Managers with timely access to business-critical staff information enabling them to more efficiently manage staff and service delivery.

In the rapidly changing sector environment in which we operate, the Human Resources Team look forward to supporting the achievement of our objectives.



Peter McDonnell  
Director, Human Resources

## Corporate Structure



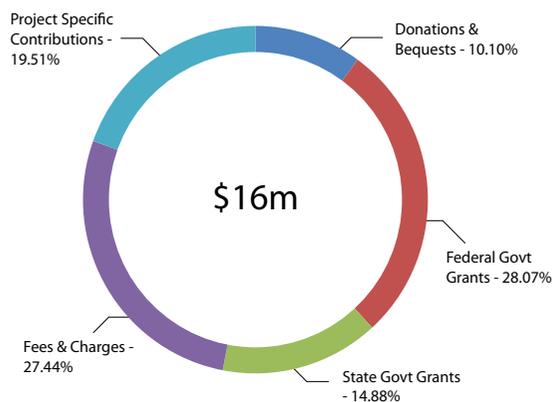
## Corporate Services

### Financial Overview

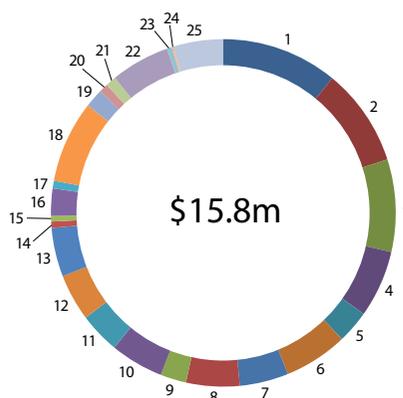
We concluded 2013/14 with an operating surplus of \$220,700. This provides growth in our equity and helps ensure the financial sustainability of our programs and services to people who need our assistance and support.

**Revenue:** Our total income for 2013/14 was \$16.04 million. Granted income from Commonwealth and State Government sources was the largest component of our income stream, however, gifted and sponsorship income from our highly valued supporters is essential to our ability to deliver a wider range of services.

The below graphic shows our income by type for 2013/14.



**Expenditure:** During 2013/14, we spent \$15.8 million on services and programs.



1.	Family & Relationship Counselling	\$1,722,363
2.	School Counselling Program	\$1,443,908
3.	Geelong FRC & POP	\$1,361,463
4.	Chaplaincy	\$988,895
5.	Family Dispute Resolution	\$483,977
6.	Family Support Program	\$942,135
7.	Parenting Orders Program	\$725,231
8.	Drug & Alcohol Services	\$792,644
9.	Adoptions & Permanent Care	\$382,154
10.	ACCESS - Employee Assistance Program	\$788,407
11.	Marriage & Relationships Education	\$604,001
12.	Refugee & Community Settlement	\$690,442
13.	Gippsland	\$720,342
14.	Outpost Counselling - Geelong	\$91,982
15.	Horace Petty Project	\$82,313
16.	Bushfire Recovery Project & COGA Kinglake	\$401,577
17.	Asylum Seeker	\$112,724
18.	Community Detention Program	\$1,210,387
19.	Western Community Counselling	\$273,783
20.	Family Pathways	\$132,709
21.	RAVIC Sunshine & Greenborough	\$154,763
22.	Fundraising	\$874,462
23.	Seasons	\$70,540
24.	Clemente Fitzroy	\$26,243
25.	Other Programs & Support	\$741,513

### Quality Accreditation



We are undergoing our external 3 yearly quality re-accreditation review in October 2014.

Our Quality Innovation Performance Review (QIP) is an organisation-wide quality accreditation review which assesses 18 standards covering:

- Building quality organisations;
- Providing quality services and programs;
- Sustaining quality external relationships

Since our last assessment in 2011 we have worked diligently to embed quality improvement principals and commitment throughout our whole organisation.

Priorities have included further development of our operating risk profile, which was developed after considering the challenges and opportunities we face, and the impact these may have on the achievement of our strategic objectives.

Our focus in enhancement of our Corporate Services assists in optimising our provision of quality services to the most vulnerable and disadvantaged.

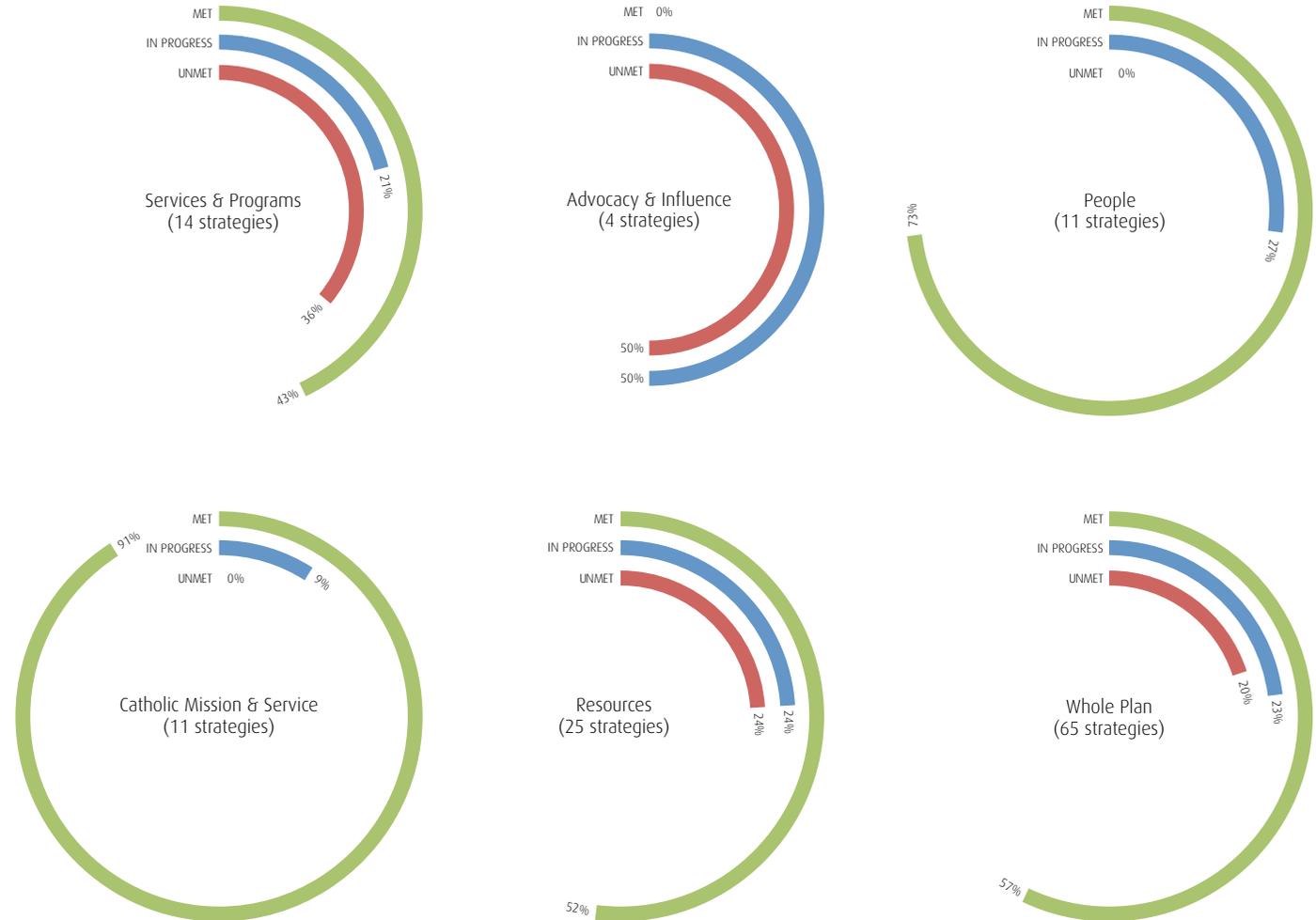
**Tony Newton**  
Director, Corporate Services

## Strategic Plan Report

We are currently in the second year of implementing our 2012-2015 strategic plan - guided by the five key goals set out in our Operating plan:

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

Every year, the executive and leadership team develop strategies under each area and measure our progress. In 2013/14, we completed 57% of our overall strategies (37 of 65); are progressing with another 23% of the strategies; and 20% of the strategies set down at the commencement of 2013/14 are unmet.



## Executive Profiles



### Fr Joe Caddy Chief Executive Officer

(Appointed October 2004)

Fr Joe has a strong background in community service governance and social policy and regularly advocates for policies and programs to ensure stronger families and communities. In 2012 he commenced as Parish Priest at All Saints Church in Fitzroy. He was the Chair of Catholic Social Services Australia from 2003-2013, the national peak body of Catholic Community service providers. In 1993, he completed a Licentiate in Social Sciences at the Gregorian University in Rome.



### Sheree Limbrick Director Operations

(Appointed July 2012)

Sheree commenced her career in Human Services in 1994. Before joining CatholicCare in May 2011 as Director of Community Services, she held several high-level positions within the Human Services environment. Her primary focus was on program design, delivery, service management and policy and service development. In July 2012, Sheree assumed the role of Director of Operations across all of CatholicCare's services including Family and Relationship Support, Refugee and Asylum Seeker Support, Education and School Support and Pastoral Services. Sheree has a Bachelor of Social Science (Family Studies) from Australian Catholic University (ACU), along with Diplomas in Project Management and Business.



### Tony Newton Director Corporate Services

(Appointed March 2008)

Prior to joining CatholicCare, Tony held several positions in the NGO sector and local government, most recently as Director Corporate Services, Diabetes Australia – Victoria. Tony has also worked in local government holding positions including Director Corporate Services – Shire of Bulla at Sunbury, Shire Secretary - Shire of Ballan, Deputy Shire Secretary – Shire of Hampden and Assistant Town Clerk – City of Colac. Tony has business qualifications from RMIT and post-graduate management qualifications from Melbourne Business School, The University of Melbourne. Tony has a keen interest in social justice and a commitment towards organisational quality improvement.



### Peter McDonell Director Human Resources

(Appointed May 2013)

Peter has an extensive track record in strategic and operational HR roles in the corporate sector, including generalist and specialist HR management roles with Mercedes-Benz Australia/Pacific and Ceramic Fuel Cells Ltd. He has broad HR experience in strategy and policy, performance management, employee relations, learning and development, leadership development and culture change. Peter has led and mentored HR teams in the delivery of HR services to corporate, wholesale and retail environments. Peter has a Bachelor of Laws and Bachelor of Arts from Monash University, a Graduate Diploma of Industrial Relations from Victoria University and a Certificate IV in Training & Assessment. He is a Certified Professional of the Australian Human Resources Institute.

Board of Directors



**Frank Swan  
Chairman**

(Appointed to the Board  
November 2001)

Frank has worked primarily in the fast moving consumer goods industry based in Australia, New Zealand and the UK. He is the former CEO of Cadbury Schweppes Australia Ltd and is a fellow of the Institute of Directors (UK) and the Australian Institute of Directors. Until recently, Frank was Chairman of the Fosters Group Ltd., a Director of the Commonwealth Bank and National Foods. Frank holds a Science Degree from the University of NSW in Sydney.



**Fr Kevin Mogg AM  
Episcopal Vicar Social Welfare**

(Appointed to the Board October 1991)

Fr Kevin has extensive involvement nationally and locally in the governance and management of the Church's social welfare responses. For more than fifteen years he was a member of the Australian Catholic Social Justice Council, an advisory body to the Australian Catholic bishops. He founded the State Catholic community service peak Catholic Social Services Victoria. He has qualifications in social work and criminology. In 2004 he was appointed a Member in the Order of Australia.



**Professor Ruth Webber**

(Appointed to the Board  
July 2003)

Professor Webber is Director of the "Quality of Life and Social Justice" Flagship Program within the School of Arts and Sciences at the Australian Catholic University, (ACU). Ruth has degrees in psychology, education and sociology. Her research is focussed on stepfamilies and 'at risk' young people. Her work has been published in a range of areas including youth spirituality, family breakdown, stepfamilies, youth violence, substance abuse and social policy.



**Richard Stone OAM KSG**

(Appointed to the Board  
September 2003)

Richard has been a corporate governance advisor since 1995 and until recently worked in Australia for a major professional services firm. During this time he has assisted listed companies, private companies, government entities, family, not-for-profits and faith-based organisations with governance evaluations and solutions. Previously he was a senior executive with the Westpac Banking Corporation having worked in all States and the United Kingdom.



**Fr Joe Caddy  
Chief Executive Officer**

(Appointed October 2004)

Fr Joe has a strong background in community service governance and social policy and regularly advocates for policies and programs to ensure stronger families and communities. In 2012 he commenced as Parish Priest at All Saints Church in Fitzroy. He was the Chair of Catholic Welfare Australia from 2003-2013, the national peak body of Catholic Community service providers. In 1993, he completed a Licentiate in Social Sciences at the Gregorian University in Rome.



**James McGarvey**

(Appointed to the Board  
May 2008)

James is the founding Director of The Agenda Group, a Melbourne-based public policy and communications consultancy. He has previously worked for a range of senior politicians in both Government and Opposition. James has a Master of Arts (Professional Communication) from Deakin University, as well as a Graduate Diploma in Public Relations, and is a member of the Public Relations Institute of Australia.



**Bernadette Steele**

(Appointed to the Board May 2008)

Bernadette works at the Victorian Civil and Administrative Tribunal as a Deputy President. She is a former Director of Consumer Affairs (1997 to 2002) and Deputy Secretary in the Department of Justice. She has also worked as a government lawyer in legislation, litigation and policy, in various areas including health, community services and water resources. Bernadette is also a member of the Melbourne Archdiocese Council for Marriage and the Family.



**Fr Thang Vu**

(Appointed to the Board January 2013)

Fr. Thang spent nearly five years in the Finance industry before he commenced formation for the priesthood at Corpus Christi College. In 2008, Fr Thang was ordained to the priesthood for the Archdiocese of Melbourne and since 2011 has been parish priest at Catholic Parish of Ivanhoe. Fr Thang holds a Degree in Accounting from Monash University and a Graduate Diploma in Computer Science from Victoria University.



**Ms Patricia Quigley**

(Appointed to the Board January 2013)

Patricia has held various management roles in State government organisations. For the past 18 years she has worked at the senior executive level gaining high-level business skills, knowledge and expertise. Patricia is a member of the Melbourne Business School Alumni Council and was also on the leadership committee of the Xavier Social Justice Network. She has a MBA from Melbourne University.



**Mr Kieran Walshe**

(Appointed to the Board January 2013)

Kieran retired from Victoria Police in July 2012 after 44 years of service across a broad range of policing activities and reaching the rank of Deputy Commissioner. He has broad experience in administration, governance, audit and risk and human resources. Kieran is very focused towards community service and is currently a board member of the Victoria Police Blue Ribbon Foundation and the Victorian Goldfields Railway.



**Mr Terry Healy**

(Appointed to the Board January 2013)

Terry's various senior roles with both the Commonwealth and State Governments have ranged across central agencies, planning and natural resource management and social policy. He has a strong track record in whole of government coordination and organisational and management improvement and has provided direct advice and support to Ministers and heads of department.



**Dennis Torpy**

(Appointed to the Board April 2014)

Dennis has more than 17 years experience across Catholic and government education sectors, working with Ministers and executive teams in areas of engagement and inclusion, wellbeing, disabilities, student learning and communications. He also spent a decade in media as a daily print and television journalist and news producer. He is a member of the Australia and New Zealand School of Government Alumn and Victorian Catholic Schools Parent Body . He is responsible for strategic policy and advice on key wellbeing portfolios for both CEOM and CECV. He holds an Executive Master of Public Administration from Melbourne University.

# CatholicCare Locations



## CatholicCare Melbourne

Central Office - East Melbourne

Bundoora

Dandenong - Cleeland Street

Dandenong - Thomas Street

East Melbourne – ACCESS Programs

Fitzroy

Footscray

Geelong

Geelong Family Relationship Centre

Malvern

Mitcham

Werribee

Full address and contact information for Melbourne offices is available at [www.ccam.org.au](http://www.ccam.org.au)



## CatholicCare Gippsland

Central Office - Warragul

Moe

Pakenham

Traralgon

Sale

Full address and contact information for Gippsland offices is available at [www.ccaregipps.org.au](http://www.ccaregipps.org.au)

*'life to the full'*



