



Annual Report 2015



strengthening families and communities



Chief Executive Officer's Report

Anniversaries are good times to stop and reflect on achievements. As CatholicCare recognises eighty years of continuous service to vulnerable families and communities it is good to consider where we have come from.

When we were established as the Catholic Social Services Bureau in 1935 the world was in the grip of a major economic depression. People were desperate and very few funds were available to assist vulnerable families and communities. While funding was meagre, the attributes of imagination, ingenuity, commitment and persistence were not in short supply, and programs of support were able to be established.

By comparison, our society is far better off today, yet Australia is still failing its most vulnerable citizens – as shown in the '**Dropping off the edge**' report released in June - and the disparity between the wealthy and the disadvantaged remains significant.

While Government funding has struggled to keep pace with rising costs, and funding for programs remains constrained, we are proud to have been able to achieve many great outcomes for those who are struggling, and to have provided quality services to the disadvantaged that bring positive change to lives.

[Click here to see our year in pictures.](#)

The uncertainty of funding did present challenges in the 2014/15 year and we are most grateful that our loyal donors and great community partners such as Cabrini Health - through its social outreach program - have continued to support us generously.

We are also fortunate to enjoy a solid base of support from the Archdiocese of Melbourne, the Diocese of Sale, and in particular the parish communities.

Finally, I would like to acknowledge the efforts of the Board Members for their excellent support and direction and, at the same time as we welcome our new Chairman John Sheldon, I would like to thank Frank Swan who retired from the Chair in March.

With the Board's support and leadership we have developed some key strategies to build on the advances of the past eighty years. With the same attributes of imagination, ingenuity, commitment and persistence that were present at our origins, CatholicCare Melbourne and Gippland will grow even stronger over the coming five years in its capacity to respond to the needs of those who are disadvantaged in our community.

Fr Joe Caddy

Chairman's Report

Having commenced in the role of Chairman at CatholicCare in April, I am very aware of the legacy that has been built through the work of Frank Swan, the previous Chairman, the Board and management of CatholicCare, and the support of the Archbishop and Church of Melbourne.

Certainly as we move into the next phase of our development, after eighty years of service to the community, we face challenges, but I can say without doubt that CatholicCare is well positioned to embrace those challenges and respond even more fully to the call of our mission to serve those families and communities that are most in need of our support.

The strategic thinking of the Board has indicated some clear directions for CatholicCare, including the need to diversify funding sources and seek opportunities for partnership with other agencies in order to increase the scale, quality and scope of the services that we are able to offer to those in greatest need.

A major task in achieving these ends will be the expansion of our donor base through the provision of creative opportunities for those friends of CatholicCare who have the means, to assist those in our communities who are in need of support.

One important project that has been developed through CatholicCare Victoria Tasmania this year, and which will be implemented over the coming twelve months, is the establishment of a new client relationship management system. This system will assist us to better integrate the support we offer to those in need and to evaluate the outcomes of the services we provide.

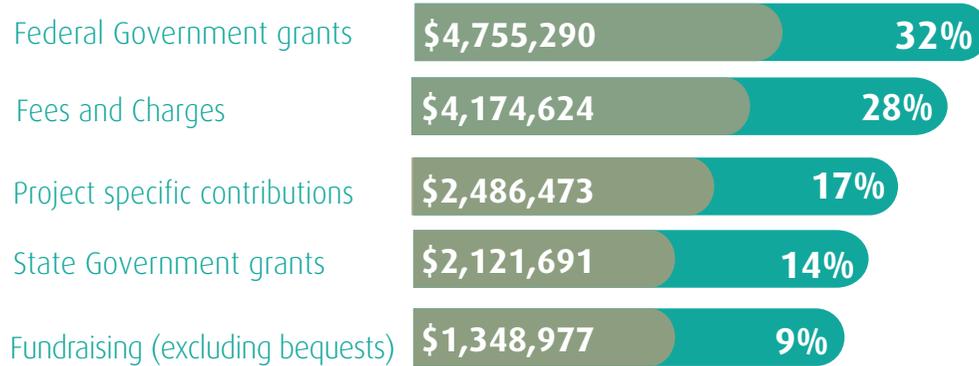
I wish to thank all of the donors, volunteers and paid staff who support the work of CatholicCare and to reassure them that their contributions are used to the maximum benefit of the vulnerable families and communities that we serve.

John Sheldon



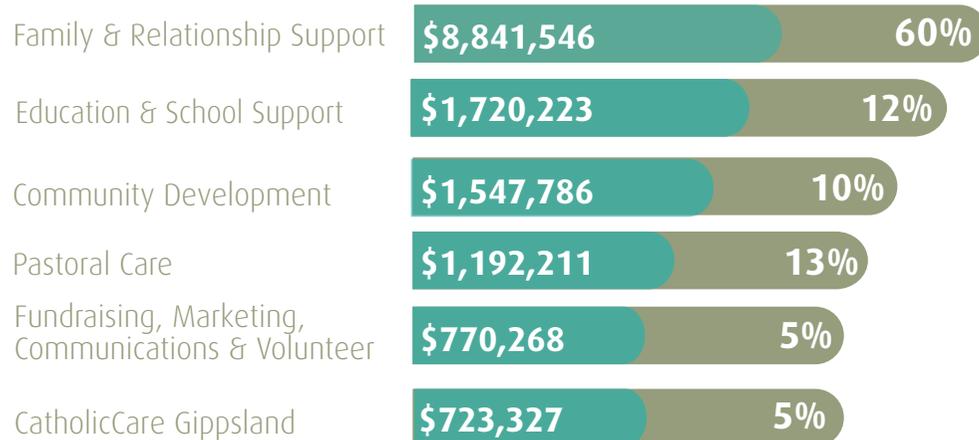
Our total revenue was \$14.88m

REVENUE SOURCE



Our total expenditure on program/service delivery was \$14.79m

EXPENDITURE ALLOCATION



Detailed financial data is available on request

CatholicCare Melbourne and Gippsland concluded 2014/15 with an operating surplus (excluding bequests) of \$91,694.

Granted income, from Commonwealth and State Government sources remained the largest category of our revenue.

We are most appreciative of the significant financial support provided by the Archdiocese of Melbourne, Diocese of Sale and Cabrini Health; and the gifted and sponsorship income from our highly valued supporters.

This support is fundamental to our ability to deliver services to those people most in need.

Quality Accreditation

CatholicCare Melbourne and Gippsland has been successful in attaining organisation-wide quality accreditation from our Quality Innovation Performance (QIP) Review.



The accreditation includes 18 standards covering:

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

CatholicCare has an annual Quality Improvement Plan through which we will continue to embed quality improvement principals and commitment throughout our whole organisation.

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.

Major partners

Catholic Archdiocese of Melbourne
Diocese of Sale
Department of Social Services
Department of Health and Human Services
Cabrini Health

Partners

Attorney General's Department
Australian Catholic University
City of Greater Geelong
Catholic Church Insurance
City of Stonnington
City of Whitehorse
Colliers Charitable Fund
Corrections Victoria
Department of Immigration and Border Protection
Department of Justice
Geelong Community Foundation
Give Where You Live, Geelong
Maroondah City Council
National Australia Bank
O'Brien Family Charity
Scanlon Foundation
Trinity Families – Diocese of Sale
William Angliss Charitable Fund

Bequests

Estate of Gloria Andrews
Estate of Georgena E Bradshaw
Estate of Marguerite Sheila Clohesy
Estate of John Lawrence De Yong
Estate of Henry Erftemeyer
Estate of Dorothy Lyra Fernandez
Estate of Mary Veronica Goodall
Mr Alan Hales (Living)
Mr Jerry Gortat (Living)
Estate of Patricia Carmel Stewart Kennedy
Estate of Jean St George Kerr
Estate of David John McKenna
Estate of John Thomas McPhee
Estate of Leo Gerard Moloney
Estate of Mary Josephine O'Hehir
Estate of Margaret Ann Pearce
Estate of Warren Ross Sloan

We also acknowledge the individual donors who have generously given to our work.

We have over 350 staff and volunteers delivering a range of family focussed supports from multiple locations across Melbourne, Geelong and Gippsland.

Our Human Resources Team provide advice and support in the people aspects of achieving our organisational goals.

We recently conducted a staff climate survey to assess staff engagement with our vision, mission, values and strategy and obtain staff feedback on CatholicCare as a place to work.

We introduced a new learning and development policy. Consistent with this policy we have delivered a leadership development program, people management and compliance learning programs for operational managers, as well as professional development sessions for direct service practitioners.

Other human resources activities in the last 12 months included the initial roll out of a human resources information system, a succession planning process for key roles and fostering collaborative relationships with other CatholicCare agencies on people matters.

The organisation and the wider sector in which we operate are undergoing further change. In this environment our Human Resources Team will continue to deliver timely human resources solutions to support our staff.

This support will further enhance the work our valued staff do in meeting vital client needs. It will also assist in positioning the organisation to pursue opportunities for growth in line with our strategic plan.

CatholicCare Melbourne and Gippsland Governance operates under a charter from the Archbishop of Melbourne, and by arrangement with the Bishop of the Diocese of Sale for the purposes of *“carrying on the welfare, non-profit, educational and charitable activities of the Roman Catholic Church in the Archdiocese of Melbourne and Diocese of Sale with respect to the welfare of families”*.

(CatholicCare Charter)

Our daily operations are overseen by an Executive team, and we are governed by a volunteer Board of Directors appointed by the Archbishop of Melbourne. They provide strategic direction and oversee the activities and operations of the organisation in line with our vision, mission and values.

Our Vision

‘I have come so that you may have life and have it to the full’

(John 10:10)

Our vision is for a stronger, more resilient and inclusive society - where everyone can reach their potential and enjoy life to the full.

Our Mission

We break down the barriers to social inclusion by strengthening families and communities.

Our Values

DIGNITY *Respect the unique worth of each person; appreciate the diversity of all people and families we serve including their faith, culture and traditions.*

COMPASSION *Demonstrate empathy for the people we serve in their need; stand in solidarity with those who are vulnerable and marginalised*

COLLABORATION *Co-operate and partner with our clients, colleagues, stakeholders, communities, networks and other supporters.*

INCLUSION *Seek out those who are excluded; promote social justice for the whole community*

RESPONSIBILITY *Demonstrate openness, transparency and accountability to our stakeholders; provide quality services to the community; adapt to meet community needs and embrace change; care for the environment and use resources responsibly.*



Fr Joe Caddy **Chief Executive Officer**

(Appointed October 2004)

Fr Joe also sits on the Board of Directors and 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.



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.



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.



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.



**Mr John Sheldon
Chairman**

(Appointed to the Board
February 2015)

John has worked in the professional services/advisory market for over thirty years, in Australia, Europe and Asia Pacific. John's experience covers the Mining, Energy and Natural Resources, Manufacturing, Professional Services, Tourism and Leisure sectors and he has worked with firms such as Touche Ross and KPMG. John's Board experience includes appointments to Loreto Mandeville Hall, Loreto Education Board and Monash Heart Strategic Advisory Board. John is a Founding Partner of Sheldon Harris and is an experienced, senior executive mentor and coach.



Mr 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 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.



Mr 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.



Professor Ruth Webber

(Appointed to the Board
July 2003)

Dr Webber has honorary appointments at Australian Catholic University, (ACU), University of Wisconsin-Madison and University of Divinity. Ruth has degrees in psychology, education and sociology. Her work has been published in a range of areas including youth spirituality, WYD, Catholic Prison Ministry, intellectual disability and ageing, youth violence, substance abuse and social policy.



Ms Bernadette Steele

(Appointed to the Board
May 2008)

Bernadette works at the Victorian Civil and Administrative Tribunal as a Senior Member. 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, and currently holds a position as a member of the Senate of Australian Catholic 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.



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.



Mr Dennis Torpy

(Appointed to the Board April 2014)

Dennis has more than 18 years' experience across Catholic and government education sectors, working with Ministers and executive teams in areas of student wellbeing, engagement, inclusion, 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 Alumni and Victorian Catholic Schools Parent Body . Dennis 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.



Mr Terry Healy

(Appointed to the Board January 2013)

Terry's public service career spanned four decades with the Commonwealth and Victorian State Governments. He held senior roles in central agencies, planning and development, natural resource management and social policy. His experience includes policy advice, executive and program management, organizational and administrative reform and whole of government coordination. Terry is also a Board member with Domestic Violence Victoria.



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, a Board member of the Mental Health Legal Centre and was also on the leadership committee of the Xavier Social Justice Network. She has a MBA from Melbourne University.



Mr Frank Swan

(Outgoing Chirman retired March 2015)

FAMILY & RELATIONSHIP SUPPORT

 **20** adults participated in Clemente Fitzroy

 **205** people benefitted from our Adoption Information service

 **2306** people received counselling

1560 people received post-separation support

 **722** people took part in post-separation parenting education

 **590** people received drug and alcohol counseling

 **1245** people accessed alcohol and other drug community education

 **207 families** received in home support

1198 students  took part in relationship education

 **208** children received loss and grief support

 **640** couples attended pre-marriage programs

291 professionals trained as loss and grief companions

 **288** hours of workplace services delivered

1614 hours of employee counselling delivered

 **Family Law PATHWAYS NETWORK** **1041** members

REFUGEE & SETTLEMENT SUPPORT

 **116** children received homework support

337  people received casework support

 **407** people attended information sessions

FAMILIES

31 families involved with Green Patch

 **8** people placed in jobs through partnership with Cabrini Linen Service

HOUSING **6 families** offered accommodation through Bridging Visa program

651 people took part in community activities and day excursions

 **135** people took part in life skills/development groups

EDUCATION & SCHOOL SUPPORT

 **38** Interns undertook clinical placements

 **1669** children received school counselling

74 schools across Melbourne, Geelong and Gippsland have onsite counsellors

 **265** hours per week of emotional and faith support to residents across 14 prisons

70 visits to retired clergy to monitor their health and wellbeing.

 **47** hours per week of support to young people in Youth Justice correctional facilities

 **98** hours per week of pastoral care across 5 major public hospitals.

 support given to **150** people living with HIV/AIDS

A young girl with dark hair and a joyful expression has her arms outstretched. She is wearing a colorful plaid dress. The scene is filled with bright sunlight and water droplets, creating a bokeh effect in the background.

I HAVE COME SO THAT YOU
MAY HAVE *Life* AND HAVE IT

to the Full

JOHN 10:10

Since 1935, CatholicCare has offered hope and support to the vulnerable and marginalised.

Our range of programs include: family and relationship services, education and school support, refugee and settlement services, and pastoral care.

We are the social service agency of the Catholic Archdiocese of Melbourne and the Diocese of Sale.

While we are a Catholic agency, our programs are offered to the whole community, regardless of religious belief or background.

Our services are funded through a mix of government and philanthropic grants, income from fees and investments, and contributions from donors and supporters.



Greater Melbourne • Geelong • Gippsland

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