



Annual Report 2017

strengthening families and communities



Contents

Introduction	5	Relationship Courses	20	Education and School Support	32
Archbishop's Message	6	• Bringing Baby Home	21	• Clemente Fitzroy	33
Bishop's Message	7	• Child Safe Training	21	• Relationships Matter!	33
Chairman's Report	8	• Pre-Marriage Education Programs	22	• School Refusal Support	34
Strategic Plan 2015 - 2020	9	• Refugee Dads and Kids Weekend	22	• School Counselling - Students	34
Acting CEO's Report	10	Pastoral Services	24	• School Counselling - Professionals	35
A Tribute to Fr Joe Caddy	11	• Clergy Health and Wellbeing	25	• Seasons for Growth	35
Director of Operations' Report	12	• HIV/AIDS Ministry	25	Our People	36
Snapshot of Achievements 2017	13	• Hospital Chaplaincy	26	The Board	37
Family and Relationship Services	14	• Prison Ministry	26	Our Executive Team	39
• Adoption and Permanent Care	15	• Youth Justice Chaplaincy	27	Human Resources	40
• Alcohol and Other Drug Family Service	15	Refugee and Asylum Seeker Support	28	Volunteers	41
• Counselling	16	• Asylum Seeker Support	29	Financials	42
• Family Dispute Resolution	16	• Building Community Program	29	Financial Overview	43
• Family Wellbeing Support Service	17	• Eltham Refugee Housing and Support Project	30	Fundraising	44
• Geelong Family Relationship Centre	17	• Geelong Settle Well	30	Acknowledgements	46
• Godstart	18	• Green Patch Community Program	31	Get Involved	49
• Integrated Family Services	18	• Refugee Settlement Program	31	Our Reach	50
• Parenting Orders Program	19				
• Victorian Family Law Pathways Network	19				

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.

Mission

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

Contact Us

CatholicCare Central Office:
383 Albert Street East Melbourne VIC 3002

T: 03 9287 5555

E: catholiccare@ccam.org.au

W: www.ccam.org.au

About Us

Since 1935, we have offered hope and support to the vulnerable and marginalised, responding to the changing needs of the community with a commitment to addressing social disadvantage.

Relationships are at the heart of why we exist. We help people to build positive relationships, and repair connections when needed. We are not just a program, or even a series of programs - we're a safety net and a capacity builder. We aim to prevent relationship breakdowns, or help people get back on track when these issues occur.

We provide family and relationship services, relationship courses, pastoral services, refugee and asylum seeker support, and school and education support. All services are offered to the whole community, regardless of religious belief or background.

With over 350 staff and volunteers in 14 CatholicCare offices, our geographical reach covers all of Greater Melbourne and Geelong, extends west to Melton, north to Castlemaine and includes all of Gippsland. Some of our programs operate state-wide.

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

Introduction

Our spiritual home

There is a strong historical tradition of service and advocacy for those in most need within the Catholic spiritual and cultural network.

CatholicCare draws and builds on that tradition. Throughout our long involvement in helping to build kinder and more equitable societies, Catholic agencies have maintained a strong commitment to supporting and nurturing families in all their diversity as the basic building blocks of caring, healthy and just communities.

As the social service agency of the Archdiocese of Melbourne and the Diocese of Sale, we draw heavily on the principles of Catholic Social Teaching to inspire and direct all our endeavours.

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

Our commitment to child safety

CatholicCare actively works to listen to, empower and protect children, and has zero tolerance for child abuse and neglect. As part of CatholicCare's own commitment to creating and maintaining a Child Safe Environment, all CatholicCare board and staff received Child Safe Environment training this year.

Our vision for reconciliation

CatholicCare acknowledges the important contribution Aboriginal and Torres Strait Islander Peoples make in creating a strong and vibrant Australian society.

We pay our respect to the Traditional Custodians of the lands and waters of the country in which we work and live and acknowledge the strong leadership provided by current and past Elders.

Our 'Open Hearts, Open Minds' Reconciliation Action Plan has been prepared as a guide to strengthen and enhance CatholicCare's engagement and work alongside Aboriginal and Torres Strait Islander Peoples and communities.



Archbishop's Message

My dear friends,

There is a strong historical tradition of service and advocacy for those in most need within the Catholic spiritual and cultural network and CatholicCare draws and builds on that tradition.

Sitting under the auspice of the Archdiocese of Melbourne, CatholicCare make family and relationship, school and education, refugee and asylum seeker and pastoral services available to those in the diocese.

By providing support to people at every stage of life, CatholicCare supports those entering into marriage, those whose relationships are breaking down or stumbling and those who feel excluded from society so that they may have support to live 'life to the full'. (John 10:10)

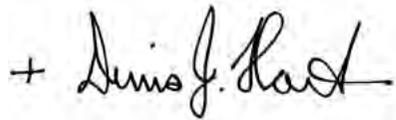
As a community service organisation that upholds Catholic values, CatholicCare delivers quality programs and services to meet the needs and fill the gaps in our community. They carry out the mission of the Catholic Church in action, and are a trusted partner in advocating for and supporting those most in need, ensuring their dignity is upheld at all times.

As you will see in this report, the impact of helping people to build positive relationships with their families and communities builds generational connection and resilience and ultimately contributes to a stronger, healthier community.

I take this opportunity to commend CatholicCare on its achievements over the past year and to thank the Chairman Mr John Sheldon 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.

With every good wish,

Yours sincerely in Christ,



Archbishop Denis Hart
Archbishop of Melbourne



Bishop's Message

Dear Brothers & Sisters,

Grace and peace, I hope this note finds you well.

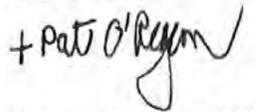
Since April 2013, CatholicCare has managed CatholicCare Gippsland on behalf of the Diocese of Sale and offered a range of social services to the whole community.

As the social service agency of the Diocese of Sale, CatholicCare is vital to carrying out our shared mission to build kinder, more equitable societies. By supporting and nurturing families, educating people about strong, healthy relationships and caring for and empowering people who are experiencing life challenges, CatholicCare's work enriches the whole community in Gippsland. In this way we seek to fulfil the mission of the Church to, in the words of Pope Francis, "show forth Jesus Christ, the face of the Father's mercy". This is particularly so as this year we celebrate the 130 years of the Diocese.

Over the last 12 months, CatholicCare has provided Gippsland with support for recently arrived migrants, counselling for children, adults and families, education for separated parents, school counselling, relationship courses and faith development resources for children, with all programs developed to help people journey towards personal fulfilment and reach their potential.

I commend CatholicCare's Chairman, Board and CEO on their progress this year. Their programs and services are delivered in solidarity with the disadvantaged and vulnerable and with a deep respect for the unique value of each person.

In Domino



Bishop Patrick O'Regan
Bishop of Sale



Chairman's Report

Dear Friends

As the financial year comes to an end, a stocktake of the Strategic Plan 2015-2020 sees CatholicCare making great progress across the five key strategic areas.

CatholicCare has worked to build Excellence in Service Delivery by establishing new and innovative service models (Eltham) and enhancing client participation. In delivering Child Safety Standards training across the Archdiocese of Melbourne, CatholicCare are demonstrating an active commitment to Child Safety, aiming to reduce and eliminate risk within and beyond CatholicCare programs.

Existing partnerships were strengthened (CatholicCare Victoria Tasmania; St John of God; Cabrini) and a successful new partnership was formed (St Vincent's Health Australia) - a reminder that we are better able to fulfil our mission through collaboration with partners. The Board remains open to exploring opportunities to enhance capacity, reach and sustainability into the future.

The organisation's efforts to develop and maintain a culture of high performance included making good progress with the new Client Management System, improvements in learning and development for staff, and the launch of a new website that delivers improved access to information and event booking for our clients.

CatholicCare has also begun work to diversify income streams. We have explored NDIS opportunities, reviewed service delivery costings and re-shaped our fundraising program. There is much work to be done in this area to ensure that CatholicCare is able to continue to meet the needs of those we serve.

And finally, we have made progress in our efforts to position CatholicCare as an agent for change. This work has included the development of a Messaging Framework which will help us to communicate the reason for CatholicCare's existence: to support those who find themselves on the fringes of society – and to equip people with the skills they need to build strong, positive relationships.

All of this work was led by an excellent executive team, including our CEO, Father Joe Caddy who recently stepped down from his role. Joe worked tirelessly and selflessly to ensure that our clients were at the forefront of our minds and hearts and we cannot praise his efforts enough. Fortunately, although he is no longer CEO of CatholicCare, he continues to be the Episcopal Vicar for Social Services for the Archdiocese and so his experience and wise counsel are still available to us. I thank Joe and the other members of the Executive Team for their expertise and leadership.

I also wish to thank all staff, volunteers - including my fellow Board members -, donors, and funding partners across government, corporate and philanthropic sectors. Your contribution, whether in time, talent and/or financial contribution, is invaluable to us as it allows us to carry out work which we otherwise would not be able to.

Finally, I acknowledge the Archdiocese of Melbourne and the Diocese of Sale for their continued support for which we are deeply grateful.

In summary, it has been a very satisfying year for the whole organisation. With the new financial year bringing a new CEO, we look forward with excitement as we continue to meet the needs of our community.

God bless



John Sheldon
Chairman, CatholicCare

Strategic Plan 2015 - 2020

Priority Areas	Description	Activities and Achievements July 2016 - June 2017
<p>Strategy 1: Excellence in Service Delivery</p>	<p>To deliver integrated, wrap-around services that are evidence based, quality and outcomes focused, and target the most disadvantaged in our community.</p>	<ul style="list-style-type: none"> • Established Eltham Refugee Housing and Support Project with St Vincent's Health Australia • Established Client Participation Working Group and updated Client Rights and Responsibilities • Designed and delivered Child Safe Standards Training for CatholicCare and Archdiocesan staff and volunteers • Enhanced Service Reporting via the Penelope Client Management System Project • Trialed measurement tools for Service Outcomes in Family Law • Commenced Outer Northern Corridor (Epping) Study with Cabrini and Catholic Education Melbourne
<p>Strategy 2: Strategic Partnerships</p>	<p>To identify, cultivate and strengthen partnerships that bolster and enhance our capacity to meet the needs of the community we serve.</p>	<ul style="list-style-type: none"> • Maintained and supported CCVT Partnership • Strengthened Partnerships with St John of God (Asylum Seeker Support Program), Cabrini Health (Northern Suburbs Needs Analysis), St Vincent's Health Australia (Eltham Project) and ACU (Clemente Fitzroy) • Enhanced School and Parish Engagement with the appointment of a Community Engagement Coordinator • Explored a Partnership with Villa Maria Catholic Homes (VMCH) and co-located a VMCH Case Worker at our Geelong office
<p>Strategy 3: High Performance Organisation</p>	<p>To develop and maintain a culture of high productivity, strong cost management, innovation and agility.</p>	<ul style="list-style-type: none"> • Deployed Penelope Client Management System Phase 1 and planned Phase 2 • Launched new website, www.ccam.org.au • Enhanced volunteer engagement and recognition and launched Richard Stone Award during National Volunteer Week • Conducted Biennial Staff Climate Survey • Enhanced Learning and Development with the appointment of a specialist to coordinate training
<p>Strategy 4: Diverse Income Sources</p>	<p>To seek and establish new significant sources of revenue to enable us to expand our scope and reach.</p>	<ul style="list-style-type: none"> • Restructured Fundraising program, completed Fundraising Strategy and commenced Donor Care Program • Explored NDIS Opportunities to inform practice • Reviewed Service Delivery unit cost for consumer directed opportunities • Benchmarked Service Quality across CCVT • Planned Revenue Committee to focus on long-range revenue strategies • Explored opportunities for Corporate Partnerships
<p>Strategy 5: Agent for Change</p>	<p>To position CatholicCare as a trusted advocate for our clients, sought after for input by key policy and decision makers.</p>	<ul style="list-style-type: none"> • Enhanced policy-informed decision making and sector advocacy with combined data across CCVT • Completed Messaging Framework to help promote CatholicCare brand • Launched new eNewsletter to communicate the impact of our work • Advocated on Youth Justice, Social Housing, Asylum Seekers and Family Violence with Catholic Social Services Australia/Victoria

Acting CEO's Report

This past year has been a period of significant change for CatholicCare – a new program launched in Eltham, Child Safety Standards training was delivered across the Archdiocese of Melbourne, solid progress was made with the Client Management System project, and last but not least, there were some noteworthy changes to CatholicCare's Executive team.

On 30 June, Fr Joe Caddy stepped down from the CEO role. From 1 July, Sheree Limbrick assumed the role of Acting CEO but only for a few weeks as Sheree was soon to take up the position of CEO at Catholic Professional Standards. As I write this report, the search for a new CEO is taking place.

So, a lot of changes for the leadership group at CatholicCare, but what remains unchanged is our commitment to providing services that reach out to those who are disadvantaged and marginalised; to bring them in and reconnect them to society; to give them hope.

This annual report provides an overview of the activities undertaken by CatholicCare in FY17: the services we delivered, the number of people whose lives we touched, the organisations we partnered with. As a summary, it shows the impact that we have on the broader community.

But it is in the individual stories where we can truly get a sense of the impact on those we accompany as we listen and respond to their need for connection and inclusion.

Like Mark, who graduated from Clemente in 2017 and hopes to continue studying at ACU. Mark commented that "Clemente was my North Star; it kept me structured, centred ... and whole."

Or Sadiqa, a refugee from Afghanistan, who came to Australia two years ago on a Women at Risk Visa. Sadiqa had never before been to the beach but was one of the first women to enter the water at CatholicCare's Beach Safety program. For Sadiqa and many of the families who attended, this excursion has introduced them to something that many Australians take for granted.

And for Chrissie and Paul, who adopted one child and are permanent carers of another, the care and support from CatholicCare's Adoption and Permanent Care program has given them the family that they had always dreamed of. Chrissie speaks of the fulfilment that being a mother brings: "It's that unconditional love - it's hard to explain. Being a mum, it's not to do with blood or genes or where you live. To me it always comes back to: 'I love you with every ounce of my being. I'm your Mum!'"

Behind all the individuals, families and communities that CatholicCare has helped over the last 12 months, there is a group of dedicated staff and volunteers who give their focus and energy.

Before Fr Joe Caddy left CatholicCare, he thanked the executive team for making hard decisions, dealing with complaints, responding to critics, thinking through challenging policy issues, and staring injustice in the face. He said it aided him in re-focusing and re-doubling his efforts to lead an organisation that supported people to reach their full potential.

As Acting CEO, I extend Joe's words, and thank all staff and volunteers for the difference we make across Greater Melbourne, Gippsland and Geelong.



Tony Newton
Acting CEO

Stop Press: new CEO appointed.

At the time of publishing this Annual Report, the Archdiocese of Melbourne and the Board of CatholicCare Melbourne and Gippsland announced the appointment of Ms Netty Horton to the position of Chief Executive Officer of CatholicCare.

Netty has an MA in Public Policy, is a Churchill Fellowship recipient, a Graduate of AICD, and has had vast community and not-for-profit experience. Her previous position was Territorial Social Programmes Director for the Salvation Army.

Netty will commence at CatholicCare in November 2017.

A Tribute to Fr Joe Caddy



On 21 June 2017, over 130 people gathered at the Catholic Leadership Centre in East Melbourne to mark the end of an era as CatholicCare hosted a celebration of Fr Joe Caddy's contribution over 12 years as CEO.

Guests included His Grace, Archbishop Denis Hart; Vicar General Monsignor Greg Bennet; Fathers Gerard Dowling, John McCarthy and Brendan Reed; Joe's parents John and Pat Caddy; CCAM Board members, including former chairs Frank Swan and Philip Spry-Bailey, and current Chair John Sheldon; colleagues from the Archdiocese of Melbourne, the Diocese of Sale, and other Dioceses; and CatholicCare staff, donors, volunteers, supporters, friends and community partners.

Former CatholicCare Chairman, Frank Swan spoke of recruiting Joe to the CEO role in 2004. "Almost immediately after Joe came on board we sensed that the organisation had changed," said Frank. "He had a positive attitude, an outgoing attitude, a questioning attitude - but an attitude that would include people in a journey going forward."

Joe's journey over the last 12 years included a strengthening of the relationship with the Archdiocese of Melbourne, forging of a new relationship with the Diocese of Sale, and the development of innovative programs that responded to the emerging needs of the community, among them the response to the Black Saturday bushfires, the launching of Refugee and Asylum Seeker Support Programs, and the development of the Alcohol and other Drug program.

While Fr Joe will no longer be CEO of CatholicCare, he will continue to play a part and have close involvement in the ongoing journey of CatholicCare through his role as Episcopal Vicar for Social Services in the Archdiocese.

Fr Joe stepped down as CEO on 30 June 2017.

Director of Operations' Report

This year we made significant service improvements and responded to reform across our sector. Increasingly, services in our sector are changing as a result of the NDIS, more consumer directed care and a refocus on choice. This resulted in CatholicCare trialling more client-centred services, including piloting outcome measurement in family law programs and redeveloping our approach to client participation in our programs, with a focus on measuring the change in people's lives following their involvement with our Family and Relationship Services.

As part of our commitment to excellence in service delivery and service quality improvement, we developed greater capability to respond to client needs and service delivery by using better electronic systems to assist practitioners in managing their work.

Along with deploying the Penelope Client Management System, we developed practice manuals, policies and procedures for client information across all service categories: Family and Relationship Services; Relationship Courses; Pastoral Services; Refugee and Asylum Seeker Support and; School and Education Support.

Our involvement and participation in a number of networks and services led to collective advocacy and support in the Asylum Seeker and Youth Justice areas.

In partnership with St Vincent's Health Australia and St Vincent's Aged Care, we provided housing and settlement support to a new community of Syrian and Iraqi refugees at the Eltham Project, and with Smart Justice for Young People, we supported Youth Justice Reform seeking more respectful and rehabilitative engagement with children and young people in custody.

We continued to develop and maintain important partnerships with MacKillop Family Services, Good Grief, St John of God, Cabrini, Australian Catholic University, and local service collaborations in the catchments where we are located, and successful partnerships with organisations in our sector has been key to bolstering and enhancing our capacity to meet the needs of the communities we serve.

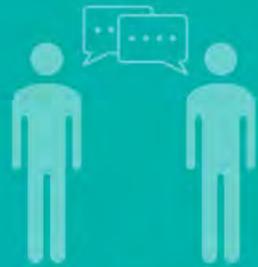
To provide integrated service delivery in high growth corridors, we continued to co-locate our services with other service providers. This year we provided our Alcohol and Other Drug Family Service (AODFS), Counselling, Family Dispute Resolution and Parenting Orders Program at the Epping Community Services Hub, and also delivered co-located Alcohol and Other Drug Family Services (AODFS) and Integrated Family Services at the IPC Health centre in Wyndham Vale.

These efforts have combined to assist CatholicCare in delivering services to the most disadvantaged people in our community and carved a role for CatholicCare as both a safety net and a capacity builder – with a range of programs and services to build and strengthen relationships at every stage of life.



Nick Collins
Director of Operations

Snapshot of Achievements 2017



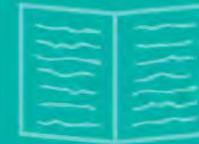
2,367
people received
counselling



more than
900
parish staff received
**child safe
environment
training**



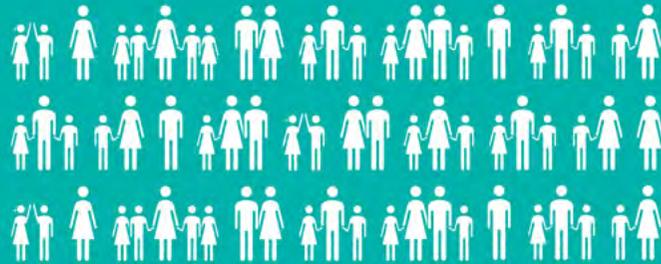
563
couples attended
**pre-marriage
courses**



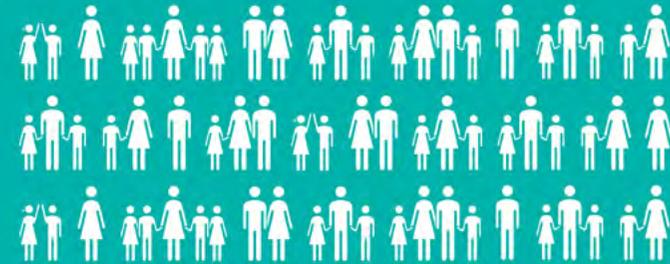
915
students
attended the
**relationships
matter**
program



over
1,800
students
received school
counselling



we helped
over **18,000**
people



1,500
people attended
**post-separation
parenting
programs**



over **10,000**
hours
of pastoral care
in prisons



843
pastoral contacts
with **families** in
hospital



1,223
refugees
received
**settlement
services**



27
refugees
from Syria and Iraq
housed
in Eltham

Family and Relationship Services

CatholicCare offers a range of Family and Relationship Services to support vulnerable and disadvantaged families facing complex challenges. Clients may be experiencing relationship problems, parenting issues, mental health concerns, or are worried about substance misuse.

To address these challenges, we offer client-focused, wrap-around supports and education. We empower clients to improve their relationships, manage their life transitions and strengthen their health and wellbeing.



Family and Relationship Services

Adoption and Permanent Care

This state-wide service based in Footscray offers training, assessment and support for families seeking to become adoptive or permanent care parents. It works with birth parents considering relinquishment to ensure they receive advice and support to make an informed decision. In addition, it includes an Adoption Information Service for adoptees or people wishing to enquire about past adoptions.

Throughout the year, seven families seeking to become adoptive or permanent care parents participated in CatholicCare's assessment process. Two children were successfully placed with their 'forever families', and three children were placed in permanent care families. Fifty-six people accessed the Adoption Information Service, which includes information and record release, and search, outreach and reunification services.

There are many steps involved in becoming an adoptive or permanent care parent, and CatholicCare's involvement does not end with placement. In the FY17 year, the service provided 755 hours of post-legal support to families. Most of these families had been known to CatholicCare for many years, indicating that post legal issues can continue for many years beyond placement.



'Having gone through a previous inter-country adoption with another agency, we received a far different and much better service overall from CatholicCare. Highly commended, cannot fault your processes. Cannot speak highly enough of your staff; they have been great supports.'

Alcohol and Other Drug Family Service

This service based in Epping, Footscray and Wyndham Vale works with families and communities to assist individuals in overcoming addiction. It offers specialist counselling, support groups and community education for family members concerned about a loved one's substance abuse - and direct support to people living with, or recovering from addiction.

Throughout the year, 290 episodes of counselling and support were provided for family members concerned about a loved one's substance abuse. Around 70% of clients were from culturally and linguistically diverse (CALD) backgrounds, suggesting CatholicCare is filling a gap in providing culturally-sensitive alcohol and other drug support for CALD communities, particularly from Africa, Burma and Vietnam.

With bi-lingual staff able to work in the clients' preferred language, the Alcohol and Other Drug Family Service (AODFS) was able to strengthen clients' social and cultural networks by providing community programs, and group work and education in line with clients' cultural backgrounds.

Our out-posted AODFS worked with local communities and service partners including the Sunshine-based AODFS program co-located with YSAS (Youth Support and Advocacy Service) at VISY Cares Hub. Leveraging strong relationships within the African community, our AODFS worker provided direct support to 86 young people experiencing the harmful effects of alcohol and other drugs - as well as to the family members of these young people.

In Dandenong, we provided CALD clients with community-based development activities, along with access to a family counsellor working at the Noble Park Cyrene Centre in partnership with the Dandenong Catholic Deanery. These activities supported 180 families experiencing issues associated with problematic drug and alcohol use in local communities.

In Epping, Footscray and Wyndham Vale, the complexity of AOD work continued to evolve with practitioners keeping up to date with the variety of drugs and alcohol available and the challenges of supporting clients through recovery.

The casework provided was complex, with client's often requiring support for multiple issues, including financial hardship, unstable or unsuitable housing, and legal matters. AOD clients were commonly dealing with Family Law or Criminal Law issues. These complex issues saw the AODFS remaining well-connected with both the alcohol and other drug service sector and the broader community service sector.

'My brother is showing emotion, maturity and his old self again. He was lost before, going around in circles, but now he's grown up. I'm feeling more confident and stronger than previously. I feel I have more support to try turning everything around.'

Family and Relationship Services

Counselling

CatholicCare offers counselling from nine locations: Dandenong, Epping, Footscray, Geelong, Geelong Family Relationship Centre, Pakenham, Sale, Traralgon and Warragul. The service provides a compassionate, non-judgmental environment where couples, families, individuals and children can talk about, and work to resolve, their emotional and personal problems – to improve their health and wellbeing.

This year 2,367 people saw a CatholicCare counsellor after a major life change or crisis, to change their behaviour or life, or solve a problem.

Throughout the year, our counsellors identified a number of emerging trends, with issues most commonly related to school refusal, family violence, trauma, child-parent conflict, couple relationship difficulties, loss and grief, anxiety, and depression.



The Western Region Counselling Service and the Refugee and Settlement Program in Footscray collaborated to develop the 'Regrowth Group', an eight-week program to support parents in addressing their issues, which included integration, schooling, cultural differences, and stress impacting family life. The group also provided parents with education about the effects of trauma on the brain, and information and support on post-traumatic stress disorder, nightmares, alcohol and other drug consumption, and domestic violence. With language identified as the major obstacle to client progress, the 'Regrowth Group' was successful in providing counselling and other supports, regardless of language and cultural diversity. The program was delivered in Wyndham Vale in February and April 2017.

'For the first time, I was able to talk. I could speak about my difficulties.'

Family Dispute Resolution

This service offers mediation to help parents resolve disputes during a separation or divorce to reduce the conflict that children can experience. Offered in five locations - Dandenong, Epping, Footscray, Geelong and Geelong Family Relationship Centre - the focus of Family Dispute Resolution is to put children first.

Throughout the year, 2,280 people participated in Family Dispute Resolution (FDR) with the long term goal of giving their children the best chance of experiencing less parental conflict and having positive relationships with both parents and other family members.

In Dandenong, the FDR team partnered with Casey Cardinia Legal Community Centre and Springvale Monash Community Legal Centre to enhance access to FDR. A new referral system was developed to provide the majority of clients with one hour of free legal advice to help prepare for FDR.

In Footscray and Epping, the FDR teams partnered with the Parenting Orders Program and regularly assisted with 'Smart Moves'. They delivered child-inclusive FDR and Conjoint Mediation and Therapy work with Parenting Orders Program staff, and working together gave both the Footscray and Epping FDR teams a wider range of service models to offer clients.



'Thank you for the FDR and parenting coaching. I wrote a letter to my son and it was well-received by his mum. I'm so happy and relieved that my son is once again regularly spending time with me and communicating on the phone.'

Family and Relationship Services

Family Wellbeing Support Service

This Melton-based service supports parents and other adults who care for children to develop the skills and confidence they need to enable children to reach their potential. It is co-located with MacKillop Family Services in Melton and provides: short-term support, information and referrals; longer-term support for families facing complex issues; information sessions and group programs about relationships and parenting and; referrals to other wellbeing services and activities.

Throughout the year, 844 people received support from the Family and Wellbeing Support Service (FWSS). Over 150 people attended group programs about relationships and parenting, and information sessions, including 'Bringing Baby Home,' 'Bringing Up Great Kids,' 'Family Wellbeing,' and 'Turning into Teens.'

The FWSS, with partners at VICSEG and MacKillop Family Services, also developed a new school-based anxiety management program called 'Stress Busters.' We partnered with the wellbeing teams at two local schools to deliver 'Stress Busters' to over 180 students.



'Thank you for coming to 3 Yellow to teach us how to deal with our worries. I enjoyed playing 'Feeling Bingo' and I learnt there are many different ways to calm yourself down. The next time I feel worried or anxious I am going to use the lazy 8 breathing.'

Geelong Family Relationship Centre

CatholicCare works in partnership with other community organisations at the Geelong Family Relationship Centre (Geelong FRC) to support people experiencing difficulties with relationships due to separation or divorce.

The services provided include: child-focused information sessions, groups and seminars; information, advice and referrals for relationships issues; legal information from our partners at Barwon Community Legal Service and; links to other supports from MacKillop Family Services and the City of Greater Geelong.

In addition to working alongside CatholicCare's Counselling service, the Geelong FRC offers separated parents two specialist programs: Family Dispute Resolution (FDR) and the Parenting Orders Program (POP).

Throughout the year, 1,194 people accessed CatholicCare's services at the Geelong FRC. Six hundred and forty-eight people received an assessment by a Family Relationship Advisor; 694 people participated in joint FDR; and 153 people attended pre-FDR appointments to prepare and be assessed for mediation. Three hundred and sixty-three people attended child-focused information sessions, including: 'Family Transitions', 'Young Children in Separation and Divorce' and 'Emotion Coaching'.

In a highlight for the year, seven staff trained to become Companions to deliver the Seasons for Growth Parent Program. The program was developed together with our partners at Good Grief

to meet the needs of parents supporting children and young people through family change and loss. It was successful in giving Geelong FRC staff strategies to consider when equipping separated parents with practical ways to support their children following a separation and/or divorce.

'I appreciated the respectful way you treated me throughout the process, even when things weren't going well.'



'I wasn't aware that this service existed, I felt heard here and it has been an empowering experience.'

Family and Relationship Services

GodStart

This program enables Parishes to continue their connection with young families after a child's baptism. Parishes purchase and distribute GodStart faith development resources, which are designed for young children, and provide them to families with young children in their Parish community.

Throughout the year, over 1,000 GodStart resource kits were provided to Parishes to support families with young children, and over 80 parishes and schools in the Archdiocese of Melbourne embraced Godstart as a way to enable parents to teach their children about the love of God. St Bridget's Parish in Dubbo, New South Wales placed an order for 100 GodStart kits, with parishioners and Parish Priests pledging to personally deliver a card to each family baptised.

To establish connections and raise awareness of GodStart more broadly, the program began sending a special GodStart Kit to every Catholic Primary School in Australia, associated kindergartens in NSW, and five Catholic book shops. Early in this outreach, the Central Catholic Bookshop in Lonsdale Street, Melbourne acquired GodStart faith development resources for sale. In NSW, the program strengthened its connection with kindergartens based on the dual occupancy of a kindergarten and school on one campus, responding with resources for particular curriculum objectives, such as nurturing prayer with young children.

'I live in a rural remote parish and GodStart is just what we were looking for to keep in touch with families.'



Integrated Family Services

This service based in Dandenong, Footscray and Wyndham Vale provides casework and in-home support to vulnerable families experiencing multiple difficulties with the aim of increasing parenting confidence and capacity, strengthening family relationships, and providing better opportunities and outcomes for children.

CatholicCare is funded by the Department of Health and Human Services to provide Integrated Family Services (IFS) through three Child FIRST Alliances: South East Melbourne (Dandenong, Casey and Cardinia); Brimbank-Melton and; Western Melbourne (Hobson's Bay, Maribyrnong, Moonee Valley and Wyndham Vale).

Throughout the year, 275 vulnerable families received casework and in-home support through IFS, who provided 396 episodes of information, referral and consultation support. In providing ongoing support to families, IFS had 246 contacts with community-based Child Protection consultants, and to support initial intakes from Child FIRST, made 92 contacts with Child Protection practitioners.

The 'Engaging Wyndham Families – Demand Funding Project' resulted in new support for families with children experiencing problems at school. An IFS Case Manager worked closely with a Refugee Settlement and Alcohol and Other Drug worker, which assisted IFS to identify systemic issues and gaps, and help plan for longer-term solutions for culturally and linguistically diverse families.

As part of the same project, and with the aim of working with Child FIRST to identify and respond to family violence, the Dandenong and Footscray IFS teams recruited a Senior Practitioner in Family Violence, which enabled them to start providing secondary consultations to other IFS agencies, working alongside community-based Child Protection practitioners and Victoria Police.

In all three Alliances, IFS received additional funding from the Department of Health and Human Services to respond to family violence, and as part of the South East Melbourne Alliance, IFS received further funding to support families from culturally and linguistically diverse backgrounds.

'You were an excellent support to our family. You helped us achieve structure, routine and stability.'



Family and Relationship Services

Parenting Orders Program

This service is offered in seven locations: Epping, Footscray, Geelong FRC, Pakenham, Sale, Traralgon and Warragul. It provides individual support, counselling and group education programs for separated families who have experienced high and ongoing parental conflict, helping parents to manage disputes, increase cooperation and communication, and be child-focused, which gives children the opportunity to have a voice. Throughout the year, over 1,500 people attended Post Separation Parenting programs.

Eight hundred and sixty-one people participated in the Parenting Orders Program (POP). To cater for the demand for a range of parenting programs to suit parents' availability, POP offered 'Building Connections', a single 3-hour seminar; 'Our Kids', a 6-week program of 2-hour weeknight sessions; 'Empathy Parenting', a 1-day program to assist separated parents to meet the needs of their children and; 'Cooperative Parenting', a 1-day program to help parents manage communication with their children's other parent.

To respond to disadvantage in Geelong, POP offered eight Post Separation Parenting Groups. Forty-eight parents completed six 2-hour education sessions on positive co-parenting, and 15 parents completed the 'Building Connections' parenting program.

By partnering with Parish centres in Bairnsdale, who provided facilities free of charge, POP extended its service provision to East Gippsland, where no other agency in the area was delivering support using professionally trained and qualified

practitioners who specialise in child, adult and family relationship matters and are trained and supervised to operate within the Family Law Act.

Reunifications continued to become an increasingly common aspect of POP, making up approximately one quarter of referrals received. The work in this area was resource-intensive and most reunification cases were for families who had experienced entrenched and ongoing conflict following separation, or who had been in the family court system for many years. The Parenting Orders Program took a team approach, and multiple practitioners worked in tandem to ensure that the voice of the child was paramount in reunification processes. This resulted in the Parenting Orders Program successfully engaging parents with the services, despite their grievances with family court systems and processes.

By drawing on a range of theories, resources and clinicians, the Parenting Orders Program team developed an innovative model for complex cases. This model was presented at CatholicCare's 'POP Good Practice Forum' which was attended by 57 staff from five Post Separation Services across Victoria and New South Wales.

Together with the Attorney-General's Department, CatholicCare delivered the Post Order Support Pilot in Dandenong and Geelong, which resulted in the Parenting Orders Program successfully engaging parents with post Parenting Order support, despite their grievances with family court systems and processes.

Victorian Family Law Pathways Network

The Victorian Family Law Pathways Network provides educational and networking opportunities for professionals working in and alongside the family law sector to assist separating families. Throughout the year, over 750 professionals attended events as part of the Greater Melbourne Family Law Pathways Network, auspiced by CatholicCare.

To create ties with local professional networks, the network collaborated with the Australian Institute of Family Studies to deliver webinars, and with the Parenting Orders/Post-Separation Cooperative Managers Group to provide professional development to their teams.

In a highlight for the year, the network hosted David Mandel for a 1-day training event on his 'Safe and Together Model.' Over 180 professionals attended the workshop designed to give practitioners working with separating families a broader understanding of working with perpetrators of domestic violence.

Other forums and collaborative events offered throughout the year included: 'Elder Abuse: Recent research and effective responses', delivered with the Australian Institute of Family Studies; 'Lessons from the AFCC Conference'; 'POP/PSCP Good Practice Forum' and; 'Working with Male Perpetrators of Family Violence'.

'It provided some of the best training I have had for a while and has helped my way of working with families experiencing family violence.'



'I came away feeling more inspired to continue to improve my practice with these complex families.'

Relationship Courses

CatholicCare's Relationship Courses equip people with the skills for happy, healthy and lasting relationships, whether they are preparing for or strengthening a marriage, planning for the arrival of a new baby, or navigating parenting.

Throughout the year, CatholicCare provided 2,478 people with relationship education. Over 1,100 people attended CatholicCare's Pre-Marriage Education Programs and over 900 parish staff received Child Safe Environment Training.



Relationship Courses

Bringing Baby Home

For 12 years CatholicCare has offered Bringing Baby Home at the Mercy Hospital in Heidelberg. This year, 78 people participated in the program, learning skills to deepen their friendship, navigate conflict and foster an early parent-child connection to support their partner and baby.

'This is the best thing we have ever done. It helped us to see just how important our relationship is for our baby. Loved the stories!'

- Female -

'Done the baby classes and birth classes but this has helped me to understand more about how we need to care for our relationship when our baby arrives. Can't wait!'

- Male -



Child Safe Training

To deliver on our shared commitment to creating and maintaining Child Safe Environments, in February 2017, CatholicCare was engaged to deliver Child Safe Environment training to all staff and volunteers in parishes in the Archdiocese of Melbourne.

Over 900 people received Child Safe Environment Training, which included education and support to meet the requirements of the new Victorian Child Safe Standards - an important milestone on CatholicCare's journey of assisting parishes and organisations in their work to create and maintain Child Safe Environments.

As part of CatholicCare's own commitment to creating and maintaining a Child Safe Environment, all CatholicCare board and staff received Child Safe Environment training to actively listen to, empower and protect children.

'As champions of this culture, we have been really pleased with the level of engagement from the parish staff, leaders, volunteers, Priests and Deacons who have attended training.'



Relationship Courses

Pre-Marriage Education Programs

Throughout the year, 563 couples attended Pre-Marriage Education Programs led by qualified relationship educators conducting 'Partnerships', 'The2ofUs' (group sessions) and 'FOCCUS' (private sessions).

By partnering with Parishes who refer couples to CatholicCare, these programs equipped couples with relationship education to assist them in responding to the challenges they may face in the future; to identify their relationship strengths and find ways to grow their friendship.

'I realised how important it is to understand our different styles.'

'We learnt how to recognise that the differences we have can help us build a strong marriage.'



'I was impressed with the depth and knowledge of the course and gained a lot by listening to my partner.'

Refugee Dads and Kids Weekend

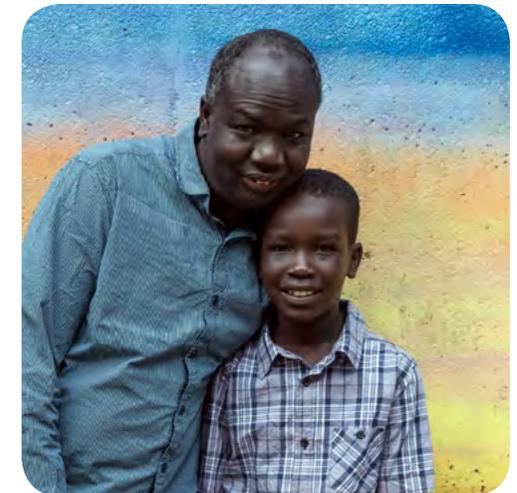
CatholicCare conducted the last African Dads and Kids Camp at Marysville in October 2016. This program had been running since 2008, helping families to build strategies for strengthening their father-child relationships as they settle and adapt to their new home.

In March 2017, the camp evolved into the new Refugee Dads and Kids Weekend – expanding eligibility to families from other refugee communities. The first weekend away hosted families from eight different cultures.

Led by CatholicCare relationship educators and assisted by volunteers, fathers and their children received relationship education and information, and were engaged in exercises designed to promote discussion and shared learning. Fathers reflected on their childhood and learnt about the challenges of their children in adapting to a new culture. They discussed the differences between parenting in their own cultural tradition compared to in Australia, and how to understand each other's strengths, and work together as a team.

While there were initial concerns about trying to meet the needs of so many cultures, the parenting issues expressed by participants were found to be universal. In FY17, a total of 80 people participated in these programs.

'We have families from eight different cultures here this weekend – from Myanmar, Afghanistan, Sri Lanka, Iran, Iraq, Eritrea, Ethiopia and South Sudan. One family only arrived in Australia six months ago.'



Pastoral Services

CatholicCare's Pastoral Services seek to enable the expression of the soul, and the voice of one's inner self to be heard. Pastorally accompanying a person - who is ill in hospital, or in custody in the adult and youth justice systems, or living with AIDS - or supporting a Priest's wellbeing, means forging a relationship that seeks to be life-giving and transformative.

Throughout the year, CatholicCare provided over 10,000 hours of pastoral care in prisons and had 843 pastoral contacts with families in hospitals.



Pastoral Services

Clergy Health and Wellbeing

This Warragul-based pastoral service helps priests in the Diocese of Sale to maintain their physical, emotional and psychological wellbeing at all stages of ministry to ensure they feel well in both their pastoral and personal lives, so they can better serve their community and enjoy good health in retirement. The service is funded by the Priests Welfare Foundation, Diocese of Sale.

This year the Clergy Health and Wellbeing team travelled over 4,500 kilometres as part of their outreach to clergy and the significant people in their lives. They conducted 44 personal visits and made 70 phone contacts with clergy and related support people regarding: accredited nursing, retirement preparation, review of healthcare and other appointments, support for priests who were new to Australia, and wellbeing support.

'Further tests showed the need for eight weeks of radiotherapy, which I have just recently completed. The contact has been very reassuring and practically helpful in understanding the treatments I have had, knowing the right questions to ask, and ensuring that I have had the right support structures in place.'



HIV/AIDS Ministry

This Fitzroy-based Ministry provides support to people living with or affected by HIV/AIDS, with a focus on supporting those who are experiencing discrimination and/or social isolation. As with all CatholicCare programs, the HIV/AIDS Ministry provides support for people regardless of their religious belief or background.

HIV/AIDS chaplains respond with hospitality and care, offering practical, spiritual and emotional support to help improve clients' wellbeing. A range of social supports and activities are available and in addition, the ministry advocates for people living with HIV/AIDS by conducting community education in schools, parishes and community groups.

Throughout the year the Ministry visited over 100 people at home or in hospital and a total of 157 people received care. Chaplains from the Ministry also attended two funerals. The Ministry's Monday lunch for people living with HIV was attended by 375 people. The lunch is regarded as an anchor in their life. It gives thanks, friendly support, understanding, acceptance and laughter.



'Our numbers at lunch are actually decreasing, which is a good thing. People are no longer attending because they are at University courses or have bought their own home in the country.'

Pastoral Services

Hospital Chaplaincy

This Ministry offers emotional, spiritual and sacramental support to patients and their families in Melbourne's major public and Victoria's regional hospitals. Support is provided to patients and their families regardless of their spiritual or religious belief or background.

When requested, CatholicCare's Hospital Chaplains provide accompaniment, prayer, support for loss and grief, and respond to people who wish to explore and/or reconcile their spirituality. As part of an interfaith network, hospital chaplains work alongside staff and people from many other faith groups.

This year the Ministry made contact with 500 families on one or more occasions. Chaplains responded to 32 call outs to be with families with a sick child, or when a child was dying or had passed away. In addition, they responded to two call outs for baptisms when a Priest was not available.

'Thank you very much for your support and friendship during our hours of need. It has provided us with the strength to carry on.'



'It was the worst day of our lives and your visit gave us great comfort when we needed it most.'

Prison Ministry

This Ministry provides Prison Chaplains who visit men and women in every prison and correctional centre in Victoria. Its chaplains work as part of an interfaith network, alongside chaplains from many other faith groups who offer emotional, spiritual and sacramental support.

When requested for prison visitation, chaplains listen, connect, endeavour to understand and comfort people feeling lost or abandoned, and extend support to prisoners' family members, or the significant people in their lives. Within the prison system and across the broader community, the Ministry also advocates for alternatives to incarceration and promotes the development and understanding of Restorative Justice.

The growth in prison numbers has continued, placing great challenges on Chaplaincy Team members. Many residents are now much younger and the majority are affected by drug culture. Significant numbers of families impacted have had no previous experience of the prison system.

There was a significant allocation of time for chaplains to visit residents in maximum security prisons, and chaplains also ministered to residents who had experienced the death or anniversary of the passing of someone close. Throughout the year, the Ministry continued to provide residents preparing to re-enter society with the opportunity to attend Catholic Mass in local parishes, where they benefited from interacting with parishioners.

'The men interact in conversation with parishioners who come to enjoy their company, see past the fact that they are prisoners and regard them with respect for the person they are.'



'I really enjoy going to the local church on Sundays. The people there welcome us. They are always pleased to see us when we arrive. I am able to just be like one of them, do what they do when I am there, and I feel like an ordinary person.'

Pastoral Services

Youth Justice Chaplaincy

CatholicCare's Youth Justice Chaplains support young people in custodial centres regardless of their spiritual or religious belief or background. They work as part of an interfaith network alongside chaplains from many other faith groups within Victoria's two youth justice precincts at Parkville and Malmsbury. The Ministry also plays a role in advocating for the dignity of young people within the youth justice system and the broader community. They play a special role by supporting young people as they prepare for parole.

This year chaplains visited 80 clients in Malmsbury to respond to requests to talk about religion or young people's current offence. They responded to 30 requests from clients seeking religious services, and spoke with an average of two custodial centre staff each day to assist them in sharing their concerns about their work and safety, and the welfare of young residents.



'I want to thank you for being here for me when I needed someone to listen. You have helped me to be strong when times are stressful... you have made me step over the rocks that once held me back.'

Refugee and Asylum Seeker Support

CatholicCare's Refugee and Asylum Seeker Support programs respond to the settlement needs of newly arrived refugees. It offers information and practical support to assist refugees to acquire the skills to integrate into Australian society and local communities.



Refugee and Asylum Seeker Support

Asylum Seeker Support

This Dandenong-based service arranges supported housing for families awaiting a final decision on their claim for protection and asylum in Australia. It houses vulnerable asylum seeker families with the help of partners in Parishes and the community who provide safe affordable medium-term housing when asylum seeker families are vulnerable and at risk of homelessness. In addition, the service links asylum seekers with practical support provided by volunteers, community members, schools and other organisations in CatholicCare's network.

With assistance from Parish links and volunteers, two male asylum seekers secured the right to work this year. The service provided 24 people with safe, stable supported housing and established one new supported parish house this year.

By enhancing an existing relationship with the local St Vincent de Paul (SVDP) Conference, a new Hallam-based SVDP property was made available for asylum seekers in November 2016. CatholicCare's housing partnership with Faithful Companions Jesus Society (FCJ) also resulted in confirmation that a Box Hill-based FCJ property could be retained for use to support asylum seeker families until December 2019.

In November 2016, a new partnership was formed with St John of God, which provided funding to employ an additional 0.6 worker tasked with increasing CatholicCare's drive to secure more Parish houses and thus, provide more safe and affordable housing for asylum seeker families. This additional worker was employed and inducted in January 2017 to co-work on Parish properties and

develop Parish partnerships so that additional housing can be made available to vulnerable asylum seekers who would otherwise be at risk of homelessness.

A new relationship was established with Baptcare's Houses for Hope Coordinator, which resulted in co-delivering two volunteer training evenings with Baptcare Parish House volunteers in September and November 2016.



'We are very grateful to CatholicCare for the personal service provided during our settlement in Australia. You have been very helpful and understanding when we were first allocated the house.'

Building Community Program

This Pakenham-based service supports recently arrived migrants living in the local community to help build their confidence, skills and sense of community.

In April 2017, a community garden was launched to enable recently arrived migrants to learn gardening and horticulture skills while growing produce for their table. The project was delivered with assistance from local volunteers and businesses.

The community garden has provided many benefits to individuals, families and the community. Some of these benefits include: increased access to nutritious foods, supporting new friendships and social connections, learning new skills, providing new pollinator habitats, bringing people from diverse backgrounds together and helping promote mental health and stress reduction.

St Patrick's Primary School in Pakenham and St Clare's Primary School in Officer helped to promote the community garden throughout the year. Combined, these schools have approximately 850 students from multicultural backgrounds. Committed volunteers also contribute to the community garden and general maintenance of the property, and lend their time and skill to support the English Conversation programs run from the Pakenham office, where refugees and migrants learn basic English phrases and use them in conversation with other people in the group.



'It's not only good for their skill sets, it's good for their self-esteem. They can say, "I made that"' and be proud of what they have built.'

Refugee and Asylum Seeker Support

Eltham Refugee Housing and Support Project

This 2-year housing and support project delivered in partnership with St Vincent's Health Australia (SVHA) provides 40 bedsit units at St Vincent's Care Services in Eltham. The accommodation offers medium-term supported housing for refugee families and individuals from Syria and Iraq with priority given to women and children.

To complement the housing provided, CatholicCare's Settlement Support aims to enhance refugees' sense of security, independence, and mental and social wellbeing, as well as to reduce social isolation. During the year, 30 units were furnished by Parishes and community groups at a cost of \$3,000 per unit, and 14 units were fully occupied by 27 Syrian and Iraqi refugee families and individuals.

Seven parishes, five schools and 36 registered volunteers provided practical support to residents, including visits to families or individuals, homework support, material aid, group activities, English language practice, and community activities.

Many of the Syrian and Iraqi refugees in Eltham attended several information sessions on topics such as Snakes, VicRoads Driving, Private Rentals, and Cultural Religious Tolerance. All residents attended the social events conducted: Food and Fun Day at St Gregory of the Great, Doncaster; Deanery Dinner, Bundoora with St Francis Xavier; Healesville Sanctuary Zoo Excursion; Tour of Eltham Police Station and; Morning Tea with the Independent Living association.

'It's very beautiful. I'm very grateful.'



'This is our Australia.'

Geelong Settle Well

This program combines case management, therapeutic counselling and advocacy support to help address the complex settlement needs of young people from culturally and linguistically diverse and/or refugee backgrounds in the Northern Geelong area. To enhance student wellbeing and reduce the risks associated with school disengagement, the program seeks to connect young people to appropriate support in the community and at school. Throughout the year, the program was expanded from two campuses of North Geelong Secondary College to nearby Northern Bay College.

Following the success of CatholicCare's Sunshine-based 'Justice Education Program' for refugees from Burmese, Karen and African backgrounds, the Geelong Settle Well service began offering a 'Justice Education Program' for refugee youth in late 2016. Throughout the financial year, two groups of students completed the 10-week program on how to interact with the community in safe ways.

Delivered in partnership with Northern Grampians Shire Council, students received presentations from community partners including: Centre for Multicultural Youth, Barwon Adolescent Taskforce, Barwon Child Youth and Families, Victoria Police, Country Fire Authority, Geelong Magistrate's Court, and Barwon Community Legal.

A total of 349 people, including young people, participated in a 'Justice Education Program' with CatholicCare this year.



'They are leaders already, in their own unique way. They have influence with their mates, and we're leveraging that influence in the hope they'll speak up.'

Refugee and Asylum Seeker Support

Green Patch Community Program

This Melton-based refugee project provides a community farm and training for refugee job seekers to learn gardening and horticulture skills and build a sense of community.

This year, CatholicCare employees worked together with growers at the Green Patch Community Farm to help build an access pathway down the bank of the river to the petrol pump at the river's edge, providing safe access for the pump's servicing needs. Thermafarm donated a biological fertiliser for the flats and Keemin Energy Solutions offered three acres of river flats at Bacchus Marsh to one of the growers.

The outcomes of the project have been significant with growers learning new skills and some growers obtaining part-time employment. Based on their experience of the farm, one entrepreneurial grower accessed another large parcel of land in Bacchus Marsh and developed a relationship with the landholder to cultivate the land and profit share the sale of produce with the landholder.

In March 2017, John Little conducted a review of the program and prepared 'Seeds of hope: a review of the Green Patch Melton Refugee Project.' The report recommended some immediate actions for the program, including enhancing the watering system and improving coordination. The longer-term recommendation of the report was to see Green Patch become a self-managed, sustainable social enterprise.



'Community gardens provide so many benefits to individuals, families and the community.'

Refugee Settlement Program

This program is offered in Dandenong, Eltham and Footscray, where it seeks to equip newly arrived refugee and humanitarian entrants with the social and life skills they benefit from learning, while integrating and settling into the Australian community.

Mental health issues, unemployment, language barriers and social isolation can make refugees incredibly vulnerable, so the program responds with services that seek to increase people's life skills, health and wellbeing.

Throughout the year, the program worked in partnership with Cabrini Linen Services and Hoban Recruitment to provide Employment Support information sessions and mentoring, which resulted in the job placement of 23 refugees.

As part of the 'Women at the Driving Seat' driver education program delivered in collaboration with RACV, VicRoads and Victoria Police, over 50 women were provided with driving lessons as well as safe driving information sessions. At the conclusion of the program, 34 women obtained their driver licence.

The 'Justice Education Program', delivered in partnership with Dandenong Magistrate's Court, provided six justice education sessions with an average of 22 participants each, and presentations from a range of community partners, including: Dandenong Police, Vic Legal Aid, In Touch, Consumer Affairs, Dandenong Magistrate's Court, and Australian Muslim Women's Centre for Human Rights (AMWCHR).

Over 100 clients attended Parenting Programs delivered in collaboration with AMWCHR and Anglicare Victoria, and in collaboration with Cancer Council and Breast Screen Victoria, 14 women attended a breast screen test following a 'Cancer Awareness Forum'. In its third consecutive year, the Water Safety Education day was held in partnership with the Brighton Life Saving Club. It was attended by 57 people.



'I feel confident and supported, I can manage my life now. I really appreciate your support.'

Education and School Support

CatholicCare's School and Education programs provide support, learning and confidence to children, young people and disadvantaged adults. The programs for children and young people aim to prevent and intervene early to build resilience, and the programs for adults come with psychological support and mentoring to build confidence and open pathways to further opportunities in life.



Education and School Support

Clemente Fitzroy

This humanities-based higher education program is for people experiencing disadvantage and social isolation, and provides the opportunity and support for vulnerable people to make positive changes in their lives. Lectures are delivered at our Fitzroy office and Learning Partner sessions are held at Australian Catholic University, who co-deliver the program.

CatholicCare's Learning Partners are volunteers and play a vital role in supporting students to take on the challenge of study. They are screened, trained and supported through our Volunteer Program.

Throughout the year, 32 adults who had experienced significant disadvantage in their life participated in the program by attending weekly lectures and tutorials over two 13-week semesters.

The program continued to grow in strength, numbers and outcomes. In the second semester of 2016, 'Introduction to Sociology' was completed by 15 of the 17 registered students and in the first semester of 2017, 'Theories of Human Nature' was completed by 14 of the 15 registered students.

A focus of Clemente Fitzroy is CatholicCare's offer of counselling sessions to students, which resulted in 187 counselling sessions being utilised by students seeking encouragement during the period. Retention rates and student outcomes of the program are some of the most positive from all ten Clemente programs operating nationally, and Australian Catholic University's evaluation attributed this to the mental health support provided by CatholicCare.

In addition to the opportunity to move onto tertiary education, Clemente offers students a much greater degree of self-worth, greater organisational ability, life skills, hope, optimism and confidence in their own intellectual abilities. This has assisted many students to jump-start their lives, leading to employment or the pursuit of further study or training.



'I've learnt I have potential.'

Relationships Matter!

This suite of school-based interactive workshops for students from years 7-12 explore skills, attitudes and behaviours that develop, identify and maintain healthy relationships. They provide young people with dynamic, fun and inspiring ways to reflect on their strengths, skills and values.

This year, over 900 young people from 12 Catholic secondary schools participated in workshops, which were designed for specific year levels and regularly updated to meet the new requirements of the Resilience, Rights and Respectful Relationships Curriculum.

In a highlight for the year, four new educators, including one male educator, were recruited based on their marriage education, acting and teaching backgrounds, and were trained and provided with ongoing and regular supervision. With a total of five educators, the program gained new capacity to develop and specifically hone the workshops for particular schools, carefully tailoring the program with each school's unique request and community.



'It opened my eyes to just what kind of person I am and what kind of people I surround myself with.'

Education and School Support

School Refusal Support

This Dandenong-based 'Cool2be@School' program offers early intervention for young people who have anxiety and difficulty attending school, and supports families to understand and deal with the complex issues that can cause non-attendance at school.

Throughout the year, the program worked to reduce young people's anxiety and re-engage them with their education by providing families and schools with support for young people. Over 100 people received advice on how to assist students refusing to attend school, and 25 students and their families received intensive family counselling to support students who were refusing to return to school.

There was a two-fold increase in intensive family counselling provided owing to an increase in the severity and complexity of school refusal cases, with children and young people experiencing other distresses such as thoughts of self-harm and addiction.

In collaboration with schools in the Whitehorse and Maroondah local government areas, the 10-week 'Triple R: Robust, Resilient and Ready to Go' program gave 25 students in year five and six new strategies to deal with anxiety and friendship issues, and to promote resilience.

The program was expanded to include additional information sessions for parents; school teachers were trained to be Triple R group leaders; and Triple R graduates took on the role of Triple R Champions – to take on leadership roles and share what they learnt with classmates and their wider school community.

'He returned to school after working with us for two months. He has aspirations of getting into VCAL, taking up a trade and being drafted to the AFL.'



School Counselling - Students

This service is offered throughout Melbourne, Geelong and Gippsland and provides a range of programs for primary and secondary students and their families. Support includes individual counselling for students and clinical assessments to guide educational planning.

This year saw the introduction of a new online system for client registration and recording of service. While adapting to any change can have challenges, our school counsellors worked hard to engage in both using the new system and providing feedback to enable it to best suit the needs of our service provision. The service also undertook the introduction and training of some new assessment tools, the WISC-V and the Vineland-3 to update its psychological assessment service.



'They valued my opinion when I felt what I had to say was worthless. They listened to me when I felt I was voiceless. They helped me when I felt I couldn't help myself.'

Education and School Support

School Counselling - Professionals

This service, also offered through Melbourne, Geelong and Gippsland provides a range of programs for teaching staff and welfare/counselling staff within schools. It provides professional development for teachers and clinical supervision services for school counsellors and welfare staff.

This year the intern program provided regular professional supervision – and the opportunity for the workers of the future to develop their skills and experience in this vital work with children. A total of 19 interns received training, clinical supervision, and work experience, which resulted in industry registration through CatholicCare's School Counselling Internship Program.



'Parents and teachers appreciate the work done here. We feel well supported.'

Seasons for Growth

This education program for children, young people or adults is designed to address the experience of significant change or loss. Since its inception over 20 years ago, a total of 300,000 children and young people have participated in workshops, which are led by trained Companions and run in schools, parishes and community and health care settings.

This year saw the implementation of the 'Seasons for Growth Parent Program', which was designed to assist parents with the skills and knowledge required to support children and young people through family change and loss.

'The addition of the parent program has provided CatholicCare with the opportunity to respond to the changing nature of families. Our hope is that it will assist parents in understanding and addressing the experience of death, separation and divorce from their child's perspective.'



Our People



The Board

Mr John Sheldon

Chair
Appointed to the Board Feb 2015

John has worked in the professional services/advisory market for over 30 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 Chris Braithwaite

Chair, Finance, Audit and Risk Committee
Appointed to the Board Feb 2016

Chris is Partner, Risk Assurance at PricewaterhouseCoopers, where he supports leading organisations across the globe to improve their governance, risk management and business performance through the provision of high quality risk, governance, and internal audit and assurance services. He has served as the past director of several professional membership and higher education organisations.

Fr Kevin Mogg

Appointed to the Board October 1991
Emeritus Board member 2015

Fr Kevin has extensive involvement nationally and locally in the governance and management of the Church's social welfare responses. For more than 15 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.

Mr Terry Healy

Appointed to the Board Jan 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.

Mr Dennis Torpy

Appointed to the Board Apr 2014

Dennis has 20 years' experience across Catholic and government education sectors, working in areas of student wellbeing and engagement, student learning, communications and governance. He also spent a decade in media as a print and television journalist and news producer. He is a member of the Australia and New Zealand School of Government Alumni, and a council member with both Catholic School Parents Australia and Victoria's Catholic Schools Parent Body. Dennis is responsible for strategic policy and advice on key wellbeing portfolios for Catholic Education Melbourne and CECV. He holds an Executive Master of Public Administration from Melbourne University.

The Board

Fr Thang Vu

Appointed to the Board Jan 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. After serving five years at Catholic Parish of Ivanhoe as parish priest, he is currently Director of Ministry to Priests. 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 Jan 2013

Patricia has held various senior executive management roles in State government organisations gaining high level business skills, knowledge and expertise. Patricia was 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 Kieran Walshe

Appointed to the Board Jan 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 Adult Parole Board.

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.

Professor Sandra Jones

**Pro Vice-Chancellor, Engagement
Appointed to the Board Feb 2016**

Professor Sandra Jones is the Pro Vice-Chancellor, Engagement at Australian Catholic University (ACU). Prior to her current appointment Sandra was the Director of ACU's Centre for Health and Social Research (CHaSR), a research centre focused on social marketing and community-based research.

Leading ACU's engagement office, Sandra is responsible for the development and implementation of ACU's community engagement strategy including the strategic frameworks that implement the new measurement of research engagement and impact. This includes the promotion of excellence in research engagement and impact learning, scholarly activity and community engagement for both staff and students of the University.

Our Executive Team

Fr Joe Caddy

CEO (until 30 June 2017)
Joined CatholicCare in 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. 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. In June 2016, Joe was appointed Episcopal Vicar for Social Services in the Archdiocese of Melbourne. Fr Joe is Parish Priest of St Mary's in St Kilda East.

Bernadette Garcia

Director, Communications, Fundraising & Marketing
Joined CatholicCare in 2014

Bernadette has 20 years' experience working in not-for-profit organisations in leadership roles. Prior to joining CatholicCare, Bernadette held the position of Community Engagement Manager at Carers Victoria providing leadership in communications, membership and fundraising. Bernadette has broad experience in marketing communications, including strategy, branding, digital communication and public relations. Bernadette's background is in Arts and Media; she studied at the Victorian College of the Arts and was the recipient of an Arts Council of Great Britain traineeship. She is passionate about social justice and using communications for a more equitable society.

Sheree Limbrick

Deputy CEO (until July 2017)
Joined CatholicCare in 2011

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. In July 2012, Sheree assumed the role of Director of Operations across all of CatholicCare's services. Sheree has served on the Board of the Centre for Excellence in Child & Family Welfare since 2014 and is currently Deputy Chairperson. Sheree has a Bachelor of Social Science (Family Studies) from Australian Catholic University (ACU), along with Diplomas in Project Management and Business. In July 2017, Sheree left CatholicCare to take up the CEO position at Catholic Professional Standards Limited.

Nick Collins

Director, Operations
Joined CatholicCare in 2009

Nick commenced his career in the sector in 1994 in youth work and counselling. Prior to commencing with CatholicCare in December 2009 he worked in senior positions in a number of Community based organisations in both Geelong and Melbourne. This included roles in program and service development, leading and managing staff teams and developing innovative programs to support men as fathers. In July 2012, Nick assumed the role of Senior Manager in the North West and Barwon region. He was appointed Director, Operations in 2016. Nick has a Bachelor of Arts, Bachelor of Social Science (Family Studies) and Master of Arts (Counselling Psychology) and holds a Diploma in Impact Leadership. Nick is also a registered Psychologist.

Tony Newton

Director, Corporate Services
Joined CatholicCare in 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
Joined CatholicCare in 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.

Human Resources

Consistent with our Strategic Plan we fostered a high performance culture through initiatives such as our biennial climate survey. The survey results provided important staff insights about CatholicCare as a place to work. Targeted questions were asked of staff on the themes of our culture, leadership, innovation, diversity and promoting a child safe environment. We will use the survey feedback to further improve our culture, practices & processes in areas including leadership, planning and informing learning and development needs.

Another high performance culture initiative was the formation of multi-disciplinary work groups to research and develop recommendations in areas of high performance culture such as innovation, resourcing and organisational capability.

The appointment of a learning and development (L&D) specialist enabled us to enhance the capability of staff to deliver quality client services by addressing learning needs, coordinating the delivery of the internal training calendar and providing links to external training events across the community services sector. The focus in this role has been on planning and delivering the CatholicCare Day 2017 staff event, the launch of a new L&D logo focusing on the Carol Dweck's growth mindset approach and identifying options for online compliance training modules.

The internal training calendar was developed with multi-mode delivery options including online training and face to face delivery. Internal training sessions included: privacy, child safety, understanding destructive behaviours, parenting

with complex needs and emotion-focussed therapy for couples. Popular external courses included Trauma Informed Care for Domestic and Family Violence services, ASIST suicide training and Common Risk Assessment Framework (CRAF) training.

The CatholicCare HR Team continued to promote collaborative relationships and networks with other high performance organisations within the Catholic and community sectors, thereby staying up to date with sector trends.

Flexible work arrangements and initiatives were accessed by staff to promote a healthy work-life balance. For example eight staff elected to take up the option of annually purchasing up to 4 weeks' additional leave.

In terms of other staff benefits, beneficial public benevolent institution salary packaging was taken up by 163 staff in the last Fringe Benefit Tax year to 31 March 2017.

Another benefit accessed by staff was the confidential Employee Assistance Program which supported staff and their immediate family to deal with situations or crises which stretched their coping resources. Twelve staff accessed this service during the reporting year to 30 April 2017.

Our supportive, values-driven culture was further manifested by our health and safety initiatives. For example, we broadened the scope of site health and safety audits to include Child Safety Standards and Reconciliation Action Plan initiatives. Furthermore, streamlined safety management

processes enabled increased reporting activity with an emphasis on reporting hazards and areas identified as highest potential for risk.

The 239 strong CatholicCare Team were employed in ongoing, fixed term or casual positions. Fifty-three staff left the organisation (including 25 voluntary departures from ongoing staff and 28 whose casual or fixed term assignments concluded). In turn 52 employees across these employment categories joined CatholicCare.

Fitting farewells were provided to our long-serving Chief Executive Officer Father Joe Caddy and Deputy Chief Executive Officer Sheree Limbrick. We also farewelled two of our longest serving managers Pat Boyhan and Flora Gomes after more than 21 years and 28 years respectively of commitment to CatholicCare.

The recipients of our annual staff awards were recognised for their individual excellence.

Lulu Johnny was presented with the Norma Parker Award 2016 for excellence in service delivery. Lulu distinguished himself in developing innovative or more effective responses through the strong relationship he has developed within the Burmese Community through determination and commitment shown to the homework group that is run at Wyndham Vale. This group has encouraged social cohesion for both the children and their parents alike. It has also encouraged parents to seek support and advice in relation to their alcohol and other drug issues.

The Father Gerard Dowling Award (now in its third year) for outstanding modelling of CatholicCare's Mission and Values was awarded to Marg Hayes for embodying CatholicCare's mission and enacting its values. She achieved this by giving praise, naming talents, building esteem and through her encouragement of others. Her roles in HIV/AIDS Ministry and Prison Ministry dictate that she is constantly flexible, responsive at short notice and creatively pastoral.

We acknowledged Denise Lacey and Mary Brown from our Marriage and Relationships Education team for their dedicated 20 years of service with the organisation. Gerard Koe and Margaret Chapman proudly received 15 years' service awards. Ten years' service awards were presented to Alan Baker, Andonna Gotsi, Catherine Burrowes, Halina Cumbo, Jennifer Osborne, Radica Vidojkovic-Milutinovic, Sheree Punshon and Susan Vasnaik.



Above: John Sheldon with Lulu Johnny.

Volunteers

FY17 was a very encouraging year for volunteering. We saw 151 active volunteers contribute 8,572 hours of service, valued at \$274,300.

The following programs were supported and enhanced by the invaluable contribution of volunteers who gave their time, skills and service in helping others in the community:

- Adult Tertiary Education Support – Clemente with ACU Fitzroy
- Pastoral Services – Justice group and Chaplaincy support, Prison Chaplaincy
- Refugee and Asylum Seeker Support – Homework Support Groups, Cooking Groups, English Conversation, Sewing and Social Support Groups, Gardening and Horticulture, and Community Engagement Support
- Family and Relationship Services - Refugee Dads and Kids weekend away
- Central office – Administration and Event support

Richard Stone Award

Volunteer recognition is an integral part of CatholicCare's volunteer strategy. The inaugural Richard Stone Award – named in honour of the late Richard Stone who served as Board member for 13 years - was launched on 10 May, as a way to recognise the outstanding volunteer contribution to CatholicCare and the community. We presented the Richard Stone Award to Michael Harper, a volunteer with the Refugee Dads and Kids program, acknowledging his exceptional volunteer service.

A further 12 nominees were also acknowledged for their volunteer contribution, spanning a range of CatholicCare programs including: mentoring Clemente students, tutoring refugee children, preparing a weekly meal for the HIV/AIDS Ministry, and building a Community Garden for refugee and migrant families. The event was generously hosted by KPMG where Richard served for 17 years.

Eltham project

During 2016, CatholicCare and St Vincent's Health Australia partnered to support refugees in Melbourne's North-East, helping to house and support humanitarian refugees fleeing conflict in Syria and Iraq.

To support the work of the Refugee Settlement staff, CatholicCare managed a significant volunteer portfolio – recruiting and inducting volunteers as Conversation Partners, One to One English Tutors, Local Guides, Project & Administration Support, and Lead Tenants. The goodwill from people in the Nillumbik community who were keen to volunteer and offer support was very encouraging. This included significant support represented from local Catholic schools and parishes. The program is well stabilised and now maintains a manageable and productive quota of volunteers who continue to support the residents and the work of the staff.



Archbishop Denis Hart with Eltham Project volunteers and refugees.

Financials



Financial Overview

Operating Result

Before bequests and property sale proceeds, the operating result for the year was a surplus of \$363,478 (2016: surplus \$330,026). Including bequests and property sale proceeds the surplus was \$1,831,150 (2016: surplus \$1,106,235). The operating result for the year includes a capital profit of \$300,000 from the sale of its Access Program to Access Programs Australia Ltd on 01 July 2016.

For the full audited financial report, please visit www.ccam.org.au

Statement of Profit or Loss and Other Comprehensive Income as at 30 June 2017

Operating Revenues	2017	2016
Gifted Income	\$1,496,382	\$1,294,962
Grants	\$9,142,995	\$7,848,396
Earned Income	\$3,579,995	\$3,953,281
Partner contributions	\$1,818,377	\$1,988,252
TOTAL OPERATING REVENUES	\$16,037,749	\$15,084,891
Operating Expenses		
Employee benefits expense	\$11,678,889	\$11,521,242
Program costs	\$1,973,538	\$1,124,459
Occupancy costs	\$865,465	\$838,156
Corporate costs	\$657,279	\$699,058
Administration costs	\$499,100	\$571,948
TOTAL OPERATING EXPENSES	\$15,674,271	\$14,754,863
OPERATING SURPLUS (Before Bequest and Assets Proceeds)	\$363,478	\$330,028
Bequests	\$1,154,726	\$563,058
Gain/(loss) from sale of assets	\$312,946	\$213,151
OPERATING SURPLUS (Including Bequests and Assets Proceeds)	\$1,831,150	\$1,106,237
Other comprehensive income for the year		\$84,660
Total comprehensive income for the year	\$1,831,150	\$1,021,577

Statement of Financial Position as at 30 June 2017

ASSETS	2017	2016
CURRENT ASSETS		
Cash and cash equivalents	\$12,793,378	\$10,453,604
Trade and other receivables	\$351,727	\$1,017,804
Financial assets	\$162	\$617,514
Other assets	\$246,728	\$476,778
TOTAL CURRENT ASSETS	\$13,391,995	\$12,565,700
NON-CURRENT ASSETS		
Property, plant and equipment	\$1,352,994	\$1,297,401
TOTAL NON-CURRENT ASSETS	\$1,352,994	\$1,297,401
TOTAL ASSETS	\$14,744,989	\$13,863,101
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	\$803,343	\$762,745
Short-term provisions	\$1,697,480	\$1,502,166
Income received in advance	\$884,245	\$2,064,557
TOTAL CURRENT LIABILITIES	\$3,385,068	\$4,329,468
NON-CURRENT LIABILITIES		
Long-term provisions	\$203,635	\$208,497
TOTAL NON-CURRENT LIABILITIES	\$203,635	\$208,497
TOTAL LIABILITIES	\$3,588,703	\$4,537,965
NET ASSETS	\$11,156,286	\$9,325,136
EQUITY		
Reserves	\$7,269,643	\$6,111,460
Accumulates surpluses	\$3,886,643	\$3,213,676
TOTAL EQUITY	\$11,156,286	\$9,325,136

Fundraising

Overview

The numbers of those who are marginalised and excluded in our society are continuing to grow and our capacity to meet their needs is made possible through the support of those who partner in our mission.

In FY17, we humbly received gifts to the total of \$2,445,576; an 18% increase from the previous year, primarily attributed to a doubling of bequest income.

Fundraising activities

CatholicCare undertakes four direct mail campaigns each year, one of which is combined with the annual parish appeal. This year, we received \$719,173 in our major campaigns.

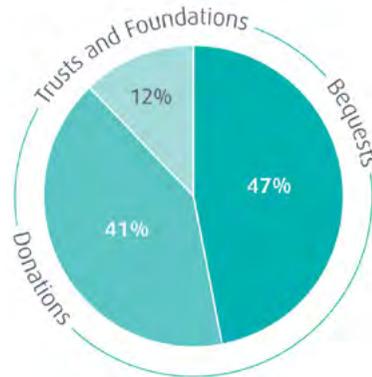
In FY17, we received 24 bequests totalling \$1,154,726. We also received 13 grants from Trusts and Foundations totalling \$297,200.

The remaining \$274,477 of fundraising income is received from general donations and activities such as regular giving and workplace giving. This also includes \$22,735 raised by members of Team CatholicCare who participated in the Run Melbourne event.

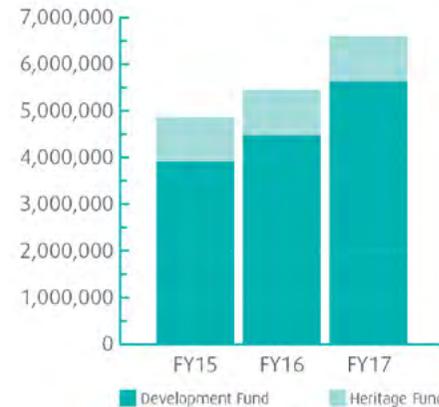
Development Fund and Heritage Fund

CatholicCare's Development Fund was established to invest bequest income for the purpose of building a secure and sustainable source of income into the future. This year, \$1,155,000 (ie all bequest income received in FY17, rounded to the nearest thousand) was invested into the Development Fund bringing the total fund to over \$5.6 million. The interest earned in FY17 was \$140,722, which was utilised to extend our capacity to reach more clients in our Counselling and Refugee & Settlement programs.

The Heritage Fund was established in 1991 to provide a safety net when services are threatened by insufficient funding or to fund new projects for which no other source of funding is available. Interest earned in the Heritage Fund is reinvested to grow the corpus which will always be preserved.



Investment Funds:



Development Fund Interest:

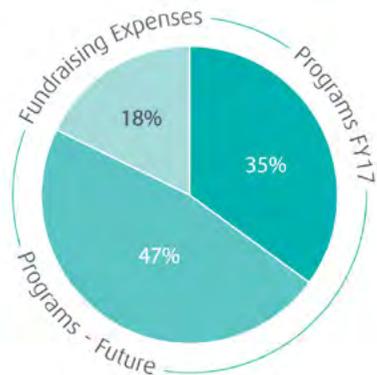


Fundraising

How donations are used

It is true that to raise money you need to spend money and our fundraising program is no exception, requiring resourcing in the form of staff, printing, postage etc. However, we are mindful that our donors want to see value in how their donation is used and in order to achieve this, we are continually reviewing our costs to maximise the impact of donations.

This year, and for the third year running, we have reduced our expense ratio and we are proud to say that 82.4% of all donations received in FY17 went to programs and services – now and in the future.



Parker Moffit Bequest Society

This year we welcomed three new members to the Parker Moffit Bequest Society which was set up to honour those supporters who have generously confirmed their intention to include CatholicCare in their Will.

This year, 25 members gathered for the annual Parker Moffit Society event, enjoying afternoon tea and a tour of the Mary MacKillop Heritage Centre in East Melbourne. A highlight for our members was Sr Helen Smith's informative presentation on the life of St Mary of the Cross MacKillop.

Goodbyes and new beginnings

In December 2016, CatholicCare fondly farewelled John McCarthy, acknowledging his contributions over 15 years in the fundraising program. During his tenure, John raised nearly \$10 million to support CatholicCare programs and services. John was a frequent visitor to many parishes and schools and a regular speaker during CatholicCare's Sunday Appeal.

In March 2017, we appointed Emily Werner to the role of Donor Relations Manager. Emily's first priority has been to develop a donor care strategy that focuses on enhancing the experience for our valued donors. We also welcomed Jeff Wild to the role of Community Engagement Coordinator; a new role that focuses on strengthening our vital partnership with parishes and schools.

Thank you

Finally, our mission to break down the barriers of social inclusion is a mission shared by the many people who give generously.

To all our donors, we gratefully acknowledge your commitment to our shared mission and on behalf of all whose lives will change for the better because of your generosity – we extend our most heartfelt thanks.

To view detailed acknowledgement of Bequests, Trusts and Foundations and Major Gifts, please continue to page 48.

Trusts and Foundations

Funding from our philanthropic partners allows us to trial new ways to meet community need and helps us to maintain programs that do not receive government funding. In FY17, we received 13 grants from various Trusts and Foundations; a total of \$297,200.

We are extremely grateful to our valued partners; many of whom have demonstrated ongoing commitment through repeat funding.

Acknowledgements



Acknowledgments

Thank you

The work that CatholicCare does is made possible through the support of our philanthropic and individual supporters, corporate partners, community partners and government departments who work with us to make a difference in the lives of thousands of Victorians facing disadvantage each year.

We wish to acknowledge all of our generous supporters and donors who have given their support this year. This support comes in a variety of forms, including financial donations, goods and the contribution of time, skills and experience.

Major partners

- Archdiocese of Melbourne
- Diocese of Sale
- Parishes and schools across the Archdiocese of Melbourne and the Diocese of Sale
- Cabrini Health

Government

- Commonwealth Attorney General's Department
- Department of Social Services
- Department of Health and Human Services
- Department of Justice and Regulation
- Corrections Victoria
- City of Greater Geelong
- City of Stonnington
- City of Whitehorse
- City of Whittlesea
- City of Yarra
- Maroondah City Council
- Victoria Police

Community

- Australian Muslim Women's Centre for Human Rights
- Barwon Child, Youth & Family Services
- Bethany Community Support
- Catholic Social Services Australia
- Catholic Social Services Victoria
- CatholicCare Sandhurst
- CatholicCare Tasmania
- Centacare Ballarat
- Centre for Excellence in Child & Family Welfare
- Family Relationship Services Australia
- FMC Mediation & Counselling
- Good Grief
- MacKillop Family Services
- Our Community
- Settlement Council of Australia
- St John of God Health Care
- St Vincent's Health Australia
- VICSEG New Futures
- Welcome to Eltham
- Youth Support & Advocacy Service

Corporate

- Catholic Church Insurance (Run Melbourne)
- Catholic Development Fund (Run Melbourne)
- ABCG Publicity
- NuPrint (Clemente)
- The Arnott's Foundation (Run Melbourne)

Acknowledgments

Education

- Australian Catholic University
- Catholic Education Melbourne
- Catholic Education Office Sale
- Deakin University
- Northern Bay College
- North Geelong Secondary College

Philanthropy

- Australian Communities Foundation
- Brasher Family Trust
- Collier Charitable Fund
- Geelong Community Foundation
- Gill Family Foundation
- Give Where You Live
- Jonamare Foundation
- RACV Ltd
- Scanlon Foundation
- The Noel and Carmel O'Brien Family Foundation
- Trinity Families
- William Angliss Charitable Fund

Bequests

- Estate of Adriana Maria Valodka
- Estate of Audrey Patricia Mitchell
- Estate of Dorothy Alexandrine Jack
- Estate of Frank Sans & Estate of Lydia Sans
- Estate of George Timothy Ryan
- Estate of Georgena E Bradshaw
- Estate of Joan Eileen Lemuire Ewing
- Estate of John Aloysius McGregor Rudd
- Estate of Patricia Mary Hayes
- Estate of Roy J Shearer
- Estate of Teresa Lew Sang
- Estate of Valentine G Gardner

Major contributors

- Patricia Spry-Bailey Charitable Foundation
- Toorak Ecumenical Churches Opportunity Shop
- R Andre
- R & I Gilbert
- B Goddard
- Z & K Gruba
- J & B Healey
- R Kearney
- M O'Sullivan
- J & V Peyton
- Anonymous Donors

Get Involved

Partner With Us

Are you able to give vulnerable families a helping hand? We believe that everyone should have a chance to reach their full potential. For families who are facing life's challenges – 'life to the full' might seem beyond their grasp. In order to reach out to families who are doing it tough, CatholicCare relies on the generosity of our donors, volunteers and supporters. There are so many ways you can help us to care for vulnerable and disadvantaged people.

Speak to our Donor Relations team to find out more about the many ways you can support those who need help the most. Contact us on 03 9287 5517 or fundraising@ccam.org.au or visit our website at ccam.org.au

We actively partner with trusts, foundations, religious congregations and other like-minded corporate and community organisations who share our vision for a stronger, more resilient and inclusive society. Partnerships help us to extend reach, enhance efficiency, and build and sustain capacity. You might like to read about some of our current partnerships. We welcome opportunities to discover synergies and shared values with potential partners.

Visit www.ccam.org.au/partner

School and parish engagement

We partner with schools and parishes in the Archdiocese of Melbourne and the Diocese of Sale who help us to meet the needs of our communities. Parishes participate in our annual CatholicCare Sunday Appeal and several parishes partner with us to support our Asylum Seeker Support program. Parishes also refer couples to our Pre-Marriage Education courses and purchase GodStart resources to distribute to new parents. With a focus on families and a commitment to supporting school social justice programs, Family Week is CatholicCare's annual school-based fundraiser.

Visit www.ccam.org.au/school-parish

Volunteer

Volunteering is a great way to get involved with CatholicCare and to support and empower vulnerable and disadvantaged families and communities. CatholicCare volunteers run sewing groups, homework clubs and English conversation classes for newly arrived refugees. They provide academic support and encouragement for disadvantaged adults who are enrolled in our Clemente Fitzroy program. They provide administrative support at a number of our offices and help out at our events. They offer pastoral support in prisons and hospitals.

Visit www.ccam.org.au/volunteer

Fundraise

Fundraising is a fun and rewarding way to support CatholicCare's work. There are so many ways you can fundraise – host an event (sausage sizzle, movie/trivia night, fancy dress day at work), set a personal challenge (walk, run, bike ride), or even sell goods (cakes, unwanted clothes/books).

Visit www.ccam.org.au/fundraise to set up your fundraising page, upload a photo, tell your story and share your fundraising page with your family and friends!

Make a Donation

Making a donation to CatholicCare will make a real difference to the lives of vulnerable families. Donations help us reach those families and individuals that might otherwise miss out on the support they need.

To donate, please visit www.ccam.org.au/donate

Bequests and gifts in memory

Leaving a gift in your Will is a lasting testament to your values; ensuring that your dedication to improving the lives of others can continue for future generations. All bequest funds are invested into our Development Fund and the interest is then used to fund programs. Our Parker Moffit Society acknowledges the support of our major donors and bequestors and provides an opportunity for our supporters to learn about our programs, hear about the impact of their donations, and to meet with other like-minded philanthropists.

Visit:
www.ccam.org.au/bequests
www.ccam.org.au/in-memory

Our Reach

Office Locations

CatholicCare has offices in 14 locations in Greater Melbourne, Geelong and Gippsland. We offer a range of programs and services across the Archdiocese of Melbourne and the Diocese of Sale, and have staff outposted with several other organisations.

Central Office:
East Melbourne
383 Albert Street
T: 03 9287 5555
E: catholiccare@ccam.org.au

Dandenong
Level 2, 33 Princes Hwy
T: 03 8710 9600

Eltham
43 Diamond Street
T: 03 9430 1639

Epping
713 High Street
T: 03 8468 1305

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

Footscray
3 Wingfield Street
T: 03 9689 3888

Geelong
62 McKillop Street
T: 03 5221 7055

Geelong
(Family Relationship Centre)
Suite 2/27-31 Myers Street
T: 1300 656 043
T: 03 5246 5600

Melton
390-392 High Street
T: 03 8746 0500

Pakenham
1 Rogers Street
T: 1800 522 076

Sale
52 McArthur Street
T: 1800 522 076

Traralgon
31 Grey Street
T: 1800 522 076

Warragul
19 Connor Street
T: 1800 522 076

Wyndham Vale
510 Ballan Road
T: 03 9216 7777

Statewide programs

Our Adoption and Permanent Care Program and Adoption Information Service is available statewide.

We also provide pastoral support for residents in all nine prisons across Victoria and at the Youth Justice settings in Parkville and Malmsbury.

Outposted programs

Our Sunshine AOD Program is co-located with YSAS (Youth Substance Abuse Service) at VISY Cares Hub, 80B Harvester Road, Sunshine.

Our Refugee Youth Program is located with North Geelong Secondary College and Northern Bay Secondary College.

We currently offer School Counselling at over at 67 schools across the Archdiocese of Melbourne and the Diocese of Sale and provide clinical supervision of school counsellors and psychologists at a further 10 schools.



- Greater Melbourne
- Geelong
- Gippsland

Central Office
383 Albert Street
East Melbourne VIC 3002
T: 9287 5555 | E: catholiccare@ccam.org.au
www.ccam.org.au

CatholicCare acknowledges the traditional custodians of the lands and waters of Victoria, and pays respect to Elders past and present.