



# CatholicCare Annual Report 2018

*Relationships at the heart*



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## 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 inclusive society - where everyone can reach their potential and live life to the full.

## Mission

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

## Contact us

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## 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** - Cooperate 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.

## 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 guides us to strengthen and enhance our work alongside Aboriginal and Torres Strait Islander Peoples and communities.

## Child safety

CatholicCare actively works to listen to, empower and protect children, and has zero tolerance for child abuse and neglect.



# About us

Jesus' vision of "life to the full" was a hallmark of his ministry that sought to bring about God's desire for profound personal and social transformation. Inspired by this vision, we have offered hope and support to the vulnerable and marginalised since 1935, responding to the changing needs of the community with a commitment to addressing social disadvantage.

Relationships are at the heart of why CatholicCare exists. 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 380 staff and volunteers in 12 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.

# Archbishop's report

My Dear Friends,

On the inaugural World Day of the Poor in November 2017, Pope Francis expressed the following:

"If we want to help change history, we need to hear the cry of the poor and commit ourselves to ending their marginalisation. We cannot remain passive. Blessed are the hands that reach beyond every barrier of culture, religion, and nationality, and pour the balm of consolation over the wounds of humanity."

These words are brought to life in the work of CatholicCare, the social service agency of the Archdiocese of Melbourne, an expression of the Church in action.

In the last 12 months, CatholicCare has responded to the cry of those who are marginalised: families torn apart by family breakdown and violence, or drug and alcohol addiction; refugees and asylum seekers struggling to make a new home in this country; men and women feeling lost or abandoned in Victorian prisons.

CatholicCare's staff have accompanied people in times of distress and crisis to bring hope and healing; strengthening families and communities and breaking down the barriers to social inclusion.

Within the pages of this annual report are the stories of just some of those who have been helped by CatholicCare, whose mission is underpinned by the principles of Catholic Social Teaching: respect for the unique worth of each person; compassion for those who are vulnerable and marginalised; collaboration with others; and advocacy for a more inclusive society.

I extend my thanks to the Board of CatholicCare and to Netty Horton, CEO, for their ongoing commitment and leadership.

My thanks also to the staff and volunteers, whose blessed hands reach out to those in need. Your efforts to help people live 'life to the full' are much appreciated.

With every grace and blessing, I remain,

Yours sincerely in Christ Jesus,



Most Rev Peter A Comensoli  
Archbishop of Melbourne



# Bishop's report

It has now been five years since CatholicCare (Archdiocese of Melbourne) started managing CatholicCare Gippsland on behalf of the Diocese of Sale. Offering a range of services to individuals, couples and families, CatholicCare's real strength has been a focus on relationships.

Good relationships are the glue that hold couples, families and communities together, and never more so than when times are challenging. When I think of the social issues that are impacting on the Gippsland community - unemployment, family breakdown, family violence, housing distress, addiction, and refugee settlement issues - it is heartening to know that CatholicCare can help.

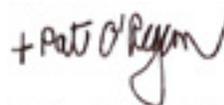
In the last 12 months the CatholicCare team have supported 549 people across the Diocese of Sale through counselling services, post-separation programs, relationship courses, migrant and refugee services, support for retired priests, and pastoral care for prisoners at the Fulham Correctional Centre. These services have been delivered with compassion, caring and a determination to break down the barriers to social inclusion.

As the families in our community continue to face significant challenges, CatholicCare has responded by appointing a new Regional Manager, Denise Lacey, to support the growth of the service to meet emerging needs.

On behalf of the Diocese of Sale, I offer my thanks to John Sheldon and the Board of CatholicCare, along with Netty Horton and her wonderful team for their contribution to our shared mission.

I look forward to the next five years of our partnership as we are called to follow in Christ's footsteps and stand in solidarity with the poor and the vulnerable.

In Domino



Bishop Patrick O'Regan  
Bishop of Sale



# Chairman's report



Clemente Fitzroy 10 year celebration.

*From left to right: Mr John Sheldon, Board Member; Ms Netty Horton, CEO; Dr John Ballard, Associate Vice-Chancellor, ACU; Mr Peter Howard, Associate Professor, ACU.*

In November 2017, I had the privilege to attend the 10th anniversary celebration of Clemente Fitzroy, a socially supported education program that CatholicCare delivers in partnership with Australian Catholic University.

Speeches were delivered, certificates presented and, after the formalities, there was cake and mingling. But the part that sticks to my mind are the words spoken by three current students who shared their Clemente journey.

They each spoke of their various backgrounds: a combination of themes which included family violence, mental illness, drug and alcohol abuse, poverty, homelessness, prison. They spoke of the hopelessness and isolation of life on the extreme margins of society. And then they spoke of how Clemente had given them the opportunity for tertiary education, but more importantly, a sense of belonging, connection and purpose. They touched the hearts and minds of everyone who was there and had a deep impact on all of us who understood the profound influence that we can have on people's lives. I personally felt very privileged to have been allowed to hear the stories of these incredible people.

Their stories – along with the others you will read in this Annual Report – paint a picture of CatholicCare's work in ways that statistics and graphs never can.

Each year our social workers, psychologists, community development workers and educators provide a range of services to thousands of clients each year. Successful outcomes for families is measured in improved health and wellbeing, social and family re-connectedness, renewed hope, self-respect, courage and resilience.

I thank our staff and volunteers for their commitment and caring, and Netty Horton and the members of the CatholicCare leadership team for steering this wonderful organisation.

I express my gratitude to my colleagues on the CatholicCare Board for their support and guidance, including those who retired from the Board during the year: Ms Bernadette Steele and Ms Patricia Quigley.

And I commend our donors and partners who share our mission to help achieve 'life to the full' for people who are marginalised in society as a result of poverty, disadvantage and other barriers to social inclusion.

God bless

A handwritten signature in black ink, appearing to read 'John Sheldon'.

John Sheldon  
Chairman, CatholicCare

# Spiritual Guidance



Father Thang Vu  
Board Member



Father Joe Caddy  
Episcopal Vicar for Social Services



Father Gerard Dowling  
Spiritual Director



Father Kevin Mogg  
Emeritus Board Member

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.

As the social service agency of the Catholic 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.

CatholicCare receives spiritual guidance from Fr Thang Vu, Fr Joe Caddy, Fr Gerard Dowling and Fr Kevin Mogg who all play a significant role in aligning our mission with the Holy Spirit, supporting us to live out our values through our mission to the community.

All four have, and continue to guide CatholicCare on our journey to strengthen relationships for all.

# CEO's report

My first year at CatholicCare has gone incredibly fast, and it has been a busy but rather enjoyable time. A year ago I was focused on just trying to remember names and familiarise myself with our programs, but since then I have visited each of our branches across Melbourne, Geelong and Gippsland and have met with most of our staff.

I have been thoroughly impressed with the diverse range of programs we offer here at CatholicCare, and the dedication of our staff is truly inspiring. We are providing support to people at all stages of life, from all backgrounds and circumstances, and yet we can see that the need for support for the most marginalised and disadvantaged in our community is only growing. We are determined to meet the emerging needs of these people by continuing to expand our services, and collaborating with others to share and develop our knowledge.

We have several areas of interest where we are looking to broaden our services, and the first of which is to expand our work in the Prison Ministry sector. We currently have chaplains in prisons across all of Victoria, providing invaluable support to those imprisoned, but once they are released they no longer have access to this support. We know that life after prison brings many challenges to the table, as the transition back to regular life is often bumpy and uncertain. Accommodation, relationships, employment and mental health are all things that often require a lot of attention for a successful transition.

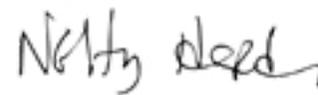
Another area we are interested in developing is our work with the homeless. We are already providing instances of outpost counselling and have referred clients to housing agencies for accommodation services, but we hope to expand our services to specifically help those who are homeless or who are on the verge of homelessness. It is clear that additional support is required once safe and suitable accommodation is achieved for those who are vulnerable, because more often than not, we see that accommodation alone does not solve the whole problem at hand.

We are also interested in expanding our services in the northern growth corridor and have partnered with Cabrini Outreach to scope a model of support to meet the emerging needs of this community. A project officer will identify needs, engage with stakeholders and develop a service model.

I have spent time throughout the past year with our fellow CatholicCare and Centacare agencies across Australia, including CatholicCare Victoria Tasmania (CCVT), getting to know one another and looking for ways in which we can work together. By working collectively with one another we know that we can do so much more for the communities we support – bringing our insights and experience to the table will enable us to have greater influence on policies and more say in the advocacy space. Over the past few months we have been undertaking an advocacy project within the organisation which will also help us to identify key issues and trends in the community and further support our work.

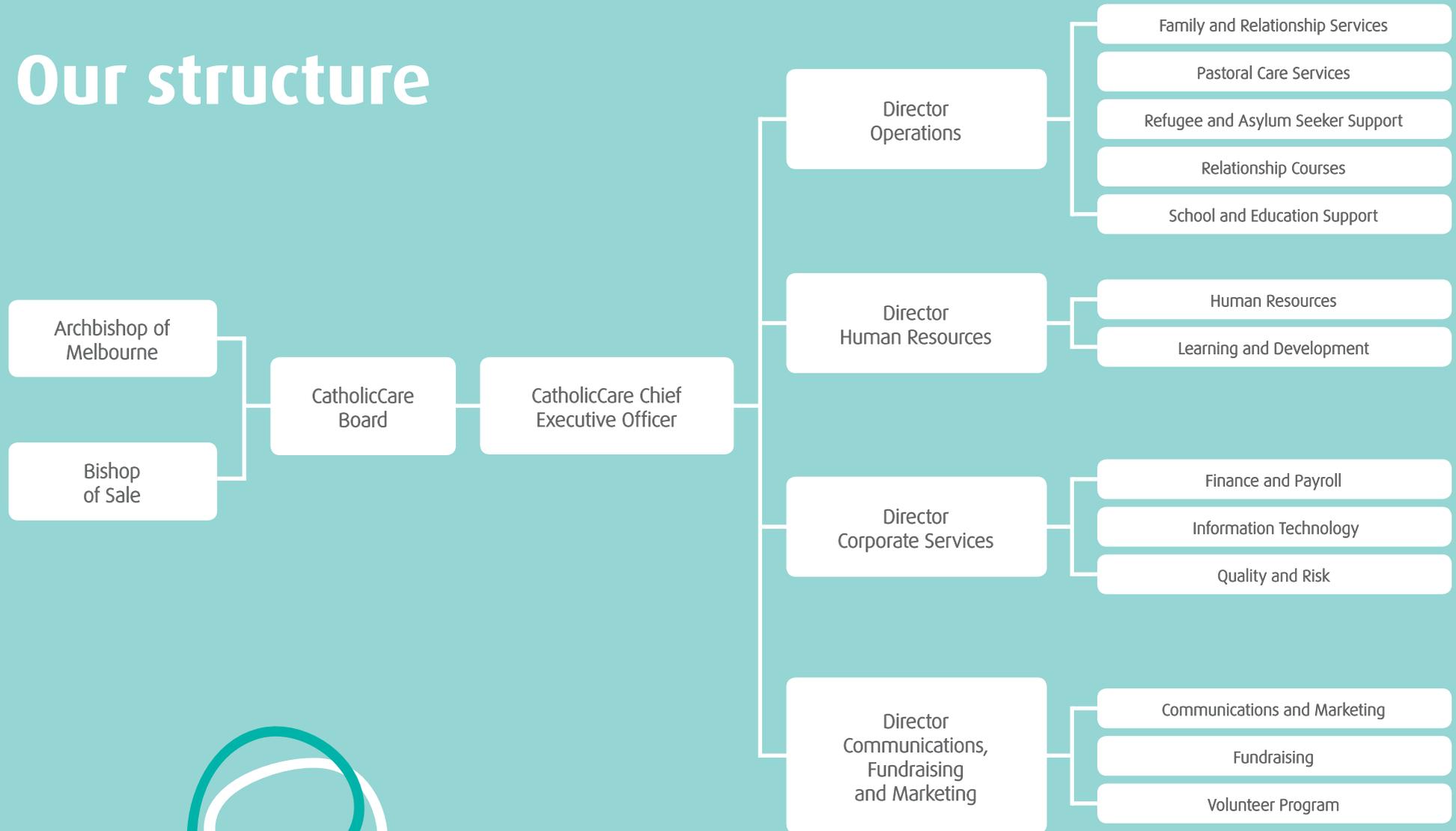
The cultural diversity of our staff here at CatholicCare is certainly something to boast about, particularly as it enhances our work with refugee and asylum seeker communities. Our workplace diversity not only enriches our relationships with clients, but also contributes to a work culture which celebrates and acknowledges the unique and wonderful variety of knowledge we have collectively. I would like to say a big thank you to all of our staff who are so passionate and understanding and who provide specialised and devoted support to all who we encounter.

As a final word I would like to thank the Board, the Executive Team and the Leadership Team, and in particular Tony Newton for holding the fort for so many months before I arrived at CatholicCare. I'd also like to thank Archbishop Emeritus Hart, Archbishop Comensoli and Bishop O'Regan for their warm welcome and support throughout my first year here. Thank you kindly to all of our donors, volunteers and others who continue to support the work and mission of CatholicCare.



Netty Horton  
Chief Executive Officer

# Our structure



# Director of Operations report

Relationships are the core of why CatholicCare exists. In all of our work we support, nurture and strengthen relationships, often in difficult circumstances and following traumatic events. This financial year we have provided support to over 16,500 people across Greater Melbourne, Geelong and Gippsland. During this time we have also made significant improvements in our capability and capacity to do this work by investing in our systems and processes.

An example of this is the deployment of our Client Management System in 2017 which has given us access to more accurate and insightful data - enabling us to develop real time reporting of our services and provide feedback and data to staff about our collective progress.

It has also enabled us to aggregate data to monitor trends, assist with service planning, facilitate higher productivity across our services and create a narrative to advocate for emerging client need. We have the capability to aggregate data for most of our services funded by the Department of Social Services across CatholicCare Victoria and Tasmania (CCVT).

In this past 12 months we have completed our Quality Improvement Plan review and identified further enhancements to our services; particularly utilising technology and the use of electronic forms to monitor service delivery including incident reporting, supervision, client feedback and other important work functions. We have commenced work on developing a common Practice Framework for all of our services following consultation with our staff. We are also providing more opportunities for staff to come together to share knowledge and practice.

In terms of service activity, a great highlight was the Eltham Project which provided housing and settlement support for refugees from Syria and Iraq, with a priority given to women and children. We collaborated with St Vincent's Health Australia on the project, who provided bedsit units at its aged care facility in Eltham while CatholicCare provided case management, settlement support and assistance with transition to private rental accommodation. We have also continued to provide support, education and case management to refugees with our settlement services and group programs, with a focus on English language skills, education and employment.

In the Alcohol and Other Drugs service area we have demonstrated our capacity to work with Culturally and Linguistically Diverse (CALD) populations, particularly Vietnamese, Burmese and African communities. A majority of people supported within this service were in fact from CALD backgrounds, and this support was particularly made possible by our culturally diverse staff. To exceed targets and be effective in this space we have also recruited, supported and provided targeted training to these staff members.

We have expanded our work in schools providing more school counsellors across Catholic and independent primary and secondary schools throughout Geelong, metropolitan Melbourne and in Gippsland. We have also supported students in *Relationships Matter!* workshops, the Stress Busters program, and the Seasons for Growth program which provides support for grieving children. Through the Seasons for Growth program we have also provided training for parents to support their children through life experiences involving change and grief, and for professionals to deliver the program to parents and children in their respective communities.

Following the renovation of our Pakenham office we have further invested in the Diocese of Sale with the appointment of a Regional Manager in Gippsland and strengthened links with key stakeholders and partners, including parishes. We have developed further links with parishes in our Asylum Seeker programs and Godstart resources. In partnership with the Archdiocese of Melbourne we have also provided Child Safe training to parish and other staff across the diocese.

We continue our efforts to assist individuals, children and families in all their diversity and work with our staff, volunteers and partners to provide responsive, flexible support when they need it most.



Nick Collins  
Director of Operations

## CHILDREN



- Adoption and Permanent Care
- Counselling
- Family Wellbeing Support Service
- GodStart
- Integrated Family Services
- Refugee Dads and Kids Weekend
- School Counselling for Students
- School Refusal Support
- Seasons for Growth
- Youth Justice Chaplaincy

## ADOLESCENTS



- Asylum Seeker Support
- Alcohol and Other Drug Service
- Counselling
- Family Wellbeing Support Service
- Geelong Settle Well
- Refugee Dads and Kids Weekend
- Refugee Settlement Program
- Relationships Matter! Workshops
- School Counselling for Students
- School Refusal Support
- Seasons for Growth
- Youth Justice Chaplaincy

## COUPLES



- Adoption and Permanent Care
- Asylum Seeker Support
- Bringing Baby Home
- Building Community Program
- Counselling
- Marriage Enrichment Workshops
- Pre-Marriage Education Programs

# WE'RE HERE FOR EVERYONE

— CATHOLICCARE SUPPORTED OVER 16,500 PEOPLE IN FY18 —

## FAMILIES



- Adoption and Permanent Care
- Alcohol and Other Drug Family Service
- Asylum Seeker Support
- Counselling
- Family Dispute Resolution
- Family Wellbeing Support Service
- Green Patch Community Farm
- Hospital Chaplaincy
- Integrated Family Services
- Parenting Orders Program
- Refugee Dads and Kids Weekend
- Refugee Settlement Program
- School Refusal Support
- The Eltham Project

## INDIVIDUALS



- Adoption and Permanent Care
- Adoption Information Service
- Alcohol and Other Drug Service
- Clemente Fitzroy
- Clergy Health and Wellbeing
- Counselling
- Green Patch Community Farm
- HIV/AIDS Ministry
- Hospital Chaplaincy
- Prison Chaplaincy
- Refugee Settlement Program
- School Counselling workshops for Professionals
- Seasons for Growth
- Victorian Family Law Pathways Network



# Services

- Family and Relationship Services
- Pastoral Care Services
- Refugee and Asylum Seeker Support
- Relationship Education
- School and Education Support

# Family and Relationship Services

8,516

individuals supported across Family and Relationship Services

896

Family Relationship Counselling clients

765

Parenting Orders Program clients

603

Family Wellbeing Support Service clients

549

individuals supported in Gippsland

470

Family Dispute Resolution clients



### **Relationships and life**

Relationships are complex in nature and keeping them healthy and strong can take a lot of work. With the busyness of life and all it encompasses, relationships can be all the more difficult to maintain, but in doing so we can build more resilient families and communities.

Families come in all shapes and sizes, and each have their own challenges and successes. We have supported over 8,500 individuals to overcome their challenges, strengthen their social networks and celebrate their successes for a positive and fulfilling life, both for themselves and for their family.

### **A stronger presence in Gippsland**

In April 2018 CatholicCare appointed a regional manager for our Gippsland services in order to build upon the professional services we offer, along with strengthening our relationships with like-minded organisations and forming new relationships to provide holistic support for locals in need. CatholicCare has offered services in the Gippsland region for many years, but we are keen to explore ventures of growth and expand our services to support isolated communities.

### **Alcohol and Other Drug (AOD) service**

The number of Culturally and Linguistically Diverse (CALD) clients CatholicCare has seen in the AOD service has been significantly large, amounting to just over 60% of all AOD clients in the financial year. We have continued to build and strengthen relationships with Vietnamese, African and Burmese communities in this space and, with this in mind, have also created our first AOD brochure in Vietnamese.

Additionally, CatholicCare's AOD service has undergone great changes this past year with a shift in focus from exclusively supporting families, to also providing services to the individuals who are struggling with alcohol or drug addiction. This broader approach has seen strong success, with clients improving their psychological health, physical health and quality of life.

### **Communities of practice - enhancing our service delivery**

CatholicCare has a strong culture of learning, sharing and best practice. This past year our staff have attended conferences and various forms of training, and some have presented at these events to share their knowledge with others. In October 2017, two of CatholicCare's Parenting Orders Program team members from Melbourne presented at the Family Relationships Services Child Inclusive Practice Forum, and have been requested to present again at future conferences. CatholicCare's manager of Family and Relationship Services also presented at the Australian Childhood Trauma Conference, discussing the role of trauma in school refusal.

# A tough battle

Mandy\* came to CatholicCare looking for counselling and support, at a time in her life when she knew she couldn't provide sufficient care for her two young sons.

Mandy and those close to her had experienced a range of complex issues including mental and physical health issues, family violence, alcohol and other drug abuse, criminal offending and significant accommodation difficulties. Mandy was struggling to cope and she needed support urgently.

Mandy was suffering from depression and anxiety, and she was worried that her boys would be removed from her care. With the help of Child Protection, one of CatholicCare's counsellors named Kara\* worked with Mandy to arrange respite care for her children, and together they ensured that Mandy was provided with all the necessary support so that the boys could be returned to her when she was ready.

Part of the respite care plan for the two boys involved setting up, through the court, regular respite with their father who they had not seen since they were toddlers. As time passed, one of the sons decided to live with the father, and not long after that Child Protection decided his brother should also go to live with him.

This was one of the most painful times in Mandy's life. But she persevered.

'CatholicCare has always been a constant for me... I always knew I could call in unscheduled at a time of need for a brief word with one of the receptionists. No matter how I looked or felt, I never felt judged by them.'

Kara supported Mandy for several years, and having gone through so much together, they formed an honest and strong relationship with each other.

'It doesn't matter what phase I was going through, Kara never judged me or told me what to do. She gave me direction rather than telling me what to do. I never expected her to fix my problems, especially after she moved location and we were in contact by phone for two years.'

Mandy is currently doing well, having moved house and finding some stability in her life. She sees her two boys regularly and treasures every moment with them. Mandy looks forward to a bright future and is determined to live life to the full.

\*Names have been changed to protect the privacy of CatholicCare's clients and staff.





## Determination is key

Negasi\* was sponsored by his older brother to come from Ethiopia to live with him in Australia. Negasi was frustrated about his unemployment status and he felt isolated, not knowing where to go for help. Negasi turned to alcohol and Khat (a stimulant drug which can be chewed or smoked) in an attempt to overcome these feelings.

Negasi's behaviour became intolerable, so his brother evicted him from the house, leaving Negasi homeless. A member of the community then referred Negasi to CatholicCare's Alcohol and Other Drug program for help.

CatholicCare discovered that Negasi's circumstances had deteriorated drastically, and he was seeking shelter in parks and on the street. Being homeless exacerbated his feelings of isolation, loneliness and sense of unworthiness, and he was struggling with issues of anxiety and low self-esteem. Negasi was assigned one of CatholicCare's AOD practitioners, Kaleb\*, who assisted him with his four biggest concerns: housing, unemployment, mental health and substance abuse.

Kaleb first linked Negasi to a local housing service and employment agency so that his basic needs could be addressed. Negasi then attended regular sessions with Kaleb who provided ongoing emotional support, along with harm minimisation strategies and a plan for decreasing his dependency on alcohol and Khat. Kaleb also helped him with writing his resume, and linked him into a local support group to provide better wrap-around support.

Negasi was persistent and motivated to turn his life around. He now has a place of residence, secured employment, and no longer suffers from anxiety or low self-esteem. Through his hard work, he has now also stopped taking Khat completely and has decreased his drinking significantly. Negasi is enjoying his job and is leading a much happier and fulfilling life.

'I don't have enough words to express what CatholicCare did for me. I am now employed, I am not homeless, I am not a person without dignity anymore.'

\*Names have been changed to protect the privacy of CatholicCare's clients and staff.

# Pastoral Care Services

13,920

hours of Prison Ministry support

5,433

km travelled for the Clergy Health and Wellbeing program

375

people attended a weekly lunch for HIV/AIDS Ministry

44

priests supported by Clergy Health and Wellbeing program

15

Prison Chaplains across Victoria's 15 prisons

6

Chaplains across 6 hospitals

### **Prison Ministry**

Victoria currently has over 8,000 residents in its 15 prisons across the state. CatholicCare has a chaplain in every one of these prisons, providing kindness and a listening ear at a time in people's lives when they are in need of companionship and hope. Our prison chaplains have great dedication for their mission and the support they provide is invaluable.

In 2017 we farewelled one of our long-serving prison chaplains Sr Mary Carroll, who was a companion for women in prison for over 30 years. Another of our prison chaplains Sr Mary O'Shannassy was awarded a Fellow of the Royal Victorian Association of Honorary Justices in recognition of her significant service (now over 23 years long!) and outstanding contribution to the Victorian community. She also recently received an Order of Australia medal and a commemorative pin acknowledging 20 years of service at Port Phillip Prison.

### **Youth Justice - beyond the precinct**

This year one of our Youth Justice Chaplains went beyond the justice centre to engage with school students and build a better understanding of young people in custody. A presentation was held at Penola Catholic College to discuss the role of a chaplain and give insight into the lives of these young people. The students were engaged and interested to learn more, and they were given the chance to each write a message of support to a young person in custody.

These messages from the students were written on pieces of paper that contained inspiring quotes on them, so that the young people at the Melbourne Youth Justice Centre could display them in their rooms. The students' messages were encouraging and proved to be a great way for young people in custody to connect with the 'outside' world in a positive way - upon receiving the messages, they were surprised and deeply moved that someone who does not know them wrote something so supportive and encouraging for them.

### **Community engagement**

Collaborative engagement with the broader Catholic community is vital in the pastoral care space, and so we work closely with the Archdiocese of Melbourne and Archdiocesan bodies such as the Archbishop's Office for Evangelisation. In this regard, one of the most significant achievements has been the development of the Accreditation Standards for Pastoral Associates in parishes and Lay Chaplains in non-parish based ministries.

We have also maintained strong relationships this past year and work closely alongside our brothers and sisters from other faith traditions such as Islam, Buddhist, Anglican and Orthodox, and our relationships with government and other agencies is no different - this includes the State Government Department of Justice and Regulation (Corrections Victoria) for our Prison Ministry, and Spiritual Health Victoria for our Hospital Ministry.

# As life draws to a close

Rosa\* was an elderly lady of Italian background, and had two daughters. Over many years she had multiple admissions to the Royal Melbourne Hospital, and with each stay she was visited by CatholicCare's pastoral care and chaplaincy team.

As a devout Catholic, Rosa received regular sacramental ministry and prayer from the team, but her last stay was different. As Rosa's health deteriorated, the purpose of pastoral care support was to create an environment in which she maintained the best possible quality of life, while dying peacefully.

On the day prior to Rosa's passing, it was of course the family that required support. It had been 18 long difficult days of keeping vigil, and they had faced moments of conflict and were struggling with fatigue and exhaustion.

The turning point of this pastoral encounter was the family's ability to pray the common prayers that were a daily part of their mother Rosa's life and routine. With assistance and guidance they quickly re-learned the simple, but important rituals that enabled them to connect and engage as a family in a profound and loving way.

This time to stop and reflect helped ease their grief and pain. Rosa died the following morning.

The journey to death is a sacred time. In this pastoral encounter the spiritual care dimension enhanced the journey of dying by providing a comfortable and safe place for the family to tell their story and to reconcile and heal what needed to be healed.

The role of chaplaincy amplified this through the powerful use of actions such as symbol, ritual and prayer. One of these actions in particular, the Sacrament of Anointing (known commonly as the Last Rites) brought compassion so that the patient and the family did not lose hope. Through further involvement in activity and prayer, the family were taken to a place of being at peace with their faith and with each other, that in turn provided a sense of forgiveness that is often needed to face the crisis of dying.

\*Names have been changed to protect the privacy of CatholicCare's clients and staff.





## Opening up

Jerome\* came into contact with CatholicCare's prison chaplains when he was first received into the prison environment, around 14 years ago.

When Jerome first met Peter\*, one of our prison chaplains, it was a challenging experience.

Jerome refused to engage with Peter - he was withdrawn, and made no eye contact or other indication of acknowledgement of his presence. But Peter didn't give up.

Jerome gradually came to acknowledge Peter's presence, but it took three years before they were able to engage in coherent conversation.

As time passed, Jerome was released from prison, and soon after, Peter received a letter through the prison mail. Jerome wanted to express his thanks to Peter for being there for him, even when he was unable to speak.

Jerome explained that he was bewildered by utter shame - for both himself as a person and for his offences - as he could not believe that he was capable of such behaviour. His shame was so intense that he felt paralysed by it.

'When I was so down you came to me and you kept coming. You believed in me when I couldn't believe in myself.'

With ongoing encouragement, Jerome has attended relevant courses to address his offending behaviours and has integrated back into society well, ready to take his place among us again.

\*Names have been changed to protect the privacy of CatholicCare's clients and staff.

# Refugee and Asylum Seeker Support

891

supported by Refugee Settlement Programs

158

students supported in the Geelong Settle Well program

63

individuals supported by the Eltham Project

60

students participated in Homework Groups



### **The Eltham Project**

The Eltham Project provided housing and settlement support for refugees from Syria and Iraq, with a priority given to women and children. CatholicCare teamed up with St Vincent's Health Australia (SVHA) for this project - SVHA provided sixty bedsit units from its aged care facility in Eltham for two years, acting as affordable transitional housing for the residents.

The Eltham Project was made possible with the help from parishes, community groups and volunteers who gave their time, effort and resources to make the project a success. Parishes and community groups provided funding and/or furnishing for the bedsits at a cost of \$3,000 per unit, and some took it a step further, doing hands-on work and helping set up the premises in preparation for the residents.

We had many volunteers from both CatholicCare and the local Eltham community who dedicated their time to help across the full span of the project. Volunteers were allocated to the residents so that they had one-on-one support and could form special friendships, helping them to settle well.

The Eltham Project has provided a sense of security to the Syrian and Iraqi residents, reduced social isolation, improved their mental and social wellbeing, and increased their independence and knowledge of life in Australia.

### **Asylum Seeker Support**

The Asylum Seeker Support Program based in Dandenong provides supported housing for families or individuals seeking asylum, while they wait for a final decision on their claim for protection and asylum in Australia. Visa restrictions for asylum seekers make it difficult to find suitable and affordable housing and restricts access to employment opportunities, healthcare, benefits and other services.

This financial year we provided housing assistance to eight families, comprising of 29 individuals. Three houses were provided by parishes, two were provided by religious organisations, and the remaining three were private rental properties. The renting of these three private properties was made possible by the new partnerships we developed with St Vincent De Paul Society, and Deepdene and Balwyn Parish, who provided much needed funding for the cause.

### **Settlement and independence**

As part of CatholicCare's Refugee Settlement Program (RSP) in Dandenong, we have assisted 57 women from refugee backgrounds to gain their driver's licence. The Women Driver's Program was run with a grant from the RACV, and has empowered women by enabling them to participate in community activities, improving their confidence and giving them the ability to provide transport for family members. VicRoads, the Greater Dandenong City Council and Dandenong Police all contributed to the program by holding a range of information sessions for the women.



## Seeking home

Rayan\* was a pregnant mother with several children when she left war torn Africa to seek safety for her family in Australia.

Rayan and her family lived with relatives for several months and the children started school, but it was not long before they found themselves on the verge of homelessness.

Shortly after Rayan gave birth, CatholicCare was able to offer the family supported housing through the Asylum Seeker Support Program.

The new location for their housing required the children to move schools, which worried Rayan greatly, and so CatholicCare helped to link the family to schools and support services in the local area.

The local Parish offered material aid and emergency relief and assisted with orientation to the community (shopping, playgrounds and parks) and helped with regular English conversation practice for the mother.

This practical support helped stabilise and strengthen Rayan's emotional and physical wellbeing, along with that of her children's.

The family recently moved to another property provided by a CatholicCare partner, closer to their cultural community. Rayan and her family continue to grow stronger and more resilient every day while they wait for their visa outcome.

\*Names have been changed to protect the privacy of CatholicCare's clients and staff.



## A new life

Najwa and her husband Issa were living in Syria's capital, Damascus where they both had jobs that they loved: Issa was a Sales Manager for an import company and Najwa worked as a teacher in Arabic language. For five years they lived close to the firefight between Free Syrian Army rebels and forces loyal to President Bashar al-Assad.

Fearing for their safety, Najwa and Issa made the difficult decision to leave their family, friends and jobs, and fled to Iraq. 'We encouraged each other to leave,' said Issa. 'The first thing is to be safe. If we aren't safe, we can't do anything. This is our aim: to be in a safe area so we can start our family.'

They stayed in Iraq for eight months before arriving in Australia in October 2017. In January 2018, they signed a lease to stay at the Eltham Project where they felt at home almost immediately.

'It helped us from the beginning,' said Najwa. 'We had friends, we had a community, services helping us. Also the price was good – affordable for us. Everything was nice and friendly. The people living here were very friendly and very helpful.'

The unit they stayed in was fully furnished, and throughout their stay they received support from one of CatholicCare's tenancy support workers. As the Eltham Project came to an end, Najwa and Issa were also supported by a housing volunteer who helped them to find a new place to stay, and the tenancy support worker advocated on their behalf to receive funding from a local parish to pay for a removalist, to move their belongings to their new home.

Najwa is now undertaking a course in Medical Administration and hopes to find work in this field, while Issa is enrolled in a course that will help him to prepare his resume and find a job. Both are also attending English lessons, and are settling into Australian life well.

# Relationship Education

A photograph of a young man and woman smiling and embracing each other outdoors. The man is in the foreground, wearing a dark blue cardigan over a brown sweater. The woman is behind him, wearing a white cardigan over a brown top. They are both smiling broadly. The background is a soft-focus outdoor setting with trees and greenery.

2,723

individuals participated in Relationship Education

632

couples in marriage preparation workshops

1,335

people participated in Child Safe training

70

participants in Bringing Baby Home workshops

54

individuals came along to two Refugee Dads and Kids Weekends

### **Marriage and Relationship Education**

Relationships are at the heart of everything CatholicCare does and this is especially true for the Marriage and Relationship Education Unit. Our passion is for healthy, life-giving relationships and we use latest research and evidence-based practice in our work with couples preparing for marriage, couples expecting their first child, school students and families.

Through their experiences in one of our group programs, individual sessions or camps, participants are affirmed by the knowledge that differences are normal in relationships and appreciating and accepting these differences, celebrating the strengths and working together through challenges are a way to strengthen their connection with each other.

### **Child Safe Training**

We believe we all have the right to be in a safe relationship with one another, and this includes the most vulnerable in our society; our children. CatholicCare teamed up with the Archdiocese of Melbourne to deliver Child Safe Training in parishes across the diocese, and our Marriage and Relationship Education (MRE) team were tasked with its rollout.

The MRE team were welcomed by parishes and communities, and they trained a total of 1,335 people on the principals of child safety and enabled them to be more mindful of, and create a child safe environment within their communities.

### **Refugee Dads and Kids program**

In 2018 we celebrated the 10th anniversary of our Refugee Dads and Kids Weekend. The focus of this program is to strengthen the father/child bond and promote healthy, sustainable relationships, all the while providing relationship education with practical concepts for families to take back to their communities. After our most recent weekend away, we received great feedback from a participating father about the positive transformation in their child after attending the camp.

### **Parish relationships**

CatholicCare has relationships on many levels with parishes across the Archdiocese of Melbourne and the Diocese of Sale. The Communications, Fundraising and Marketing Team is in contact with parishes throughout the year to strengthen our relationships and find ways where we can support local communities and schools.

We also have strong relationships with parishes which enable our GodStart program and contribute to our Marriage Education services. CatholicCare resources parishes with GodStart materials which they can use in a variety of ways, with the intent of keeping in contact with new parents who have recently baptised their child.

CatholicCare also offers professional development for parish personnel to support them in their duties, and there are three parishes which host CatholicCare's Marriage Education workshops. Over 90 percent of referrals to our Marriage and Relationship Education programs come from the clergy, and the MRE team were pleased to receive recommendations from 148 priests throughout the Archdiocese of Melbourne.



# Refugee Dads and Kids

Sayed and his sister Sadaf were born in Afghanistan. As they grew up, their homeland became unsafe and their family fled to Pakistan, where they stayed with their grandparents. Their father, Essan, was the first to move to Australia so that he could organise living arrangements and find work, but this initially proved to be difficult.

When Essan arrived in Australia, he was unable to work for several months due to the restrictions on his visa. Luckily, he was able to stay with friends until he found employment and saved up enough to move into his own accommodation. During this time he had to rely largely on his savings, as he also had to support his children and family back in Pakistan.

Three and a half years later, in August 2017, it was finally time for Sayed and Sadaf to join their father in Australia.

Leaving their grandparents was difficult, and it saddened them to say goodbye. The journey to Australia was tiring and they were anxious about what their new home would be like. Sayed and Sadaf arrived on a cold winter's day – a stark difference to the Pakistan weather. They were scared and unsure of their surroundings, and had no idea of what their new life would entail.

Sayed and Sadaf spoke not a word of English on their first day of school in Australia, and so they were introduced to their classes with the help of an interpreter. Along with their father, they are still getting accustomed to the culture and social norms of their new home, but CatholicCare has been able to help.

Essan's work colleagues heard about CatholicCare's Refugee Dads and Kids Weekend and they recommended that he give it a go. In discussion with his children, they decided to go for it – and they haven't looked back.

Essan, Sayed and Sadaf found that the Refugee Dads and Kids Weekend wasn't only fun, but it was filled with activities that enabled them to strengthen their bond and learn new things – both about relationships and about life in Australia.

'We were always learning - even from the other parents, too,' said Essan.

'I enjoyed the activities with my dad and the discussions and the things we have never done before. I am so grateful to CatholicCare for doing this for us. It helps us to understand more about relationships in Australia. They are happy ideas and they make me happy to know about them,' said Sayed.





## Through thick and thin

Prior to their wedding, Claire\* and Oscar\* participated in the FOCCUS<sup>1</sup> program to prepare for their married life together. Two years later, they were thrilled to welcome their first child, a healthy baby girl.

After six months, the strain of sleepless nights, the weight of family expectations and financial pressures meant that Claire and Oscar were noticing increased conflict and decreased connection in their relationship. They knew something had to change in order to get their relationship back to a healthy, positive state, but they weren't sure what to do. Until they remembered CatholicCare.

'We loved the non-judgemental FOCCUS sessions and the way the facilitator used real-life examples and listened to our story. We also remembered that CatholicCare offer a program for new and expectant parents and wondered whether that could help us.'

Claire and Oscar came along to one of CatholicCare's Bringing Baby Home sessions run at the Mercy Hospital in Heidelberg, and they discovered that they weren't the only ones in their situation.

'We learned that conflict increases eight times in the year following the birth of your first baby. This wasn't a surprise to us - we were living it - but it helped us to feel less alone.'

'We were able to identify our patterns and take away skills to help manage this conflict for the benefit of our relationship and the benefit of our baby. We were also reminded about the importance of taking care of our friendship - something we are now finding small ways to prioritise.'

Claire and Oscar have said they now feel more connected than ever - united in love for one another and for their little girl. As she grows, they know there will be challenging times ahead, but they feel confident they can get through it together.

'We know the knowledge gained in Bring Baby Home will help our relationship now and for years to come. It is life skills for our family's future.'

\*Names have been changed to protect the privacy of CatholicCare's clients and staff.

<sup>1</sup>FOCCUS: Facilitating Open Couple Communication, Understanding and Study.

# School and Education Support

2,500

students supported through school counselling

1,174

students from six schools participated in Relationships Matter! workshops

153

people attended professional workshops

38

students undertook the Clemente Fitzroy program



### **New growth for school counselling**

In early 2018 CatholicCare began offering educational and cognitive assessments for schools who have a counselling contract with us - this service has been welcomed by many schools who are impressed with its flexibility and competitive price. More recently, we have received our first school counselling contract within the non-Catholic sector and hope that this will be the beginning of a new growth area for CatholicCare.

### **Relationship Matter!**

The Relationships Matter! program has continued to grow and evolve to meet the needs of our clients. In FY18, two of the workshops within the Relationships Matter! program - 'Relationology' and 'Outside the Gates' - were redeveloped to ensure that their content and delivery is contemporary and relevant. 'Relationology' helps students to grow and strengthen their relationships within the context of ever-present technology and 'Outside the Gates' focusses on students leaving the safety of the school environment and moving into the next chapter of life and relationships.

### **Clemente Fitzroy success**

There has been great success within the Clemente program in FY18, as we are proud to announce that five of our Clemente graduates have completed a Bachelor's degree! The aim of Clemente is to enable people who have experienced mental illness, addiction, homelessness and/or imprisonment to gain access to further tertiary education and employment opportunities - and so this outcome has been wonderful to see.

During this time we've also celebrated the 10th anniversary of Clemente Fitzroy, which culminated in a celebration held at the Australian Catholic University (ACU) Fitzroy campus. CatholicCare runs this program in partnership with ACU, and our relationship continues to grow and strengthen as the Clemente program progresses.



## Strength for life

Janaya is a young adult who struggles with anxiety and depression. The mental health issues she faces on a daily basis has made it difficult for her to find the support she needs to undertake and complete tertiary study.

She most recently attempted a TAFE course, but found that she was falling behind due to the lack of support. Janaya pulled out from the course with the realisation that it was not suited for her needs.

Janaya's mental health worsened towards the end of 2017 and she was hospitalised around Christmas. This was a difficult time for her, but she knew that from there, the only way was up. Janaya's friend recommended that she participate in Clemente, and so she decided to give it a go.

Since starting the Clemente program, Janaya has achieved many great things. She has completed her second of four units offered in the Clemente program; she is volunteering weekly at Vinnies for retail experience; she has started her own online blog; and she has just applied for two jobs. She still struggles with mental illness every day, but she now has the ability to brush off her negative feelings and go about her schedule.

'I have so much support at Clemente, I have Tiffany our coordinator, Gerard our counsellor, and I also have a learning partner and a peer support partner.'

Clemente recognises how difficult it can be for some students even just to turn up to class, and so the biannual units offered at Australian Catholic University provide wrap around support and encouragement to help Janaya and her fellow students get through their study, and manage whatever life throws at them.

'Starting Clemente has given me hope, and I have developed confidence, skills and independence.'

CatholicCare is grateful to the Noel and Carmel O'Brien Family Foundation for their support of the Clemente Fitzroy program.



## Sisterly care

Chloe\* is a 14 year old girl who was referred to CatholicCare when she was refusing to attend school. Chloe had missed out on the majority of term one in Year 8, and her parents could not figure out the reason why she wouldn't attend.

One of CatholicCare's family counsellors, Nancy\*, met with Chloe and her family to get to the root of the issue. After several sessions together, Chloe finally opened up about her worries.

Earlier in the year, Chloe's older brother Thomas\* was hospitalised due to a medical condition which caused him to have seizures. Chloe believed that if she went to school, something bad may happen to Thomas, and he might die.

Through family therapy, Chloe's parents and her brother Thomas were able to reassure her and make her understand that the three of them could look after Thomas, and that it was okay for her to be a happy, regular 14 year old. In convincing her of this, there was still another issue at hand - what would it be like for Chloe to return to school after missing out on so many months?

Chloe worried about how far behind she would be with her school work, and being away from her friends meant she was out of the loop. Nancy was able to provide Chloe with strategies to cope with her worries, and she also coached Chloe's parents so they would be able to help Chloe overcome her concerns.

With this support, including support from her teachers, Chloe is now back at school and is enjoying time with her friends.

\*Names have been changed to protect the privacy of CatholicCare's clients and staff.



**Our people**

# Director of Human Resources

The CatholicCare Team is proud of the organisation's achievements in providing quality services to families and communities at a time of rapid change in the community sector. We are also very proud of each and every one of our staff, for their dedication to strengthening relationships and building more resilient communities.

We are delighted to say that our staff come from at least 57 different cultural backgrounds, making us rich in diversity and enabling us to provide better and more targeted support to our clients across our vast range of services.

The team have continued to adapt as we foster the high performance culture which is an imperative under our Strategic Plan. As part of this journey, our annual CatholicCare Day staff event was successfully held under the theme "Achieving, Adapting, Thriving".

Our learning and development activities have enriched the organisation's capability as a high performance organisation to respond to vital client needs. Our Leadership Team undertook adaptive leadership training to enable them to model flexible leadership techniques and commit to actions to address adaptive challenges for CatholicCare. Other key topics of training programs included building the capacity of supervisors, child safety, family violence and evidenced based intervention frameworks such as strengths based practice and motivational interviewing.

Enhancements to learning and development processes included online staff compliance training, electronic systems for staff training registrations and records, and mixed mode training options such as online administration staff training.

The CatholicCare staff team of 233 were employed in a range of ongoing, fixed term and casual positions. We saw 44 team members join CatholicCare, and of the 57 staff who left the organisation, 25 were voluntary departures by ongoing staff and 32 were on casual or fixed term assignments which ended. Positive and passionate workplace culture, opportunities for advancement and added staff benefits have all been contributors to our strong staff retention.

An important ongoing health and wellbeing support mechanism was our Employee Assistance Program. This confidential counselling service supported staff and their immediate families experiencing an inability to cope with personal crises. This service is being further enhanced following a recent review and tender process resulting in the selection of a new service provider from the Catholic sector.

As a new health and wellbeing initiative, CatholicCare introduced the provision of free workplace influenza vaccinations to staff. These vaccinations were conveniently provided on site during work hours at various branch offices.

Our staff safety committee and child safe environment work group were active as staff consultative mechanisms to promote a safe work environment for staff and clients, especially children. These groups assisted the organisation to enhance its safety and risk management systems and to stay up to date with trends in these areas.

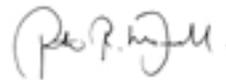
In terms of staff recognition, the annual CatholicCare Staff Awards celebrated excellence in service delivery to our clients, exemplary modelling of CatholicCare's mission and values and the dedication of our long serving staff members.

Gula Bezhan received the Norma Parker Award for distinguishing herself in developing innovative, more effective responses to the needs of those with whom we work. For over eight years with CatholicCare, Gula has demonstrated her strong commitment and passion to newly arrived refugees, especially women and children. She has achieved a high level of attendance for participants at our women's groups, in many cases following case work and complex case management. Gula is a highly regarded member of her communities, a member of a Department of Health and Human Resources reference group, and is often consulted by government departments and agencies about working with the Afghan community.

The Father Gerard Dowling Award was presented to Nevin Verghis for distinguishing himself through exemplifying the Mission and Values of CatholicCare, in particular the Values of Collaboration and Responsibility. He has provided the utmost quality in all he delivers, with attention to detail enabling the Communications, Fundraising and Marketing (CFM) Team to meet deadlines accurately. Despite having a young family, Nevin has willingly worked back to complete urgent tasks and volunteered to assist the CFM Team regardless of whether it was part of his role. He has gone above and beyond for others, without complaint or question, demonstrating his calm, understated demeanour.

Our service awards were presented to acknowledge our colleagues for their extensive periods of dedicated service. Chiara Hunter and Francesca Gerner were recognised for their 20 years and 15 years of service respectively. Our strong staff retention was further exemplified by the long list of 10 years' service award recipients which comprised Robert Baker, Natalia Burfurd, Peter Coghlan, Sharon Collier, Karin Davey, Frances Duffield, Louise Greenslade, Patricia Guy, Lulu Johnny, Julia Power, Olivia Reid, Patricia Rickett, Sandra Roche, Kate Selimanovic, and Anne Vranisan.

Our thanks go to our dedicated Human Resources (HR) Team who, in addition to supporting our staff so they could perform their vital work with clients, worked collaboratively to provide HR support to another organisation in the Catholic sector.



Peter McDonnell  
Director, Human Resources

# Volunteers

The financial year of 2017/18 was another healthy and positive year for volunteering. Just over 100 new volunteers were registered with CatholicCare in this period, with a total of 159 active volunteers who contributed 6,667 hours of service, valued at \$213,300.

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

- Adult Education Support – Clemente Fitzroy
- Refugee and Asylum Seeker Settlement Support – English Conversation, Homework Tutors, Social Support Groups, Gardening and Horticulture, Drivers Education, Community Engagement
- Court Registry Attendants – Family Law Pathways Network
- Pastoral Services – Youth Justice, Prison Chaplaincy and Hospital Chaplaincy support
- Relationship Education – Refugee Dads and Kids Weekend
- Head Office – Administration and Event support

## New roles designed for program needs

Part of operating a successful volunteer program is to utilise volunteers in new and creative ways to match the needs of our services. During the 2018 financial year, the following new volunteer roles were designed: Light Maintenance work; Gardening; Settlement Support Community Worker; Housing Support for the Eltham Project; Drivers Ed Tutor; Family Dispute Resolution Volunteer; Student Support for the Triple R schools program; and Family Week phone survey helpers.

## New Homework Group launch

A new Homework Group was launched at Northern Bay College in Corio, Geelong, as part of the Western Refugee Settlement Service, to provide high school students from migrant and CALD backgrounds with tutoring support. New volunteer tutors were recruited for this program, resulting in a stronger relationship with the school community, and a positive impact on students.

## Our relationship with volunteers

Volunteer recognition and appreciation is an essential element of our volunteer program. This year there were 12 nominees for the annual Richard Stone Award, in recognition of our dedicated volunteers who have gone above and beyond to support the work of CatholicCare. The event was hosted by KPMG, where Richard worked for 17 years.

The involvement of the 12 nominees covered a range of programs including: Clemente Fitzroy; Homework Tutoring for Refugee Children; Refugee Dads and Kids; Community Garden; ESL\* Tutoring; Refugee Settlement and Support; and the Youth Justice Program.

The recipient of the Richard Stone Award was Laurie Findlay, who has volunteered with CatholicCare for over 10 years in various roles working within the AOD service and the Clemente Fitzroy program.

We also celebrated International Volunteer Day in December 2017 and National Volunteer Week in May 2018 with morning teas and thank you cards, in recognition of our volunteers' generous contribution throughout their time with us.

\*English as a Second Language.

# Executive profiles

## Netty Horton | 2017 Chief Executive Officer

Netty has spent most of her career working with and advocating for people who are disadvantaged across the community. Netty has an MA in Public Policy, is a Churchill Fellowship recipient, a Graduate of the Australian Institute of Company Directors, and has had vast community and not-for-profit experience. Her previous positions include: Territorial Social Programmes Director for the Salvation Army, Southern Territory General Manager of Community Services at St Vincent de Paul's Aged Care & Community Services, and CEO of Council to Homeless Persons. Netty has served as Chair of the Ministerial Advisory Committee on Homelessness, and as a member of the Prime Minister's Council on Homelessness and as a recent member of the Federal Aged Care Sector Committee. Netty is currently a director of CatholicCare Victoria and Tasmania, Catholic Social Services Victoria and Wintringham Aged Care.

## Bernadette Garcia | 2014 Director, Communications, Fundraising & Marketing

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.

## Peter McDonell | 2013 Director, Human Resources

Peter has an extensive track record in strategic and operational HR roles, including generalist and specialist HR management roles with leading organisations including Mercedes-Benz Australia/Pacific. 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 a 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.

## Nick Collins | 2009 Director, Operations

Nick commenced his career in the sector in 1994 in youth work and counselling children. 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 | 2008 Director, Corporate Services

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.



# Board profiles

## Mr John Sheldon | February 2015

Chair

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

## Mr Chris Braithwaite | February 2016

Chris is Partner, PricewaterhouseCoopers, where he supports 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 is a Council Member for Trinity Grammar School Kew.

## Ms Beth McConnell | February 2018

Beth McConnell has over 25 years' experience as a corporate, trust and superannuation solicitor and corporate governance adviser, having worked at leading corporate law firms, in-house with superannuation funds and in management consulting specialising in corporate governance. Beth provides governance, facilitation and training services through her own consultancy Beth McConnell Consulting.

Beth also sits on the Superannuation Complaints Tribunal, the Board of Xavier College, Kew and is an Independent Consultant to the Audit, Risk and Compliance Committee of UniSuper. Beth has a Bachelor of Commerce and a Bachelor of Laws (Hons) from The University of Melbourne, a Master of Commercial Law from The University of Melbourne and a Diploma of Superannuation Management from Macquarie University. She is also a Graduate Member of the Australian Institute of Company Directors.

*From left to right: Fr Thang Vu, Ms Beth McConnell, Mr Dennis Torpy, Professor Sandra Jones, Mr Chris Braithwaite, Mr Terry Healy, Mr Kieran Walshe, Fr Kevin Mogg AM, Mr John Sheldon.  
Absent: Mr James McGarvey*

**Fr Kevin Mogg AM | October 1991**

Emeritus Board Member

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.

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**Mr James McGarvey | 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.

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**Mr Kieran Walshe | January 2013**

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

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**Fr Thang Vu | January 2013**

Fr Thang spent nearly five years in the Finance industry before he commenced formation for the priesthood at Corpus Christi College. In 2008, Fr Thang was ordained to the priesthood for the Archdiocese of Melbourne. 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.

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**Mr Terry Healy | January 2013**

Terry's public service career has spanned four decades with the Commonwealth and Victorian State Governments. He has 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 was awarded a Centenary Medal for his services to public administration.

Terry is currently Chief Corporate Officer at Court Services Victoria. He is also a Board member with Domestic Violence Victoria.

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**Mr Dennis Torpy | April 2014**

Dennis has more than 18 years' experience across Catholic and government education sectors, working with Ministers and executive teams in areas of student wellbeing, engagement, inclusion, disabilities, student learning and communications. He also spent a decade in media as a daily print and television journalist and news producer. He is a member of the Australia and New Zealand School of Government Alumni and Catholic School Parents Victoria Council.

Dennis is responsible for strategic policy and advice on key wellbeing portfolios for both Catholic Education Melbourne and Catholic Education Victoria. He holds an Executive Master of Public Administration from Melbourne University.

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**Professor Sandra Jones | February 2016**

Sandra is the Pro Vice-Chancellor, Engagement at ACU. Her role provides leadership, advice and support for ACU's community engagement strategy, including strategic frameworks that implement the new measurement of research engagement and impact. Prior to her current appointment Sandra was the Director of ACU's Centre for Health and Social Research (CHaSR). Sandra's research career has focused on the development and delivery of community-based interventions, in partnership with health services and NGOs, to improve the uptake of health promoting and risk-reducing behaviours.

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Thank you to Ms Bernadette Steele and Ms Patricia Quigley who resigned from the Board in December 2017. Ms Bernadette Steele served on the Board for almost 10 years and Ms Patricia Quigley for nearly five years. Contributing their talents and wisdom with unwavering energy and enthusiasm, they have helped to further our mission to help those in need.



# Financials

# Financial statements

CatholicCare concluded 2017-18 with an operating surplus, before Bequests and sale of a property, of \$38,213 (2016-17 surplus: \$363,478).

CatholicCare's total income in the 2017-18 period was \$16.29 million (2016-17 \$16.04 million).

Granted income, from Commonwealth and State Government sources, is the largest category of our income. Gifted and sponsorship income from our highly valued supporters are of utmost importance in our ability to deliver services to those people most in need.

CatholicCare is most appreciative of the significant financial support provided by the Catholic Archdiocese of Melbourne and Diocese of Sale, and Cabrini Health.

For the full audited financial report, please visit [www.ccam.org.au](http://www.ccam.org.au)

## Statement of Profit or Loss and Other Comprehensive Income as at 30 June 2018

	2018	2017
<b>Operating Revenues</b>		
Gifted Income	1,506,309	1,496,382
Grants	9,260,480	9,142,995
Earned Income	3,892,167	3,579,995
Partner contributions	1,626,490	1,818,377
<b>TOTAL OPERATING REVENUES</b>	<b>16,285,446</b>	<b>16,037,749</b>
<b>Operating Expenses</b>		
Employee benefits expense	12,505,401	11,678,889
Program costs	1,608,243	1,973,538
Occupancy costs	914,824	865,465
Corporate costs	680,815	657,279
Administration costs	537,950	499,100
<b>TOTAL OPERATING EXPENSES</b>	<b>16,247,233</b>	<b>15,674,271</b>
<b>OPERATING SURPLUS (Before Bequest and Assets Proceeds)</b>	<b>38,213</b>	<b>363,478</b>
Bequests	459,696	1,154,726
Gain/(loss) from sale of assets	44,978	312,946
<b>OPERATING SURPLUS (Including Bequests and Assets Proceeds)</b>	<b>542,887</b>	<b>1,831,150</b>
Other comprehensive income for the year	-	-
<b>Total comprehensive income for the year</b>	<b>542,887</b>	<b>1,831,150</b>

## Statement of Financial Position as at 30 June 2018

	2018	2017
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	13,398,335	12,793,378
Trade and other receivables	322,528	351,727
Financial assets	162	162
Other assets	260,671	246,728
<b>TOTAL CURRENT ASSETS</b>	<b>13,981,696</b>	<b>13,391,995</b>
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	764,755	1,352,994
<b>TOTAL NON-CURRENT ASSETS</b>	<b>764,755</b>	<b>1,352,994</b>
<b>TOTAL ASSETS</b>	<b>14,746,451</b>	<b>14,744,989</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	486,738	803,343
Short-term provisions	1,807,121	1,697,480
Income received in advance	476,182	884,245
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,770,041</b>	<b>3,385,068</b>
<b>NON-CURRENT LIABILITIES</b>		
Long-term provisions	277,237	203,635
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>277,237</b>	<b>203,635</b>
<b>TOTAL LIABILITIES</b>	<b>3,047,278</b>	<b>3,588,703</b>
<b>NET ASSETS</b>	<b>11,699,173</b>	<b>11,156,286</b>
<b>EQUITY</b>		
Reserves	7,335,281	7,269,643
Accumulates surpluses	4,363,892	3,886,643
<b>TOTAL EQUITY</b>	<b>11,699,173</b>	<b>11,156,286</b>

# Fundraising

CatholicCare is extremely grateful for the support of our donors and philanthropic partners whose generosity allows us to provide programs and services that would otherwise remain unfunded. Fundraising allows us to help more people when our funding can't stretch to meet demand; it enables us to offer complementary programs that can add value to our work and enhance outcomes for our clients; and it allows us to pilot new and innovative forms of support.

In FY18, we humbly received gifts to the total of \$1,966,005. This included \$1,506,309 in direct donations, making up 9.2% of our operating income, and \$459,696 in bequest income. The bequest income has been invested into the CatholicCare Development Fund for future program needs.

Each year in August, parish communities across the Archdiocese of Melbourne and Diocese of Sale join together to support CatholicCare through the CatholicCare Sunday Appeal. This is on top of their individual support, and alongside the many other appeal requests within the community. We are grateful for the continued support of parishes, who once again helped us raise just over \$300,000 for our work with families. As the numbers of marginalised continue to grow, it is partnerships like this that allows us to continue our shared mission.

At CatholicCare we are always mindful of making sure that we keep the cost of our fundraising activities to a minimum, to maximise the impact of the donations given to us.

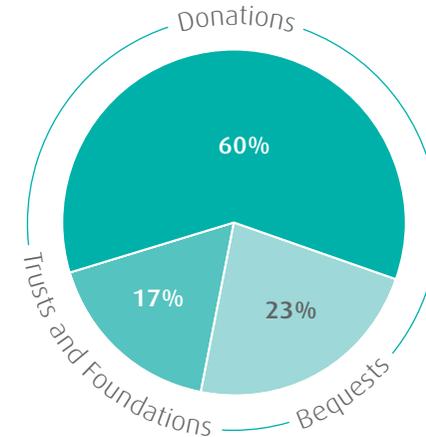
## Donor care

FY18 saw the implementation of a targeted program to support and thank our donors through various methods including phone calls on International Thank You Day and World Gratitude Day. We also sent a survey to all our donors in March to get feedback about how we are doing and what we could improve. Overall feedback has been positive with many donors letting us know they have been supporting CatholicCare since the early 1950's!

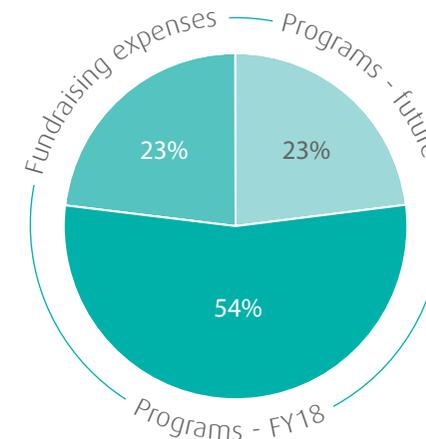
Many of our donors left us with messages of thanks and some even shared blessings and prayers for the work we do to help others, reminding us that as stewards of their support we are truly doing God's work through their generosity.

'May God bless and guide your work and members, so you can truly be channels of God's wisdom, love & mercy.' - Donor

## FY18 donations received:



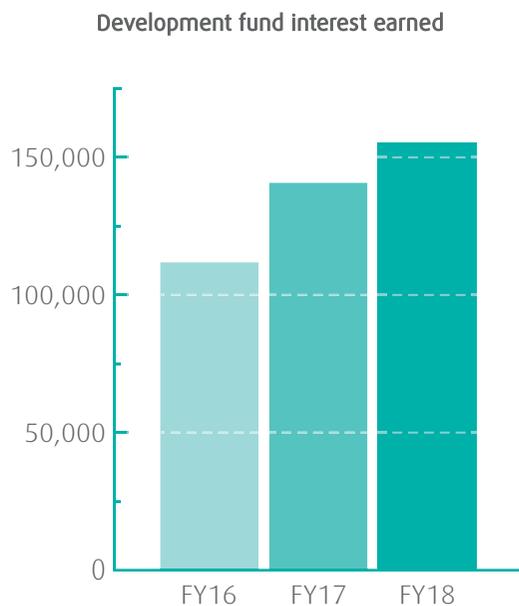
## How donations were used:



### Investing for the future

CatholicCare's Development Fund received a further \$459,696 from the 16 bequest payments invested during the year, taking the total balance to over \$6,000,000. Interest earned in FY18 was \$155,258, which was used to extend our capacity to reach the most vulnerable clients in our counselling programs.

The Heritage Fund continues to grow with interest each year reinvested to grow the corpus. This year the total fund grew to \$1,023,764 after interest of \$49,588 earned over the past two financial years was added to the fund.



### Parker Moffit Bequest Society

This year we welcomed 20 new members to the Parker Moffit Bequest Society as they confirmed their intention to leave a gift in their Will to CatholicCare. It is with the generosity of these donors that we can remain future focused knowing we can continue to fund our most needed programs.

At this year's annual event, over 20 members gathered at the Catholic Leadership Centre in East Melbourne to hear Emeritus Board Member Father Mogg talk on the impact and history of CatholicCare, before hearing from new CEO Netty Horton as she discussed the future direction of the organisation.

### Trusts and Foundations

Funding from philanthropic partners allows us to meet needs in areas that government funding does not cover or to try new ways to meet the needs of our clients. In FY18 we received \$333,411 in funding from seven Trust & Foundation grants. We are extremely grateful for the partnerships with these and many more valued partners who continue to provide us with funding.

### Thank you

Every year we are humbled by the support we receive from generous supporters so that we may continue our mission of breaking down the barriers to social inclusion. Relationships really are at the heart of why CatholicCare exists, and our relationships with our generous donors are incredibly special to us.

Thank you to everyone - individuals, families, organisations, foundations, parishes and schools - for joining our shared mission. Your generosity to help the most disadvantaged in our community is a blessing we do not take for granted. Thank you!

To view detailed acknowledgements of Bequests, Trusts and Foundations and Major Gifts, please see the following page.

# Acknowledgements

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

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

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## Individuals / Major Contributors

- J & M Little
- R Andre
- R & I Gilbert
- B Goddard
- K & Z Gruba
- M O'Sullivan
- F & H Swan
- J & V Peyton
- Patricia Spry-Bailey Charitable Foundation
- Toorak Ecumenical Churches Opportunity Shop
- All Anonymous donors

## Corporate

- ABCG Publicity
- Catholic Church Insurance
- Catholic Development Fund
- GEO Group Ltd
- KPMG
- NAB
- NuPrint Office Choice

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## Government

- Commonwealth Attorney General's Department
- Federal Department of Social Services
- Department of Health and Human Services
- Department of Justice and Regulation
- Corrections Victoria
- City of Greater Geelong
- City of Maribyrnong
- City of Stonnington
- City of Whitehorse
- City of Whittlesea
- City of Yarra
- Maroondah City Council
- Nilumbik Shire Council
- Safer Care Victoria (DHHS)
- Spiritual Health Victoria
- Victoria Police

## Philanthropy

- Australian Communities Foundation
- Brasher Family
- Collier Charitable Fund
- DMSE Ryan Family
- Geelong Community Foundation
- Give Where You Live, Geelong
- Jonamare Foundation
- Order of Malta
- RACV Ltd
- Reid Malley Foundation
- Scanlon Foundation
- The Noel and Carmel O'Brien Family Foundation
- Trinity Families – Diocese of Sale
- William Angliss Charitable Fund

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## Education

- Australian Catholic University
- Catholic Education Melbourne
- Catholic Education Office Sale
- Deakin University
- Northern Bay College
- North Geelong Secondary College
- Staff, students and families from Catholic primary and secondary schools across the Archdiocese of Melbourne and the Diocese of Sale

## Community

- Archbishop's Office for Evangelisation
- Australian Muslim Women's Centre for Human Rights
- Barwon Child, Youth & Family Services
- Bethany Community Support
- Brighton Life Saving Club
- Brotherhood of St Laurence
- Catholic Social Services Australia
- Catholic Social Services Victoria
- CatholicCare Sandhurst
- CatholicCare Tasmania
- Centacare Ballarat
- Centre for Excellence in Child & Family Welfare
- Epping Community Services Hub
- Family Relationship Services Australia
- FMC Mediation & Counselling
- Good Grief
- IPC Health Wyndham Vale
- Jesuit Social Services
- MacKillop Family Services
- Magistrates Court
- No to Violence

## Community (continued)

- Norlane Child and Family Centre
- North Western Melbourne Primary Health Network
- Order of Malta
- Our Community
- Parishes across the Catholic Archdiocese of Melbourne and the Catholic Diocese of Sale
- Priests Welfare Foundation (PWF)
- Relationships Australia
- Settlement Council of Australia
- St John of God Healthcare
- St Vincent's Aged Care
- St Vincent's Health Australia
- Thorne Harbor Health (Previously Victorian AIDS Council)
- Villa Maria Catholic Homes
- VICSEG New Futures
- Welcome to Eltham
- Youth Support & Advocacy Service (YSAS)

## Bequests

- Adriana Maria Valodka
- Angela Maricia Ridsdale
- Anna Furhoff
- Catherine Mary Stabb
- Eileen Nola Cusack
- Georgena E Bradshaw
- Graham P Copsey
- Margaret Littledale Tutton
- Marie Therese Flynn
- Myra Collins
- Patricia Carmel Stewart Kennedy
- Roy J Shearer
- Teresa Lew Sang
- Thaddeus Gostkowski
- Yvonne Teresa Mayo

# Get involved

Are you able to give vulnerable families a helping hand? We believe that everyone should have a chance at a brighter future. For those who are facing life's challenges – 'life to the full' might seem beyond their grasp. In order to reach out to people in our community who are doing it tough, CatholicCare relies on the generosity of our donors, volunteers and supporters.

## Partner with us

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](http://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](http://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 also provide academic support and encouragement for disadvantaged adults who are enrolled in our Clemente Fitzroy program, provide administrative support at a number of our offices, and help out at our events. We also have volunteers offering pastoral support in prisons and hospitals. Visit our website to see current volunteer opportunities on offer.

Visit [www.ccam.org.au/volunteer](http://www.ccam.org.au/volunteer)

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 how you can get involved. Contact us on 03 9287 5517 or email [fundraising@ccam.org.au](mailto:fundraising@ccam.org.au) or visit our website at [ccam.org.au](http://ccam.org.au)

## 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](http://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 who might otherwise miss out on the support they need.

To donate, please visit [www.ccam.org.au/donate](http://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](http://www.ccam.org.au/bequests)

[www.ccam.org.au/in-memory](http://www.ccam.org.au/in-memory)

# CatholicCare offices

CatholicCare has offices in 12 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.

## Statewide programs

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

We also provide pastoral support for residents in all 15 prisons across Victoria and at the Youth Justice settings in Parkville and Malmsbury.

## Outposted programs

Our Settle Well (Refugee Youth) Program is located at North Geelong Secondary College and Northern Bay Secondary College.

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

## Office locations

**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

**Epping**  
713 High Street  
T: 03 8468 1305

**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**  
195-209 Barries Road  
T: 03 8746 1100

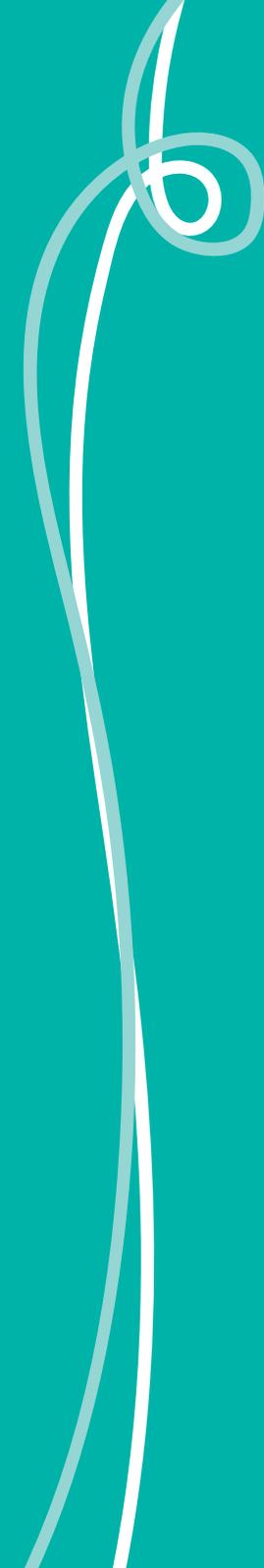
**Pakenham**  
1 Rogers Street  
T: 1800 522 076

**Sale**  
21 Leslie Street  
T: 1800 522 076

**Traralgon**  
41 Grey Street  
T: 1800 522 076

**Warragul**  
19 Connor Street  
T: 1800 522 076

**Wyndham Vale**  
510 Ballan Road  
T: 03 9216 7777





- Greater Melbourne
- Geelong
- Gippsland

Central Office  
383 Albert Street  
East Melbourne VIC 3002  
T: 9287 5555 | E: [catholiccare@ccam.org.au](mailto:catholiccare@ccam.org.au)  
[www.ccam.org.au](http://www.ccam.org.au)

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