



CatholicCare FY20 Annual Report

Vision

**"I have come so that you may
have life and have it to the full"
- John 10:10**

Mission

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

Values

**Dignity | Compassion | Collaboration
Inclusion | Responsibility**

CHILD SAFETY

CatholicCare is committed to child safety. Their wellbeing is our priority. We actively work to listen to, empower and protect children.

CatholicCare has zero tolerance of child abuse.

Our robust recruitment, screening and human resource management practices are strictly adhered to during the application and interviewing process.

We carry out working with children, police records and reference checks to ensure that we are recruiting the right people.

CatholicCare has active supervision, support & training mechanisms in place to develop the skills and knowledge of our staff and volunteers and to monitor the behaviour and performance of all individuals working with children.

We continuously examine how we work so that we can identify risks to the safety of children and develop responses to reduce and eliminate risks.

RECONCILIATION

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

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

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

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. CatholicCare is the social service agency of the Catholic Archdiocese of Melbourne and the Diocese of Sale, and our work in these communities is underpinned by Catholic Social Teaching.

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 education, 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 staff and volunteers in 10 CatholicCare offices and several outreach locations, 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.

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Archbishop's message

My Dear Friends,

This year has been one filled with many challenges for communities far and wide. It is in times like these that we look to the Lord to shine light on a pathway to hope; a pathway to a brighter future. Often, this pathway is right before us.

CatholicCare is one such pathway – a person-centred ministry that walks alongside people when they are most in need.

For those who have been lost, and for those who have struggled to find hope and support through these trying times, CatholicCare's staff have been there to offer a guiding hand.

When families have been left without food on their table for their children; CatholicCare has been there.

As the challenges of this year found individuals isolated and alone; CatholicCare has been there.

And, for all those in our community who have struggled through fear and despair; CatholicCare has been there.

CatholicCare's presence has been a guiding light for the most vulnerable, delivering support where it has been needed most.

As we venture together on a new journey through CatholicCare Victoria, I wish to express my deep gratitude to CatholicCare's staff and volunteers, to the Board and to CEO Netty Horton for their ongoing commitment towards the mission of strengthening families and communities, and enabling them to live life to the full.

May the joy and peace of the Saviour come amongst us, be with you all.



Most Rev Peter A Comensoli
Archbishop of Melbourne



Bishop's message

Dear Brothers and Sisters,

I am delighted to have recently been welcomed into the Diocese of Sale, to walk alongside families and communities together as we journey on a path towards healing and recovery.

The bushfires brought with it devastation and heartbreak. But by coming together, by listening to people's stories, and by recognising that we are not alone, I am hopeful that together we will be able to rebuild strong and fruitful communities.

CatholicCare's support in the Diocese this past year has been invaluable in that it has shown our community that they are not alone - and a burden shared is always a burden lightened. The much needed mental health and financial support provided by CatholicCare has helped families and individuals to get back on their feet after losing their homes, their livelihoods and their loved ones.

I look forward to working alongside CatholicCare next year on our shared mission of strengthening families and communities; journeying with them as they face the barriers that stand in the way of a happier, brighter future. And I thank the staff and volunteers at CatholicCare who continue to provide compassionate support to those most in need in the Gippsland community.

Peace and blessings,



Bishop Greg Bennet
Bishop of Sale



A message from the Chair

A YEAR LIKE NO OTHER

First the bushfires, then COVID-19. If we have learned one thing in 2020, it is that life is unpredictable and change is inevitable.

The profound impact that the pandemic has had on individuals, families and communities has required a dramatic response from all at CatholicCare, who mobilised rapidly to working from home and remote service delivery, ensuring access, support and safety for vulnerable people in need.

This annual report presents highlights of achievements in FY20, when almost half of the year was disrupted by the pandemic. That our staff were able to overcome the unique challenges that COVID-19 created is a testament to our staff, and the achievements highlighted in this annual report reflect their resilience, flexibility, innovation – and most importantly – their commitment to our mission.

LOOKING BACK WITH PRIDE

2020 was also the year we celebrated our 85th anniversary. From its earliest days as the Catholic Social Services Bureau, we have provided hope and support for struggling families across the Archdiocese of Melbourne and, from 2013, for those living in the Diocese of Sale.

It is interesting to note that while the organisation has undergone many significant transformations throughout the last 85 years, there have been many common threads: the focus on family as the fundamental building block of a healthy society; the importance of relationships; and profound respect for the dignity of every person.

Throughout the pages of this annual report are images and stories of the programs, the places, and the people who make up the rich tapestry of the organisation founded during the Great Depression by two remarkable women who would advocate for a better way to support Victorian families.

LOOKING FORWARD WITH HOPE

As we emerge from 2020 – strengthened by the learnings of the past year – CatholicCare will once again experience transformation as we continue to follow Norma and Connie's example and seek to find better ways to support Victorian families.

From 1 January 2021, CatholicCare Melbourne and Gippsland will merge with Centacare Ballarat and CatholicCare Sandhurst to become a new entity: CatholicCare Victoria.

This is a landmark event for Catholic social services in Victoria and it is with excitement and optimism that we consider the future – where we can broaden our reach and range of services to the most disadvantaged and most marginalised in the state.

THANK YOU

I would like to acknowledge our CEO, Netty Horton, and her Executive team, who have provided exemplary leadership in a most challenging year. I would also like to thank the staff and volunteers without whom our programs and services could not operate.

I thank the many supporters who make up our vibrant CatholicCare family: government funders, philanthropic supporters, corporate and community partners, donors and the parish communities in the Archdiocese of Melbourne and the Diocese of Sale.

Finally, I thank my fellow Board members for their ongoing passion and commitment to helping those less fortunate. It is a pleasure and a privilege to serve with you all on the CatholicCare Board.



John Sheldon,
Chair of the Board

FOOTNOTE: In December 2020, the Bishops of Victoria announced the appointment of John Sheldon as the inaugural Chair of CatholicCare Victoria.

OUR YEAR AT A GLANCE



Over 20,653 people supported



**2,460 people participated
in Relationship Education
programs**



**1,600 students supported
through school counselling
or chaplaincy**



**2,254 young people
supported through Youth
Justice Ministry**



**18,912 visitation
hours for chaplaincy
in prisons**



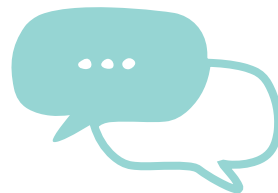
**2,203 people supported
through post-separation
services**



**824 refugees
supported through SETs
and other programs**



**2,548 people
received Emergency
Relief assistance**



**1,554 people
supported through
counselling**



**360 families supported
through Integrated
Family Services**



**58 bushfire recovery
counselling sessions
& 43 group sessions**

A message from the CEO

It is often said that smooth seas don't make skillful sailors, and I think this a good analogy for our past year at CatholicCare. Together with our community we have faced many challenges, many firsts and also many opportunities, being thrown into the deep end when COVID-19 changed life (and work) as we knew it.

Moving to telecare services in such a short period of time was due to the collective effort and good will of our entire staff team. We were both delighted and surprised to find that many clients found phone and video contact even more convenient than our regular face-to-face appointments. Looking into the future, I think telehealth is something we can continue to explore and offer for those we support – especially those who find it difficult to visit our offices.

Before COVID-19 put a hold on face-to-face meetings of all sorts, we saw significant activity and advancement in the Melton Project - which was established in collaboration with Cabrini Outreach and Catholic Education Melbourne to discover ways of disrupting disadvantage in Melton South. With the support of St Anthony's of Padua Catholic Primary School in Melton South (who enabled co-design workshops with families), and TACSI (who provided support with the co-design process) the Melton Project has started to identify opportunities for disrupting disadvantage for children and families in need.

This past year we also relocated our Melton team to the Melton Hub, working alongside other community and health agencies. And in another logistical achievement - we merged our two Geelong offices into a brand new Family Relationship Centre on Ryan Place, where we are co-located with Centacare Ballarat (see photo at right!).

I am really proud of the great work from our staff this year, who reached out to those struggling as a result of both the Black Summer bushfires and COVID-19. So many in our community had lost their jobs, their sources of income, some have lost homes, properties and loved ones. We know that isolation has significantly impacted on the mental health and wellbeing of many. We are grateful to have reinstated our Bushfire Community Recovery Service to support the people of East Gippsland in their healing and recovery, and in 2021 we will be expanding this service to provide additional support through a Community Connection Van - giving us the ability to visit communities far and wide.

Of course, these projects were developing alongside our continuing “bread and butter” support services which we have run in some form for so many years. Our counselling services in schools and to families, our pastoral carers and chaplains in prisons and in hospitals, and our outstanding implementation of services providing financial relief to those who have no or little income. Not only did we continue to deliver these services, we also increased our ability and capacity to respond.

We have also made an outstanding effort in our support of refugees, ensuring each and every one of our clients was contacted when COVID-19 hit to check in and pass on vital information. Our Emergency Relief service has been vital in supporting CALD communities - many of which who held casual work positions lost their jobs - and also in supporting families and individuals from all backgrounds, who have struggled to keep a roof over their head and food on the table during this difficult year.

I would like to say a big thank you to our staff and volunteers for their compassion and dedication in supporting the most vulnerable in our community; to our financial supporters who support our vital programs and services; and to the Executive team and the CatholicCare Board for their leadership and support.

Any analysis of previous CatholicCare annual reports or historical documents reveals that the “can do” attitude and the preparedness to go “just a little bit further” is a constant theme. We can be very proud that this year, our 85th anniversary has continued to illustrate the commitment and contribution of staff, Board and volunteers ensuring that as many people as possible are enabled to “live life to the full.”



Netty Horton
Chief Executive Officer

Photo from left to right: Sharon Collier, Netty Horton, Nick Collins, Tony Newton, Kathryn Lyons, & Chris McNamara - Geelong FRC 2019.





Celebrating 85 years of CatholicCare

Norma Parker and Constance Moffit, the first professionally qualified social workers in Australia, founded the Catholic Social Service Bureau back in 1935. In their photo (right), both sport sculpted hairstyles, pincurls and mirrored partings. Their outfits are smart and they appear to be wearing bold lipstick. Both are smiling - but they look formidable.

Their story goes like this: in the late 1920s, Norma and Connie received scholarships to study social services in the US. While there, they were impressed by the modern, professional social work practices in place. In 1931, they returned to Australia where hundreds of thousands of people were out of work. Families who could not afford to feed their children would relinquish them to the care of institutions. Norma and Connie challenged the traditional, charity-based interventions and convinced Archbishop Mannix to allow them to conduct a review of Catholic institutions in the Archdiocese of Melbourne.

This review resulted in the establishment in 1935 of the Bureau (which would later become CatholicCare). Connie was named Executive Director. The Bureau would alter the landscape of social services through coordination of the work of Catholic charities, establishment of formal training for social workers, and advocacy to government for increased resources.

These women were courageous innovators and disrupters of their day. 85 years later, CatholicCare has continued to be a stomping ground for many other competent, feisty and tenacious women.

Women like Sr Mary O'Shannassy, who heads up CatholicCare's Prison Chaplaincy. Sr Mary began working in Victorian prisons in 1994 and still makes the weekly drive on the Princes Highway to visit residents at Barwon prison.



Sr Mary is a no-nonsense kind of woman; who is equally comfortable meeting with violent offenders as she is with government bureaucrats.

And then there was Sheree Limbrick, who was Acting CEO of CatholicCare, before leaving to head up Catholic Professional Standards - set up to develop and audit standards in response to the Royal Commission into Institutional Responses to Child Sexual Abuse.

Another is Colleen Liddell, who at 75 was knocked back as too old to volunteer at another charity, but was welcomed with open arms at CatholicCare. Colleen celebrated her 90th birthday last year and is still volunteering at the HIV/AIDS Ministry!

And then there are the many other women and men at CatholicCare who have provided great leadership, care and compassion for those in need, including past CEOs Fr Joe Caddy and John Bushell, and all of our dedicated staff and volunteers from past and present.

We believe Norma and Connie have set the tone for how CatholicCare would grow into the organisation it is today. An organisation that welcomes 'thinking outside the box', that excels in collaboration, and shows fearlessness and leadership to best meet the needs of the vulnerable and the marginalised.

And as CatholicCare embarks on a new decade, our people (men and women alike) could do no better than look to Norma and Connie for continued inspiration.

Our 85 year timeline



Adoption Information Service and Pregnancy Counselling at 101 Grattan Street Carlton, 1987.



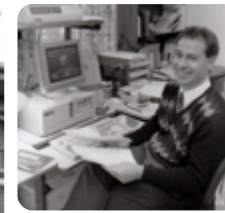
Paul Fogarty Director of Counselling - taken at CFWB Nicholson St, 1986.



Father Gerard Dowling at St Patrick's Cathedral Melbourne for the 1995 Mass of Appreciation.



Staff at the Footscray office.



Mr Brian Lavery, Pre-Marriage Educator, 1 August 1991.



Staff at the Geelong office, 1972.

1935

The Catholic Social Service Bureau was established by Norma Parker and Constance Moffit, providing support in children's homes throughout the Archdiocese of Melbourne. The Bureau also established a counselling program for birth mothers relinquishing their babies for adoption.

1940-50s

During this time, the flood of post-war migration brought an increased need for counselling services. The Bureau responded by launching a counselling service for people dealing with post-war trauma and the loss of family members. The Bureau also changed its name to the Catholic Family Welfare Bureau in this period.

1960s

In the 60s the Catholic Family Welfare Bureau became an approved adoption agency under the Victorian State Adoption Act. The Bureau was also recognised by the Commonwealth government as an authorised marriage counselling organisation.

1970s

The Bureau opened offices in Geelong (1972), Footscray (1973), Dandenong (1973), and Ringwood (1979). New programs included family therapy, a pregnancy support telephone service, a Vietnamese refugee program, and emergency housing for families in crisis. Fr Gerard Dowling also began his radio counselling program on 3UZ.



Jane Finch and Bask Cassar, Adoption Information Service, 1988.



Victor Bilous, Fr Gerard Dowling, & Antoinetta Ditchburn at the Footscray office.



Rainbows Information Day at La Verna, 9 August 1991.



East Melbourne staff outside St Patrick's Cathedral.

1980s

The 80s marked the opening of the School Counselling Unit, and new services including the Rainbows for All God's Children grief program, the FOCCUS couples' program, and a multicultural service for migrants and refugees in Footscray. The Bureau also pioneered the first Adoption Information Service in Australia.

1990s

In 1998 the Bureau underwent another name change – from the Catholic Family Welfare Bureau to Centacare Catholic Family Services. Our pre-marriage education program expanded to cater for married couples, and we launched an Employment Assistance Program and a program for separated/widowed adults.

2000s

New programs for separated/separating parents and for refugees commenced, including the African Dads and Kids program. Chaplaincy services and the Mary of the Cross Drug and Alcohol Centre were incorporated into Centacare. The Bushfire Community Recovery Service and the Victorian Family Law Pathways Network commenced.

2010s

In April 2011 Centacare officially changed name to CatholicCare. In 2013 we commenced management of CatholicCare Gippsland for the Diocese of Sale. New programs included Asylum Seeker Support, Clemente Fitzroy, the Family Wellbeing Support Service in Melton, and in 2019, Emergency Relief services.

2020s

From 1 January 2021, CatholicCare Melbourne Gippsland will merge with Centacare Ballarat and CatholicCare Sandhurst to become a new entity: CatholicCare Victoria. This will result in improved access through enhanced service coordination, and a greater variety of services for people in need.



Throughout our 85 years it has been our mission to support those on the fringes of society; to give a helping hand to the most vulnerable in our community; and to give families the opportunity to thrive. It can be tough to break the cycle of disadvantage, but when it happens, families no longer need to stress about survival - they can shift this focus to living life to the full.

A helping hand in an hour of need

Emergency Relief (financial assistance)

This past year we expanded our Emergency Relief (ER) program to run at the Melton Civic Centre and at St Francis' Church in Melbourne CBD. We also distributed \$20,000 worth of assistance to homeless and vulnerable clients from the Royal Melbourne Hospital.

We saw a massive increase in demand for ER services shortly after COVID-19 hit, with thousands of people across Victoria losing their jobs and many struggling to put food on the table. During this time, CatholicCare Victoria Tasmania received an additional \$1million in funding from the Federal Government to distribute over 14 months, with approximately 60% allocated to CatholicCare.

"Between April and June this year, we saw nearly twice as many clients and the value of the assistances distributed was more than two and a half times that of the previous three months," said Madeliene Scicluna, Emergency Relief Manager. The top presenting issues for families and individuals seeking ER support in FY20 were all Covid-related.

"When Covid hit we moved to remote delivery for our ER service, providing support over the phone. We can tell how chaotic and stressful it's been for our clients particularly when we see photos of their utility bills - which have been scrunched up and unfolded again and again."

- Denise Lacey, Gippsland Regional Manager



Eva-Jean and her 11-year-old daughter fled their home to escape from family violence.

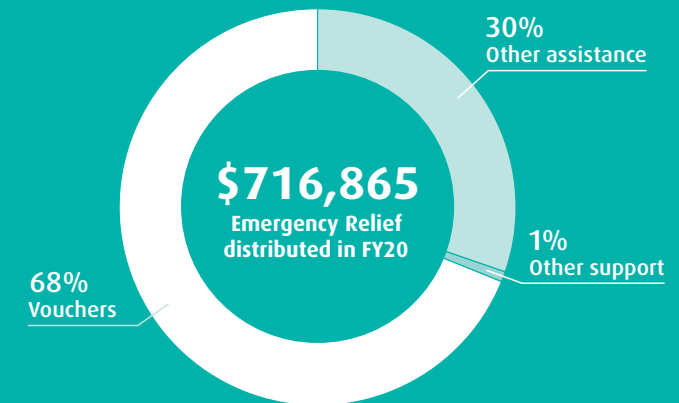
Moving to a new suburb meant that her daughter's school was far away, and when her car broke down and her registration was due, Eva-Jean couldn't afford to pay for them. Keeping her daughter in her school was important to Eva-Jean, as she wanted to keep her daughter's life as normal as possible after everything they had been through. So Eva-Jean spent four hours every day on public transport taking her daughter to and from school, and this impacted her ability to continue working.

CatholicCare's ER program helped Eva-Jean to get her car back on the road and gave her financial assistance for other living expenses. She also received counselling to address her emotional worries and regain the confidence she needed to move forward with her life. "It has impacted my daughter enormously as she can go to friends and I can take and pick her up. We don't have such long days getting to and from school. We are both happier and we are making a new home for ourselves with the assistance we have been given."

- Eva-Jean

2,573 clients supported

35% CALD 30% Disability 71% Female



Vouchers = supermarket, service station, Myki, Uber, and Telstra Bill Assist. **Other assistance** = utilities, rent, medical expenses, education expenses, transport expenses, local merchant vouchers, Food Bank credit. **Other supports** = food parcels, care packs, material aid, donated goods.



The Big Brother Program - Big brother (Ron Rickard) with Little brother (Matthew Cowie). When families experience issues in the home, this can impact the parenting confidence and capabilities of mum and dad, the development and safety of children, and opportunities for the whole family. Providing support for vulnerable families who are experiencing multiple difficulties can be life changing, and can put a stop to intergenerational disadvantage.

Supporting vulnerable families

Integrated Family Services (IFS)

Children's wellbeing is at the heart of the IFS program. The ultimate goal is to increase parenting confidence and capacity and strengthen family relationships - ensuring safety and leading to better opportunities and outcomes for kids.

"Our first priority when we meet families is to create a Safety Plan and ensure they have the resources they need to remain safe," says Renu Barnes, Community Programs Manager. "If we are supporting a separated family where a family violence perpetrator holds financial control, financial security can be a big issue." Family violence is among the top issues in our IFS program, but the perpetrators aren't always who you may expect.

Throughout the Covid-19 pandemic family issues have been exacerbated, and we have seen this through an increase in demand for our IFS program. Our IFS team supports disadvantaged families who are experiencing multiple issues relating to substance abuse, disability, family violence, financial difficulties, trauma, mental health and parenting struggles.

Family violence is often instigated by teens. But every case is unique in its own way.

- Renu Barnes, Community Programs Manager

*At CatholicCare, we respect everyone who comes to us for help and many are working towards a fresh start in life. While the stories and quotes are true, client names and images have been changed to protect their privacy.

Seema* and her child were temporarily residing with a friend when they were first referred to CatholicCare. Seema had experienced domestic violence from her husband, and her young daughter had witnessed these events. Having migrated to Australia, Seema had no family to support her, and she feared she and her daughter would end up homeless.

Seema was living with severe depression, having experienced the murder of a family member. This trauma was triggered through the abusive relationship she had with her husband. Seema's child also needed support, as she was displaying behavioural issues and was reluctant to show affection towards her mother.

A CatholicCare case manager worked with Seema to find affordable housing, provide financial support for food, and apply for further funding. But this was only the first step. Seema was linked to a psychologist, and the family was referred to a range of community agencies to improve parenting capacity, strengthen their relationship, and open up early development opportunities for the daughter.

These supports resulted in notable improvement between their relationship and helped to develop confidence in Seema's daughter. Playgroups and other community programs also facilitated social connection for both her and Seema.



360 families supported

Clients from 43 different countries of birth

16,649 hours of support and assistance

Door stop visits to families with young kids during Covid

Families in Covid lockdown towers were assisted



At just seven months old, Betty was adopted through the Catholic Family Welfare Bureau on 14 November 1938, where she found her home with Francis and Jessie Tuckett. Betty is one of our earliest clients that we are in touch with, and she has also been a loyal donor for over 30 years. The image above pictures Betty and her husband George on their wedding day. The image at right shows Betty celebrating her 80th birthday.



85 years of family-centered service

Adoption and Permanent Care

THEN AND NOW

Our work in adoptions is where CatholicCare started 85 years ago, during the Great Depression. At the time, children living in poverty were placed into overcrowded institutions - but our founders Norma and Connie believed that removing children from their families was not a solution to the social problems of the era. Instead, they showed Archbishop Mannix a new model which prevented children from being institutionalised on the basis of poverty or disability. This new kind of support meant children remained with their parents and siblings, and families stayed intact.

We continue this work today by supporting families who wish to relinquish their child and/or who are unable to care for their child. For relinquishing families, we work with them to understand their needs and discover whether we can provide the support they need to keep their child at home.

For all the families we work alongside, we provide culturally safe support and relevant information, enabling families to make informed decisions. Counselling is also available to families before, during and after a child has been placed in adoptive or permanent care. We also provide ongoing support for adoptive and permanent care parents/families, including accreditation and training.

A LOOK INTO FY20

This past year, many of the mothers who have inquired about relinquishing a child have been international students. A number of the referrals received have also involved children with special needs. We have worked with these parents and children to ensure they receive the best support and guidance for their individual situations.

As with many other programs, when COVID-19 hit we adapted our Adoptions and Permanent Care services to remote delivery. All of our sessions including training, information, and counselling were run through Zoom conferences during this time. One such example was our Permanent Care Information sessions which were attended by up to 30 people.

We've also been involved with significant change in the adoption space, with the Department of Justice now managing this area (initially managed by the Department of Health and Human Services). The Department of Justice has provided new criteria for adoptive parents, and updated the processes for adoptions. One such change is that an additional case manager is now required to approve adoptive parents and families.

//

It's been hard not seeing families face to face, but we have adapted.

- Renu Barnes, Community Programs Manager //

65 relinquishment sessions with parents

We work with parents and families to understand their needs, and ensure they have all the information they require to make informed decisions for the wellbeing of their child

24 people supported to find information about past adoptions in Victoria

14 applications approved for adoptive parents & permanent care guardians



Above: Site of the original Mary of the Cross Center. For 20 years the St Mary of the Cross Centre in Fitzroy has been a centre for support for some of the most marginalised people in our community: families living with the impact of alcohol and other drug (AOD) addiction, people living with HIV/AIDS, people living with multiple layers of disadvantage.

Specialist support for addictions

Alcohol and Other Drug service

NEW FUNDING

Our Alcohol and Other Drug (AOD) service supports both people who are struggling with substance abuse, and family members who have been impacted by a loved one's addiction. Our AOD team also work with a variety of culturally and linguistically diverse (CALD) communities, providing culturally safe support and information.

This financial year we secured an additional two years of funding from the North West Melbourne Primary Health Network (NWMPHN). We were one of six agencies to receive this funding out of 20 that were evaluated.

CatholicCare's AOD service responds to the need of priority populations, and delivers integrated services that respond holistically to physical, psychological, social and emotional wellbeing - it is these two service priorities which were essential elements for receiving this funding from the NWMPHN.

COVID IMPACTS

From April to June 2020 we saw 138 new clients in our AOD service, compared to only 66 new clients the same time in 2019. During this three month period in 2020, the top presenting issues for clients were financial issues (43%), and employment issues (35%). These differ from the top presenting issues in April to June 2019, which were anxiety and coping issues. AOD counselling was thankfully among the many CatholicCare services that transitioned to telehealth when COVID-19 hit our community.

"My life was in disarray as I had finally turfed my husband out and I was left with no job, no money, and three beautiful children to rear alone...
The drug and alcohol counselling has supported me to free myself of pain and guilt around the broken marriage. It has helped me to have more self-love and self-worth. I have grown from fear to freedom."
- Maryanne*, AOD client.



*At CatholicCare, we respect everyone who comes to us for help and many are working towards a fresh start in life. While the stories and quotes are true, client names and images have been changed to protect their privacy.

370 individuals supported

Of the people we helped:

60% were from **CALD** backgrounds

67% had a **healthcare card**

26% were in a **couple relationship with dependants**



Settlement and a sense of belonging

Settlement and Engagement Transition Support & Asylum Seeker Support

EXPLORING WHAT MELBOURNE HAS TO OFFER

In partnership with Melbourne Museum, 150 refugee clients together with their children and families visited Melbourne Museum in August 2019. The refugees were selected from our Settlement and Engagement Transition Support (SETS) service sites in Dandenong, Footscray, and Eltham - where refugee communities have a high presence. The Melbourne Museum generously provided free tickets, museum guides, lunch, refreshments and buses to transport the groups to and from the museum. For almost all of the refugees who attended, this was their first visit to a museum in Australia. One refugee also mentioned that it was her first exciting experience since she arrived to Australia! We thank Melbourne Museum for this generous opportunity.

JUSTICE EDUCATION PROGRAM

In partnership with Dandenong Magistrate's Court of Victoria and other partner organisations, CatholicCare ran a six week Justice Education Program (one day per week) for recently arrived refugee clients in October 2019. This program raises awareness about the Australian justice system as well as other relevant topics such as immigration, police and safety, driving, mental health, wellbeing, and paying utility bills.

// *When COVID first emerged, refugees were very confused – they didn't understand what it was or how to stay safe. There wasn't a lot of resources available in other languages.* //

- Jawid Sayed, New Arrivals and Intercultural Programs Manager

SUPPORTING REFUGEES THROUGH COVID-19

When social distancing measures were put in place, our settlement case workers quickly switched to offer remote services (working from home and using telephone and Zoom to connect with clients). Our team called each and every one of our refugee clients to provide them with information, resources and advice regarding COVID-19. They also provided ongoing support for refugees' settlement needs, and referred them to other relevant services (internal and external) for issues surrounding financial and material aid, rent help, utility grant applications, employment, and Centrelink issues.

CRISIS FOR ASYLUM SEEKERS

Our Asylum Seeker Support Program (ASSP) team provided a rapid response to families and individuals who were immediately thrown into crisis through the onset of COVID-19. Asylum seekers often find work in casual employment spaces, and with the COVID-19 restrictions to work and employment, casual workers in many industries lost work and were not entitled to the range of government supports available to other community members (such as Jobkeeper, Jobseeker, or financial hardship support).

During the months of lockdown, our team worked hard to provide material aid support, information, and pastoral care support to help reduce and manage their anxiety, given the significant challenges they faced.

16 asylum seeker families supported

642 refugees supported through SETS

ASYLUM SEEKER HOUSING SUPPORT

Five outreach houses, provided through significant partnerships between CatholicCare and Parishes, have provided stable and safe housing for eight different family units in FY20. The Parish communities connected to these housing opportunities have been supported to assist the vulnerable families with material aid including food vouchers, pantry items, links into local volunteer opportunities, and advocacy to strengthen possible employment pathways for the families. The families have experienced welcoming support from these local communities to help them settle into life in Australia.

A further significant Parish partnership has provided direct funding support to the ASSP, which has assisted many other vulnerable asylum seeker families. These funds have been used to:

- support the monthly rent payments of several families who lost employment during COVID-19
- build pathways to employment by covering the costs connected with study in aged care and food handling (e.g. Certificate III Health Services Assistant and Food Handling Certificates)
- purchase items related to employment (e.g. lawn mower to begin a gardening business).



Empowerment for “Life to the Full”

Refugee programs

GEELONG SETTLE WELL COLLABORATION

In 2019 we collaborated with AFL Barwon to introduce refugee families to the world of footy and provide some exciting excursions. One Karen refugee, Lah Say aged 69, really came out of her shell when we watched her enthusiastically attack a tackle bag to the ground - multiple times! The group also experienced their first ever AFL game.

We also collaborated with Marymede Catholic College in December 2019, who generously put together 11 laundry baskets overflowing with Christmas gifts for our Settle Well families. A group of Marymede students were invited to meet the families and present the gifts, and enjoyed time together playing ball and chatting with each other!



Geelong Settle Well end of year celebration, 2019.

MOVING TO ONLINE GROUP SESSIONS

CatholicCare's refugee group programs enable skill development and a means for refugees to build new connections and support networks. These group programs are scattered across Greater Melbourne, Geelong and Gippsland enabling us to support a variety of cultural communities.

When Covid hit and social distancing restrictions were introduced, our Settlement Team worked hard to bring these groups online to maintain connections - during lockdown, these opportunities to connect have been more important than ever.

A NEW ERA FOR GREEN PATCH

For nearly eight years, our Green Patch program provided an opportunity for refugee families (primarily from Myanmar) to reconnect with the land, grow produce and build a sense of community. In 2019, CatholicCare handed the project over to the refugee families to be self-managed. We thank John and Mila Little for generously providing their land and support for the project over all these years.

JOB READINESS PROGRAM EXPANSION

Since July 2019, employment assistance for refugees at CatholicCare has been provided through a new three-year federal government grant called Settlement Engagement Transition Support (SETS). This meant that elements of our old Job Readiness program were now covered under the SETS program funding, but some highly effective components of were not - such as group training and the building of connections with potential employers.

To address this gap in service delivery, we established the Job Readiness program at now three different sites across Greater Melbourne - in Dandenong, Epping and Footscray. “Only through your program, I was able to get into this position. Thank you,” said Zo, Job Readiness Program participant. The expansion of this program would not have been possible without the support of the Noel and Carmel O’Brien Family Foundation.

**808 families
and individuals
supported**

“The community is resilient. They have adapted to the [remote service] conditions and are keen for opportunities to engage with the services.”
- Salai, Settlement Support Worker



A way forward in troubling times

Counselling for families & individuals

This year has been a particularly stressful one for our communities across Greater Melbourne, Geelong and Gippsland. COVID-19 has wreaked havoc for families and individuals everywhere, and Susan*, one of CatholicCare's counsellors, has been witness to the resulting psychological impact.

"Often they are struggling with the isolation," says Susan. "For others, it's about the additional stress that has come with the COVID-19 pandemic. Couples and families who were already juggling lots of stressors have had them increase – communication difficulties, reduced time to oneself and self-care, issues of conflict, increased or additional financial pressures, and busy parents juggling their own workloads with the addition of supporting their child/ren with home schooling."

When Victoria moved to Stage 3 restrictions, CatholicCare closed its offices to visitors and began offering telehealth services, initially via telephone and then with the additional option of video conferencing for some clients. This counselling was also free of charge to all families and individuals.

"Some clients have really embraced the technology - telephone counselling can make clients feel less vulnerable and therefore they are more 'real' and open during appointments. For some other clients, we have made adjustments in our service delivery. For example, for some clients whose households might be busy with young children, we have found that brief phone sessions can be effective."



**1,404 people
received counselling**

Top presenting issues:
#1 Coping issues
#2 Relationship issues
#3 Communication issues

Barbara came to CatholicCare when she was struggling to support her grandson, who was kicked out of home and now living under her roof. He was battling with serious mental health and substance abuse issues, and she didn't know how to help.*

"Some of my friends discussed the problems with me but they would make remarks as such 'well you should just kick him out of the house!' That wasn't going to be an option," said Barbara. "I needed some support because I was floundering around feeling very alone... I kept thinking I should be doing more."

Barbara came to learn of CatholicCare's counselling services through her local council. "My counsellor was wonderful," said Barbara. "She kept reinforcing what I was doing and kept saying the fact that you are keeping a roof over the boy's head is marvellous."

"Counselling has helped Barbara to continue to stand by and emotionally support her grandson, whilst also helping her create boundaries for her own emotional protection in the process," mentioned her counsellor. "I've found I'm coping much, much better now," says Barbara.

"[My counsellor] really understands what I'm going through, and the counselling is tailored to my needs."

*At CatholicCare we respect everyone's privacy - and many of our clients are working towards a fresh start in life. While the stories and quotes are true, staff and client names and images have been changed to protect their privacy.



Above: Emergency housing for a family in need. In 1973/74 the Catholic Family Welfare Bureau received a grant to provide emergency accommodation to people in need, then in January 1975 an Emergency Relief Fund was established to support families through financial difficulty. From the very beginning, it has been CatholicCare's mission to support families through crisis and to provide them with the support they need to focus on thriving, rather than merely surviving.



Wellbeing for Melton families

Family Wellbeing Support Service

CatholicCare's Family Wellbeing Support Service (FWSS) is a Melton-based, early intervention program supporting the mental health and wellbeing of children, young people and their families. FWSS is also focused on building confidence and resilience in families to deal with stressful life transitions and challenges, such as adolescence or family breakdown.

COVID-19 presented a multitude of issues for families, particularly those who were already struggling. Remote learning arrangements for students caused confusion for parents, they had difficulty understanding the work their children were meant to be doing, and many did not understand how to set up electronics or did not have enough electronics for all their kids. Having to juggle working from home, managing their children and finding time for self-care was all too much, with many parents saying they were 'over it'.

Our FWSS staff have been an essential link between families and schools, advocating for families who have slipped through the cracks and working together with schools to provide more support. These stressors that families have experienced also caused spikes in family arguments and tension, particularly with teenagers. We've helped parents manage their anxiety and set realistic goals for themselves and their children, supporting them to focus on the wellbeing of the family rather than worrying excessively about their kids' schoolwork.

While supporting and building confidence in parents has been a big part of our role in the FWSS, supporting children has been just as important.

Children and young people have experienced anxiety from the changes to their schooling, and also from Covid itself and a lack of understanding around the pandemic. Our practitioners have used child-friendly COVID-19 stories to help explain the virus, increase understanding and reduce anxiety.

Setting routines and activities for both parents and kids in our FWSS program has also helped families cope during this difficult time, and all supports have helped to strengthen family relationships.

Tyrhys is 9 years old and has an autism diagnosis. He has received mental health and wellbeing support from CatholicCare throughout the past year, along with additional help to support his family.

Tyrhys was originally referred to our Family Wellbeing Support Service after an incident at his previous school where he was bullied and attacked by a student, leaving him traumatised. Tyrhys had regular meltdowns toward the end of the day at school and at home, causing some added stress to the family and his siblings. A case manager supported Tyrhys through our Stress Busters

362 families and individuals supported



Tyrhys, 2020.

program to help him understand his early warning signs of stress and strategies to manage. During the COVID-19 period, Tyrhys's anxiety increased again and he was really concerned and worrying about getting the virus.

We sent his parents a child-friendly Covid story which his dad printed off - and as a family of six they worked through the book together.

Mum said the story really helped Tyrhys understand the virus a bit better and that even if he did get it, it wouldn't stay for long. She said that this helped decrease the tension in the family and reduced Tyrhys's anxiety significantly.



Child-focused solutions

Services for separating or separated families

During FY20, the Geelong Family Relationship Centre (FRC) and CatholicCare Family Dispute Resolution (FDR) programs continued to help separating or separated couples to achieve workable parenting arrangements in the best interests of their children. Through these programs we have also assisted other significant family members in their ongoing relationship with children after separation, including grandparents and step parents.

The significant impact of the COVID-19 pandemic was certainly felt by separated families who accessed our services. Common issues discussed in our FDR program included the need to change parenting arrangements to help support remote learning for children; changing locations for parents to transition their children between houses; uncertainty about the impact of tightened restrictions on travel; and concern about the use of COVID-19 as a reason to withhold children unnecessarily from the other parent.

The heavy weight of the impact on children and young people's mental health in a lockdown situation was also at the forefront of both parents and practitioners minds.

As with many of CatholicCare's family support services during lockdown restrictions, there was great opportunity for staff to demonstrate agility and flexibility in ensuring that FDR services were still accessible to families, including the use of telephone and ZOOM video conferencing.

FDR has in fact become more accessible than ever as parents can participate in the safety of their homes and have ready access to their practitioner by phone. However staff were also on heightened alert in their screening and assessment processes for the risk of family violence increasing for some of our clients.

A number of the families we work with reported that they had actually experienced a positive increase in cooperation and communication with the other parent, as they both sought to focus on what their children needed during this period of isolation and remote learning. During such challenging times, this has been rewarding to see.



**2,075 people
accessed post-
separation supports**

914 people supported
through **Geelong
FRC services**

772 people accessed
**Parenting After
Separation Services**

517 people supported
through **Family
Dispute Resolution**

Some individuals will have accessed more than one type of separation support service.



Dealing with trauma and loss

Bushfire Community Recovery Service

Following the trauma and devastation of the East Gippsland bushfires in late 2019 and early 2020, we knew that families and communities would need long-term recovery support. Thérèse Kearney, who previously worked with CatholicCare following the 2009 Black Saturday bushfires, returned to lead the project in East Gippsland which launched in February 2020.

Since this time, Thérèse and Denise Lacey (Gippsland Regional Manager) have visited four Catholic Schools in the fire affected areas to present supportive information sessions on coping and mental health, and Thérèse has also presented at wellbeing evenings and staff meetings in Orbost and Bairnsdale.

The four schools we have supported include Nagle College and St Mary's Primary in Bairnsdale, St Brendan's in Lakes Entrance, and St Joseph's in Orbost. Thérèse has seen clients individually including teachers, children and parents and has also met with a group of ten retired farmers that she met while having a coffee in McDonalds! These men had all lost their properties, and while they caught up each week for a chat, they had never opened up about the devastation it brought upon them and how it had impacted their life.

Thérèse has since met up with the group seven times for their weekly catchup, enabling them to discuss the trauma and loss they have experienced. They have also asked for individual counselling sessions, and suggested inviting other bushfire-affected farmers to their group meetings.

THE ISSUES

Bushfire recovery is a long process. Not only have people lost their belongings, their properties, and their livelihoods, but they've also lost loved ones; they've experienced anxiety, fear and trauma; and their lives have truly been turned upside down. The feelings and issues that affected families and individuals are dealing with include:

- Loss of motivation
- A loss of feelings, or feeling lethargic or flat
- Not able to smile
- Anxious or scared children
- Not sleeping
- Hyper vigilant
- Hopelessness/overwhelmed

For some there are pre-existing issues in relationships that this additional stress has escalated. School staff have said children are not laughing like they used to, they're still worried about having to evacuate even though the fires are out, and some are scared or triggered by flashing lights. Some individuals and families were evacuated up to four times.



Thérèse Kearney, 2020.

25 counselling clients

17 staff group sessions

LOOKING FORWARD

COVID-19 has severely impacted our capacity to provide more assistance in the East Gippsland community. It has become clear that most bushfire support services are located around major town centres like Bairnsdale and to a lesser extent Lakes Entrance. Many of the smaller towns and communities have been severely impacted and struggle to get into these regional centres - some of which are up to two hours away. CatholicCare is planning and developing an outreach model of support that will consist of a mobile service including a coffee van and counsellor / community development worker that will visit these towns on a regular basis.

We would like to say a big thank you to Bairnsdale Parish Priest, Michael Willemsen, who has provided free accommodation and a counselling space for Therese at Lakes Entrance and use of a counselling room at the St Mary's parish Centre Bairnsdale.



Supporting students' wellbeing

School counselling & support

Our school counselling program offers on-site counsellors within schools, as well as cognitive and educational assessments to help parents and schools understand the learning and behavioural needs of their children. In FY20 we have grown our assessments service by offering this to more and more schools - a service which, compared to others like it, is affordable and is without the long wait times usually associated with cognitive assessments. The findings from these assessments have been used to help schools plan for educational needs and apply for funding for learning supports.

The second half of FY20 has been a challenging period for students, with interruptions to learning first from the East Gippsland bushfires and then from COVID-19. Our Schools Unit have maintained flexible and innovative services by working with schools across Greater Melbourne, Geelong and Gippsland to find the most suitable counselling arrangements during this time. This has included Zoom, phone and face-to-face appointments with students, and schools have been grateful that we have been able to maintain our counselling services at a time when students have needed it most.

Students have struggled with isolation from their peers and the significant changes to their routine. Our counsellors have provided tips and help for schools and parents, and supported communication between these two parties.

Katie was only in Grade 1 when she was referred for counselling for Selective Mutism. She had completed Kindergarten and her Foundation year of schooling without any verbal communication. With significant implications for her social connectedness and learning participation, her prospects for success at school seemed uncertain. However, four years on from accessing CatholicCare's School Counselling Program, Katie reflects on how she was able to find not only her voice, but also her wings to flourish.*

"School used to be really bad and was scary. I couldn't talk to anybody" said Katie, referring to her friends, peers and teachers. "We used 'Yes' and 'No' cards to start with and I pointed to them. Then I started using a whisper voice. We used the puppets, and I gave them voices and made stories about them. We did relaxation to help my worries too." As counselling continued, Katie's capacity to speak blossomed in novel contexts. "I talked to my friends, and read books with my teacher. The bravest time was when I talked at assembly with the microphone".

Katie, now enjoys an active participatory role within her friendship group and class, and has a newfound sense of confidence in her day-to-day functioning. "Counselling has helped me feel like everybody else, because I can talk to my friends and teacher now - I talk to everybody. I'm happy. I like being at school. Teachers even call me 'Chatterbox'".

*At CatholicCare we respect everyone's privacy - and many of our clients are working towards a fresh start in life. While the stories and quotes are true, staff and client names and images have been changed to protect their privacy.



1,592 students supported through school counselling

70 schools accessed our counselling program

12 new schools joined the program in FY20

8 schools received critical incident support



Paul and Glenice are perhaps our longest serving donors of over 45 years, with their old tax records confirming their first donation of \$20 in June 1975. Paul and Glenice attended a CatholicCare pre-marriage education course back in 1963 - a Pre-Cana Conference sponsored by the YCW - before marrying in September that year (pictured above on their wedding day). 57 years and five children later, Paul and Glenice are still happily married. Read more about their story on page 50 of this report.

Strengthening relationships

Marriage and Relationship Education

PRE-MARRIAGE PROGRAMS

Our pre-marriage programs are run both in groups and in private couple sessions, and are designed to equip couples with the knowledge and skills for a life-giving, life-long relationship.

When COVID-19 appeared and with it, the restriction on gatherings, this meant we could no longer run our relationship workshops - but this didn't stand in our way. The Marriage and Relationship Education Team took our FOCCUS program (Facilitating Open Couple Communication, Understanding and Study) which offers private sessions for couples, and adapted it for online accessibility through Zoom. Little did we know this would open new and innovative opportunities for couples.

One couple, Mike and Caroline, participated in our Remote FOCCUS workshop in May 2020 just like many other couples had. Although the difference with Mike and Caroline was that Mike 'Zoomed in' from Melbourne, and Caroline from India. In previous times, the couple would have undertaken their pre-marriage preparation courses separately, but with the help of teleconferencing they were able to share the experience together.

Each year we are privileged to help almost 50% of couples marrying in the Archdiocese of Melbourne and almost 55% of those marrying in the Diocese of Sale with their preparation for their life-long commitment to one another.

CHILD SAFE ENVIRONMENT TRAINING

Every child has the right to feel safe and be safe. Starting from mid-2019, CatholicCare worked with the Diocese of Sale to ensure that all parish staff within the diocese had up-to-date knowledge and skills on maintaining child safe environments. Our Relationship Education Team held over a dozen Child Safe Environment Training sessions in parishes, focusing on child safety and Victorian standards and legislative requirements.



2,460 individuals supported by relationship education

928 individuals participated in marriage workshops

920 Child Safe Training participants

515 students attended Relationships Matter group workshops



Above: Sr Mary O'Shannassy holding her Certificate of Recognition for 25 years of service, 2019. Sr Mary is also the Victorian Director of Prison Ministry. "I love the opportunity to build relationships with some of these most needy people in our society - women and men who have experienced so many losses in their often short lives - loss of dignity, loss of respect, lost opportunity of a job, loss of a home that is safe," says Sr Mary.

Accompaniment along the journey

Prison Ministry and Youth Justice Chaplaincy

PRISON AND YOUTH JUSTICE CHAPLAINCY

Despite the cessation of group based services across all Victorian prisons and no personal visits due to COVID-19 safety precautions, CatholicCare maintained a face-to-face pastoral presence. Residents noted that they miss the opportunity to attend Mass and the time to come together, and many have struggled with loneliness - particularly new arrivals who were placed in quarantine for 14 days. During this challenging time, chaplains provided a calm presence and welcome company to residents in all units.

Similarly to prisons, group based services and visits in Youth Custodial Centers were halted due to COVID-19. Our Youth Justice Chaplains have worked alongside the young people to calm their frustrations, provide a sense of hope, and help them discover their identity as they journey along a difficult path.

Advocacy has been an important part of our service delivery, meeting with residents and hearing their wider needs in conversation, and then working in cooperation with Offender Services staff.

- Sr Mary O'Shannassy, Director of Prison Ministry

NATIONAL PRISON CHAPLAINCY CONFERENCE

In 2019, Netty Horton (CatholicCare CEO) was invited to speak at the Australian Catholic Bishops Conference on National Catholic Prison Chaplaincy, which was held in Melbourne. This forum provided an important networking opportunity for CatholicCare and our staff.

A RECOLLECTION FROM A PRISON CHAPLAIN

I made my way to the cell of a 28-year-old young man. The Officer dropped the trap, the opening in the door, as I collected a chair to place outside the opening. I said hello, introduced myself and briefly explained what a prison chaplain's purpose is. Instantly, I could see the gratitude in his face. We spoke about many things - his fears since coming in, clarified how he could organise a phone call, how he felt about his upcoming court date, his family, his passion for music... I also came to learn that he had grown up in a religious household but had "lost his way" over the years. He told me that he felt "ashamed" turning to God during the predicament he had found himself in. I assured him that God delighted in his willingness to turn to Him during his hurt and troubles, and that God is ready to comfort him during this time.

The next week I followed up with this young man who was coming to the end of his time in protective quarantine. When the Officer told him the chaplain was there to visit, he made his way to the trap in a hurry and the Officer noted he "had never seen him so eager for a visit." We greeted each other, and he said to me "I have been thinking a lot about our conversation from last week. You were the first person I spoke to since coming in. I was feeling so alone, I had not had a single conversation with anyone that was open to listening to what I had to say. I just wanted to say thank you..." This encounter is one I will never forget. Not only did it remind me of why we do what we do, but it highlighted the importance of our presence in the most trying of times.

18,912 hours of visitation
in prisons

2,254 young people
supported in youth
justice centres

A RECOLLECTION FROM A YOUTH JUSTICE CHAPLAIN

Jack* is a client who I first met around two years ago. Since this time, he has had several stints in Parkville - each time Jack has come back, he has asked for a bible and some rosary beads. These opened the door to conversations including requests for prayers for his family, and discussions around faith related questions which would seem to reveal at a deeper level his own insecurities and questions for his own life.

The most recent time I saw him, he was sure he was going to receive a sentence when he went to court. I continued to support him over several weeks, often praying and journeying with him through his questions. He asked me to pray with him for protection and peace. Being able to spiritually and pastorally support Jack during his times of custody, and assist him in finding meaning and deepening in his identity as larger than his crime, has been significant.



Above: Hospital Chaplain Brian Welsh, 2018. In January 2008, Healthcare Chaplaincy was one of several pastoral care services in which management was transferred from Catholic Social Services Victoria to Centacare. CatholicCare's hospital chaplains work as a team among others within hospitals' pastoral departments, and can provide support to anyone in need, regardless of faith background or beliefs.

Calm within the storm

Hospital Chaplaincy

Our Hospital Chaplains work in collaboration with staff and pastoral teams across seven hospitals to provide support to all who need it, including the staff themselves. Patients may ask for someone to sit with them in silence; some will ask for spiritual support and the Sacraments; and others will share about their lives, their thoughts and experiences regarding their religion or beliefs.

Chaplains are a listening ear, a calming presence, and a welcome companion for those in hospitals, and this has been particularly important during the time of COVID-19. Even when visiting hours were reduced, and when pastors and priests were no longer allowed in hospitals, our chaplains were there supporting families and individuals. COVID-19 added an additional layer of stress to everyone in hospitals. For many families with children in hospital, only one parent has been allowed to visit and/or stay with their child. Patients, especially those from rural areas, have experienced increased loneliness. And staff have been concerned about contracting the virus and bringing it home to their loved ones.

During this difficult time, some of our chaplains have been on call 24/7 to respond to referrals; some have offered phone calls and Zoom meetings when physical meetings were not possible; and all of our chaplains have looked at different ways they could support others, including debriefing and educational sessions for staff.

One day as Andrew*, one of our chaplains, was leaving the hospital after his visits to patients, he received a last-minute referral from a nurse, asking for support - there was a young woman named Nicole* who was suffering through drug induced psychosis.

"When I arrived, the woman said to me 'I don't want to be here'. And I thought she meant here in hospital. But as we continued our sharing I soon realised that she meant otherwise. She wanted to be with her mother who had recently died. She had also lost her child to the custody of her former partner. She felt unsafe at home, as she offered shelter to someone in need who now wouldn't leave."

"Nicole had not expected to survive her overdose but was now struggling to deal with her life again. She asked reassurance from me that surely God did not want her to suffer so much and would not punish her for taking her life. As we talked about God, what surprised me was that in spite of everything she held such a positive image of a forgiving God. I offered to pray with her then and shared a prayer that I said I prayed when I needed help. I left her with a prayer card, and the next day she told me she was feeling a little stronger and that the prayer was really meaningful for her. Working with the nurses, social work and professional help, we were able to get Nicole through this tough time, this time."



5,723 episodes of care
in hospitals

I feel so privileged to be able to support patients through their illness, to listen to their stories and their most meaningful experiences of God and life. Being able to affirm their lives is just such a privilege.

- Andrew*, Hospital Chaplain

*At CatholicCare we respect everyone's privacy - and many of our clients are working towards a fresh start in life. While the stories and quotes are true, staff and client names and images have been changed to protect their privacy.

COVID-19 impact on services

MOVING TO TELEHEALTH SERVICES

When lockdown restrictions meant that we were no longer able to offer face-to-face services to families and individuals, CatholicCare Victoria Tasmania (CCVT) acted quickly to ensure we could continue to offer support services to those in need.

The first step was moving staff from the office to working from home (WFH), while ensuring that everyone had a safe and secure environment to work in. The move to WFH was particularly challenging considering a large amount of our staff were part of the vulnerable population and/or had to support their children as they transitioned to online schooling.

We also needed to ensure that all staff had the skill set to use online platforms (such as Zoom) and devices effectively to provide services to clients and communicate well with colleagues. This involved training sessions with staff and ongoing support.

CatholicCare, as an agency of CCVT, were able to adapt to remote telehealth service provision quickly and smoothly, and with minimal disruption to clients. We thank the CCVT Project Team for their hard work in making this happen!

73% of staff felt equally or more effective working from home*

*Compared with working from an office.

WORKING FROM HOME

In June 2020 our staff were surveyed about their work from home experience. 62% of our staff participated, giving us some valuable insights into the ups and downs of working from home.

THE BENEFITS

The majority of our staff who took the survey said that they felt equally or more effective at home (compared to being in their office), and 93% said they felt supported while working from home.

Some staff also noted personal benefits, including that they were able to enjoy more time with family, found more time for self-care and a better work-life balance, and that they didn't miss the commute into the office!

THE CHALLENGES

Communication with colleagues and social isolation were the top challenges for our staff, followed by access to tools and internet connectivity.

CLIENTS' SAY

Mental health and financial strain have been some of the biggest concerns in our community during the COVID-19 lockdowns, and so we are proud to have been able to offer telehealth services to continue supporting those in need. In July 2020 we distributed an online survey to 1,770 clients who had received our teleservices in the previous three months (April-June), and we saw a 25% response rate (totaling 448 respondents).

WHO RESPONDED?

- 85% of clients received a service via phone, and the remaining 15% through Zoom.
- 37% of respondents received Emergency Relief, and 18% received counselling.

WHAT WERE THE RESULTS?

- 92% of phone service recipients and 95% of Zoom service recipients agreed or strongly agreed that our teleservices were convenient for them.
- 75% of phone service recipients and 65% of Zoom service recipients agreed or strongly agreed that the teleservice they received was just as good as a face-to-face visit.
- Given the choice between face-to-face or teleservice appointments, 44% said they preferred phone appointments, 32% said they preferred face-to-face, 15% had no preference and 9% preferred Zoom.
- We saw a 94% positive satisfaction rate regarding our teleservices.

CatholicCare Victoria - a new beginning

CatholicCare Melbourne Gippsland is excited to share the news that we will be merging with Centacare Ballarat and CatholicCare Sandhurst to become a new entity: CatholicCare Victoria.

This amalgamation of the social service agencies of the four Catholic dioceses in Victoria will:

- enhance and strengthen service provision to the vulnerable and marginalised, facilitating improved coordination and greater choice for clients
- amplify scale and reach to sustain and grow services, and enable a greater focus on addressing the root causes of poverty and injustice
- become a model of high performing Catholic mission
- continue the strong commitment to local communities.

CatholicCare Victoria will draw on a combined 184 years of experience in delivering excellence in a broad range of child, family and community services; it will operate from 20 office locations and a further 107 delivery sites across Victoria; it will have a combined workforce of 500 staff and 200+ volunteers working together, inspired by Catholic Social Teaching; and it will support 50,000 people each year, including children, individuals and families experiencing difficulty or disadvantage, people in prisons, newly arrived refugees and asylum seekers, people with disabilities, people who are sick, unemployed, or who are homeless.

CATHOLICCARE MELBOURNE

Founded in 1935, by pioneer social workers Norma Parker and Connie Moffit, to provide social services in the Archdiocese of Melbourne.

"Our Christian mission in action is a call to go to those most in need. This new state-wide approach to offering social services in the way of the Gospel will have at its heart the going out in love, justice, assistance and friendship." - Most Rev Peter A Comensoli, Archbishop of Melbourne.

CATHOLICCARE GIPPSLAND

Established in 1998 as the social service agency of the Catholic Diocese of Sale. In 2013, management of CatholicCare Gippsland transferred to CatholicCare Archdiocese of Melbourne.

"In moments of struggle, distress and crisis CatholicCare Gippsland has accompanied, supported and assisted individuals and communities on their journey toward healing. A new chapter now opens with the establishment of CatholicCare Victoria which will enhance our Gospel mission and strengthen our voice on behalf of the vulnerable, marginalised and forgotten." - Mgr Greg Bennet, Bishop of Sale.

CENTACARE BALLARAT

Established in 1977 as the social welfare agency of the Catholic Diocese of Ballarat.

"Our Centacare staff offer great support to people in need throughout our diocese of Ballarat, covering the western half of Victoria. As CatholicCare Victoria, we will be combining our efforts with Catholic social services in the other dioceses to provide support to people state-wide." - Most Rev Paul Bird CSSR, Bishop of Ballarat.

CATHOLICCARE SANDHURST

Founded in 1986 as the social welfare agency of the Catholic Diocese of Sandhurst.

"CatholicCare Victoria will be a very concrete way in which we continue across Victoria the mission of Jesus to care for those in need and promote their interests, building on the decades of commitment and service of the agencies in each diocese." - Most Rev Shane Mackinlay, Bishop of Sandhurst.

Formation at CatholicCare

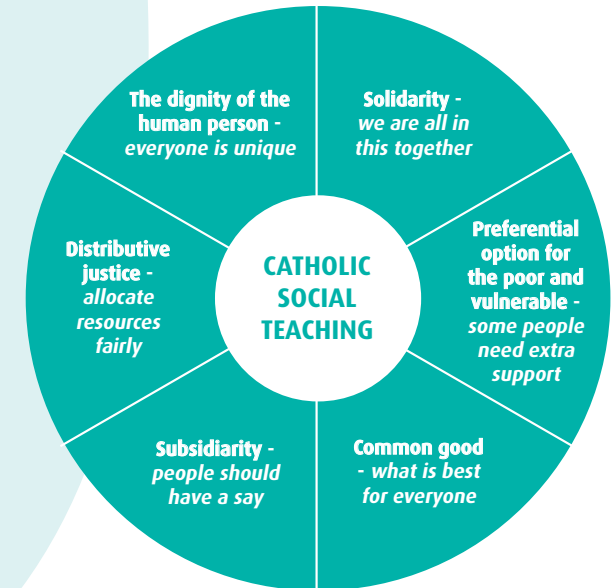
Jesus' vision of "life to the full" was a hallmark of his ministry that sought to bring about God's desire for profound personal and social transformation. Inspired by this vision, CatholicCare has offered hope and support to the vulnerable and marginalised since 1935, responding to the changing needs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

To live out that mission, our staff draw on the principles of Catholic Social Teaching (CST) from which our organisational Values and attitudes are drawn. One of the key principles of CST is grounded in the scriptural affirmation of the inherent dignity of the human person, "created in the image and likeness of God" (Gen 1:26-28). Out of this key principle has been the strident commitment of the Christian community, in its teaching and in its mission, to a preferential option for the poor. CatholicCare, since its foundation to the present day, has picked up on this option, living out a nuanced critique of the "sign of the times" (Matt 16:2b-3) providing opportunities for personal and communal transformation. CatholicCare's contextualisation of its mission of "life to the full" for all finds its expression today in its various community and pastoral services.

In this light, formation for mission at CatholicCare is continuous and central to shaping and strengthening our Catholic Identity. The formation of staff is incorporated at every level of the organisation and throughout the journey from recruitment to leadership.

Formation at CatholicCare occurs in a way that is inclusive and respectful of individuals, and that relates meaningfully to their contexts and backgrounds. Thus, mission formation at CatholicCare is guided by an understated theology of relationship. That is why "... relationships are at the heart of why we exist". We help people to build positive relationships, and repair connections when needed. Our understanding of mission formation is influenced by the liberating and humanising ministry of the person with Jesus, the paradigm of life-filled and life-giving relationships.

**"I HAVE COME SO THAT YOU MAY HAVE LIFE
AND HAVE IT TO THE FULL"
- JOHN 10:10**



Courtesy of CatholicCare Wollongong

Spiritual Guidance



FR GERARD DOWLING
Spiritual Director



FR JOE CADDY
Episcopal Vicar for
Social Services



FR THANG VU
Board Member

CatholicCare is deeply grateful for the support and spiritual guidance of Fr Joe Caddy, Fr Gerard Dowling and Fr Thang Vu, who inspire us to live out our values through our mission to the community.

Our Board

From left to right, starting from top: John Sheldon, Chairman Member since Feb 2015; Sara McIvor, Member since Dec 2018; Sandra Jones, Member since Feb 2016; Fr Thang Vu, Member since Jan 2013; Dennis Torpy, Member since Apr 2014; Beth McConnell, Member since Feb 2018; Kieran Walshe, Member since Jan 2013; Terry Healy, Member since Jan 2013; Ross Castle, Member since Dec 2018.



VALE FRANK SWAN

In May 2020 the Board and staff of CatholicCare were deeply saddened by the passing of our good friend and former Chair, Frank Swan. During Frank's 14 years as the Chair of CatholicCare Board, he led the organisation to a quadrupling of income and the establishment of a range of new programs. Frank said his philosophy was that a 'hand up' is better than a 'hand-out' and he was keen to support projects that helped refugee families 'to build their skills and abilities so they can then help themselves – so they can be the master of their own destiny'. Frank stood strongly for those who were less fortunate and he will be remembered for his steadfast leadership, dedication to mission, and generous heart.



Our Executive Team

Clockwise from top: Netty Horton, Chief Executive Officer; Nick Collins, Executive Manager Operations; Bernadette Garcia Executive Manager Communications, Fundraising and Marketing; Peter McDonnell, Executive Manager Human Resources; Tony Newton, Executive Manager Corporate Services.



Our people

CELEBRATING OUR STAFF

The Norma Parker Award is an annual staff award to recognise an individual staff member within our organisation who has distinguished themselves in some way in developing innovative or more effective responses to the needs of those with whom we work. In 2019 the recipient of this award was Nestor Estampa, Family Counsellor and Geelong Settle Well Program Coordinator supporting refugee youth and mothers to settle well. Nestor regularly goes above and beyond the organisational expectations of his role to offer individualised support to his clients. He is constantly renewing and innovating the suite programs he offers within Settle Well to ensure that the program continues to meet the changing needs of the young people he works alongside, and he reaches out to others within the community that might be able to assist his students to achieve their goals.

The Father Gerard Dowling Award is an annual staff award to recognise an individual staff member who has been outstanding in modelling the Mission and Values of CatholicCare.

The recipient of this award in 2019 was Sr Mary O'Shannassy, Director of Victorian Catholic Prison Ministry. Sr Mary shows dignity, compassion and responsibility in her work serving those who are in need and vulnerable. She shows care, love and empathy to those who are excluded from the community. Her colleagues also noted they can feel her wisdom and passion when they talk to her about her work in prisons.

224 staff total

HERE FOR EVERYONE

At CatholicCare we are very privileged to have such a culturally diverse and passionate workforce. Our staff come from a wide variety of backgrounds - not only culturally but professionally, too - and together we provide relevant and compassionate support to our community in need. The diversity of our staff enables us to support everyone regardless of their cultural background, faith or religious beliefs.

LEARNING AND DEVELOPMENT

This year we were proud to launch 13 new training events, four of which were online compliance training modules for all 224 of our staff. The versatility of online training, including training events through Zoom, have enabled our staff to access new knowledge and refresh skills while working off-site or from home.

9 new internal training events held

4 new online compliance training units for staff

LEADERSHIP & SUPPORT FOR OUR COMMUNITY

The Victorian Department of Health and Human Services tells us that one in five Australians has a mental illness or disorder, and 45% of us will experience a mental health condition in our lifetime.

Mental illness has no boundaries. It can affect a young child, a grandparent, the rich, the poor, people of all races, genders, religions and faiths.

Denise Lacey, CatholicCare's Gippsland Regional Manager, knows this all too well. She sees how prevalent mental illness is within the programs and services she manages in Gippsland – Counselling, Emergency Relief, and Parenting After Separation Support in particular.

In September 2019, Denise spoke at the Loved and Worthwhile event in Gippsland – a free community event hosted by Mindful Australia, offering support and resources for people experiencing mental health challenges and for those supporting a loved one.

"It was quite an amazing experience as the focus was on suicide and coping with bushfire recovery," says Denise. One of Denise's colleagues, Narelle, also attended the event - "It was an incredibly emotional and confronting day. The event was attended by nearly 200 people and many of those attendees were young people. It was so humbling to be there and be part of the day."

Denise and the Gippsland team are providing ongoing support for bushfire survivors through counselling and Emergency Relief (financial assistance).



Volunteering

215

Volunteers on registry

10,000 hours

Support contributed

\$432,000

Estimated value of support

NEW SCHOOL PROGRAMS

In FY20 we trialed two new school-based programs for refugees with the support of our volunteers. The first was the LIVE Well program in Geelong, and the second being a new homework group in Dandenong.

The LIVE Well program provides recent migrant or refugee students in Year 9 the opportunity to learn about self-care and mental health, have fun with music, and build friendships. CatholicCare's homework groups provide education support to refugee students who may need additional help as a result of issues including language barriers and disrupted education. We also run homework groups in Greater Melbourne!

HANDMADE FACE MASKS FOR REFUGEES

As part of our support to refugees during the COVID-19 pandemic, one of our volunteers named Mahbooba crafted 300 face masks in one week! These masks were packaged and then posted to vulnerable refugee clients, helping to keep them and their families safe. This project was made possible by Afghan Women's Organisation in Victoria, so we thank them and Mahbooba for their contribution and support!



REMOTE VOLUNTEERING OPPORTUNITIES

While the impact of COVID-19 meant that most of our volunteer programs were suspended from March 2020, we were presented with the opportunity to transition to remote volunteering for some of our programs. These programs included Clemente Fitzroy, Emergency Relief, and a range of refugee group programs (Sunshine Wellbeing Group for women, English learning classes, Australian Citizenship preparation groups, and homework groups).

15 YEARS A VOLUNTEER!

Since 2004, Colleen Liddell has volunteered to cook a weekly lunch for people living with HIV/AIDS. So in October 2019 when Colleen turned 90, we celebrated by holding a special lunch for her, for a change!

Every week, Colleen has decided on a menu and shopped for ingredients, preparing a two-course meal at home before transporting the food to the venue. The lunch guests over the years have been treated to nutritious, tasty and filling meals: chicken curry, chicken and vegetable soup, and her famous curried sausages and mash have become firm favourites. Comfort food at its best.

But Colleen's contribution extends far beyond the physical nourishment of her meals; it is her approach to hospitality that have made her an integral part of the Catholic HIV/AIDS Ministry. While people living with HIV/AIDS continue to experience stigma, discrimination and social isolation, the Monday lunch is a place where they are welcomed and can feel a sense of belonging. Colleen has embraced the community, not with judgment but with an open heart, acknowledging the dignity of each individual. It is no wonder that many of the participants call her a 'second mum'.

Thanking our supporters

MASS OF APPRECIATION

2019's Mass of Appreciation was held at St Patrick's Cathedral, with several hundred volunteers and donors attending and joining with us at the Cardinal Knox Centre for lunch afterwards. We are very grateful for the extensive involvement of Archbishop Peter, who added a photograph of us all in the Cathedral, and a special blessing for all involved in CatholicCare attending the Mass. Excitingly, we also held our very first Mass of Appreciation in Gippsland! Bishop Patrick O'Regan celebrated the Mass with us in St Patrick's Church, Pakenham, and we were joined by local families, individuals, staff, volunteers and donors.

For decades our Mass of Appreciation has been an opportunity to thank and celebrate all the individuals who make a contribution towards CatholicCare's mission; and who show such compassion and dedication towards the most vulnerable families and individuals in our community.



Mass of Appreciation at St Patrick's Cathedral Melbourne in 2019, with Archbishop A Peter Comensoli, Fr Gerard Dowling & Fr Thang Vu.



Mass of Appreciation, St Patrick's Cathedral Gippsland in 2019.



Mass of Appreciation, St Patrick's Cathedral Melbourne in 1995, with Fr Gerard Dowling.





FAMILY WEEK

For many years Family Week has been a great opportunity for school communities to celebrate the importance of family, and to fundraise for CatholicCare's services supporting vulnerable families in the community. These photos above are from 1992! Starting from the top left going clockwise, these photos are from: St John Vianney's Parkdale East, St Stephen's East Reservoir, St Joseph's Chelsea, St Paul's College North Altona, Koska Hall Brighton.

Financials

CatholicCare concluded the 2019/20 financial year with a pre-bequests surplus of \$76,595. Inclusive of Bequests CatholicCare's 2019/20 surplus was \$169,560 (2018/19 \$(451,500) deficit).

This is a very pleasing result as there have been a number of financial challenges as well as some decreased income as a direct consequence of COVID-19.

We were thrilled to be advised of increased Department of Social Services funding of Emergency Relief. This has enabled invaluable financial assistance to those individuals and families most in need and the many individuals and families impacted by COVID-19.

Granted income from Commonwealth and State Government sources is the largest category of our income.

Gifted and partner contributions from our highly valued supporters continue to be of utmost importance in our ability to deliver services to those people most in need.

For the full audited financial report, visit our website at www.ccam.org.au

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME AS AT 30 JUNE 2020

Operating Revenues	2020 (\$)	2019 (\$)
Gifted income	1,394,712	1,386,193
Granted income	11,029,931	9,853,457
Earned income	4,426,807	4,187,230
Partner contributions	671,445	714,646
TOTAL OPERATING REVENUES	17,522,895	16,141,526
Operating Expenses		
Employee benefits expense	13,534,973	13,133,299
Program costs	2,048,043	1,776,293
Occupancy costs	635,932	846,568
Corporate costs	585,566	654,053
Administration costs	641,786	509,260
TOTAL OPERATING EXPENSES	17,446,300	16,919,473
OPERATING SURPLUS (Before Bequest and Assets Proceeds)	76,595	777,947
Bequests	94,689	319,432
Gain/(loss) from sale of assets	1,724	7,000
OPERATING SURPLUS (Including Bequests and Assets Proceeds)	169,560	451,515
Other comprehensive income for the year	-	-
Total comprehensive income for the year	169,560	451,515

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

ASSETS	2020 (\$)	2019 (\$)
CURRENT ASSETS		
Cash and cash equivalents	12,963,022	12,593,399
Trade and other receivables	632,201	350,132
Financial assets	-	162
Other assets	394,941	411,179
TOTAL CURRENT ASSETS	13,990,164	13,354,872
NON-CURRENT ASSETS		
Property, plant and equipment	685,484	820,517
TOTAL NON-CURRENT ASSETS	685,484	820,517
TOTAL ASSETS	14,675,648	14,175,389
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	349,795	535,407
Short-term provisions	2,047,985	1,944,979
Income received in advance	644,644	266,622
TOTAL CURRENT LIABILITIES	3,042,424	2,747,008
NON-CURRENT LIABILITIES		
Long-term provisions	216,006	180,723
TOTAL NON-CURRENT LIABILITIES	216,006	180,723
TOTAL LIABILITIES	3,258,430	2,927,731
NET ASSETS	11,417,218	11,247,658
EQUITY		
Reserves	7,178,303	7,160,875
Accumulates surpluses	4,238,915	4,086,783
TOTAL EQUITY	11,417,218	11,247,658

Fundraising

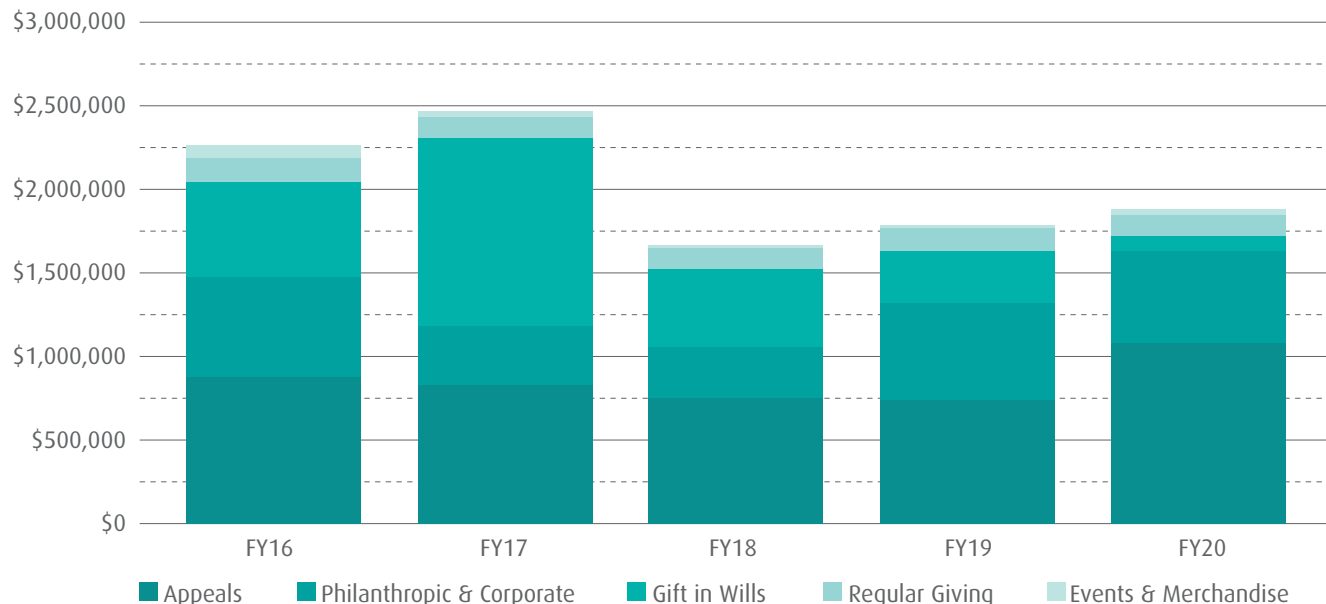
FUNDRAISING SNAPSHOT

Our donors are fundamental partners in our mission.

The commitment of our donors is what enables us to respond quickly to the emerging needs of new communities and expand on the life changing programs we provide throughout Melbourne, Geelong and Gippsland.

For the last 85 years we have been working hard to ensure that every gift entrusted to us is used to create the maximum impact possible. Each donation we receive no matter the size has a direct effect on the lives of vulnerable families and individuals we support.

FUNDRAISING INCOME - FIVE YEAR TREND



REVENUE

Our fundraising revenue consists of income received via annual appeals, regular giving, general cash donations, corporate donations, trust & foundations and bequests. This financial year 3,651 donors gave generously to CatholicCare. Through their support our total fundraising increased by 6% to \$1,870,922*. This growth was driven by improvements to our high value donor care program, digital fundraising activity, and the addition of two new fundraising campaigns - Bushfire Recovery Appeal and Tuesday Giving.

*Note: The total figure donated in FY20 for the Bushfire Community Recovery Service, includes \$331,194 which has been carried forward as pre-paid income. This amount will be recognised in CatholicCare's FY21 audited financial reports to ensure donated funds are available for program delivery expenditure in FY21.



FUNDRAISING EXHIBITION

We received a \$7,000 boost in fundraising in December 2019 as a result of an exhibition of religious icons by Ursula Betke and students held at Mary Mackillop Heritage Centre. 50 percent of sales were donated to CatholicCare to support our work with refugees.



IN-KIND DONATIONS

In 2019 CatholicCare received a variety of in-kind donations from our partners and distributed them to clients in need as Christmas gifts. One donation included more than 60 boxes of toys and presents provided by a Syndal Parish, and another included more than 100 new handbags and backpacks.

Donors for 45+ years

Paul and Glenice are perhaps our longest serving donors of over 45 years, with their old tax records confirming their first donation of \$20 in June 1975!

"It was the name that drew me: Catholic Family Welfare Bureau," says Paul.

"It was that emphasis on helping the Catholic family – and we're talking about a time when families were larger than they are today – and some of them were really struggling. I was also attracted to the values of the Catholic Family Welfare Bureau – there were a lot of charities around, but I liked that the Bureau were focusing on looking after people here at home."

"I was an accountant and while I didn't have the skill to help, I was happy to share what I earned to help those families who weren't so fortunate. My philosophy at the time was: if I can't be physically involved, then at least I can donate."

Paul and Glenice also attended one of our pre-marriage education courses back in 1963 – a Pre-Cana Conference sponsored by the YCW – before marrying in September that year. 57 years and five children later, Paul and Glenice are still happily married.

"There's no pockets in shrouds," laughs Paul, shrugging off any praise for their philanthropy. "We are just ordinary people doing ordinary things. We like to do what we can, where we can."

We are deeply grateful for donors like Paul and Glenice, whose long-term commitment has played an important role in helping us to reach the extraordinary milestone of 85 years of serving the community.



Fundraising

BUSHFIRE RECOVERY APPEAL

During the summer of 2020, over 320,000 hectares of East Gippsland were destroyed during the Black Summer fires; hundreds of people lost their homes and livelihoods and sadly five individuals lost their lives. As the East Gippsland communities begin to heal and rebuild, CatholicCare is well-placed to respond to families recovering from the bushfire disaster.

In partnership with the Archdiocese of Melbourne and the Diocese of Sale, CatholicCare reinstated the Bushfire Community Recovery Service (BCRS) to support the East Gippsland communities. The BCRS will continue to grow and offer therapeutic counselling, emergency relief, pastoral support and community development projects to assist affected families to rebuild lives and restore community.

The aim of the Bushfire Community Recovery Service is to ensure that the children, families and individuals of East Gippsland can access the support and care they need - in their local community. This service will target the more remote and smaller communities throughout the bushfire affected regions of East Gippsland, VIC.

Our goal is to raise \$2.5 million to fund the delivery of a Bushfire Community Recovery Service for three years. Through the generous support of our donors including a significant pledge from Frank and Helen Swan; we have achieved our first funding milestone by reaching \$1million committed towards the project. We want to thank each of our wonderful donors who has helped us get this far but there is still a long way to go. If you are interested in learning more about this BCRS project, please email fundraising@ccam.org.au

INVESTING FOR THE FUTURE

Through the foresight and kindness of our donors, \$94,688 was bequeathed to CatholicCare during this financial year. The funds we receive each year via bequests are invested into the CatholicCare Development Fund to ensure we can continue to respond to the needs of future generations of Victorian families and communities.

OUR SUPPORTERS

At CatholicCare we value all our amazing partners including individual supporters, foundations, corporations and government. Your generosity helps us to restore dignity and hope to people whose lives are profoundly affected by mental health issues, family and relationship breakdown and financial hardship. CatholicCare's Annual Report allow us to recognise our donors who supported us during the past fiscal year. We also acknowledge and thank those who have elected not to have their names published.

Thank you



Acknowledgments

MAJOR PARTNERS

Catholic Archdiocese of Melbourne
Catholic Diocese of Sale

CORPORATE

Access EAP
Magistrate's Court of Victoria
Toorak Ecumenical Churches Opportunity Shop

EDUCATION

Australian Catholic University
Institute for Social Neuroscience
Monash University
Northern Bay College
North Geelong Secondary College
RMIT
Swinburne University
University of Melbourne
Catholic Theological College
Catholic primary and secondary school communities
across the Archdiocese of Melbourne and the Diocese
of Sale

COMMUNITY

AFL Barwon
Anglicare Financial Counselling Service
Batforce
Barwon Community Legal Service
Baw Baw Combined Churches Emergency Food Relief
Brotherhood of St Laurence
CatholicCare Victoria Tasmania (CCVT)
Centre for Multicultural Youth
Cloverdale Community Centre
Dandenong Magistrates Court
Epping Community Services Hub
Foodbank Victoria
Geelong Cats
Geelong Food Relief Centre
Geelong Magistrates Court
MacKillop Family Services
Norlane Community Centre
Northern Futures
Catholic parish communities across the Archdiocese of
Melbourne and the Diocese of Sale
Rosewall Neighborhood Centre
Settlement Council of Australia
Uniting Barwon
Ursula Betka
Victoria Legal Aid

GOVERNMENT

Department of Social Services (Fed)
Department of Health and Human Services (Vic)
Department of Justice and Community Safety (Vic)
Corrections Victoria
City of Greater Geelong
City of Melton
City of Whittlesea
Safer Care Victoria (DHHS)
Victoria Police

HEALTH

Alfred Hospital
Barwon Health
Monash Health
Northern Health
Peter MacCallum Cancer Centre
Royal Children's Hospital
Royal Melbourne Hospital
Royal Women's Hospital
St John of God Healthcare

Acknowledgments

TRUSTS AND FOUNDATIONS

Brasher Family Foundation
Collier Charitable Fund
Dr Henry Thomas Burley of the Henry Burley Gift at the APS Foundation
Give Where You Live Foundation
Jonamare at the APS Foundation
Melbourne Catholic Archbishop's Charitable Fund
Merwe Laws Foundation
Morello Foundation
Mulnot Foundation
Patricia Spry-Bailey Charitable Foundation
The Noel and Carmel O'Brien Family Foundation
Trinity Families - Diocese of Sale
Valdichiesa-Joseph and Susan Santamaria at the APS Foundation

MAJOR SUPPORTERS

Hon. Richard Alston AO
Rita Andre
Joan Chappell
Claire Fitzpatrick
Janos and Teresa Fodor
William Frilay
Robert & Irene Gilbert
Brian Goddard[§]
Krys and Zenon Gruba
Joan & Brian Healey
Richard Kearney
Lawrence Larmer
Paul Mullaly QC
Henk Nieuwenhuizen
Genevieve Nunan
John & Valerie Peyton
Ben Reid
Neil Salvano
Sisters of Our Lady of Sion
John E Smith
Robert Stanley
Frank[§] & Helen Swan
And all anonymous donors

[§] denotes deceased

GIFT IN WILLS

Estate of Georgena E Bradshaw
Estate of John Graham Holmes
Estate of Merlyn Maie Howe
Estate of Frances Le Roux
Estate of Edith Veronica Mott
Estate of Martin Sharkey
Estate of Paul and Gabrielle Smith
Estate of Victor A Tewman

Get involved

VOLUNTEER

Volunteering is a great way to get involved with CatholicCare and to support and empower vulnerable and disadvantaged families and communities.

Learn how you can get involved in volunteering at www.ccam.org.au/volunteer

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.

If you are interested in partnering with us visit www.ccam.org.au/partner

SCHOOL AND PARISH ENGAGEMENT

We partner with schools and parishes in the Archdiocese of Melbourne and the Diocese of Sale who help us to support our communities. Get involved with our CatholicCare Sunday Appeal, our Asylum Seeker Support program, and Family Week!

Learn how your community can get involved at www.ccam.org.au/school-parish

FUNDRAISE

Fundraising is a fun and rewarding way to support CatholicCare's work and the people we help across Victoria.

Learn how you can get involved in fundraising by visiting www.ccam.org.au/fundraise

DONATE

Donate to help us make a difference to the lives of vulnerable families. Donations help us reach those families and individuals that might otherwise miss out on support.

To donate and see how your donation is used please visit www.ccam.org.au/donate

BEQUESTS AND GIFTS IN MEMORY

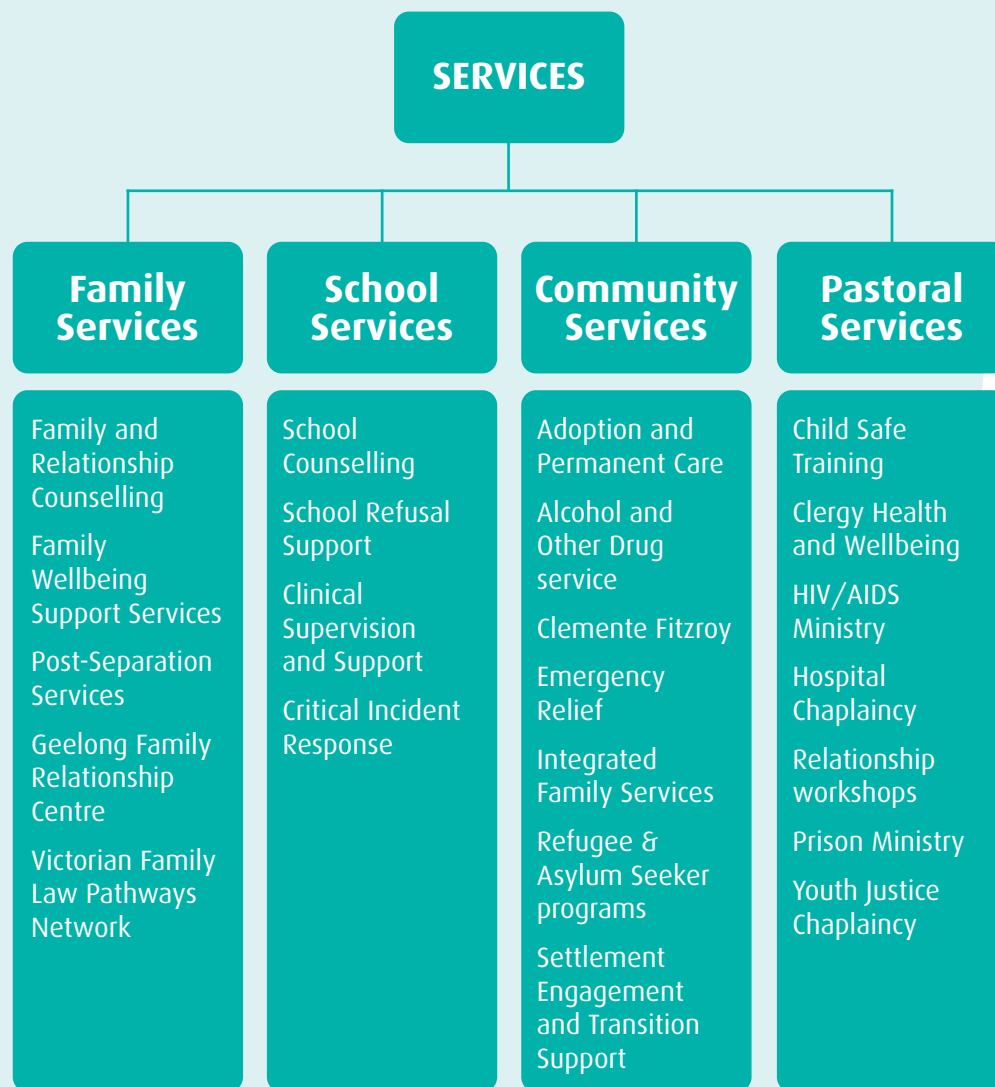
Leaving a gift in your Will is a lasting testament to your values; ensuring that your dedication to improving the lives of others can continue for future generations. Bequestors have the opportunity to attend events and meet other like-minded philanthropists.

To learn more visit www.ccam.org.au/bequests and www.ccam.org.au/in-memory

Looking for a way to give back?

**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)**

Our services structure



Where are we?

OUR OFFICES

Central Office: East Melbourne
383 Albert Street
T: 03 9287 5555

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
7-9 Ryan Place
T: 03 5221 7055

Melton
239 Station Road Melton
(Coming soon!)

Pakenham
1 Rogers 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

OUTPOSTED PROGRAMS

Our Settle Well (refugee youth & mothers) 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.

Our Bushfire Community Recovery Service provides outreach support to communities across East Gippsland.

STATE-WIDE SERVICES

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

We also provide pastoral support for residents in all 16 prisons across Victoria and at the Youth Justice settings in Parkville and Malmsbury.

85th Anniversary Prayer

Heavenly Father,

I am truly grateful that in your divine providence CatholicCare came into existence eighty-five years ago.

I rejoice as well that through its caring services countless individuals, couples and families have been helped to achieve the fullness of their life that had previously eluded them.

Please bless abundantly those who have administered this Christ-like love, and reward, as you alone can do, those who have supported us with their prayers and their generous giving and time.

Amen.

Rev. Gerard Dowling OAM DE



- Greater Melbourne
- Geelong
- Gippsland

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383 Albert Street
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E: CatholicCare@ccam.org.au
www.ccam.org.au

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