

# CATHOLICCARE VICTORIA

ANNUAL IMPACT REPORT FY23





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# **SACKNOWLEDGEMENT OF COUNTRY**

In continued support of truth telling and reconciliation, CatholicCare Victoria acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, waterways and community.

We pay our respect to their elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

We acknowledge sovereignty of lands was never ceded and we commit to the cultural safety of all Aboriginal and Torres Strait Islander peoples, which includes our staff and communities across Victoria.

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#### ☼ OUR GUIDING VISION

Walking in the footsteps of Jesus who came to bring life to the full for all humanity, ours is a vision of thriving, inclusive communities where people, as created in the image of God, experience their unique dignity in a compassionate and just society.

#### **6** OUR GUIDING MISSION

We seek to reflect God's love for each person by enabling transformational personal and social impact in partnership with individuals, families, and communities. We bring excellence in care, compassion and hope.

# A thriving community is one where people live with dignity, choice and empowerment.

A place where individuals are connected and wellbeing is nurtured. Where everyone can live life to the full.

However, thousands of Victorian families, young people, children and individuals are doing it tough, with many experiencing poverty and disadvantage.

Homelessness, family breakdown, mental illness, and financial disadvantage are just some of the barriers preventing Victorians from achieving their potential - and these issues have only been exacerbated as a result of the COVID-19 pandemic.

A thriving community is a place where our values of respect, inclusivity, compassion, integrity, and collaboration are embodied, each and every day, to bring out the best in others.

#### We're here to build thriving communities.

At CatholicCare Victoria, we understand that disadvantage is multifaceted, and everyone experiences it differently.

With communities at the centre of all that we do, our social change approach will guide how we work in our day-to-day activities at CatholicCare Victoria to both prevent disadvantage, and to stop it in its tracks where it has already begun.

Both individual and environmental factors interact in complex ways to alter the likelihood and persistence of disadvantage in the lives of families and individuals, therefore it is not enough to deliver services alone.

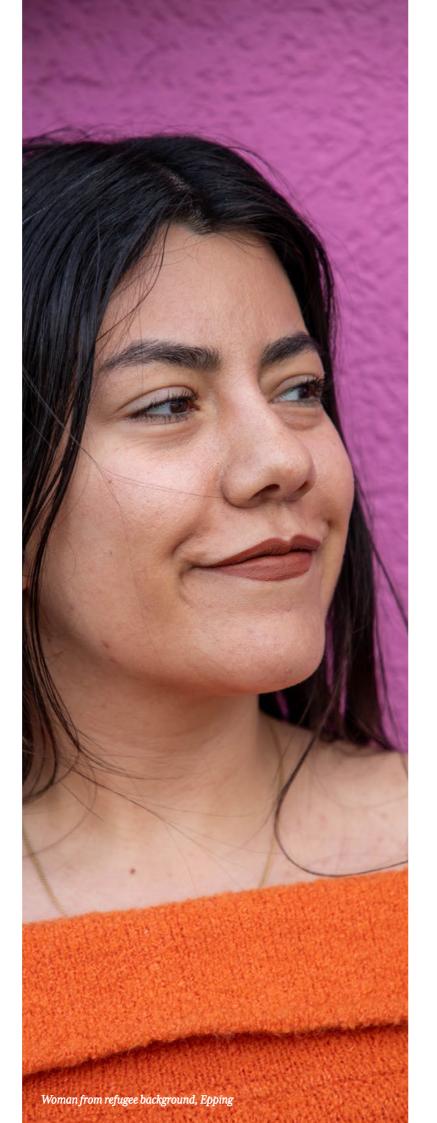
To disrupt disadvantage, we must adapt the way we work with our clients, ourselves and others in our community.

We must also balance our approach to ensure we address the immediate needs of our clients, while also working to achieve long-term client outcomes.

We're here to target transformational change of the systems which hold disadvantage in place, and promote 'life to the full' for all.

#### **OUR VALUES**

Respectfulness Inclusivity Compassion Integrity Collaboration



#### **5** FROM THE BISHOPS

With gratitude and a sense of purpose, we present the Annual Impact Report for CatholicCare Victoria. This report stands as a testament to the collective efforts of our community in serving the vulnerable and marginalized throughout the past year.

Our vision is unwavering - to promote fullness of life for all and to disrupt the cycle of disadvantage for those who are most vulnerable and marginalized across the state of Victoria. At CatholicCare Victoria, we are dedicated to empowering communities, nurturing strength, and resilience, enabling everyone to reach their full potential and embrace life in its entirety.

In reflection of the past year, we celebrate the following milestones:

Pastoral Care Services: Our chaplains have been a compassionate presence, offering spiritual care to those in hospitals, prisons, and youth justice centers. In moments of crisis, they provide solace, hope, and comfort.

Essential Services: In the face of the ongoing challenges posed by the pandemic, floods, and economic uncertainty, our devoted teams have worked tirelessly to adapt our programs. This adaptability ensured continuity and expanded our reach to individuals, young people, and families across communities in Victoria.

School Counselling: Collaboratively we have supported schools with the help of our communities, to improve the social, emotional, and mental development of students. Through services like school chaplaincy, counselling, clinical supervision, and disaster support, we strive to foster environments of growth and wellbeing.

Homes & Homelessness Prevention and Support: Our commitment to social housing has been unwavering. We have contributed over \$15M in cash and property contributions, while also providing subsidized services to our subsidiary, CatholicCare Victoria Housing (CCVH).

Together, we are overseeing the delivery of 270 new homes across 12 communities, providing shelter and hope.

As we look ahead, we anticipate another year of serving our community with love, compassion, and hope. Together, we will continue to build thriving communities, where every individual can experience their unique dignity in a compassionate and just society. In partnership with individuals, families, and communities, we seek to reflect God's love by enabling transformational personal and social impact. Through excellence in care, compassion, and hope, we collaborate.

We extend our heartfelt appreciation to our dedicated staff, executive team, and board members. Their mission is to compassionately care for those in need and to fortify families and communities.

To our generous donors, supporters, volunteers, and partners, we express our gratitude. It is together that we are making a meaningful difference in the lives of those we serve.



Archbishop Peter A Comensoli



Bishop Paul Bird



Bishop Shane Mackinlay



**Bishop Greg Bennet** 

# **EXECUTE SECOND SECOND**

**Ross Castle** 

# There is nothing more motivating than witnessing our community thrive.

As we work alongside families, young people, ethnically diverse people, and individuals to enable them to be able to contribute to their communities, we are constantly reminded of what we can all achieve at our best.

Our clients are a wonderful source of inspiration to us all.

These last twelve months have been incredibly rewarding, as we continue to bring together four Catholic social services into one. This has ensured CatholicCare Victoria has been able to extend its reach to serve more clients and bring more services to those most vulnerable in our society.

Our strategy is clearly focused on providing comfort, care and compassion to all of those we interact with to enable them to live life to the fullest. Through our work, our aim is to disrupt the cycle of disadvantage for those who are most vulnerable and marginalised across Victoria, and enable every person to thrive and be part of an inclusive community.

We recognise that the demand for support in our community has never been greater. The impact of mental struggles, the rise in homelessness, and the pervasive effects of the pandemic have left many people, families, and children feeling vulnerable and isolated. This is a constant reminder of the pressing need and importance of the work we undertake in helping to empower people to overcome their challenges and achieve their goals.

Our primary area of investment in addressing homelessness is housing. Through our subsidiary CatholicCare Victoria Housing, and in partnership with Homes Victoria, we are in the process of constructing 270 new homes across 12 regional Victorian communities, a significant step towards providing stability and security for those in need. The first of these were officially opened in Delacombe in June 2023. We recognise that a safe, affordable and stable home is a fundamental building block, but we also know that through our other programs and support services, we can have a material positive impact on peoples' lives and sense of belonging.



Our programs and services are focused on families, young people, and children, recognising that they are the cornerstone of our community's future.

Our response has been guided by the values that have defined us for generations. Compassion, empathy, and a resolute dedication to the dignity of every individual have been the cornerstones of our approach.

In this past year, our efforts have yielded some wonderful outcomes that bear witness to our enduring commitment to the community. We hope you find our annual impact report highlighting our efforts valuable and informative.

None of this would have been possible without the unwavering support of our incredible CatholicCare family. To our dedicated Members and Board, whose guidance and vision have been invaluable, to our staff who work tirelessly day in and day out, to our generous donors whose contributions fuel our mission, to the volunteers who selflessly give their time, and to our partners who stand shoulder to shoulder with us in this journey - we extend our deepest gratitude.

The challenges facing our community may be great, but so too is our resolve to make a difference. Together, we will continue to disrupt disadvantage in the lives of those we serve.

lox lostle

Ross Castle Chairperson







#### **& LETTER FROM THE CEO**

Agnes Sheehan

I am pleased to present the Annual Impact Report for CatholicCare Victoria, highlighting our achievements and contributions to the community during the last year.

Our commitment to serving the vulnerable and marginalised remains unwavering, and it is with pride and gratitude that we share the following report. Our vision is to promote fullness of life for all, and to disrupt the cycle of disadvantage for those who are most vulnerable and/or marginalised across the state of Victoria.

In the past 12 months, we have achieved significant milestones and faced unprecedented challenges in our mission to serve the people of Victoria. Some of our key achievements and challenges are listed below:

- We continued the execution of our five-year Strategic Plan 2022-27 which outlines our strategic priorities, goals and actions to advance the ministry of Catholic social services in Victoria. The plan reflects our commitment to compassion, inclusivity, excellence, innovation, collaboration and advocacy in our work.
- Delivering Essential Services: We remained committed to delivering essential services to those in need despite the ongoing challenges posed by the pandemic, floods and economic uncertainty. Our people worked tirelessly to adapt our programs, ensuring continuity and expanding our reach to individuals, young people and families throughout communities across Victoria
- Financial Stewardship: Despite rising costs and the fact that government grants funding indexation does not align to the costs of delivering the services, we managed our financial resources responsibly and continued to deliver support for the unfunded programs and services that address unmet needs in our communities.
- Supporting our Clients & Staff in a changing environment: Post-pandemic we have adapted our service delivery models to ensure continuity of care and compliance with health and safety guidelines. We leveraged technology to offer online or phone-based services where possible. We also supported our staff to work remotely



or flexibly, and provided them with regular communication, training and wellbeing initiatives. Our staff are the enablers for CCV to build Thriving Communities, and I thank them for their ongoing commitment, compassion and care for our clients and each other.

• Collaboration with others: We collaborated with other Catholic social service agencies, parishes, dioceses, government agencies, peak bodies and community organisations to improve our service quality, reach and impact. We participated in various networks, forums and campaigns to advocate for social justice and systemic change on issues such as family violence, homelessness, mental health, climate change and human rights.

We would like to express our heartfelt gratitude to our dedicated staff, generous donors, supporters, volunteers, and partners who make all of this possible. Together, we are making a meaningful difference in the lives of those we serve.

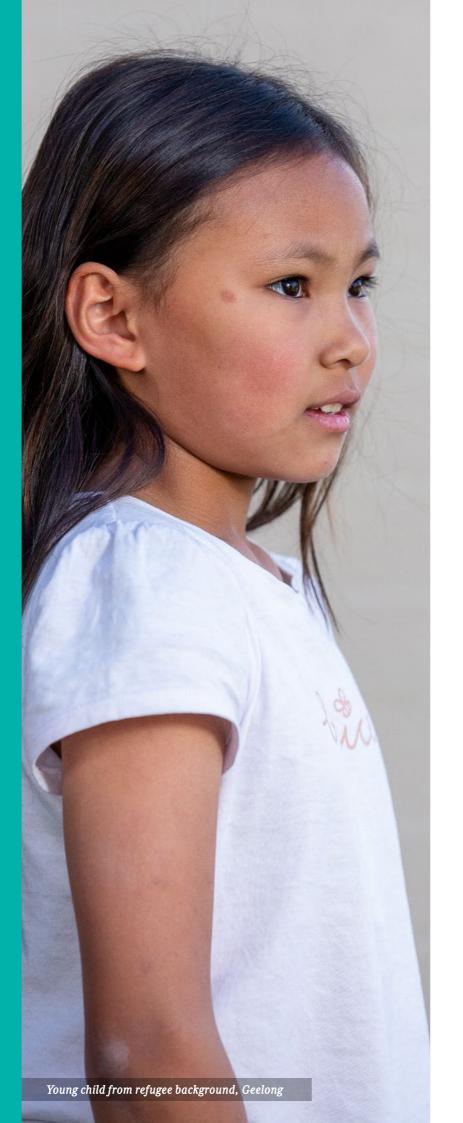
We look forward to working together with them and with our staff, clients and communities, to build thriving communities where everyone can experience their unique dignity in a compassionate and just society.

Thank you for your support, and we look forward to another year of serving our community with love, compassion, and hope.

Agnes Sheehan

Agnes Sheehan Chief Executive Officer **5 FY23 SNAPSHOT** 

36,170 people supported across Victoria in FY23



#### **FAMILIES & INDIVIDUALS**

Healthy families shape our emotional bonds, mental health, goals, and values. They can offer us the security, support, and love that we need to thrive.

We see families as a key influence on the health and wellbeing of both individuals and their communities.

Our programs assist families to navigate relational challenges, parent well, increase their emotional intelligence, and find healthy ways to deal with conflict.

Where the family unit has broken down, we offer services that assist with parenting arrangements, dispute resolution, and escaping family violence. We champion wellbeing and inclusive growth.

#### YOUTH

The challenges of disadvantage can hit young people especially hard.

In a critical period of their life, our work with youth is one of the most strategic ways that we can disrupt the cycle of disadvantage and empower our young people to reach their full potential.

We're here to provide support to children and young people to improve their health and wellbeing; to develop their education, training and career pathways; and to get them active within the community. Our services assist vulnerable young people across Victoria.



Australia is home to the world's oldest continuous cultures, as well as Australians who identify with around 300 ancestries. This means that every family and individual will have unique challenges and needs.

Without CatholicCare Victoria's support, these challenges can form barriers to personal wellbeing, social participation, education, training, and employment.

We provide on-site support within schools, specialised trauma-informed counselling, advocacy and case management, financial and material aid, and referrals to other community services. Because everyone deserves the opportunity to build a brighter future.

# **HOMES**

A home is a haven and a safe comfort zone.
A place to live with our families and pets,
or enjoy with friends. A place to build
memories and to build our future. A place we
can make our own.

But not everyone can afford or access suitable accommodation in the private rental market. Many need support to maintain their accommodation, too. With thousands of Victorians experiencing homelessness or who are at risk of homelessness, support is needed more than ever before.

We assist families and individuals to find options for long-term, affordable accommodation, and support them to overcome barriers to sustainable employment and independent living.

# FAMILIES & INDIVIDUALS

MENTAL HEALTH & WELLBEING RELATIONSHIPS SEPARATION SUPPORT



- This year CatholicCare Victoria received funding from the Attorney-General's department to launch a new Children's Contact Service (CCS) in Wangaratta. The CCS will provide support for separated families to manage contact or shared care arrangements for their children.
- On 21 December 2022, Open Doors merged with CatholicCare Victoria. The Open Doors team who transitioned to CCV are now providing nondirective counselling in Ringwood for individuals and couples affected by unplanned pregnancy or pregnancy loss, as well as educational workshops for students and parents in schools.
- CatholicCare Victoria were successful in renewing our Victims Assistance Program contract in the Grampians, however our contract for Barwon and Barwon South West was unsuccessful. We worked with The Sexual Assault and Family Violence Centre in Geelong to ensure we compassionately supported clients during the transition phase.
- CatholicCare Victoria received additional funding from the Department of Social Services to provide further financial aid for Victorians in need.



"When separated families experience conflict, we work with them to focus on their children's needs and reach agreement on parenting plans."

If it is in the children's best interests, at CatholicCare Victoria we offer a child-inclusive mediation process so that their voice is heard when considering parenting plans.

"In a recent child-inclusive mediation session, we had two young teenagers who wanted to split their time 50/50 with their parents, but one of the parents was really resistant to it – they didn't believe that's what the kids actually wanted, and they thought the other parent was driving their own agenda onto them."

"Through child-inclusive mediation we found that this was what the kids wanted, and we were able to communicate this to both parents. So now, the kids have a 50/50 arrangement with their parents, and we were able to facilitate this agreement without the conflict," says a dispute resolution practitioner.



# CASSIE'S STORY

"Without my kids, I probably wouldn't even be here. But I just couldn't leave my kids and didn't want them to grow up thinking it was their fault."

Eager to find a new lease on life, Cassie\* left her hometown to get away from her drug addiction and violent relationship. But life as a single mum has been challenging.

With three kids under the age of 10, Cassie realised she needed to put her life on hold by discontinuing her work experience at TAFE, to provide full-time care for her children.

Paying the bills and putting food on the table whilst caring for her young children was a struggle, until Cassie approached CatholicCare Victoria (CCV) for financial support.

When we asked Cassie what her challenges were, before accessing support from CCV, she told our team:

"Just not being able to afford a lot of food. I have growing kids, so they're constantly eating and eating and then obviously I had to worry about myself eating as well. So at the start I wasn't actually eating a lot because I had to feed my kids a lot, as well as paying rent, doing bills and a rego that I had to take my kids to appointments and stuff. So I found it really tough."

As well as financial assistance, Cassie received support to access a counsellor near her, as she was struggling to cope with suicidal thoughts.

"There were times where I just wanted to call my mum up and be like, 'mum, I'm going to put myself in the hospital because I'm just mentally not stable.' There were like suicidal days and it was just... like everything was just overwhelming, but I was like I couldn't leave my kids."

"But now that I'm focusing on my mental health by doing gym a lot, health and fitness, my mind's not even there [in that negative space] anymore."

# **YOUTH**

MENTAL HEALTH & WELLBEING
SCHOOL SUPPORT
OUT OF HOME CARE



# **VINITH'S STORY**

"Without [CatholicCare Victoria]
I probably wouldn't be at uni.
I wouldn't have got that scholarship."

Vinith is studying Construction Management at Deakin University: an opportunity he never thought he'd have after arriving in Australia.

"I wasn't sure if I was going to go uni or not because of my visa condition," says Vinith. But his visa conditions weren't the only barrier holding him back from accessing higher education.

"I'd have to pay like four grand per unit, which comes up to like 16 grand per trimester which is not money we've got. Luckily I got my scholarship, now I'm studying. I'll get a job as a construction manager - that's my goal."

Vinith received support from our Settle Well program while he attended Northern Bay College, and is now working at his highschool teaching soccer, while he studies to reach his dream.

#### A look into FY23:

- On Tuesday 28 March, we launched the Nourish and Flourish program with St Anthony of Padua's Primary School in Melton South. Nourish and Flourish was born from a parent-led idea in 2019 to support children and families - particularly those who are doing it tough. The program consists of a breakfast club which hosts around 260 children each day, twice a week.
- As of 30 June 2023, CatholicCare Victoria's Residential Care program sadly came to a close. All young people in our care were compassionately transitioned into other suitable care arrangements.
- This year, CatholicCare Victoria were approached by the Magistrates Court of Bendigo and Heidelberg to create a pilot early intervention diversion program, aimed at supporting young people to avoid being placed on personal safety intervention orders. This is the result of an emerging trend, where courts are being used to manage conflicts between students at primary and secondary schools. Our team have created a pilot program which will launch later in 2023.
- CatholicCare Victoria's Youth Justice funding has been renewed in Ballarat and Bendigo, with an increase in referrals for Youth Justice Group Conferencing.



Paul\* is an 8-year-old boy who was placed in Residential Care with CatholicCare Victoria (CCV) in June 2022.

Paul presented with significant challenges as he was accustomed to very aggressive and violent externalised behaviours, in response to repeated relational trauma. Paul started his time with CCV in a 'high-alert' state, never being sure how safe he was or how wanted he was.

Our CCV team enrolled Paul in school, and he started out attending for one hour per day. Eventually he ended the school year by attending full school days. Paul even won an award one week for his improved behaviours.

CatholicCare Victoria's Therapeutic Practitioner and a departmental Case Manager then started working together to explore Kinship Care options for Paul. Because all he has ever wanted is a safe and happy home.

In September 2022, Paul's 22-year-old second cousin, Jenny\*, was identified. We worked with Jenny to teach her how to manage Paul's tantrums, how to establish routine at bedtime, provide healthy food options, celebrate literacy and art, and how to have fun play time with an 8-year-old boy.

Jenny began attending the residential home to build her connection with Paul. It was not long before she took a lead in caring for him and responding to his needs.

Eventually our team were able to allow Paul to visit Jenny in the community to spend time together alone. From there, he was allowed to have an overnight stay.

Jenny has consistently demonstrated a keen desire to make a long-term commitment to care for Paul.

The pair will be formally united as a family. This is an excellent outcome for Paul to transition from out-of-home care to live with another family member.



# **MULTICULTURAL**

MENTAL HEALTH & WELLBEING EDUCATION ENGLISH LANGUAGE EMPLOYMENT

#### A look into FY23:

- Our Job Readiness program in Geelong is fully philanthropically funded, supporting individuals from refugee backgrounds to find employment and education pathways for a brighter future. This year we received \$180,000 over three years from The Anthony Costa Foundation, as well as \$50,000 over 12 months from the Geelong Community Foundation for this program. We thank all of our ongoing supporters and partners who enable us to continue this impactful work.
- This year, Australian Catholic University (ACU) completed an evaluation of our Settle Well program, with the final report titled "Settling Well" published in May 2023. One key finding showed that the program has helped 71.5% of past students to form friendships, stay involved in life inside and outside of school, connect to their local communities, and enhance their sense of belonging. Another finding showed that 100% of administrators and stakeholders agreed that Settle Well was effective in helping students be job ready. Find the full report on ACU's website by searching "Our Projects".



# CHANDURU'S STORY

#### "My dream is to get into medicine. I'm working towards my goal now."

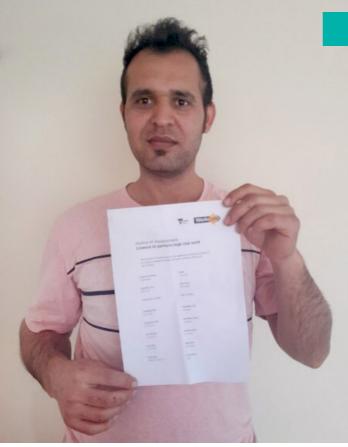
At the age of eight, Chanduru and his family left their home in India and travelled to Australia for a brighter future. Chanduru couldn't speak English when he first arrived, impacting his ability to settle into his new school and community.

Chanduru joined our Geelong Settle Well program while he was studying at North Geelong Secondary College. In this program, he built his confidence and leadership skills, and received support to plan for his future after school.

In late 2022, Chanduru completed his work experience at a local Geelong chemist, and was also offered a job! But his success didn't end there.

In early 2023, Chanduru was the recipient of a Deakin Sanctuary Scholarship for Asylum Seekers. Chanduru started his Bachelor of Science at Deakin in February, and he is working towards his career.





# ZABIH'S STORY

"Zabih was so happy because he got a job, and now he could support his family without worry for the future."

Zabih, his wife and three children arrived in Australia in July 2022 as refugees from Afghanistan. They required urgent financial support.

With no employment and no means to pay their rent and utilities, food, and school-related fees, Zabih was worried about how he would support his family. But he was very keen to work.

When Zabih first came into contact with CatholicCare Victoria, our Settlement Engagement and Transition Support (SETS) team helped them access food vouchers through our Emergency Relief program. They referred Zabih to another agency for additional food assistance and furniture for their home, too, to ensure they had everything they needed.

Our SETS team received generous donations of a refurbished second-hand laptop for Zabih's daughter for school, as well as shoes and clothing. Our team also organised school uniforms and equipment for his three children.

Once the family's immediate needs were met, we talked to Zabih about education and employment options, to work towards financial independence and stability for him and his family.

Together they decided that the first step was for Zabih to get his forklift licence, and so we paid the \$500 licence fee for Zabih to obtain his certificate. Zabih proudly sent through a photo once he received his forklift licence!

Now, with his certification, he has found employment and is working towards a brighter future. "Zabih was very grateful for the support from CatholicCare, and he said he'd never forget our help," said Lulu Johnny, SETS Support Worker.

# **HOMES**

MENTAL HEALTH & WELLBEING
SUPPORT FOR THE AGED
CRISIS ACCOMMODATION
SUPPORT FOR
DISADVANTAGED COHORTS

#### A look into FY23:

- In December 2022 CatholicCare Victoria was successful in receiving the care finders program tender, to support older Australians that are vulnerable and at risk of homelessness. This was an initiative out of the Aged Care Royal Commission and is funded by the Federal Government via the Western Victoria Primary Health Network. Our Advanced care finder program was up and running in the second quarter of 2023, supporting people to access aged care services or other supports in their local community. This service is offered by CCV in the Ballarat, Geelong, Horsham and Warrnambool regions.
- CatholicCare Victoria has been working in collaboration with CatholicCare Victoria
   Housing (CCVH) to explore opportunities for providing CCVH residents with scaffolded supports and connection into their communities. This has resulted in the decision for CCV to fund two Thriving Community Coordinators, to help build thriving communities for CCVH residents. Recruitment for these roles commenced in May 2023, and the project will continue into FY24.

# MARY'S STORY

# "I trust you and know you're here to help me."

Mary\* lived in a private rental and, with no other family or friends, relied on an elderly neighbour to take her shopping for groceries once or twice a week.

But when her neighbour moved into residential aged care, it left Mary completely alone and unable to cope.

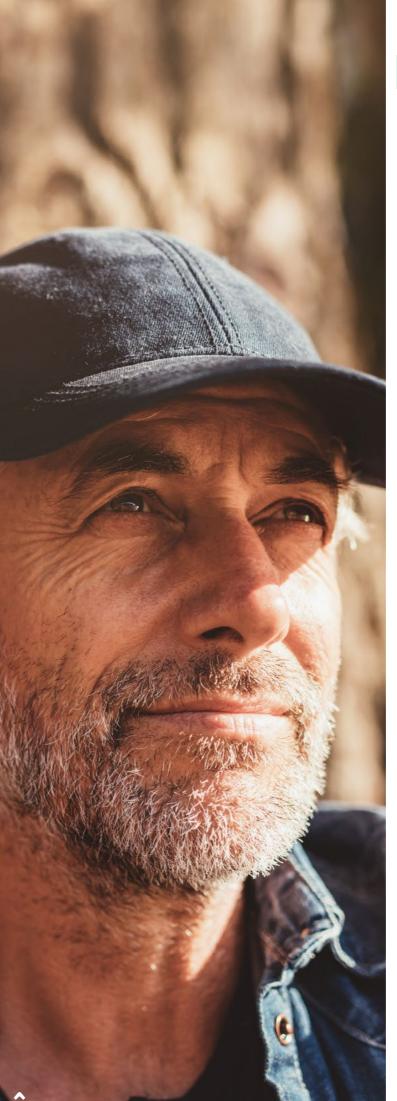
During a routine inspection, the Real Estate Agent became very concerned for Mary's wellbeing. She looked malnourished, her rental was in a very poor state of cleanliness, her fridge had broken, and food was rotting inside.

Mary's bedroom was also infested with bed bugs, and her head was teeming with head lice. The situation had become so bad that Mary had grown used to sleeping on a sheet of cardboard rather than in her own bed. CatholicCare Victoria's Advanced care finder program worker, Lisa, met with Mary in person and was deeply moved by the appalling situation she was living in.

Lisa arranged for an ambulance to transport Mary to the Emergency Department for an in-patient stay to treat her parasites and sores. Mary was aware of what was happening and, despite her fears, kept good eye contact with Lisa, saying, "I trust you and know you are here to help me."

During Mary's hospital stay, Lisa continued to provide support and care for her. Mary's rental unit was cleared and fumigated.

After carefully considering Mary's needs and wellbeing, Lisa and Mary agreed on an exit plan into residential aged care, where she is now receiving the support and care she needs.



# JOHN'S STORY

"It's hard. Especially at my age. Sleeping in shop windows, or in doorways, bus stops... even in a church. You just do what you've got to do to stay warm and have good rest."

52-year-old John\* didn't always live in homelessness. But when home was no longer safe, he was forced to leave.

John spent three years sleeping rough, before he reached out to CatholicCare Victoria. He had found it hard to trust or rely on people at similar organisations before, because he felt that his needs were not often understood or heard. But with a bit of encouragement from a friend, John took a leap of faith and asked us for help.

"Thank goodness that I did. It's been a big Godsend. At CatholicCare, a caseworker works alongside you. It's good because they listen. And they ask you what you want to do and how you want to do things. They don't just tell you. So I feel comfortable and relaxed enough to reach out whenever I need help. I can just make a phone call."

John's mental health was already suffering before his experience of homelessness. But with food, warmth and safety being his primary concerns, his mental health took a backseat.

"Without medication, all my mental health issues built up. It wasn't good. Now, my caseworker keeps in contact with my mental health worker. So if I have any problems getting my medication or getting to my mental health appointments, they work it out between them. I don't have to stress about it alone anymore."

John experienced homelessness at the onset of the global pandemic. So on top of everything else, he also had to worry about how to stay safe from COVID-19. Fortunately, John was granted crisis accommodation through CatholicCare Victoria's From Homelessness to a Home program, and today he lives in long-term affordable housing provided through our housing programs.

"Without CatholicCare, I'd still be on the street or in a pine box. Now I live in one of their units. I pay for things like rent and electricity straight away, and I don't have to worry how I'll eat because, if I'm struggling, CatholicCare gives me food vouchers. So I don't have to choose whether to eat or pay my bills that fortnight."

# "I live with my son now, thanks to CatholicCare."



# STEPHANY'S STORY

#### "I hadn't spoken to my mum for nearly nine years because I was going down the wrong path in my life, and she didn't want to watch me do it,"

Stephany\* left home at the age of 13 and spent half her life living on and off the streets of Victoria.

From couch surfing to spending nights at train stations... life as a young adult has had many challenges for Stephany.

Unable to find the support she needed, drugs became a part of her life to cope with, and numb the trauma she faced. She experienced incarceration on multiple occasions, and lost custody of her son, who was placed into foster care.

"It's not nice to be at rock bottom and having nobody to turn to... when you can't climb back out of the hole you've fallen into," says Stephany.

"There were nights that I was staying at train stations on my own. It was pretty horrific."

Homelessness is often the result of a multitude of factors. For Stephany, domestic violence was one of them.

Stephany had her son at the age of 19, and after experiencing years of domestic violence from her son's father, she decided to leave. But Stephany was left without a home, and without anyone to turn to for support.

"I hadn't spoken to my mum for nearly nine years because I was going down the wrong path in my life, and she didn't want to watch me do it," says Stephany.

"I was incarcerated three times. When I got out, I called my mum and asked, 'can I come home for a couple of weeks?' I ended up there for four years."

Stephany has not taken drugs for almost six years. And for the past few years, she has been fighting in court to get her son, Taylor\*, back in her custody. In November 2022, her hard work finally paid off.

"It was a big fight to get him with us. But we got him. And then, as soon as that all happened, that's when CatholicCare Victoria team came in and helped me get my own house."

"It was getting a little bit too much and we were kind of strapped for room. So one of my colleagues referred me to CatholicCare, and then I met their team who have helped heaps."

"Speaking to CatholicCare... it was the first time I'd accepted help. It felt like I didn't deserve it for a while, because I've always bought my own things."

"That's what I love about CatholicCare. They take the time to sit down and listen. It's hard for some people. It was really hard for me to do it. But here I am now," says Stephany.

The truly amazing part about Stephany's story is that she is giving back to her community, supporting people in need – many of whom who have similar lived experiences to her own.

So much of the compassionate work Stephany is doing has been through volunteering. But she needs to be able to financially support her son, too.

"My son, he suffers with ADHD. He doesn't take medication because he doesn't like the way it makes him feel. But he's honestly such a good kid. He loves the school he's at now and he's made a lot of new friends."

"Now my son has his own bedroom and he's settled in really well. Getting my son back was the turning point for me, in turning my life around," says Stephany.

#### **5 THE BOARD**

This financial year, we farewell John Sheldon for his many years of service on the CatholicCare Victoria Board and previously on the CatholicCare Melbourne/Gippsland Board. John has served our CatholicCare community with compassion and integrity, and we thank him for his significant positive contribution to our mission and vision as Chairperson to the Board.

We welcome Ross Castle into the role of Chairperson as of May 2023, after having been a Director on the Board since CCV's establishment in January 2021. Ross has provided sound leadership and guidance on our CatholicCare Victoria journey, and continues to lead with compassion.



Fr Charles Balnaves
Director



Ross Castle Chairperson (Appointed 16 May 2023)



Sally Kirkright Director



Sarah McAdie Director



Kate McCormack
Director



Sara McIvor Director



Kevin Murnane Director



John Murphy Director



Frank O'Connor Director



John Sheldon Chairperson (Up to 15 May 2023)



Tuanh Nguyen Director



Maureen Waddington Director

Listed alphabetically

#### **5.** THE EXECUTIVE TEAM











From left to right alphabetically: Tony Busuttil, *Chief Operating Officer*; Amber Christmas, *Group Director People*; Nick Collins, *Group Director Client Services*; Anne Paton, *Group Director Engagement*; Agnes Sheehan, *Chief Executive Officer*.

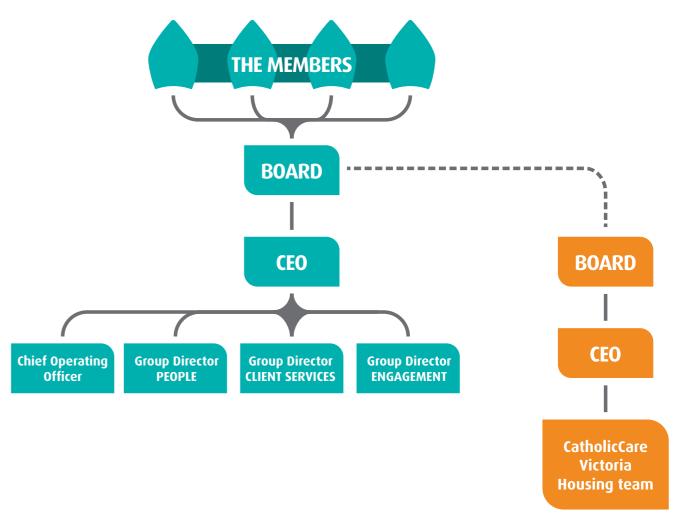






In 2022-23 we farewelled Bernadette Garcia, Karen Willey and Ross Wheatland (pictured left) - we thank them for their exemplary leadership and support particularly during CatholicCare Victoria's first years, and we wish them all the best as they venture into new roles and opportunities. During this time, we also welcomed Tony, Amber and Anne into their new roles in our executive team, who have brought new skills and expertise in their fields.

# **OUR STRUCTURE**



#### **STRATEGIC UPDATE**

Ruth Knight

As CatholicCare Victoria plays its part in building thriving communities by working to disrupt the cycle of disadvantage, we recognise we must adapt the way we work with our clients, ourselves, and others in our community.

Transforming, Simplifying and Connecting has been the focus of strategic efforts since the public launch of our strategy on 10 August 2022. We are organising for success around five strategic themes:

- Thriving Individuals, Families and Communities
- · Partnering for Shared Value on behalf of clients
- · Strengthening Community Connections with us
- · Operate with excellence, sustainably
- Supportive and inclusive workplace where everyone is valued and can achieve their full potential.

#### Values

The launch of our five values in July 2022 was the culmination of an empowering co-creation process, where 238 staff collectively defined and voted for CatholicCare Victoria values and behaviours that matter. This took place via two surveys, 15 face-to-face focus groups across the State and two virtual focus groups.

#### Engaging our leaders and staff

To cope within today's challenging sector and to strengthen our organisation's agility to adapt to the changing landscape of the future, we need a positive culture led by capable, engaged leaders who can also be our on-the-ground strategy ambassadors.

For the first time since our integration, CatholicCare Victoria brought together 45 Leaders and Managers for a two-day face-toface strategy workshop in September 2022. This workshop was designed to build connections, awareness of critical strategy drivers, and a call to action, to understand where managers can best lean in to our strategy.

The workshop combined presentations from keynote speakers (Tony Nicholson, Mark Green and Sherry Balcombe) and from our leaders, in addition to interactive facilitated sessions and collaborative group work led by Achemar Advisory, to help build shared dialogue about strategic priorities and opportunities.

To keep the strategy momentum going, October-December 2022 saw our CEO and Executives move around Victoria to 10 of our offices for the strategy and operational planning roadshow, involving both presentations and interactive workshop activities with our staff.

The second strategy leaders day in May 2023 brought together 30 of our Managers. Working with keynote speakers Dr. Robyn Miller, Maureen Waddington and MC, Dr. John Ballard, we focused on the Identity of a Leader in a Faithbased Organisation.

#### Measuring strategic performance

Strategically through our social change approach, CatholicCare Victoria is committed to evidenceinformed action and advocacy.

One of the ways we do this is through leveraging data and evaluation insights to drive evidence-based management.

In December 2022, CatholicCare Victoria formed an internal measurements team with representatives from each business unit and a Board representative. The main goals of the team are to enable strategic performance reporting for Board and Executive, help build up our measurement capacity and data culture, track and report on our progress against strategic objectives and projects, and support change management and communication around strategy process at CatholicCare Victoria.

There is a long way to go, but the early collaborative work of the team has highlighted opportunities for improvement and focused attention on the priority reporting areas per strategy theme, leveraging data we can measure now.



# **6.** OUR PEOPLE

At CatholicCare Victoria, our people are the ones enabling positive impact and disrupting disadvantage in our local communities across Victoria. Between staff, volunteers and students, our team continue to provide compassionate care and build thriving communities for all.

Keeping our team safe and managing risk is always of utmost priority for the wellbeing of not only our team, but the families and individuals we support each and every day. In May 2023, CatholicCare Victoria received \$7,311.12 for safety risk management and injury prevention strategies from Gallagher Bassett. The proposed purpose for this funding includes:

- Ergonomic Assessment train the trainer sessions;
- Leadership training to reduce risk of, and improve early intervention opportunities for mental health injuries.

Throughout the year we have continued to monitor best practice in the sector, particularly as the National Emergency and the Pandemic Orders were revoked in October 2022. Our COVIDSafe plans have remained in place. While vaccination mandates were also revoked, there remains directions by sectors such as Justice and Health, where staff working within Hospital and Prison settings have had to maintain vaccinations including boosters for COVID-19.







CCV Leadership Day, May 2023

#### **5 VOLUNTEERING**

Every one of our volunteers tells a story. Quite often our volunteers are retirees who would like to give back their time to the community. Other volunteers are individuals looking to build on their skills and work towards employment!

At CatholicCare Victoria we take pride in the work we do to involve volunteers in our programs and services.

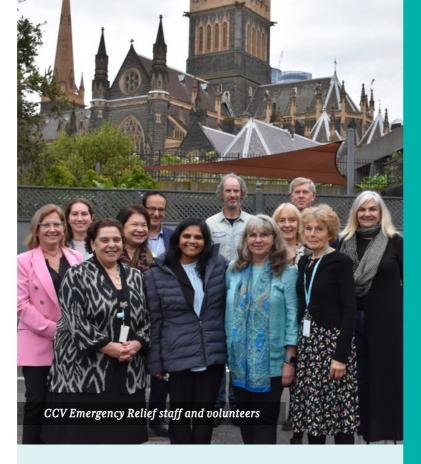
Volunteers bring value, meaning and opportunity to CatholicCare Victoria.

Volunteering is a means for individuals to keep active within their community, make new connections and friendships with people from diverse backgrounds, develop or learn new skills, and discover pathways into work or study.

In FY23, volunteers supported a variety of services at CCV including our refugee and asylum seeker support services, Emergency Relief service, and chaplaincy support in prisons. We have provided and continue to provide opportunities to suit those with different interests and ambitions.

We believe volunteering is a pathway for learning and earning, which supports our vision of building thriving communities. Our Volunteering program is inclusive, irrespective of an individual's background, skills, or goals. We encourage like-minded people to enquire to volunteer with us.

We thank each and every one of our volunteers for their generous time, commitment and wonderful contribution to our services. Without our volunteers, we would not be able to provide support to the families and individuals that we do. Thank you for your support in building thriving communities. We appreciate you all.



# MARIO'S STORY

"The feeling of making a difference in someone's life, even in a small way, is truly indescribable. Witnessing the relief and gratitude from the people affected is an incredibly humbling experience."

Mario is our Chief Development Officer at CatholicCare Victoria, and volunteers in our Emergency Relief program. As part of his volunteer role, Mario calls people who are experiencing financial crisis and listens to their stories, to help them access the help they need.

"As a volunteer, I have the unique privilege of connecting with individuals who are in desperate need of financial assistance. It is during their most vulnerable moments that I have the honour of providing them with some support they require," says Mario.

"One of the aspects that makes CatholicCare Victoria truly exceptional is the dedication and support provided by the Emergency Relief services staff. They work tirelessly to ensure that the needs of both volunteers and clients are met promptly and efficiently," says Mario.

"I am incredibly grateful to be part of such a compassionate and responsive team."

# CHAMAL'S STORY

"The students that I'm supporting come from varied backgrounds and varying level of life experience. So while it seems like I might be helping them, in return I'm also learning from their life experience as well. It's just amazing."

Chamal Gomes began volunteering with our Clemente program straight out of university at the age of 26. Two years later, he continues to support students in the program as they work towards graduating from their Liberal Arts course at Australian Catholic University. And he has no plan of slowing down!

"One of the main reasons why I got into Clemente is because, while I was privileged enough to get a good education, I realised not everybody is as privileged to get that. And being able to help people in that situation is so rewarding."

Clemente is a transformative higher education program for adults who have experienced significant disadvantage; supporting them to build self-esteem, develop essential life skills, and get their life back on track.

"When you go out and volunteer and see people from different backgrounds with different challenges, and you are able to make a difference in their life, it's very impactful." "Because if you manage to help somebody graduate from the program, it's a big, big milestone for them in their life. And I can see their smile on their face during their graduation."

"It is amazing when you see that, because they often have kids who look up to them. And being able to help them as a parent, succeeding in life and being a good role model for their kids... It's not only them I'm helping, but their entire family, which is a very rewarding feeling."

"Getting to know other people from other volunteering backgrounds has been a really great benefit for me from this program too, because it just pushes you to get out of your comfort zone and say, okay, let's try to do more. Meeting these people actually motivates me to do further and hence why I signed up for other volunteering programs."

"When I started in the Clemente program, I found myself thinking, 'would I be qualified enough to help these students out?' But it turns out it's just an overall amazing experience."



#### **STUDENT PLACEMENT**



#### "I couldn't have asked for a better mentor than Nestor. He's got so much experience in the field, and it's incredible to be able to learn from him."

This year we were delighted to welcome Sebastian into our Community Kitchen program, as he completed his student placement through The Gordon at our CatholicCare Victoria Settle Well program in Geelong. During his placement, he worked alongside Nestor Estampa, Family Counsellor, who runs CCV's Settle Well program.

The Community Kitchen program has run for six years with the purpose of providing students from refugee backgrounds with career skills in hospitality, community connection, and an opportunity to build confidence and English language skills.

This year, participating students came from the Geelong English Language Centre, North Geelong Secondary College, Northern Bay College, St. Joseph College and Sacred Heart College.

Sebastian hosted the program each week with

students, and worked behind the scenes to ensure the program ran smoothly.

"The kids choose what they want to cook the week before, and then we get the ingredients donated from the food relief centre just around the corner. I definitely didn't know how to cook when I was their age. In fact, I'm kind of learning from them," says Sebastian.

"I've done quite a bit of traveling throughout my teens and early twenties and most of the places that I've traveled are developing countries. Seeing the contrast and knowing that there's so much opportunity here [in Australia], it just sort of made sense to me that people deserve the same opportunities that I've had. I want to help to give them that."

Student placements at CatholicCare Victoria are a great way to experience working in the social services sector, build new skills, and gain career pathways or opportunities.

In FY23 we supported students with placements in our refugee and asylum seeker programs, and in our school counselling services.

# **ENGAGEMENT**

We empower schools and parishes to give back to people in need, and educate them on the support services available for their community,

Throughout FY23 our Engagement Coordinator and Engagement Adviser were invited to 20 schools across Victoria, to present on topics including social justice, CCV's service offerings, and mission in action.

We value our partnerships with schools and find it incredibly rewarding to be connectors and enablers for charity.

"One school engagement which has really stuck with us, is our engagement with Marymede College," says Kalma, CCV Engagement Coordinator.

"In Term 4 of 2022, a teacher from Marymede contacted us, asking how to best donate the \$200 her house of students had raised. We liaised with one of our Refugee Child and Family Case Workers, and discovered that our homework group students in primary and secondary school needed stationery for 2023. And so Marymede put their fundraising towards the purchase of that stationery."

Marymede College soon returned with a further \$256 they had raised, wanting to know how they could specifically assist Asylum Seeker families.

"We met with the coordinator of our Asylum Seeker Support Program (ASSP) and they identified two large families, with nine children between them, who were struggling financially and had no disposable income to buy Christmas gifts for their kids. Marymede agreed to support these families, the rest is history!"

Our ASSP Coordinator met with the mothers of the two families, and asked what gifts each of their children wanted. This list was provided to Marymede College, and they purchased the kids' gifts along with additional gifts for the mothers, "as they always place themselves last in their sacrifices for their family," said our ASSP Coordinator. Marymede students wrapped the gifts, and wrote letters to each of the children. They were then delivered to the families before Christmas.



Marymede College donated a further \$2,409 to CatholicCare Victoria before the end of 2022, to support more families in need. We thank Marymede College for making a significant difference to the lives of many families.

"Another notable engagement occurred with an invitation from a secondary school in the western suburbs of Melbourne, Catholic Regional College Sydenham. This school was holding a dinner fundraiser with all proceeds to go to Catholic Care Victoria," said Kalma.

Kalma gave a presentation at the event, and met a couple in attendance who had been generously donating to CatholicCare Victoria for over 30 years.

The evening raised \$1,450 for CatholicCare Victoria's support services. We thank Catholic Regional College for their continued support of our vision and mission.

Our Engagement Coordinator and Engagement Adviser also presented to Catholic parishes and organisations, including the Association of Pastoral Ministry Leaders in the Archdiocese of Melbourne, and the Sandhurst Diocese Director of Mission and Pastoral Life and their team.

We thank schools and parishes for joining us in our mission to disrupt disadvantage and to create thriving communities for all.

#### **5** FUNDRAISING

It is through the generosity of others that we are able to create innovative new support services, and expand supports into regions of need across Victoria.

At CatholicCare Victoria we offer a vast range of supports, and with this variety comes the challenge of enabling donors to contribute towards the areas that matter most to them.

With this in mind, in 2023 we created four 'fundraising hubs' with which our community can donate to: Families and Individuals, Youth, Multicultural, and Homes.

These hubs signify CatholicCare Victoria's key impact areas, where our goal is to build thriving communities and disrupt disadvantage.

We are so incredibly grateful for the generous donations we received in FY23 to support people in need. We thank everyone who has donated to our cause, especially during this difficult economic climate. Every donation makes a difference.

In addition, we thank all schools and parishes who have run fundraising appeals in support of our mission and vision. The community spirit of compassion and inclusivity is wonderful to see amongst our school and parish communities.

# SCAN TO DONATE TODAY







# **MARYAM'S STORY**

It was an exceptionally special moment for Maryam\* when she received a call from our team inviting her and her family to receive brand new shoes, courtesy of a donation from a store in Mansfield.

CatholicCare Victoria's Asylum Seeker Support Program (ASSP) provides practical support to families around Victoria who are currently seeking asylum in Australia.

ASSP families are often doing it exceptionally tough, many have 'no work' conditions on their visas and little access to government services. They rely on goodwill and programs like ASSP just to cover their essential needs.

So a pair of new, clean, unworn shoes still in the box? That is a gift of dignity.

It's no wonder that when Maryam came with her kids to pick up her new shoes, she brought the team a gift. A small, hand-made flower. A simple token, made of pipe-cleaners and a chocolate wrapper. A meaningful gift, given to communicate a deeply grateful heart.

Maryam and her family have been supported by CatholicCare for several years now. They have no

work rights and receive minimal support from the government. After receiving their new shoes, Maryam returned to the team and said, "I don't know where I would be without CatholicCare's help. I've got a little bit of money saved up, can I give it to CatholicCare to help other people?"

Wanting to honour this precious gift but also knowing their need our worker replied, "thank you so much, but hold on to it for now because we don't know what will happen next for you. Your turn will come though – when you're past this experience, you will have the opportunity to help others in the same way."



# **DONOR IMPACT STORY**

"Most of our married life we donated to what was the Catholic Family Welfare Bureau. We've been married 55 years now."

Pat and his wife have had a rich history in supporting the work of CatholicCare Victoria, and he recently shared his story with us:

"I found out about CatholicCare I think just through the church - through Sunday Mass we got to learn about their activities and people were asking for donations at the time. It was a way of just helping families that were struggling."

"It just is part of the Catholic belief, helping people who are struggling and worse off than myself." "I actually used to go around to the churches and volunteer for CatholicCare church appeals - at Sunday Masses you'd go to a parish to speak, and attend the whole three or four Masses [for the weekend]."

"There's always people on the margins for some reason or other struggle. Perhaps they just have a bit of bad luck in their life or they're not good with money or they get a few you know, personal issues like mental health issues and sometimes dependency on substances and things. And, you know, they have a real struggle. And I think it's just always good that people who are a bit better off and have a bit more luck in their lives can help them a bit."

#### **MISSION IN ACTION**

Our work and mission at CatholicCare Victoria is inspired by Catholic Social Teaching, as we continue to enable transformational personal and social impact in partnership with individuals, families, and communities.

Our CatholicCare Victoria family, in all its diversity, walk with families and individuals as they journey difficult paths to a brighter future. As Jesus did, we walk with people on the margins, the forgotten, the lonely, and those who have lost hope.

We work to restore this hope and empower each and every individual to live life, and to live it to the full.

We are grateful for those who walk alongside us to support communities in need, and who are dedicated to building thriving communities by our side.

#### The Heart of Education: A Beacon of Hope

Victoria's schools stand as beacons of hope, not only for academic growth but also for their unwavering commitment to social responsibility.

The importance of Catholic education in shaping compassionate individuals cannot be overstated. In the past year, schools have passionately embraced fundraising and other social justice initiatives, channeling their collective efforts towards causes that directly impact families and individuals facing adversity.

Their endeavors have been instrumental in sustaining and expanding our programs that address the diverse needs of the community.

#### Parishes as Pillars of Support

Catholic parishes across Victoria continue to provide support to our mission through both fundraising initiatives and partnerships.

In collaboration with the Catholic parishes of Camberwell, Balwyn, Deepdene, Surrey Hills and Wattle Park, this year we have continued to enable the successful settlement of asylum seekers through our Asylum Seeker Support Program.

These parishes have emerged as strong pillars of support, providing affordable and safe accommodation for asylum seekers as they navigate the complexities of settling into life in Victoria.

The program has become a shining example of the power of community collaboration in fostering a welcoming and inclusive environment for those in need.

Through the dedication of parish communities, we have been able to offer not just physical shelter but also emotional and social support to asylum seekers, helping them rebuild their lives with dignity and resilience.

We also acknowledge the significant fundraising initiatives of Catholic parishes across Victoria during our Sunday Appeal and Pastoral Care Appeal, and the compassion and generosity parish communities have shown in response to these appeals.

#### Pastoral Care in Hospitals and Prisons

Loss of hope and feelings of abandonment are commonplace in both hospitals and prisons across our state. Our Catholic Chaplains walk with those in prison as they prepare to return to society, and they provide a comforting presence as people near their end of life. Our pastoral care services provide compassion and hope to people in their greatest time of need.

#### Our Journey to Reconciliation

Towards the end of FY23, CatholicCare Victoria formally registered interest with Reconciliation Australia for the development of a Reconciliation Action Plan (RAP).

CatholicCare Victoria will kick off our RAP development in FY24 with a Reflect plan. This plan will guide us in scoping and developing relationships with Aboriginal and Torres Strait Islander communities, deciding on our vision for reconciliation and exploring our sphere of influence.

This year, we also stood in solidarity with Aboriginal and Torres Strait Islander communities for a YES vote in The Voice Referendum. In May 2023, CatholicCare Victoria released a Statement of Support for The Indigenous Voice to Parliament:

CatholicCare Victoria wholeheartedly support the establishment of an Indigenous voice to Parliament. Recognizing and amplifying the voices of Indigenous peoples is essential for fostering genuine reconciliation, inclusivity, and respect in our society.



#### **OUR LOCATIONS**

#### Our practices •

Geelong

Hamilton

Gunditj Mirring

Ballarat FRC
Ballarat (Head Office)
Ballarat Bridge Mall
Bendigo
Dandenong
Daylesford
East Melbourne
Echuca
Epping
Footscray

Horsham Melton Mildura Pakenham Peplow House Ringwood

**Outreach: Correctional Centres** 

**Beechworth Correctional Centre** 

Dame Phyllis Frost Centre

**Fulham Correctional Centre** 

**Hopkins Correctional Centre** 

Malmsbury Youth Justice Centre Marngoneet Correctional Centre Melbourne Assessment Prison

Gunaikurnai

**Dhurringile Prison** 

Langi Kal Kal Prison

**Loddon Prison Precinct** 

**Barwon Prison** 

Shepparton
Swan Hill
Traralgon

Wangaratta (NEW!)

Warragul Warrnambool

> Dja Dja Wurrung

Wadawurrung

Eastern Maar

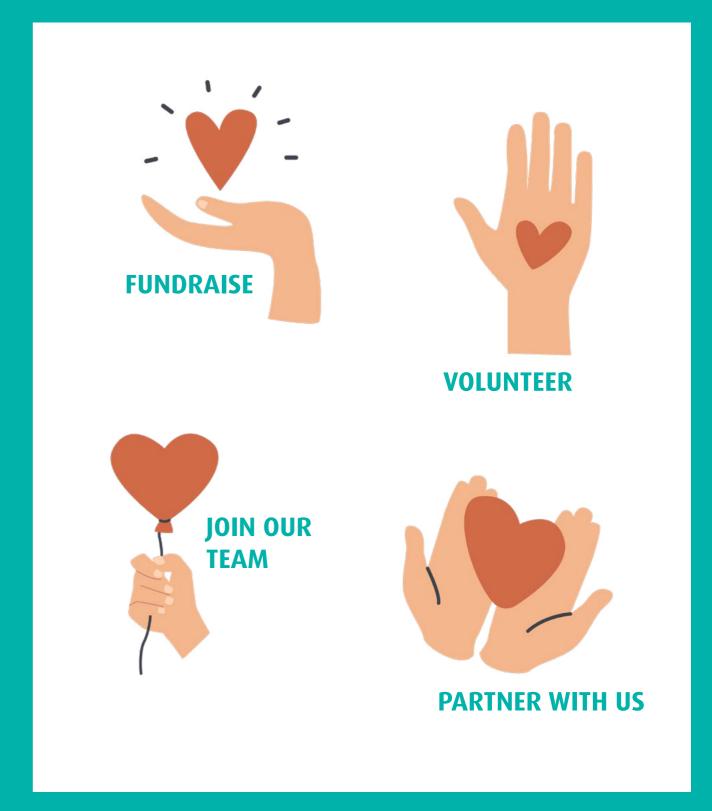
# Melbourne Youth Justice Centre Metropolitan Remand Centre Port Phillip Prison Ravenhall Correctional Centre Tarrengower Prison Yorta Yorta Nation

Taungurung

# **GET INVOLVED**

The positive impact we have on Victorians in need, is only achieved through collaboration with others. Collaboration is one of our five values at CatholicCare Victoria, because we know we can achieve so much more together than we could alone.

We encourage everyone to get involved in supporting our Victorian community, whether it's through generous donations of time, skills or funds; working as part of our team; or partnering with us for greater impact. Visit our website to discover how you can get involved: <a href="https://www.catholiccarevic.org.au">www.catholiccarevic.org.au</a>



# **IS FINANCIAL REPORT**

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2023	2023 (\$'000)	2022 (\$'000)
Revenue	(+ 555)	(4 000)
Federal Government Funding	22,057	19,590
State Government Funding	36,043	25,386
Operating Grants non-government	1,247	985
Fundraising and Bequests	3,228	2,175
Fess and Other Income for rendering services	5,464	4,993
Other operating revenue	2,437	6,170
Other revenue (including investment and rental revenue)	1,797	781
Total Revenue	72,273	60,080
Operating Expenses		
Employee benefits expense	41,249	37,978
Program costs	2,948	2,022
Occupancy costs	1,475	1,067
Depreciation and amortisation	2,467	2,141
Administration costs	9,350	9,686
Total Expenditure	57,489	52,894
Results from operating activities	14,784	7,186
Unrealised gain/(loss) on revaluation of financial instruments	133	(188)
Acquisition of Open Doors Counselling	1,426	-
Gain on valuation of land and buildings	-	3,378
Non Operating Activities	1,559	3,190
Total Comprehensive Income	16,343	10,376
Included in the results are the following grants received by Car	tholicCare V	ictora/
Housing.		
Non Operating Activities	1,559	3,190
Government Capital Housing grants	-	1,800
Government grants - Social Housing Growth Fund	14,381	4,730
Net Operating Result	403	656

This result reflects the ongoing challenge that funding arrangements continue struggling to keep pace with rising inflationary costs. During the year the result was impacted by wage increases of 4.6%, an increase in The Superannuation Guarantee Charge 0.5%, a further rise in WorkCover premiums and the lack of labour resources in the market. All things considered the consolidated entity performed well in an environment of uncertainty.

The year concluded with a net operating surplus of \$0.403m (2022: \$0.656m) after deducting grants attributable to social housing (\$14.3m), non-operating revenue (\$1.6m) which includes the acquisition of Open Doors Counselling. During the year the CCV exited the Residential Care Service and Victims Assistance Program (Barwon South-West) and welcomed Open Doors Counselling.

Despite the challenges CCVs mission and purpose to disrupt the cycle of disadvantage remains steadfast as we continue to work on our strategic initiatives, finding new growth opportunities, and investment in new technology and process improvements.

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.

STATEMENT OF FINANCIAL POSITION	2023	2022
AS AT 30 JUNE 2023	(\$'000)	(\$'000)
Assets		
Current Assets	45.620	46.405
Cash and cash equivalents	15,638	16,425
Trade and other receivables	3,180	3,761
Financial assets	15,430	10,698
Other assets	972	756
Total Current Assets	35,219	31,640
Non-Current Assets	05.565	22.125
Property, plant and equipment	35,565	22,186
Right of use assets	5,460	2,191
Intangibles	67	163
Total Non-Current Assets	41,092	24,540
Total Assets	76,311	56,180
Liabilities		
Current Liabilities		
Trade and other payables	3,998	4,424
Lease liabilities	1,248	1,112
Borrowings	760	3,360
Employee benefits	5,544	4,783
Other liabilities	9,958	7,316
Total Current Liabilities	21,508	20,996
Non-Current Liabilities		
Lease liabilities	4,589	1,180
Employee benefits	635	380
Total Non-Current Liabilities	5,224	1,561
Total Liabilities	26,732	22,556
Net Assets	49,579	33,624
Equity		
Reserves	7,120	7,178
Accumulates surpluses	42,459	26,446
Total Equity	49,579	33,624

#### **ACKNOWLEDGEMENTS**

#### **Major Partners**

Archdiocese of Melbourne Archdiocese of Hobart

Catholic Care Victoria Housing

CatholicCare Victoria Tasmania

Diocese of Ballarat Diocese of Sale

Diocese of Sandhurst

#### Government

Attorney General's Department (Federal) Central Highlands Homelessness Alliance

City of Ballarat

City of Brimbank

City of Greater Geelong

City of Melton

**Dandenong Council** 

Department of Employment and Workplace

Relations (Federal)

Department of Families, Fairness and Housing (State)

Department of Health (State)

Department of Health (Federal)

Department of Home Affairs

Department of Justice and Community Safety (State)

Department of Premier & Cabinet (State)

Department of Social Services (Federal) North Western Melbourne Primary Health Network

Western Victoria Primary Health Network

#### Community

AFL Barwon

Australian & New Zealand Mental Health Association

Australian BPD Foundation

Australian Catholic Housing Alliance (ACHA)

Australian Council of Social Service

Australian Healthcare & Hospitals Association (AHHA)

Barwon Adolescent Task Force (BatForce)

Barwon Community Legal Service

Barwon Health

**Brophy Family and Youth Services** 

Carers Victoria

Catholic Social Services Australia

Catholic Social Services Victoria

CatholicCare Wilcannia-Forbes

Centre for Excellence in Child and Family Welfare

Centre for Multicultural Youth

CFA Belmont Fire Brigade

Community Housing Industry Association

(CHIA) Victoria

Council to Homeless Persons (CHP)

Families Australia - Associate Membership

Family Relationship Services Australia (FRSA)

Foodbank Victoria

Foundation House Victorian Foundation for the Survivors of Torture and Trauma

#### Community (continued)

G4S

Geelong Cats

**Geelong Magistrates Court** 

**GEO Group Australia** 

Good Shepherd Australia New Zealand

headspace Ballarat

**MacKillop Family Services** 

Magistrates' Court of Victoria

Mental Health Australia

Mental Health Foundation Australia (MHFA)

Mental Health Victoria

Multicultural Australia

National Disability Services (NDS)

No to Violence

Parishes across the Catholic Archdiocese of Melbourne

and the Dioceses of Ballarat, Sale and Sandhurst

Primary Health Network North West Melbourne

Settlement Council of Australia (SCoA)

Spiritual Health Association

St John of God Healthcare

The Salvation Army

**Uniting Ballarat** 

**Uniting Housing** 

Uniting Vic. Tas VECCI

Victoria Police

Victorian Association for Restorative Justice

Victorian Council of Social Service (VCOSS)

Victorian Multicultural Commission

Villa Maria Catholic Homes

Women's Resource Information and Support Centre

Youth Affairs Council of Victoria (YACVic)

Youth Affairs Council Victoria

#### Corporate

Access EAP

Achemar Advisory

**British Standards Institution** 

Catholic Church Insurance

Catholic Development Fund

Gadens

Melbourne Portrait Photography

Mercy Health

National Bank of Australia

Ntegrity

**Partners for Purpose** 

PIXO

**Precision Fundraising** 

**Quality In Performance** 

Rainbow Health Australia

Reconciliation Australia

Standards and Performance Pathways

Toorak Ecumenical Churches Opportunity Shop

#### **Education**

Australian Catholic University

Deakin University

Diocese of Ballarat Catholic Education

Diocese of Sale Catholic Education

Diocese of Sandhurst Catholic Education

Melbourne Archdiocese Catholic Schools

Melbourne Business School

Monash University

North Geelong Secondary College

Northern Bay College

RMIT

St Anthony's Primary School, Melton South

Swinburne University

The University of Melbourne

Victoria University

Victorian primary and secondary schools

#### Gift In Wills

Estate of Georgena E Bradshaw

Estate of Peter Corcoran

Estate of Gillian J Dalton

Estate of Maureen Elizabeth Hannan

**Estate of Boyd Francis Higgins** 

Estate of Denis Stanley Klein

Estate of Keith Drysdale McQualter Trust Estate of Richard John Reardon

Estate of Angela Maricia Ridsdale

Estate of Doreen M Schwab

Estate of Warren Ross Sloan

Estate of Margaret Veronica Smith Estate of Cornelia Sullivan

Estate of Margaret Mary Williams

Estate of Samuel Wilson

#### **Trusts And Foundations**

Anthony Costa Foundation

Australian Communities Foundation

Australian Philanthropic Services

**Ballarat Foundation** 

Camberwell, Balwyn, Deepdene, Surrey Hills and

Wattle Park parish

Catholic Diocese of Ballarat Foundation

CCI Giving

**Geelong Community Foundation** 

Give Where You Live

GreaterGood

Lord Mayor's Charitable Foundation

Perpetual Philanthropic Services

The Noel and Carmel O'Brien Family Foundation The Oueen's Fund

And all individual donors who support us to provide

compassionate care to Victorians in need. We would like to also acknowledge donors who were previously supporting Open Doors, who are now supporting CatholicCare Victoria since their integration.

Thank you to everyone who contributes to our mission of building thriving communities.

Your impact is helping to disrupt the cycle of disadvantage for Victorians in need.





#### **6** LETTER FROM THE CHAIR Neil jens

#### As I reflect upon the past year at CatholicCare Victoria Housing, it is with a sense of pride and accomplishment that I address you in this annual report.

The journey we've embarked upon has been one of transformation and growth, and I am pleased to share some of the remarkable achievements that have defined our path.

Our decision to transition from Centacare Housing Services to CatholicCare Victoria Housing signifies more than a mere change in name. It underscores our expanded commitment to providing housing services across Victoria, transcending geographical confines to extend our impact to a broader community.

One of the cornerstones of our accomplishments has been the expansion of our building program. Through strategic applications for funding from the Social Housing Growth Fund Regional

Round, we successfully initiated four new projects in Mildura, Shepparton, Bannockburn, and Wendouree. These four projects expand our building program from an initial projection of 148 in the previous year to impressive tally of 270.

A significant milestone this year was the completion of our first development in Delacombe. The Minister for Housing and other dignitaries, tenants and neighbours joined us to celebrate the completion of the new homes. The swift tenanting of all dwellings upon completion attests to the pressing need for accessible, quality housing within our community.

Beyond bricks and mortar, our commitment to tenant empowerment and community support remains steadfast. As we facilitated the transition of tenants into their new homes, the generosity of the Ballarat Catholic Development Fund enabled us to provide essential items and white goods. The positive response from our tenants showed the profound impact that a stable living environment can have on their lives.

Amidst economic uncertainties, our commitment to providing affordable housing for vulnerable individuals and families remained unwavering.

With 11 projects currently in various stages of development, we stand poised to create meaningful change in even more communities. We remain resolute in our determination to deliver projects that transform lives, despite the challenges posed by rising construction costs.

I would like to congratulate Fiona Williams on an outstanding year. She has moved into the role exceptionally well and I know the board is delighted with her leadership of the organisation. Ricki Vinci our new CFO has also settled into the role well. After an initial "baptism of fire" she has done an enormous job to bring the financials into order. Kathy Samuels and Jodie Howell in the tenancy team continue to grow into their rapidly expanding portfolio and are doing a wonderful job dealing at the coalface with those in urgent need of housing.

None of our accomplishments would have been possible without the dedication and collaboration of our team.

The Project Control Group (PCG) has been instrumental in overseeing our construction endeavours, and our board has demonstrated unwavering commitment to our growth. Tony Gallagher has been an exceptional chair of this committee and we are deeply appreciative for his commitment to the building of 270 new homes around Victoria, his leadership, chairmanship and knowledge of the industry.

To all involved, I extend my heartfelt gratitude for your tireless efforts.

Our Board has once again performed an incredibly valuable role in guiding and supporting our new CEO in her efforts to grow CatholicCare Victoria Housing into a sustainable business. They all make significant contributions in terms of time and energy to making sure that we grow to fulfill our mission and vision.

I would like to thank each member for their great contribution and the many hours they have generously contributed to our success. In particular I must mention the enormous

contribution from Kevin Murnane who stood in for me whilst I was away and his work in the area of Finance, Risk as well as being an active board member on the parent board. We also welcomed Frank O'Connor to our Board. Frank was nominated as an additional representative by the CatholicCare Victoria Board. I welcome Frank's experience in having been a member and chair of the Housing First Board.

I'd also like to acknowledge and farewell Ken Marchingo. Ken has been an advisor to our Board for a couple of years now. He has brought his deep knowledge of the community housing sector as well as his sense of humour to the role. I personally sought his counsel on a number of occasions and thank him for the support he gave to use all. His presence will be missed.

In conclusion, the past year has reinforced our commitment to making a meaningful impact in addressing homelessness and providing stable housing to those in need. As we navigate the road ahead, we do so with a renewed sense of purpose and determination.



Minister for Housing and MP Member for Wendouree, Delacombe







# JUDY'S STORY

When Judy\* experienced a change in her financial circumstances, she had no other option than to move into her parents' home. But with insufficient space to reside together, significant strain was put on their relationships.

CatholicCare Victoria Housing became aware of Judy's need for accommodation when overcrowding was leading to relationship breakdown with her family.

This year, Judy moved into one of our new homes in Delacombe.

Judy attended the official Delacombe housing opening, where she shared with us what a difference moving into her new home had made to her life. Her family also echoed this on the day, saying that her new home had given her a greater

level of independence and they couldn't believe the change in her since moving in.

The family said she was happy and had become more independent and less reliant on them, and they could see what a positive impact the home had on her.

Now a few months on, Judy says that having her own place has "helped her whole wellbeing, it has provided her with security and also provided her with somewhere that she can live permanently and call home."

Judy has thoroughly enjoyed living in the Delacombe complex and finds it a beautiful place to live. She told us that the location is amazing as it is close to shopping centres and all the services she needs to access. Judy is an example of what a difference our homes can make and why we do what we do.

#### **55 THE CATHOLICCARE VICTORIA HOUSING BOARD**

#### Neil Jens Chairperson

Neil Jens is a former valuer and real estate agent. Commencing a new business in 1986 the business grew to operating 8 agencies across regional Victoria and in addition



operated a franchise arm also with businesses across regional Victoria. He has been a board member and chair of many organisations including numerous not for profit organisations. These included Chair of CAFS Ballarat (welfare), Chair of the Conservation Volunteers Australia (environment), and Chair of The World Conservation Volunteers (environment). He is still actively involved in property development. He has been on the board of CCVH for 5 years and is now in his second term of 3 years as chair.

# George Housakos Director

George is a Managing Director and National Housing Lead within PwC's Integrated Infrastructure practice. George's professional background includes more than 25



years working in the housing sector for private developer, not for profit and consultancy services.

He regularly advises public and private sector clients on a range of housing issues such as strategy, operating models, financial, operating models, regulatory and commercial issues. He has extensive experience in strategic development, stakeholder engagements and assessment, working with clients at all levels of government, private, not for profit to apply national housing evidence-based approaches to support new housing products, and reviewing, designing and supporting the implementation of new business models for efficient and effective service delivery.

#### Nick Callinan AO BE, MBA Director

After early experience as an engineer with GHD, Nick joined Cummins Engine Company and became CEO of its Australasian operations.



He left to set up one of the pioneering venture capital companies in Australia in the mid-80s. His firm, Advent Limited, was listed on the ASX. In the mid-90s, he left Australia to establish private equity operations in Central & Eastern Europe and later in North Africa. Returning to Australia, he continued his interested in growing organisations, serving on company boards and not-for-profits. He received the Order of Australia in June 2016. Nick brings to CatholicCare Victoria Housing his long experience with rapidly growing organisations, with finance, funding and governance. Nick attended Xavier College and Melbourne University. He lives in East Melbourne with his wife Elizabeth. They have two sons.

# Stephen McArdle

Director

Stephen brings extensive finance experience and local knowledge to the CatholicCare Victoria Housing Board, having owned and managed a large accounting firm in Ballarat for many years.



Stephen has served for many years on the Loreto Board and Finance Committees, along with the CEOB Audit and Risk Committee. Stephen is also a Member of the DOBCEL Board aoffering his finance expertise.

Stephen holds both CPA and CA membership. Stephen is also a member of CatholicCare Victoria Housing's Finance Committee and a member of the Project Control Group for the CatholicCare Victoria Housing Board.

Stephen enjoys spending quality time with his family and has a keen interest in Fly Fishing and his Canaries.

# Kevin Murnane Director

Kevin holds a Diploma of Business Studies, is a Fellow of the Institute of Chartered Accountants, a registered Tax Agent and a former registered Company Auditor.



Kevin brings to the Board strong skills in finance, governance, systems development and implementation, business acumen and critical thinking.

Kevin is chairperson of the Finance Committee, a member of the of the Risk and Compliance Committee, a member of the Project Control Group for the CatholicCare Victoria Housing Board and a CatholicCare Victoria Board representative on the CatholicCare Victoria Housing Board.

**Tracey Sisson** 

Director

Tracey Sisson is a Lawyer, a sole practitioner trading Consult Legal. She brings expertise in both construction and commercial law, together with financial



acumen following 20 years practising as an accountant and tax agent, to the CatholicCare Victoria Housing Board.

Tracey is a Director on the boards of Melbourne Theatre Company Foundation and the Stephanie Alexander Kitchen Garden Foundation. She is a former Director of the Law Institute of Victoria.

Tracey holds a Bachelor of Economics (Monash) and a Master of Laws (Monash).

Tracey was appointed to the CatholicCare Victoria Housing Board in August 2021. Tracey also Chairperson of CatholicCare Victoria Housing's Risk and Compliance Committee.

# Frank O'Connor Director

Frank is a highly skilled and experienced leader with specific expertise in governance coupled with an extensive executive management background in information technology



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and corporate services. His core skills are leadership and governance and these have been clearly demonstrated over many years. He is a Graduate of the Australian Institute of Company Directors and is currently Chair of a Residential Aged Care facility and a Director of the Fr Bob Maguire Foundation.

Social Housing is also an area where Frank has a strong background, having Chaired HousingFirst from 2013 to 2020. During that time, HousingFirst has gone on to become one of the largest and most successful Community Housing organisations in Australia with over 2,000 housing units (current stock and existing projects) and additional project proposals for significant numbers of social housing units. Frank is a CatholicCare Victoria representative on the CatholicCare Victoria Housing Board.

and his Canaries.





#### **CHILD SAFETY**

CatholicCare Victoria is committed to being a Child Safe organisation.

We are committed to ensuring the safety, wellbeing and dignity of all who use our services. We particularly seek to create conditions that reduce the likelihood of harm to children.

We welcome all children and young people, including First Nations people, those from diverse cultural and linguistic backgrounds, faiths and spiritualities; people with disabilities; people from LGBTIQA+ communities; people of all ages; those with lived experience or caring responsibilities; and those impacted by social and financial disadvantage.

CatholicCare Victoria is committed to providing a culturally safe environment for all children and young people. Especially the children and young people from First Nations communities.

We have zero tolerance of all forms of abuse and we will only partner with similarly committed organisations.

# www.catholiccarevic.org.au

At CatholicCare Victoria, we respect everyone who comes to us for help. Many are working towards a fresh start in life.

So while the stories and quotes are true, some names and images have been changed to protect their privacy.

\*Pseudonym (fake name) used to protect the privacy of the families and individuals we work with.

^Stock photo used to protect the privacy of the families and individuals we work with.