

ANNUAL REPORT

2022



ACKNOWLEDGEMENT OF COUNTRY

CatholicCare Victoria acknowledges the Traditional Custodians of the lands and waters of Victoria. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander People.



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TRANSFORMING LIVES AND COMMUNITIES



ABOUT US

At CatholicCare Victoria we're committed to empowering communities and building strength and resilience, to enable everyone to reach their full potential and live life to the full.

We deliver excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, homelessness services (crisis, transitional and outreach), employment and advocacy services across dozens of office locations, delivery sites and outreach locations throughout Victoria.

Our support services are available to all individuals or groups regardless of race, religious beliefs or economic status.

In 2021, Centacare Ballarat, CatholicCare Melbourne Gippsland and CatholicCare Sandhurst came together as CatholicCare Victoria to enhance and strengthen service provision to the vulnerable and marginalised, facilitating improved coordination and greater choice for clients. This amalgamation has also enabled us to amplify scale and reach to sustain and grow services, and will enable a greater focus on addressing the root causes of poverty and injustice across Victoria.

**At CatholicCare Victoria, 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, names and images have been changed to protect their privacy.*

OUR VALUES MISSION AND VISION

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.

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.

OUR VALUES

Respectfulness

We value people for who they are and recognise what they are doing. We interact with others honestly and in a positive, considerate, and caring manner.

Inclusivity

We welcome everybody, working to enable everyone to feel like they belong and have a place - from a face to be seen and a voice to be heard.

Compassion

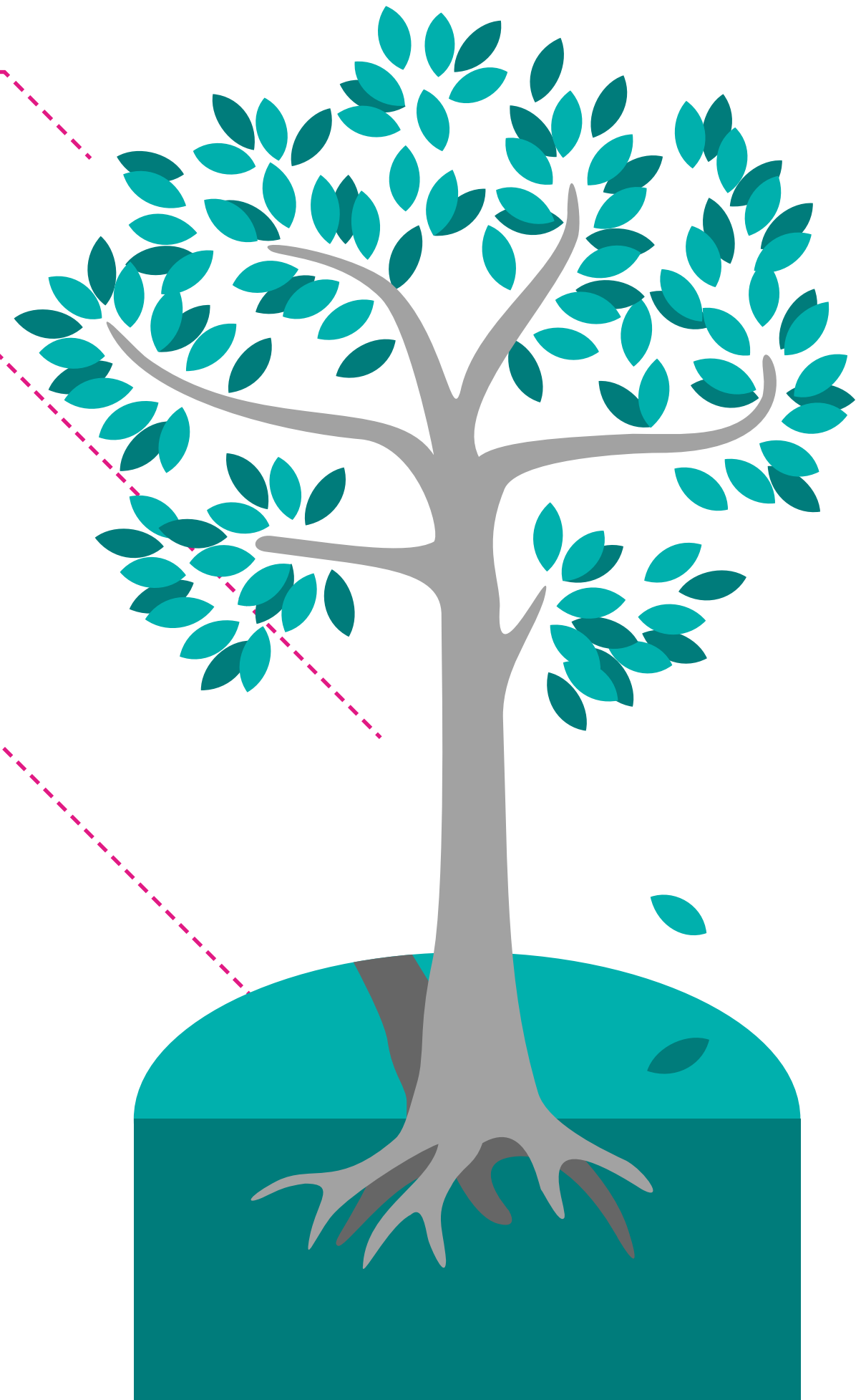
We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.

Integrity

We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promises.

Collaboration

We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.



FROM THE BISHOPS



CatholicCare Victoria has had an extraordinary first year, helping to re-organise and offer a state-wide approach to the Church's mission to the poor and the vulnerable, after the heart of Jesus. We have had a time of re-focus and strategic planning, guided by Our Lord.

Then he looked up at his disciples and said:

*"Blessed are you who are poor,
For yours is the kingdom of God.
Blessed are you who are hungry now,
For you will be filled.
Blessed are you who weep now,
For you will laugh."*

Luke 6:20-21

We must do our work focused on Jesus, whose eyes looked to heaven and whose heart burst with love for the poor. He modelled the path of care and showed us how to meet the needs of those among our neighbours, and this is the shape of CatholicCare Victoria's work in our state and in the years ahead.

A huge thanks to all of the CatholicCare Victoria community for giving your heart and work to this beautiful and challenging Christian mission here in Victoria!

Most Rev Peter A Comensoli
Archbishop of Melbourne

There is a statement on our CatholicCare Victoria website that says, "We're here for you when times are tough, at every age – and every stage". I rejoice that CatholicCare Victoria lives this commitment through the many services provided in our diocese of Ballarat and throughout Victoria.

We began offering social services on a diocesan level in 1977 with the launch of Ballarat Diocesan Family Services. I give thanks that these services have grown to respond to a whole variety of needs around our diocese, from Ballarat to Warrnambool to Horsham to Mildura to Swan Hill. I also give thanks that the services in our diocese are now so closely linked with services throughout Victoria, following the launch of CatholicCare Victoria at the start of 2021. We can now offer counselling, for example, to people across the state, as they face a wide spectrum of challenges, such as those of personal growth, relationships and family, parenting, anxiety and depression, domestic violence, loss and grief. There is crisis support for those affected by bushfires or floods. There is emergency financial support and help with housing. I am delighted that CatholicCare Victoria continues the caring ministry of Jesus for people in need across all the dioceses of Victoria.

Most Rev Paul Bird CScR
Bishop of Ballarat

The ongoing mission of CatholicCare Victoria remains a central outreach in the Diocese of Sale, especially to those individuals and families who seek support in times of great vulnerability, isolation and distress.

The care provided through CatholicCare Victoria enables people of all ages and backgrounds to be accompanied by skilled professionals whose empathy and understanding creates a space to enable empowerment and clarity to emerge. Such a way of accompaniment is at the heart of the Gospel and has the capacity to heal wounds and restore hope.

Our unity in CatholicCare Victoria enables us to walk with one another, to encounter the other and to live the mission entrusted to the Church. In Gippsland, family counselling services, community engagement, prison ministry, ongoing support in bushfire recovery and emergency relief are among just some of the ways this public advocacy touches the lives of people.

May the vision of CatholicCare Victoria continue to be embedded across Victoria, so lives may be renewed by hope, purpose and meaning.

Most Rev Greg Bennet
Bishop of Sale

I congratulate all involved in CatholicCare Victoria for the progress that has been made in integrating the staff and operations of its three predecessor organisations. This has been a complex and challenging task, especially as staff and clients continue to be impacted in a range of ways by Covid. Throughout this period, the organisation's focus has remained clearly on showing the love of God for all people, respecting the dignity of its clients, and striving to enhance their capacity to flourish in our community.

Most Rev Shane Mackinlay
Bishop of Sandhurst



CEO & CHAIR'S REVIEW



COMING TOGETHER

Bringing Centacare Ballarat, CatholicCare Melbourne Gippsland and CatholicCare Sandhurst together to form CatholicCare Victoria (CCV) was a ground-breaking project. It has enabled us to serve more clients in just the first six months than we did separately - and that was with the continued challenge of lockdowns.

Our joined-up services are now offering greater advocacy for clients, with more opportunity to scale our support offerings and put our best foot forward.

We reinforce our shared commitment to the mission of Jesus Christ. With a combined history of over 180 years providing compassion and care for vulnerable and disadvantaged people of all denominations, we have been very proud to embark on this next stage of our journey to advance the ministry of Catholic social services in Victoria.

Our Strategic Plan, launched on 10 August 2022, outlines our destination and our social change approach. We aim to focus our efforts on initiatives that will have the greatest impact 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.

Our Strategic Plan also shines a light on our priority investment areas, understanding that to boost our capability to successfully deliver our social change agenda, we will need to transform our systems and processes.

We will develop and use a range of measures to evaluate the impact of our work in disrupting disadvantage. We will continually review and evaluate our work and embed learnings from our clients about their experiences; and we will ensure all CatholicCare Victoria client programs have impact/outcome measures which capture whether clients are achieving goals they have identified, leading to transformational change.

We have supported significant change whilst continuing our daily operational commitments to clients. We are excited to build on the success of our previous organisations: to enhance and strengthen our services, to amplify our scale and reach, and to advocate for fairness and justice, so that we can provide the best possible support and empowerment to our clients.

We would like to acknowledge the many pioneers before us who have paved the way for Catholic social services in Victoria: Bishop Jeremiah Coffey, Fr Gerard Dowling, Fr Gerry Gallagher, Bishop Joe Grech, Sr Rita Hayes RSM, Fr Michael Linehan, Norma Parker, Connie Moffit, Fr Kevin Mogg, and Arda Tymensen to name just a few. Their courage, creativity and action for social justice have laid a solid foundation from which we continue our journey.

We also thank our staff and volunteers for their dedication and commitment to serving others in need.

And a big thank you to our government funders, our partners, our generous donors, and stakeholders who all play vital roles in achieving the vision and mission of CCV. Collaboration is a key element which will enable us to build thriving communities for all.

We understand and take very seriously accountability for our efforts, and ensure we offer the best outcomes and client-centered support for people who come to seek help through our services.

In the years ahead, we look forward to bringing our hearts and minds together as we work to promote 'life to the full' for each person - and build thriving communities.

Finally, thank you to the people of Victoria who have come to our organisation for support and who trust us to help them in their time of need. All Victorians can help us work towards our vision of thriving, inclusive communities where people experience their unique dignity in a compassionate and just society.

John Sheldon
Chair

Agnes Sheehan
CEO

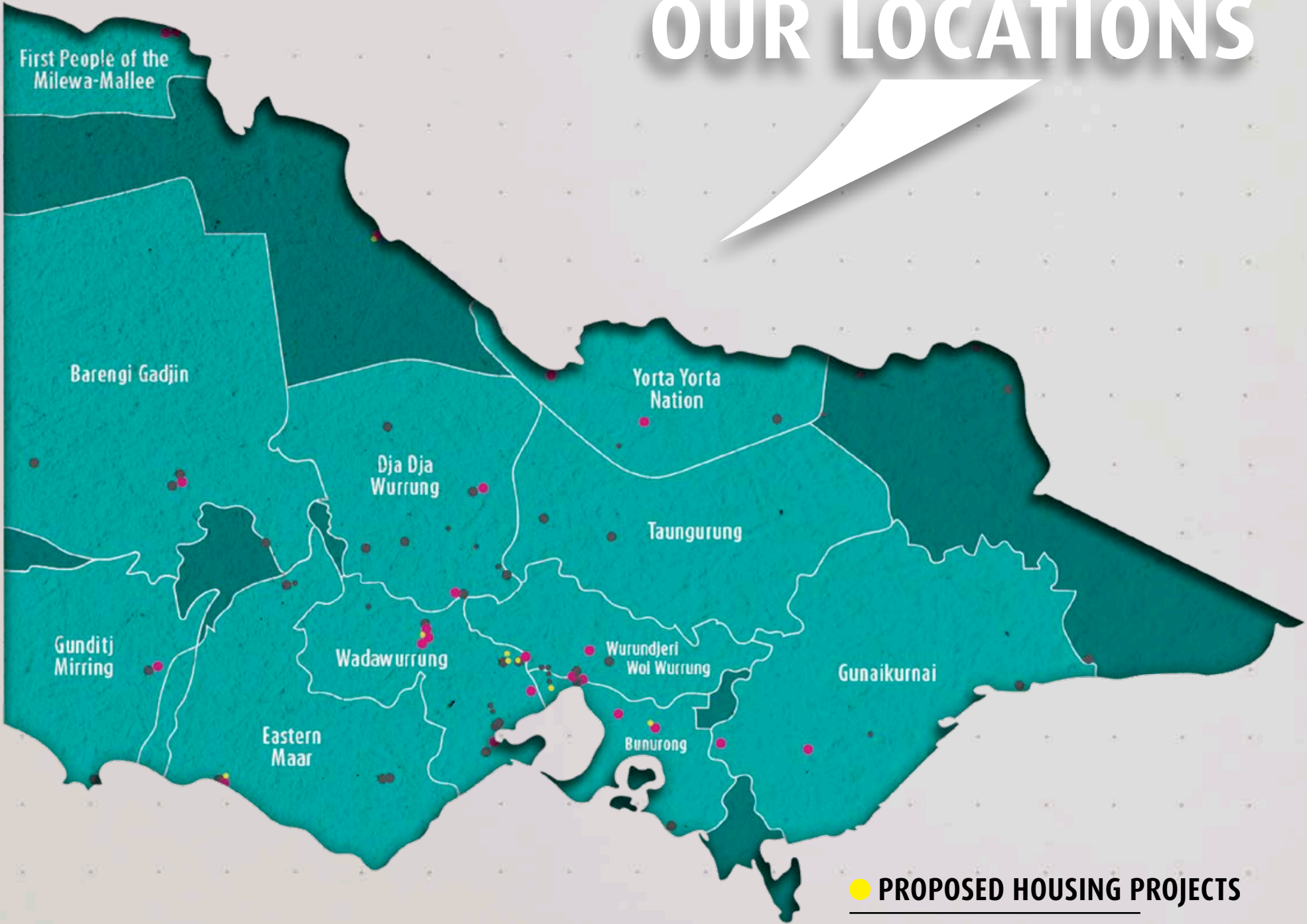
● OFFICES

Ballarat FRC	Hamilton
Ballarat (Head Office)	Horsham
Ballarat Bridge Mall	Maryborough
Bendigo	Melton
Dandenong	Mildura
Daylesford	Pakenham
East Melbourne	Shepparton
Echuca	Swan Hill
Epping	Traralgon
Footscray	Warragul
Geelong	Warrnambool

● OUTREACH LOCATIONS

Ararat Police Station	Melton
Avoca	Norlane
Bacchus Marsh	Orbost
Ballarat Police Station	Parkville (RM Hospital)
Bendigo	Portland
Colac	Seymour
Colac Police Station	Stawell Police Station
Corio Police Station	Walwa
Corryong	Wangaratta
Daylesford	Warrnambool Police Station
Eltham	Waurm Ponds Police Station
Hamilton	Wedderburn
Heathcote	West Wimmera
Horsham	Wodonga
Horsham Police Station	Wonthaggi
Kyneton	Wyndham Vale
Lakes Entrance	
Melbourne (St Francis)	

OUR LOCATIONS



● PROPOSED HOUSING PROJECTS

Bacchus Marsh	Officer
Delacombe (Ballarat)	Swan Hill
Darely	Warrnambool
Melton South	

2021-22 IN A SNAPSHOT



WE SUPPORTED
OVER **31,691 PEOPLE** IN FY22



286 PEOPLE SUPPORTED
THROUGH HOUSING &
HOMELESSNESS SERVICES

3,042 PEOPLE
ACCESSED OUR
**COUNSELLING &
MENTAL HEALTH
SERVICES**



7,523 PEOPLE
ACCESSED COMMUNITY
SUPPORT SERVICES



1,502 PEOPLE
PARTICIPATED IN A
RELATIONSHIP OR
PARENTING WORKSHOP
OR PROGRAM



3,622 PEOPLE
ACCESSED CRISIS SUPPORTS

3,668 PEOPLE ACCESSED
SUPPORT FROM YOUTH SERVICES



4,900 PEOPLE
ACCESSED FAMILY
SUPPORT PROGRAMS

14,791 PEOPLE
SUPPORTED THROUGH
PASTORAL CARE MINISTRY





Looking for a way to give back?

GET INVOLVED

VOLUNTEER

Volunteering is a great way to support people in need in your community, and contribute to a life-changing cause. It's also an opportunity to learn new skills and make new connections!

View our volunteer opportunities or submit an enquiry today:

www.catholiccarevic.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 of building thriving communities and disrupting disadvantage.

If you are interested in partnering with us, visit www.catholiccarevic.org.au/partner or contact Anne Paton, Director Engagement at anne.paton@catholiccarevic.org.au

SCHOOL, PARISH & COMMUNITY ENGAGEMENT

If your school, parish, or community group is looking to support people in need in your community, there are many opportunities to contribute!

Chat with us about how you can get involved – contact Kalma Rathouski, Community Engagement Coordinator at kalma.rathouski@catholiccarevic.org.au

FUNDRAISE

Fundraising is a fun and rewarding way to support our mission and the people we help across Victoria. Whether you host your own event, fundraise in memory or celebration of a loved one, or join us for one of our own fundraising events – there's plenty of opportunities!

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

DONATE

Donate to help us make a difference to the lives of vulnerable families and individuals. Donations help us support families and individuals who might otherwise fall through the cracks.

To donate online, visit: www.catholiccarevic.org.au/donate

Or discover other ways to donate here: www.catholiccarevic.org.au/waystodonate

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.

To learn more, please contact Anne Paton, Director Engagement at anne.paton@catholiccarevic.org.au

ENGAGEMENT

FUNDRAISING: *Receiving Gifts With Gratitude*

Life can get so busy sometimes, being able to find time to donate is so valuable and we are very grateful.

Thank you for joining us on our mission.

It goes without saying that donors play a significant role in our success and sustainability. I often wonder if our donors really know how much we appreciate them, and I ponder how can we express gratitude more clearly.

You have the power to impact the future of vulnerable families and individuals living in Victoria, and every time you donate, more people have a chance to seek support for a brighter future.

We would also like to highlight in this very important annual report a BIG THANK YOU to donors in every parish across Victoria.

We know donating and giving back to others can help bring lasting happiness, ease depression, improve sleep, strengthen relationships for our donors AND significantly help other people who need your support at the same time.

It can be so great being a member of a supportive church congregation and many of our donors who have given generously over the year are part of congregations across Victoria.

Thank you.

Thank you to all our donors from Trusts and Foundations and individuals that are connected to our programs that really see the value in disrupting disadvantage.

At CatholicCare Victoria we have been helping individuals, families, and communities to access the care and support they need, when they need

it most. Your donation has ensured mental health, parenting, employment, housing, and financial support continues to be available for families and individuals in need, now and into the future.

We are fortunate enough to talk to you through phone calls, emails and face to face in our communities. You are passionate, committed, curious, honest, and reliable.

Every conversation is a privilege. Every donation is gratefully received.

Thank you.



SERVICES

ADVOCACY AND SUPPORT

> Victims Assistance Program

FAMILIES

> Family Services

> Family Preservation & Reunification Response

YOUTH SERVICES

> Adoption and Permanent Care

> Adoption Information Service

> Kinship Care

> Residential Care

> Youth Justice Community Support

> Youth Justice Group Conferencing

COMMUNITY CARE



FAMILY SERVICES AND FAMILY PRESERVATION AND REUNIFICATION RESPONSE

Finding the right support can be challenging for any family or individual, particularly when additional barriers exist such as family violence, disability, homelessness, social isolation, and low literacy.

Our Family Services team supports families experiencing challenges like these, and helps families navigate service systems to ensure they get the right support. However, navigating the National Disability Insurance Scheme (NDIS) can be tricky for both families and professionals. In FY22 we received funding from the Department of Families, Fairness and Housing (DFFH) to help build the capacity of our Family Services team in navigating the NDIS, resulting in higher success rates of NDIS applications for clients.

We have also implemented the first year of the Family Preservation and Reunification Response, formerly known as Cradle to Kinder.

The Family Preservation and Reunification Response supports families to keep children safely at home, prevent children's entry into out-of-home care, and safely reunify children recently placed in care with their family.

The implementation of this program has involved comprehensive training, designed specifically for families with children aged 0-18 years who are most at risk of entering the Child Protection system.



Navigating the NDIS

NURA'S STORY

When Nura* and her children were referred to Family Services, Nura was struggling with mental health issues which impacted her capacity to meet her children's social and emotional needs.

One of Nura's children required specialist support for their disability, and the other needed access to social supports outside the family home.

Our Family Services case worker supported Nura to access the NDIS for herself and her child living with a disability, and referred them to specialist services including psychology.

Nura's second child was referred to counselling and a social group for kids who have a sibling with a disability. Both children were also engaged with CatholicCare Victoria's Drumbeat program to support their mental health and wellbeing.

We are thrilled to say that Nura's NDIS application was successful and that she received an \$80,000 NDIS plan, along with a \$40,000 NDIS plan for her child.

"Nura expressed that she now feels more confident in her ability to parent her children and access supports within her community. And she, and her children's therapists, reported an improvement in the children's social skills, emotional regulation and mood," says Nura's Family Services case worker.

"The greatest achievement for both children was that, after finishing the Drumbeat program, they reported increased self-confidence and self-worth. The family have made significant improvements and are engaged with ongoing support services that will assist with positive changes in their lives."



Victims Assistance Program

CHARLOTTE'S STORY

Charlotte* and her two children became homeless when their house was burnt down by Charlotte's former partner.

The family were subject to significant family violence incidents including physical and sexual assault, and whilst her former partner was in remand, he continued to breach the intervention order against him.

Charlotte and her children were provided with

emergency accommodation by housing services, but were still subjected to ongoing risk of harm. They were also struggling financially due to the shared cost of the emergency accommodation and loss of income due to the family violence they had experienced.

"Charlotte felt she was going around in circles and not getting the help she needed from services. She and her children were showing signs

of significant trauma impacting on their mental health and wellbeing," says CatholicCare Victoria Victims Assistance Program worker, Amy*.

When Charlotte was referred to us at CatholicCare Victoria, we organised a regular care plan meeting involving other support services, and provided a range of referrals and assistance to address her and her children's needs.

We provided Charlotte with a safety watch to access support in an emergency; food and fuel vouchers to reduce financial stress; and support regarding police investigation and court processes.

"We also supported Charlotte financially to access counselling and therapy for her and her children. She now has a house to live in, and she's told us she feels safer and that our support has enabled her to get back on her feet," says Amy.



Intensive Care, Lasting Change

ZOEY'S STORY

KINSHIP CARE

Our Kinship Care program offers support for children in statutory placements with family, and those who are in each child's support network.

A statutory kinship placement takes place when a Child Protection intervention has occurred, and a decision has been made to place a child with relatives or a significant friend. This process may also involve an order made by the Children's Court.

Our program supports newly established kinship care placements through the provision of comprehensive assessments, brokerage, and access to increased supports. The aim of this support is to strengthen the child's placement and relationships, and addresses any challenges, for up to 12 months.

Many cases end up going to Permanent Care which is a good outcome for the children and young people

Zoey* was removed from her father's care after extensive abuse at the age of 13. She displayed extreme complex trauma responses resulting in high-risk behaviours, which involved substance use and criminal charges.

In 2017, Zoey was placed in a new residential care home after multiple kinship, foster and residential placements had broken down.

Zoey had five different Child Protection case managers in the space of four years due to moving locations and other unavoidable challenges. Furthermore, within a two-year period she had over 40 separate court appearances for criminal activity ranging from criminal damage to serious assaults, including a short sentence in youth detention.

When Zoey was referred to Intensive Case Management Service (ICMS), we worked directly with her to build a relationship of trust and understanding, and worked with her around her associations in the community, her substance use, coping mechanisms and positive strength-based strategies to ensure she felt that her needs were being met.



Our team also formed a close relationship with her residential care unit which involved daily communication, and we facilitated large fortnightly professionals meetings and other key collaborations with therapeutic specialists, The Department of Families Fairness and Housing, local police, abuse investigation teams, youth justice, and forensic psychologists.

"We made a collaborative agreement with the police so that they would only attend Zoey's residential unit to speak with her or take statements by appointment, as an unannounced attendance was a huge trauma trigger for her which resulted in aggression towards the police and no useful outcome," says Zoey's ICMS worker.

"This agreement resulted in fewer attendances by

police, and the remaining attendances being more positive and productive."

In Zoey's final year of care, her offending behaviours dropped significantly and she became free of all youth justice orders. She has now not had any police involvement for over a year.

We supported Zoey throughout her transition to independent living with her boyfriend, including support to build positive relationships in her life.

Zoey has now moved interstate to live with her mother, and so we supported her throughout this move by organising local supports to be available for her. Zoey has now aged out of the system and is living happily with her mother and sister.

SERVICES

COMMUNITY SUPPORT

- > Access & Support
- > Asylum Seeker Support Program
- > Clemente
- > Community Connections
- > Geelong Settle Well
- > Job Readiness Program
- > ParentsNext
- > Refugee Dads & Kids Weekend
- > Settlement Engagement & Transition Support
- > Supporting Connections

COUNSELLING AND MENTAL HEALTH

- > Alcohol and Other Drug Service
- > Financial Counselling

CRISIS SUPPORT

- > Bushfire Community Recovery Service
- > Emergency Relief
- > No Interest Loans Scheme

EMPLOYMENT & EDUCATION

- > Disability Employment Services
- > Jobactive

HOUSING AND HOMELESSNESS

- > Assistance with Care and Housing
- > From Homelessness to a Home
- > Housing Support for the Aged
- > Peplow House Crisis Accommodation & Support
- > Supported Accommodation for Vulnerable Victorians

PASTORAL CARE

- > Clergy Health & Wellbeing
- > HIV/AIDS Ministry
- > Hospital Chaplaincy
- > Prison Ministry

YOUTH SERVICES

- > Youth Justice Ministry

COMMUNITY PARTICIPATION



EMERGENCY RELIEF: *Providing Financial Assistance to Communities in Need*

When CatholicCare Victoria came together in 2021, we were running separate Emergency Relief (ER) programs across the state. This financial year we have achieved a centralised approach to service delivery for Emergency Relief, including the implementation of one phone system across our team. This has not only improved efficiency for our service but also improved client experience, making processes smoother for people accessing our support.

When COVID-19 initially hit our shores, our Emergency Relief team moved to remote deployment and our volunteers for the program were disengaged. But we are proud to say we have since been able to reengage with our volunteers and continue remote deployment of staff, enabling increased capacity to support struggling families and individuals experiencing financial crises.

We have also since expanded our ER support with additional digital and physical vouchers for Kmart, St Vinnies stores, and Myki travel cards. And we have established close internal links with our NILS and Financial Counselling teams at CatholicCare Victoria, improving internal referrals and enabling better wrap-around support for clients.

As part of an exciting new relationship with the City of Hume, in June we participated in a Bring Your Bills day in Broadmeadows, where our ER team were on the ground providing Emergency Relief services to community members in need of financial assistance.



Much Needed Relief

RIYA'S STORY

When Riya* and her now 11-year-old daughter, Bahija*, stepped foot onto Australian soil, life became very hard.

Riya's husband had friends who'd agreed to let the young family live with them due to their limited financial situation. But several weeks later, without explanation they were asked to leave.

"We had to rent a house which was really expensive for us at the time, \$390 per week. We couldn't afford it, but we had to move because his friends wanted us out," says Riya.

Out on their own, with most of the family budget being spent on a weekly rent they couldn't afford, Riya and Aaman struggled to make ends meet. And the COVID pandemic made things far, far worse for their family.

The pair struggled to provide food and necessities for their two daughters, one of whom is eight months old. Riya's daughter, Bahija, did not have a bed and had been sleeping on the floor.

With the support of our Emergency Relief program, Riya's family were provided with food vouchers and utility bills were paid for. We also purchased a bed frame and mattress for Bahija – a necessity which many of us take for granted.

HOUSING SUPPORT FOR THE AGED: *Tailored Support, Creative Solutions*

Housing Support for the Aged provides long-term support for people aged 50 and over to maintain stable accommodation and independent living. Through this program we also assist clients to access health, community care, welfare and social support services through referrals.

Support is tailored to clients' needs, which sometimes means we're required to get creative with our problem solving! For one client this meant purchasing a portable bath, and for another this meant having grass replaced with gravel to avoid the need for mowing.

As additional support, we began educating clients and empowering them to take control of their Home Care Packages. We also held training for older clients to help them access and use applications including MyGov and MyAgedCare, as well as Zoom and Facebook.



More Than Just a House

LISA'S STORY

Lisa*, aged 55, is living with a severe anxiety disorder and is a victim survivor of domestic violence.

Lisa resides in public housing and was referred to CatholicCare Victoria to coordinate support and help apply for NDIS (National Disability Insurance Scheme).

We helped Lisa to access a wide range of supports including a referral for mental health support and occupational therapy, dental work, physio treatment for a back injury, an eye test and new glasses, and support to access domestic assistance.

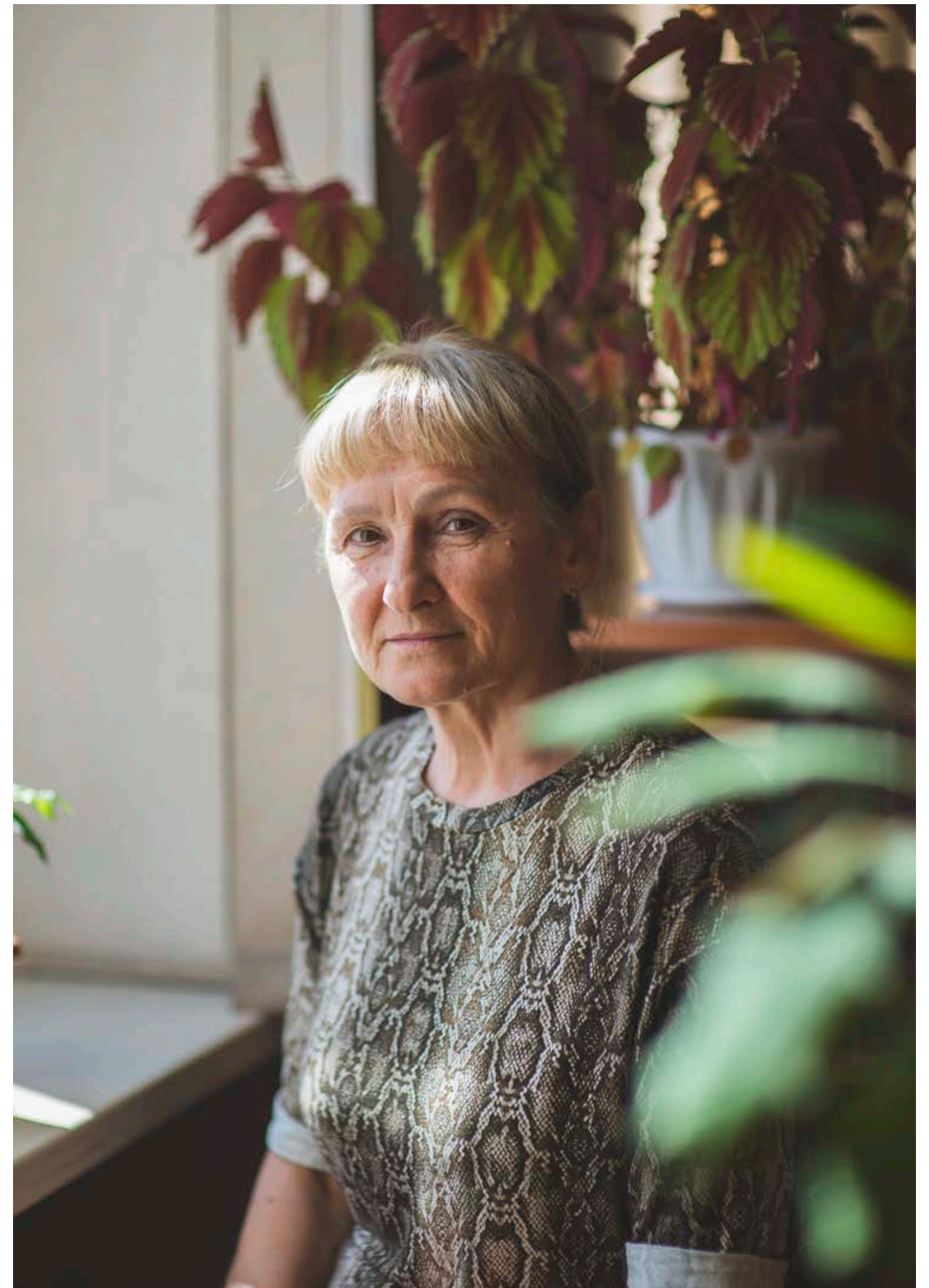
Our team also worked with a financial counsellor to support Lisa with budgeting and debts, as well as organising the purchase of a fridge, and

providing support to access car repairs – with Lisa's car being her only mode of transport due to agoraphobia.

Lisa's NDIS application was submitted and unfortunately rejected, and so we are working with a supporting agency to reapply for NDIS funding.

"Lisa is less anxious now and feeling positive that everything that has been done will allow her to improve her quality of life," says Lisa's support worker.

"For example her new dentures will allow her to eat properly, which will allow her to improve her nutrition and increase her weight – this will also reduce other medical symptoms she's experiencing."



JOB READINESS PROGRAM: *Assisting Refugees to Enter the Workforce*

Our Job Readiness program has been philanthropically funded by the Noel and Carmel O'Brien Family Foundation for four years to support refugees in finding further education and career opportunities in Geelong.

This year in partnership with SisterWorks, we have established and run a weekly Sewing and Conversation Group, where a number of our refugee participants come together to learn how to sew and practice their English conversation skills.

Learning to sew not only allows the refugee participants to get creative, providing mental health benefits, but it gives them the opportunity to include this skill on their resume. We've found that participants have also formed friendships and networks which give them that additional support – as establishing a new life in a new country can be extremely isolating.



Hope Undeterred

YAZA'S STORY

Yaza* grew up in a refugee camp in Thailand, with hope for a brighter future feeling distant and out of reach. But in 2014, Yaza and his family were finally approved to move to Australia and start their new life.

As Yaza completed his high school education, his father became gravely ill, and once he graduated he found himself the primary breadwinner for his family. Now, sadly, Yaza has lost his father.

Yaza took any casual job he could find to support his family, but what he really dreamed of was a career. He wanted an apprenticeship as a painter.

"Our Job Readiness program exists for people like Yaza," explains Job Readiness worker, Sarah. "Our clients are people who are not eligible for government funding, or simply need more help than government services and programs can offer."

"[The job services Yaza was engaged with] weren't able to support his goal of being a painter or starting his career. They were just trying to find him a job: any job."

Sarah knew collaboration was going to be key in finding Yaza an apprenticeship, so she spoke with a contact at Diversitat's Job Advocates program.

With Diversitat's help, Yaza received urgent interview preparation support. And it was not long after that Yaza secured an interview and, after a brief trial, was offered the painting apprenticeship he had dreamed of.

"Despite receiving countless rejections on his journey," says Sarah, "he never lost hope."

"Even though you are busy, you always make time to help. Thank you," said Yaza, when speaking with Sarah.

YOUTH JUSTICE MINISTRY

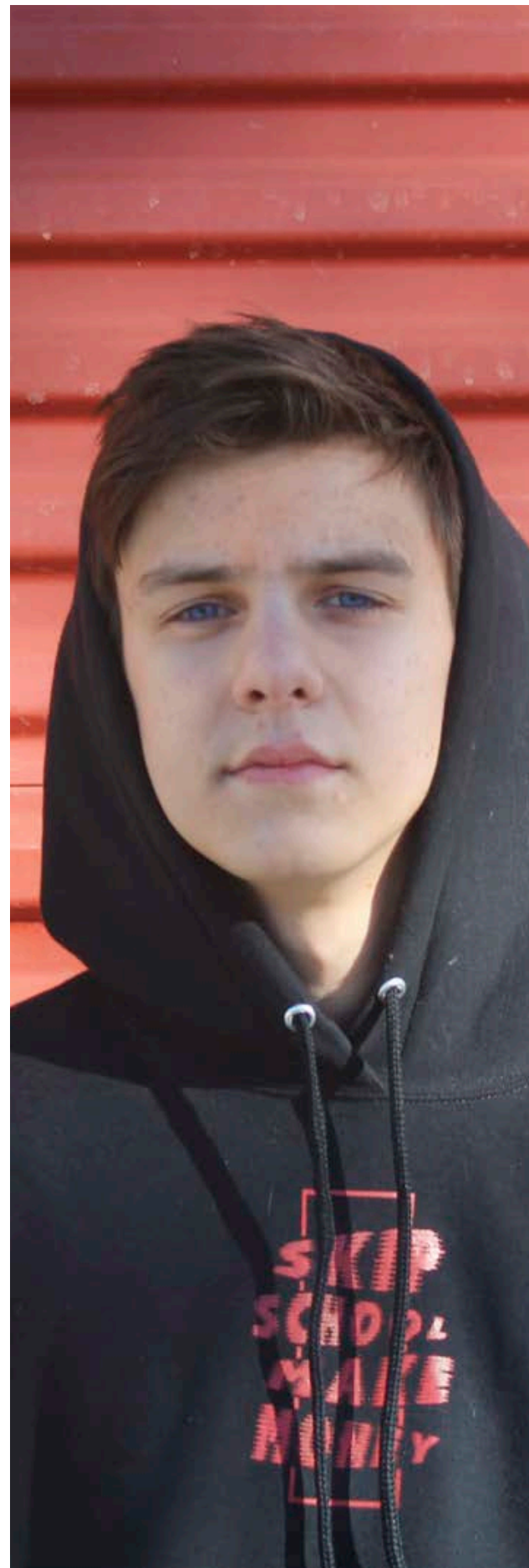
Our Youth Justice Chaplains provide pastoral support to young people within Victoria's two youth justice precincts at Parkville and Malmsbury.

Our chaplains are there to support and advocate for young people, to be a listening ear, and to show them that they are worthy of support and care.

During the COVID-19 pandemic there have been extended periods of time where chaplains were not permitted to be onsite in the precincts, but this didn't stop our team from offering heartfelt support.

"I began writing letters to young people in lieu of any other means of support and communication being possible," says one Youth Justice Chaplain.

"When I returned onsite in March, several young people who I had written to came to thank me for the letters, with some telling me that it was hanging on their wall. They talked about the quotes that I had included in their letter and what it meant to them. This seemed to indicate that writing to them was a positive way to connect during such a difficult time."



ParentsNext

EBONY'S STORY

The ParentsNext program is a support service for parents with children under six who receive Parenting Payments. We assist participants to plan and prepare for future study and work goals with the ultimate goal of being ready to enter the world of work by the time their youngest child starts school.

Ebony was referred to ParentsNext in 2018 when her second child turned nine months old. She attended her first appointment with us in October and spoke to one of our advisors about her goals.

Ebony decided that she wanted to study community services but didn't know how to go about it. Our advisor referred her to a local training organisation, and she started study in the following weeks. She enrolled in a Certificate IV in Community Services which was funded through ParentsNext along with childcare for her two children, enabling her to study.

In 2019 she finished her Certificate IV in Community Services and again was assisted

through ParentsNext to create a resume. She secured employment as a job coach with a disability employment services provider in Shepparton, and after several months with them she moved across to Job Active as a consultant where she worked for multiple years.

A job then came up with TAFE that she could use her Certificate course for, but Ebony couldn't forget the help she had from ParentsNext, and she really wanted to be a part of our program.

This year Ebony applied for a Team Leader role with CatholicCare Victoria based in our Shepparton office. Although she didn't have the managerial or leadership background required, we gave her the opportunity due to her great interview and responses to our key selection criteria.

We're excited to say that Ebony is now in her dream job - working within the program that supported and assisted her to get where she is today.

SERVICES

COMMUNITY SUPPORT

- > Sunraysia Asylum Seeker Support

DISASTER RECOVERY

- > Bushfire Community Recovery Service

FAMILY SUPPORT

- > Family Dispute Resolution
- > Family Mental Health Support Service
- > Family Relationship Centre
- > Legal Issues Team
- > Marriage & Relationship Education
- > Parenting Orders Program
- > Property Dispute Resolution
- > Regional Parenting Program

FAMILY VIOLENCE

- > Specialist Family Violence

PROFESSIONAL SUPPORT

- > Victorian Family Law Pathways Network

YOUTH SUPPORT

- > Communities for Children
- > School Refusal

COMMUNITY WELLBEING



COUNSELLING

At CatholicCare Victoria we provide counselling to people from all walks of life, to support them through challenges preventing them from living life to the full.

From trauma and abuse, anger management to anxiety, or relationships and parenting, our counsellors are skilled in diverse topics and fields.

In the coming together of CatholicCare Victoria, the expertise and experience in our teams has grown, and we are now establishing Communities of Practice in children's work, couples work, family violence, working with men and early intervention.

The 2021/22 year saw our partnership with Foundation House - The Victorian Foundation for Survivors of Torture - began in Mildura. One of our Mildura counsellors, Rebecca, was appointed to the role of trauma and torture counsellor advocate. Given Rebecca's strong connections within the Mildura community, this program has very quickly flourished.

We're also proud to share that two of our counsellors, Jessy and Kim, were selected to present their paper on "Staff wellbeing in a COVID environment" at the national Family Relationships Services Australia conference in Adelaide.



Getting Help, Made Easy

IAN'S STORY

In early 2022, one of our regional offices received a counselling referral for 52-year-old Ian*. Ian's teenage daughter, Ivy*, had been hospitalized due to an eating disorder. Although the hospital was able to provide therapeutic support for Ivy, they were aware of the distress Ian was experiencing.

Ian refused to engage with the hospital's counselling team. He had been asked to leave the hospital on multiple occasions because of his distress and subsequent anger, and his visits had now been stopped. He told a social worker that the only person he had ever "opened up to" was a mediator at CatholicCare Victoria, because "she was an easy person to speak with".

With Ian's consent, the hospital social worker called CatholicCare Victoria to discuss possible support options for Ian. While mediator's role is very different to a counsellor's role, we promptly arranged for some cross-team collaboration to support Ian.

The CatholicCare Victoria mediator made contact with Ian and invited him in. Ian reported to us later saying "I don't think I would have agreed if a stranger called me".

The session was difficult for Ian, as he felt responsible for his daughter's illness yet he was unsure how to support her. "Every time I open my mouth I get upset and fired up," said Ian. This initial session was challenging for all involved but it resulted in Ian meeting one of our counsellors and making a time to come in the following day.

Overnight we received a thank you from Ian who said he felt "cared for and like you really wanted to help me sort this out". Feedback doesn't get much better than that. We do want to help people sort things out and we see it as our role to make this as easy and flexible as possible.



BUSHFIRE COMMUNITY RECOVERY SERVICE

The Bushfire Community Recovery Service was developed in 2020 in response to the Black Summer bushfires in East Gippsland.

The aim of this service was to deliver wellbeing support and recovery for affected communities who had experienced significant trauma and loss, over a span of three years.

This year, our Bushfire Community Recovery Service Team was included in the East Gippsland social recovery working group which conducted a review and assessment of the region's recovery following the Black Summer bushfires.

The team received significant praise for the programs delivered through direct counselling, art therapy and social outreach.

“Thank you Madelaine for the wonderful workshops you organised for us. After all the sad events Buchan has been through, the workshops bring joy, hope and happiness to all that attend.”

Madelaine, Community Development Worker, has been supporting communities across East Gippsland with therapeutic art workshops cultivate mental wellbeing and bring people together.



Healing Through Art

A KIM'S STORY

Bushfire Community Recovery Service art therapy workshops often include periods of guided relaxation. Participants might spend time reflecting on the bushland surrounding the venue or picturing themselves walking barefoot through beautiful greenery.

Kim, a participant in Buchan, had a moment of great personal significance after one such session. Overcoming her usual reluctance to share her work, she proudly showed the group a beautiful painting of soft yet strong green with a splash of yellow peeping through like sunshine.

It is these moments of personal growth, creativity, reflection, and healing, which make the Bushfire Community Recovery Service Colour and Creativity workshops such a valuable blessing to the communities of East Gippsland.



COMMUNITIES FOR CHILDREN (GREATER SHEPPARTON)

The Greater Shepparton Communities for Children (GS CfC) program is a place-based initiative funded by the Australian Government.

The GS CfC provides funding and other support to early intervention and prevention programs, which are targeted at children and families who are most disadvantaged in the City of Greater Shepparton

As the Greater Shepparton Communities for Children Facilitating Partner, CatholicCare Victoria works strategically to address local needs, supporting early childhood development and wellbeing from before birth to 12 years old.

Community Partners are subcontracted to deliver these programs and services in the community. We also seek to build local service capabilities based on evidence of what works in early intervention and prevention.

In the 2021/22 year we funded six different organisations (our Community Partners) in the Greater Shepparton area to deliver nine different programs. This resulted in 1,748 client sessions,

and 914 clients who received support from GS CfC funded programs.

The Greater Shepparton Communities for Children program also:

- continued to fund the Practice Seminar Series. This series provided bimonthly training to the local workforce on topics including 'Building Parental Capacity', 'Managing Wellbeing and Recognising Vicarious Trauma', and an 'Introduction to LGBTIQ Inclusive Practice'.
- developed a new four-year Strategic Plan with four key priority areas being inclusive services; workforce capacity and capability; families and parenting; and positive mental health and emotional wellbeing.
- sponsored seven local community service workers to attend the internationally recognised Circle of Securing training in Melbourne.
- sponsored five people to complete the internationally recognised Measurement, Evaluation and Learning Course.

SERVICES

PASTORAL CARE

- > Clinical Supervision & Support
- > School Chaplaincy
- > School Counselling

SCHOOL SUPPORT

- > Clinical Supervision & Support
- > School Chaplaincy
- > School Counselling
- > School Pastoral Care
- > School Critical Incident Services

MENTAL HEALTH SERVICES

- > Psychological Wellbeing Service

YOUTH SUPPORT

- > Cognitive and Educational Assessments

BUSINESS & SERVICE DEVELOPMENT



SCHOOLS UNIT: *Counselling Victorian Students*

Our CatholicCare Victoria Schools Unit provides a range of services supporting the mental health and wellbeing of primary and secondary school students, and their communities.

This year, our team provided counselling services to 82 schools across Melbourne and Geelong. We also expanded our counselling service to 24 schools in Ballarat and Bendigo.

Over 12,000 counselling sessions were conducted by our 46 psychologists, counsellors and social workers. We also have university interns in over 25 schools across Melbourne and Geelong on an annual basis.

“More than half of students who participated in our school counselling services presented with anxiety – which was the most common presenting issue for students,” says Dawn Tucker, Team Leader Schools Unit.

“We also supported students struggling with emotional regulation, grief and loss, social skills and issues, and family separation to mention a few.”

Our Schools Unit team also provide Cognitive and Educational Assessments, to help schools and parents understand students’ learning and development needs, and Clinical Supervision and Support for school wellbeing staff.

We provided around 1,000 hours of Clinical Supervision and Support to staff and interns, including supervision for staff across six secondary schools.

Finding Support to Speak

VIOLETA’S STORY

At a primary school in Gippsland, ten-year-old student Violeta* was referred to our on-site counsellor because she was having difficulty keeping up with work in the classroom.

Violeta was also comparing herself negatively with her peers, which had an impact on her mental health and wellbeing.

She hadn’t shared her worries with her parents or siblings at home for fear that she’d be a burden on them. Violeta is one of three children, with both parents working, and family life which feels very “busy”.

As Violeta spoke more, she became comfortable with the idea of us letting her mother know how she was feeling. This was done respectfully, allowing Violeta to choose where and when this would happen.

Violeta’s mother was very grateful for the meeting, and was able to direct more attention to support Violeta as she continued her learning throughout the school year, both academically and in counselling.

PEOPLE & CULTURE

Our staff and volunteers are the enablers of the compassionate and life-changing work we provide to Victorian communities each and every day.

Whether they're on the ground, providing support services to families and individuals in need, or working behind the scenes, each and every person in our CatholicCare Victoria family makes an invaluable contribution to our vision and mission.

As of 30 June 2022, our CatholicCare Victoria family was made up of 448 staff and 136 volunteers working across the state.

This financial year our focus has been very much on bringing our staff together, and merging and updating processes following our CatholicCare Victoria amalgamation in January 2021. This streamlining of operations is enabling our team to work more efficiently, so that we can focus on what matters most – empowering our clients to reach their full potential and live life to the full.



LEARNING AND DEVELOPMENT

During FY22, CatholicCare Victoria held nine learning and development courses with a total of 292 participants. These courses included:

- Identifying and Responding to Child Abuse
- Understanding Autism Spectrum Disorder
- Change, Loss and Grief; an understanding
- LGBTQIA+ Inclusion: Working with Young People
- Understanding Eating Disorders
- Trauma Awareness in Practice
- Foundations Motivational Interviewing
- Couples Counselling
- Motivational Interviewing Deepening Practice



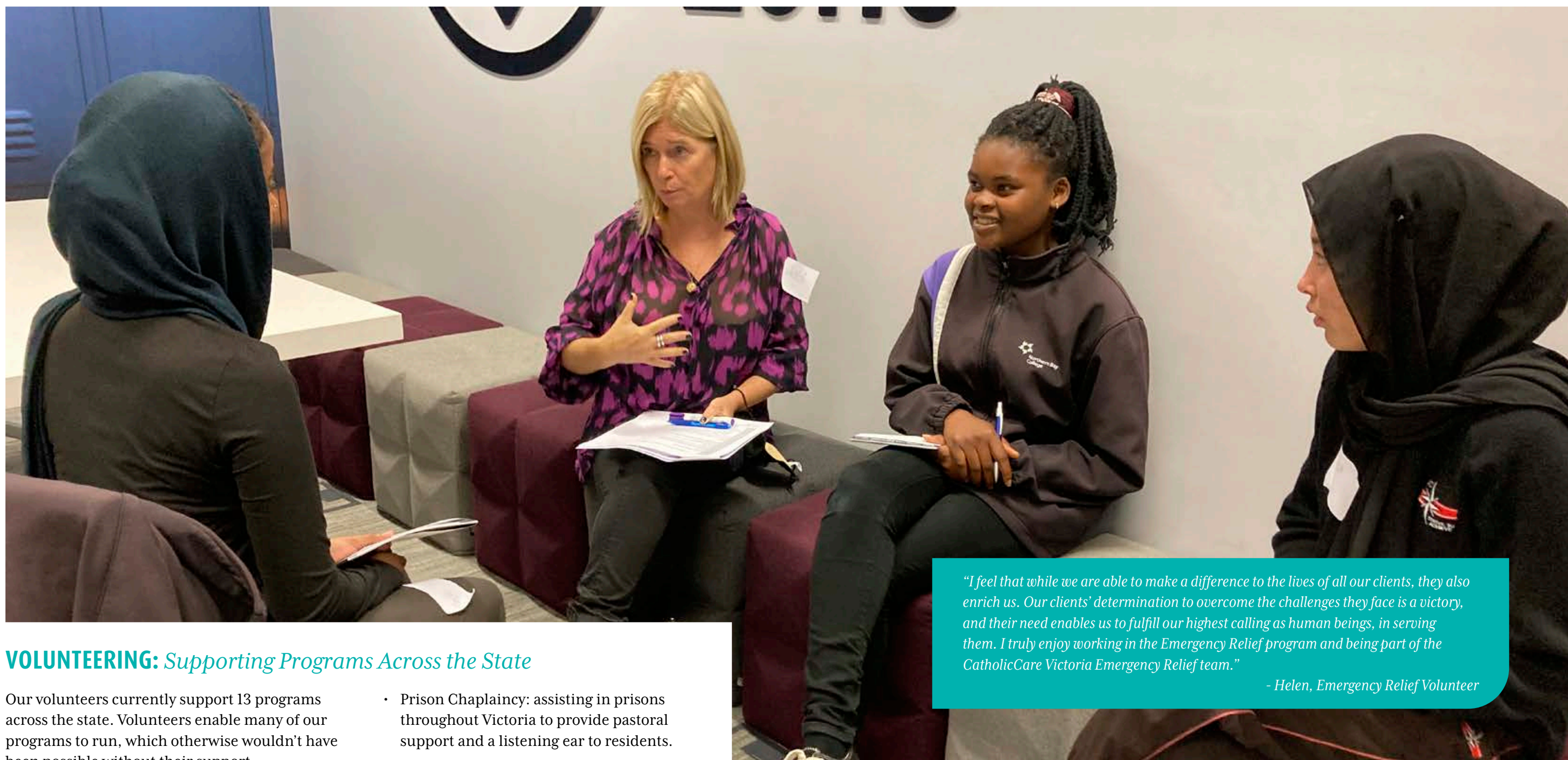
WORKPLACE GENDER EQUALITY: *Removing Barriers in the Workplace*

The aim of gender equality in the workplace is to achieve equal opportunities and outcomes regardless of people's gender. CatholicCare Victoria is committed to providing a workplace with equal opportunity for all.

Gender equality in the workplace requires equal pay; removal of barriers for equal participation; access to all occupations and industries, including leadership roles; and elimination of discrimination on the basis of gender.

Every year, CatholicCare Victoria submits a report to the Workplace Gender Equality Agency (Australian Government), which helps us to review gender equality at CCV and identify potential gender equality issues, so that we may take action.





"I feel that while we are able to make a difference to the lives of all our clients, they also enrich us. Our clients' determination to overcome the challenges they face is a victory, and their need enables us to fulfill our highest calling as human beings, in serving them. I truly enjoy working in the Emergency Relief program and being part of the CatholicCare Victoria Emergency Relief team."

- Helen, Emergency Relief Volunteer

VOLUNTEERING: Supporting Programs Across the State

Our volunteers currently support 13 programs across the state. Volunteers enable many of our programs to run, which otherwise wouldn't have been possible without their support.

Some of these programs include:

- Emergency Relief program: volunteers respond to callers in need of financial and/or material aid.
- No Interest Loan Scheme: where volunteers assist clients in making their applications for short term loans.
- Clemente programs: volunteers tutors assist disadvantaged adult students to complete a humanities course, for opportunities for further tertiary study or employment.

- Prison Chaplaincy: assisting in prisons throughout Victoria to provide pastoral support and a listening ear to residents.

Geelong Settle Well and Next Phase / Job Readiness: where volunteers assist with homework clubs newly arrived refugee students, and assist refugee mothers during workshops or other events.

- Refugee services: supporting numerous workshops and groups in Dandenong, Epping, Pakenham, and Wyndham Vale to provide opportunities for newly arrived refugees to learn conversational English as well as learning sewing, and learning to cook Australian menus.

- Family Law Pathways Network: volunteers, normally law students, assist clients in understanding the Family Law system, as well as database work.
- Refugee Dads and Kids Weekend: volunteers assist on a weekend relationship-building camp, by helping to organise camp activities and food delivery.
- Administration support: where volunteers assist numerous programs with administrative tasks.

In FY22 we welcomed a new Volunteer Engagement Partner, to coordinate volunteer recruitment, engagement, care and retention at CatholicCare Victoria.

Since joining in 2022, our Volunteer Engagement Partner has reviewed and streamlined volunteer administration and processes to induct new volunteers.



FINANCIAL REPORT

COMBINED REPORT FOR CCV & CCVH

The 2021/22 financial year was the first full year of operation for CatholicCare Victoria Limited (CCV) following the merger of the three entities on 1 January 2021. The year concluded with an operating surplus (pre-bequests and other items) of \$447,673. The operating result is pleasing given challenges of the merger, the effects of the pandemic and the lack of labour resources in the market.

During the year the CCV Board transferred land and buildings to its subsidiary entity CatholicCare Victoria Housing Limited (CCVH). The net value of the transfer amounted to \$5.5m.

The Comprehensive income was materially affected by the inclusion of \$6.5m of funding received by the subsidiary entity CCVH to spend on the erection of social housing for those in need.

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.

Please note: 2021 results are post merger and includes full year of Centacare Ballarat and 6 months of the former Centacare Melbourne and Centacare Sandhurst

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2022

	2022 (\$)	2021 (\$)
Operating Revenues		
Gifted income	1,952,794	526,516
Granted income	38,445,480	26,771,560
Earned income	4,993,352	2,974,638
Partner contributions	984,537	293,026
Other revenue	6,951,806	8,590,108
TOTAL OPERATING REVENUES	53,327,969	39,155,848
Operating Expenses		
Employee benefits expense	37,978,261	27,869,696
Program costs	2,022,313	2,706,425
Occupancy costs	1,066,757	2,906,730
Depreciation and amortisation	2,141,248	2,076,637
Administration costs	9,671,753	5,434,071
TOTAL OPERATING EXPENSES	52,880,332	40,993,559
RESULT FROM OPERATING ACTIVITIES	447,637	(1,837,711)
Non Operating Grants received for the provision of Social Housing		
Government capital housing grants	1,800,000	500,000
Government grants - social housing growth Fund	4,729,670	0
TOTAL NON OPERATING REVENUES	6,529,670	500,000
TOTAL Operating and non operating revenues before bequests and asset proceeds	6,977,307	(1,337,711)
Bequests	222,493	0
Gain/(loss) from sale of assets	(13,382)	0
Unrealised gain/(loss) on revaluation of financial instruments	(188,037)	310,103
Total Result from bequests and asset proceeds	21,074	310,103
Net Result for the year	6,998,381	(1,027,608)
Items that will not be reclassified subsequently to profit or loss		
Gain on valuation of land and buildings	3,377,628	0
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	10,376,009	(1,027,608)

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2022

ASSETS	2022 (\$)	2021 (\$)
Current Assets		
Cash and cash equivalents	16,424,880	20,144,827
Trade and other receivables	3,761,166	2,242,140
Financial assets	10,698,266	2,847,293
Other assets	755,906	886,891
TOTAL CURRENT ASSETS	31,640,218	26,121,151
Non-Current Assets		
Property, plant and equipment	22,185,658	13,364,221
Right of use assets	2,190,751	2,740,570
Intangibles	163,411	197,358
TOTAL NON-CURRENT ASSETS	24,539,820	16,302,149
TOTAL ASSETS	56,180,038	42,423,300
LIABILITIES		
Current Liabilities		
Trade and other payables	4,424,324	2,996,308
Lease liabilities	1,112,140	1,125,323
Borrowings	3,359,743	4,559,743
Employee benefits	4,783,115	5,337,214
Other liabilities	7,316,282	2,657,707
TOTAL CURRENT LIABILITIES	20,995,604	16,676,295
Non-Current Liabilities		
Lease liabilities	1,180,176	1,973,584
Employee benefits	380,391	525,563
TOTAL NON-CURRENT LIABILITIES	1,560,567	2,499,147
TOTAL LIABILITIES	22,556,171	19,175,442
NET ASSETS	33,623,867	23,247,858
EQUITY		
Reserves	7,178,303	7,178,303
Accumulates surpluses	26,445,564	16,069,555
TOTAL EQUITY	33,623,867	23,247,858
Non Operating Revenue		
Government capital housing grants	1,800,000	500,000
Government grants - social housing growth Fund	4,729,670	
TOTAL NON OPERATING REVENUES	6,529,670	500,000
TOTAL REVENUE	59,857,639	39,655,848

CHILD
SAFETYWE ACTIVELY WORK TO LISTEN TO,
EMPOWER AND PROTECT CHILDREN

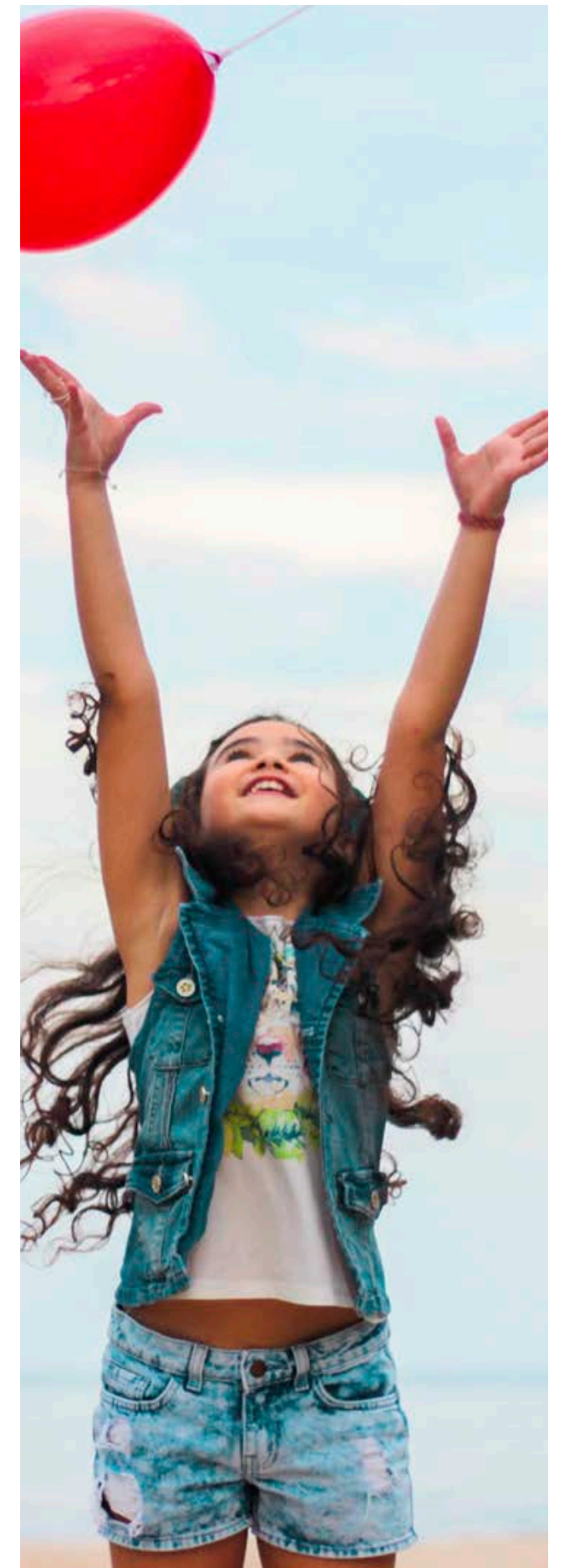
CatholicCare Victoria is committed to being a Child Safe organisation.

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

We actively support people's rights and have internal systems and processes to ensure children, young people and vulnerable others are seen, heard, believed and responded to. We take all concerns and any disclosures of abuse seriously, whatever their origin.

We actively work to listen to and empower children and vulnerable others to participate in decisions impacting their lives.



OUR LEADERSHIP TEAM

Integration and collaboration was very much a headline for our 2021/22 financial year. During this time, we welcomed four new members to our Board in August 2021 - Sally Kirkright, Kate McCormack, Tuanh Nguyen and Frank O'Connor. Each bring a vast range of experience and expertise to Catholiccare Victoria, and we are delighted to have them on our team.

We have also farewelled several members of our Executive team, including Rhonda Lawson-Street, Netty Horton, and Tony Newton. We thank them for their outstanding contribution and support throughout our merger, and in their many years of service beforehand.

THE BOARD



FR CHARLES BALNAVES
Appointed Dec 2020



ROSS CASTLE
Appointed Dec 2020



SALLY KIRKRIGHT
Appointed Aug 2021



SARAH McADIE
Appointed Dec 2020



KATE McCORMACK
Appointed Aug 2021



SARA McIVOR
Appointed Dec 2020



KEVIN MURNANE
Appointed Dec 2020



JOHN MURPHY
Appointed Dec 2020



TUANH NGUYEN
Appointed Aug 2021



FRANK O'CONNOR
Appointed Aug 2021



JOHN SHELDON CHAIR
Appointed Dec 2020



MAUREEN WADDINGTON
Appointed Dec 2020

THE EXECUTIVE TEAM



TONY BUSUTTIL
Chief Financial Officer



NICK COLLINS
Group Director - Client Services



BERNADETTE GARCIA
Group Director - Community Engagement



ROSS WHEATLAND
Group Director - Performance & Enablement

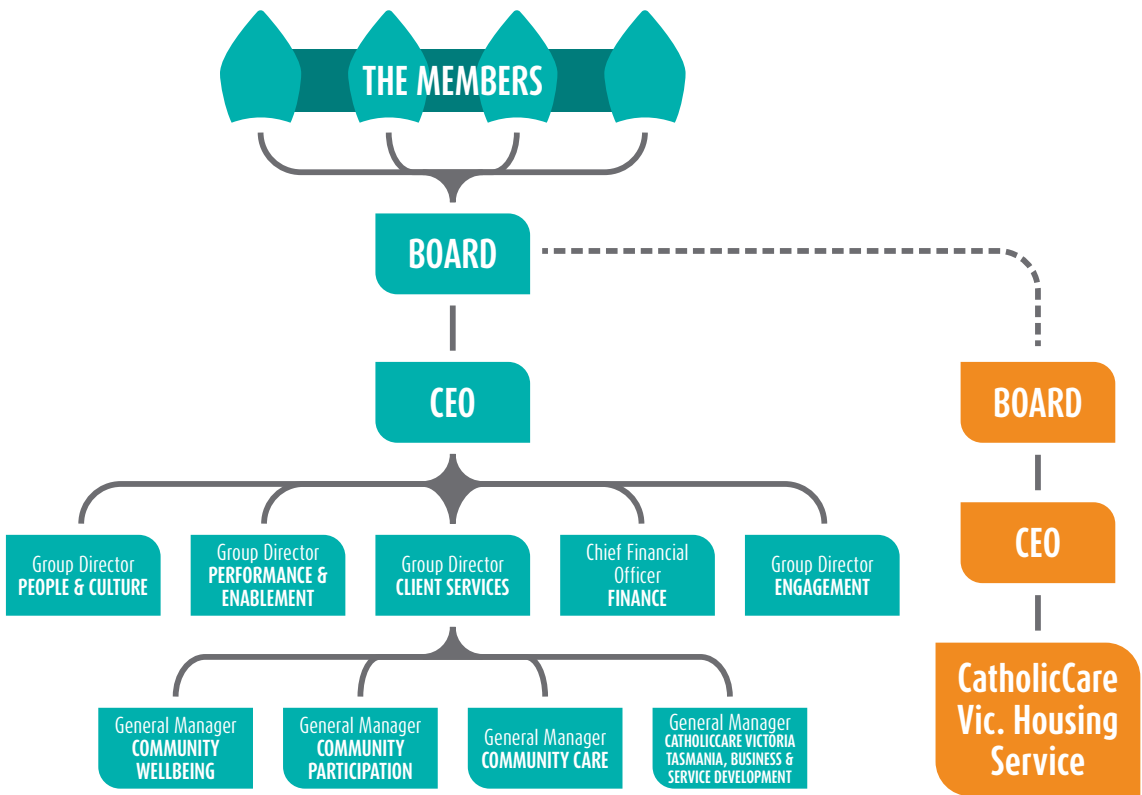


KAREN WILLEY
Group Director - People & Culture



AGNES SHEEHAN
CEO

OUR STRUCTURE



ACKNOWLEDGEMENTS

ON BEHALF OF CCV AND CCVH: *Thank You*

MAJOR PARTNERS

Catholic Archdiocese of Melbourne
Catholic Diocese of Ballarat
Catholic Diocese of Sandhurst
Catholic Diocese of Sale
CatholicCare Victoria Tasmania

GOVERNMENT

Attorney General's Department (Fed)
Department of Employment and Workplace Relations
Department of Families, Fairness
and Housing (Vic)
Department of Social Services (Fed)
Department of Health and Human Services (Vic)
Department of Justice and Community
Safety (Vic)
Department of Premier & Cabinet

COMMUNITY

AFL Barwon
Barwon Community Legal Service
Barwon Health
CFA Belmont Fire Brigade
Foodbank Victoria
Geelong Cats
Geelong Magistrates Court
GEO Group Ravenhall Prison
Good Shepherd
MacKillop Family Services
Multicultural Australia
Parishes across the Catholic Archdiocese of Melbourne and
the Diocese of Ballarat, Sale and Sandhurst
Primary Health Network North West Melbourne
Spiritual Health Association
St John of God Healthcare
Uninting Ballarat
UnitingCare
Uniting Housing
Victorian Multicultural Commission
Victoria Police
VMCH
wris

CORPORATE

Access EAP
BCI Group
Catholic Church Insurance
Catholic Development Fund
Creative Promotions
Dynamic Gift
Fresh Promotions
Health Legal
Melbourne Portrait Photography
NAB
ntegrity
PIXO
Precision Fundraising
Quality Innovation Performance
Revolution Print
SPP
The Printing Hub
Toorak Ecumenical Churches Op Shop

EDUCATION

Membourne Archdiocese Catholic Schools
Diocese of Sale Catholic Education
St Anthony's Primary School - Melton South
Catholic primary and secondary schools across Victoria

TRUSTS AND FOUNDATIONS

Melbourne Catholic Archbishop's
Charitable Fund
Geelong Community Foundation
Give Where You Live
The Noel and Carmel O'Brien Family Foundation
Trinity Families - Diocese of Sale

GIFT IN WILLS

Estate of Brian Goddard
Estate of Margaret Ellen Ellis
Estate of Gabrielle Patricia England
Estate of Patricia Julia Kay
Estate of Denis Stanley Klein
Estate of Mary E Nelson
Estate of Margot Van Reyk

AND ALL OTHER INDIVIDUAL DONORS

ANNUAL REPORT

2022



CHAIR & CEO'S REPORT



It has been another extraordinary year for our organisation.

We have appointed a full time CEO in Fiona Williams and already she is proving to be a wonderful asset to our organisation. We welcome Fiona on board and look forward to building a great housing organisation with Fiona at the helm. We thank Ross Wheatland who played no small part in setting the organisation on its current trajectory.

Following our successful bid last year with Homes Victoria we have commenced construction on the 148 houses that we have committed to build for those in most need of housing in our community. The first of these will commence being available early next year. We will be providing housing in Melton, Bacchus Marsh, Darley, Warrnambool, Officer and the greater Ballarat region.

During the year we completed construction on

nine townhouses at Mitchell Park outside Ballarat which are now fully occupied. We completed the refurbishment of two properties in the Ballarat region for women at risk which are now also being utilised effectively.

Our "Project Control Group" (PCG), very capably chaired by Tony Gallagher, has an enormous job overseeing the total construction we are doing at present as well as the planning and background for our next bid to Homes Victoria for more housing for those in need. We thank all members of the PCG for their great contribution to both overseeing the ongoing construction work in addition to their efforts in our Regional Round bid, and especially to Tony for his outstanding guidance.

We are delighted with all our board members and the significant contribution they each make. We are a small board for an organisation that is growing so quickly, and we are cognisant of

the fact that we will need to bring more board members in to help with the ever-increasing demands on each member's time. We thank each member for their great contribution and the many hours they have generously contributed to our success. In particular we must mention the enormous contribution from Kevin Murnane who stood in as Board Chair for a period of time, and his work in the finance and risk space as well as being an active board member on our parent board.

We thank our parent organisation, CatholicCare Victoria, for their ongoing support during the year. Working with them we have redone our constitution and we are also very appreciative of the donation of significant properties that we were managing on their behalf and that are now vested in our name. These have enabled us to have a competitive bid for the regional round of grants with Homes Victoria.

Thanks to all the CatholicCare Victoria Housing team for the work you have done this year and sometimes in very trying conditions, and thank you to Ken Marchingo for his excellent consulting advice to our board.

In conclusion, we believe we have placed the organisation (with a lot of support) on a path to making a significant contribution to help those people who find themselves homeless, no matter the cause.

Neil Jens, **Chairperson**

Fiona Williams, **CEO**



From Homeless to Homed

A CLIENT'S STORY

Wyatt* became homeless when the COVID-19 pandemic began. For two years he struggled to find a place to sleep, and this affected both his physical and mental health.

"Wyatt told us that he felt he had nothing to live for, he had become overweight, and he wasn't active in his community or in his own life," says Kathy, CCVH Assets & Facilities Coordinator.

While accessing short-term crisis accommodation at CatholicCare Victoria's Peplow House, Wyatt was referred to CatholicCare Victoria Housing and was then offered a property.

"Since moving in it has helped Wyatt create his own independence and be able to be his own boss. He is now back to cooking and sees himself as the family cook now which he enjoys," says Kathy.

"It has bettered his lifestyle by finding long term secure housing."

Wyatt reports that having his own property has made him happier, and he's relieved to finally have a personal space to call his own.

2021-22 IN A SNAPSHOT



WE OWN **50** HOMES



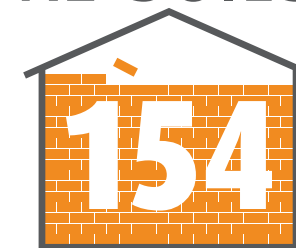
MANAGE **28** HOMES VICTORIA PROPERTIES



AND **12** HOMES IN PARTNERSHIP
WITH UNITING HOUSE

90
TENANCIES
MANAGED

WE'RE BUILDING



NEW HOMES

WE ARE PREDOMINANTLY
IN BALLARAT, BUT EXPANDING
TO OTHER PARTS OF VICTORIA



WE HAVE **SIX** STAFF



WE HAVE AN AVERAGE
OCCUPANCY RATE OF **91.4%**



OUR TENANTS
GAVE US A **90%**
SATISFACTION
RATING

OUR LEADERSHIP TEAM

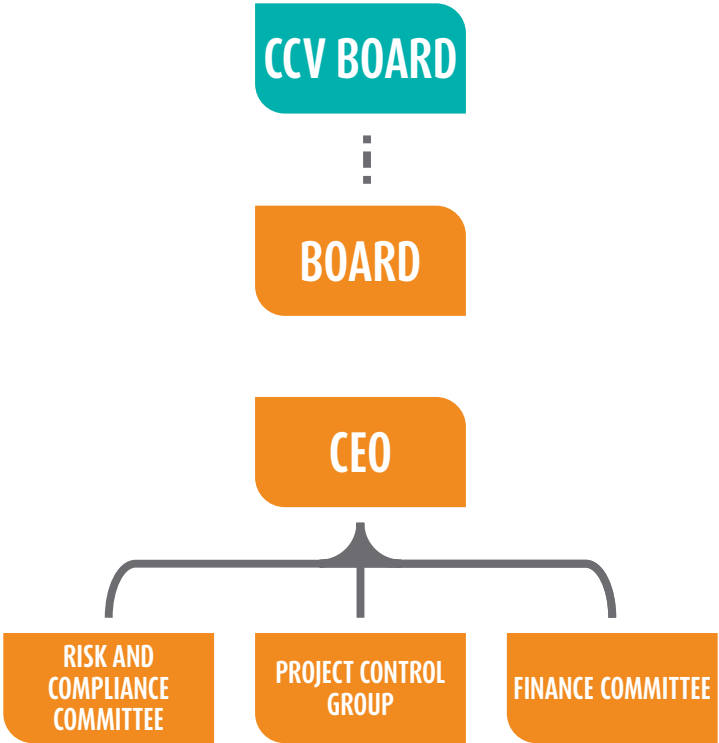
THE BOARD & CEO

Growing and establishing CatholicCare Victoria Housing as a strong regional provider of social housing has been the focus of CCVH. The Board welcomed three new Board members – Nick Callinan, Tracey Sisson and George Housakos this financial year. The three new members bring a wealth of valuable experience to the Board and made a substantial contribution in their first year.

In June 2022, CCVH also appointed Fiona Williams as CEO. Ms Williams has had extensive experience as a senior executive in the government housing sector. Ms Williams has also played a role in establishing Homes Victoria, the new Victorian State Government entity developed to deliver the State’s ambitious \$5B social housing stimulus program.

We thank Ross Wheatland, the outgoing CEO, for his work in the role which he held since December 2020.

OUR STRUCTURE



NICK CALLINAN



GEORGE HOUSAKOS



NEIL JENS
Chairperson



STEPHEN MCARDLE



KEVIN MURNANE



TRACEY SISSON



FIONA WILLIAMS
CEO





www.catholiccarevic.org.au