

Annual Report 2016



strengthening families and communities

VISION

“I have come so that you may have life and have it to the full” John 10:10

Our vision is for a stronger, more resilient and inclusive society - where everyone can reach their potential and enjoy life to the full.

MISSION

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

WHO WE ARE AND WHAT WE DO

Since 1935, CatholicCare has offered hope and support to the vulnerable and marginalised, responding to the changing needs of the community with a commitment to addressing social disadvantage. Our range of programs include: family and relationship services, education and school support, refugee and settlement services, and pastoral services.

We are the social service agency of the Catholic Archdiocese of Melbourne and the Diocese of Sale. While we are a Catholic agency, our programs are offered to the whole community, regardless of religious belief or background.

We have over 350 staff and volunteers delivering a range of family focussed supports from multiple locations across Melbourne, Geelong and Gippsland. Our services are funded through a mix of government and philanthropic grants, income from fees and investments, and contributions from donors and supporters.

CONTACT US

CatholicCare | Central Office: 383 Albert Street East Melbourne VIC 3002
T 03 9287 5555 | E catholiccare@ccam.org.au | www.ccam.org.au

© CatholicCare Melbourne 2017

Contents

OUR SPIRITUAL HOME	4
OUR VALUES	4
CEO'S REPORT	5
STRATEGIC PLAN 2015-2020	6
DIRECTOR OF OPERATIONS REPORT	7
FAMILY AND RELATIONSHIP SERVICES	8
EDUCATION AND SCHOOL SUPPORT	15
REFUGEE AND ASYLUM SEEKER SUPPORT	19
PASTORAL SERVICES	22
OUR PEOPLE	23
GOVERNANCE	25
CORPORATE SERVICES	27
FINANCIAL STATEMENT	27
FUNDRAISING	28
ACKNOWLEDGEMENTS	29
OUR REACH	31
HOW CAN YOU HELP?	32

Our spiritual home

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

CatholicCare draws and builds on that tradition.

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

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

Our values

DIGNITY - Respect the unique worth of each person; appreciate the diversity of all people and families we serve including their faith, culture and traditions

COMPASSION - Demonstrate empathy for the people we serve in their need; stand in solidarity with those who are vulnerable and marginalised

COLLABORATION - Co-operate and partner with our clients, colleagues, stakeholders, communities, networks and other supporters

INCLUSION - Seek out those who are excluded; promote social justice for the whole community

RESPONSIBILITY - Demonstrate openness, transparency and accountability to our stakeholders; provide quality services to the community; adapt to meet community needs and embrace change; care for the environment and use resources responsibly

Our commitment to child safety

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

Our vision for reconciliation

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

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

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

CEO'S REPORT

During the past year I was fortunate to have been granted some study leave. During my time away in the United States and Belgium I was able to visit and interview a number of contemporary thinkers around issues of family and adoptions. As well as visiting practitioners and looking at some excellent support programs for families and children, I also spent time at the Catholic University of Leuven in Belgium where I was able to meet academics and researchers who helped me to explore from a theological perspective, some of the more complex issues of family, including family violence, adoptions and blended families.

The study leave was in fact very timely with the topic of family being very much at the forefront now and over the past twelve months.

Within the Church there has been a Synod on the Family and Pope Francis in his recent encyclical, 'Amoris Laetitia', has urged the Church to continue to accompany families, especially those that are struggling in any way.

On the local scene, we have also had in Victoria a Royal Commission into Family Violence. The Commission consulted widely and CatholicCare was able to provide input from its extensive expertise and history in running programs of family counselling, mediation and other support services.

The Royal Commission handed its report which included 227 recommendations to the Government in late March. If the recommendations are accepted and funded sufficiently, they promise to transform the way that we respond to family violence as a society.

All of this interest in families - socially and within the Church and Government - sees CatholicCare well placed. From our foundation in 1935, CatholicCare has worked to support families, especially families that are in any way vulnerable.

In answer to Pope Francis, we will continue to accompany families through all the ups and downs, struggles and stresses of contemporary life; in response to the Royal Commission, we will continue through our many services, and perhaps through new programs that may emerge, to assist men, women and children to find positive ways to address conflict and to live out their lives to the fullest of their potential.

As you read through the pages of this report you will see the remarkable work that CatholicCare already undertakes on behalf of the Church in the Dioceses of Melbourne and Sale to support families in need.

None of it would be possible without the support of Archbishop Hart and Bishop O'Regan, our donors and volunteers, our partners and funders and of course our dedicated and specialist staff.

On behalf of the families who most need the help of CatholicCare, I thank you one and all.



Fr Joe Caddy
Chief Executive Officer

STRATEGIC PLAN 2015-2020

Priority areas	Description	Activities and achievements July 2015 to June 2016
Strategy 1: Excellence in service delivery	To deliver integrated, wrap-around services that are evidence based, quality and outcomes focused, and target the most disadvantaged in our community.	<ul style="list-style-type: none"> • All programs reviewed and Program Logics developed to ensure need, evidence-based interventions & outcomes • Business planning completed to develop organisation-wide Practice Framework • Work completed to establish organisation-wide Outcomes Measurement framework • Client Feedback Plan developed • New offices opened in Dandenong and Epping
Strategy 2: Strategic partnerships	To identify, cultivate and strengthen partnerships that bolster and enhance our capacity to meet the needs of the community we serve.	<ul style="list-style-type: none"> • Strategic Partnerships Business Plan developed • Increased profile in Archdiocese through Diocesan & Deanery forums • Partnership launched with Good Grief to deliver Seasons for Growth
Strategy 3: High performance organisation	To develop and maintain a culture of high productivity, strong cost management, innovation and agility.	<ul style="list-style-type: none"> • Penelope Client Management System project well under way • Leadership Program implemented • Sale of ACCESS program
Strategy 4: Diverse income sources	To seek and establish new significant sources of revenue to enable us to expand our scope and reach.	<ul style="list-style-type: none"> • Revenue Business Plan developed that articulates an integrated & strategic approach to diversifying • New revenue secured from major donors/service partners for the Syrian Refugee Project, and from St John of God Health to expand the Asylum Seeker Support Program • Completed a review of the Fundraising program to ensure capacity to deliver on Major Gifts strategy • Exploration of service provision opportunities through NDIS
Strategy 5: Agent for change	To position CatholicCare as a trusted advocate for our clients, sought after for input by key policy and decision makers.	<ul style="list-style-type: none"> • Active participation in peak bodies including CSSV & Centre for Excellence as well as meetings with senior bureaucrats & ministerial staff allow us to advance our advocacy agenda

DIRECTOR OF OPERATIONS REPORT

2015-16 has been a ‘building’ year for CatholicCare as I am sure you will note as you read on, the past year has been marked by significant partnerships, innovation and trialling new approaches.

We are most excited to have commenced the hard work, alongside our CatholicCare Victoria Tasmania partners (CatholicCare Sandhurst, CatholicCare Tasmania and Centacare Ballarat), to implement a shared client information management system – Penelope. Over the coming 3 years, we will configure and implement Penelope across all programs and services across the partner agencies. People using our services will only have to tell their story once, workers can collaborate more closely to deliver better services for clients and we will have rich, accessible and accurate data to help us better plan services, advocate for client need and measure our impact on individuals, families and communities. Linked to the roll out of Penelope will be a major piece of work commencing in the second half of 2016 to capture and measure the impact of our work with individuals and families.

Many of our services this year have trialled new ways of tackling ‘old’ problems – we have been actively involved in two Services Connect pilots, bringing cross-sector agencies together to better respond to the complex needs of families at risk of entering, or already involved in, the Child Protection system; we rapidly launched the Family Wellbeing Support Service in Melton-Bacchus Marsh, filling a gap in that community in being able to engage and support families early to enhance their wellbeing

and reduce risk of mental health issues for children; we trialled and tested new parenting program approaches, responding to specific local need in a number of communities; and we successfully piloted Single Session Work across both clinical and non-clinical programs as a framework for more therapeutic intake into the service, better need identification and prioritisation and for engaging ‘reluctant’ clients more effectively.

Partnerships at all levels of the organisation contribute to our work being more holistic and integrated, and enhance our capacity to meet high demand and respond to complex needs. In 2015-16 we have built new partnerships, consolidated long-standing ones and identified opportunities for future collaboration and partnering. We could not achieve what we have in the past year without our partners – Cabrini Health continue as one of our most significant and long-standing partners with 22 years of strong collaboration enabling our work with asylum seekers, refugees and counselling in the South East of Melbourne; Good Grief, a new partner, working together to bring our combined experience as a strong ministry to develop and deliver exceptional support in the area of grief and loss; Parishes and schools across the Archdiocese of Melbourne and the Diocese of Sale supported our work through volunteering, fundraising, housing support, office space, referrals to services, identification of local need and a base for reaching out to the broader local community; MacKillop Family Services and CatholicCare work closely in locations where our services complement

each other and together provide an integrated response for local families – in Melton in the new Family Wellbeing Support Service, in Geelong at the Family Relationship Centre, in responding to the needs of refugees in Community Detention, and in advocacy and support for young people in youth detention.

Partnerships, innovation and responding to need are never static! I am excited to say that we have plenty of new developments on the horizon for 2016-17. A new partnership with St Vincent’s Health Australia in the development of an innovative response to refugees coming to Melbourne as a result of the turmoil and displacement of millions of people from Syria and Iraq; piloting new approaches to working with very complex Family Law matters to assist families to mediate arrangements outside of the Court environment; new location for our work in the Northern suburbs – joining 10-15 other community organisations at the Epping Community Services Hub – which provides a one-stop shop for families in this rapidly expanding growth corridor where our services are integrated with a wide range of other services to provide choice, quick response and better coordination for families.



Sheree Limbrick
Director of Operations

FAMILY AND RELATIONSHIP SERVICES

Our Family and Relationship Services support vulnerable and disadvantaged families facing complex challenges, such as mental health issues, relationship problems and substance misuse - to name just a few. By addressing people's family and relationship challenges through integrated, centre-based counselling supports, we aim to empower people to improve their relationships, better manage their life transitions and strengthen their health and wellbeing. We also offer relationship education aimed at keeping couples and families together. At CatholicCare, we believe that strong families are the building blocks of healthy communities.

Supporting families

In the last twelve months, 6,168 people received our Family and Relationship Services. Our services supported families, individuals, couples and children, 19% of whom came from culturally and linguistically diverse backgrounds.

3,525 people participated in Counselling services (up 53% from 2,306 people in FY 2015). We experienced both an increase in the number of people seeking services as well as an increase in 'throughput' – clients attending, on average, for less counselling sessions to address their needs.

At our Dandenong office, we experienced an increase in clients presenting with family violence, closely followed by mental health concerns. The increase in the demand for family violence support follows increased awareness in the community and training for our practitioners to be more alert and able to respond to family violence.

- Five children were placed with adoptive families; 2 children were placed in permanent care families; and 64 people accessed our Adoption Information Service.
- 378 episodes of counselling and support were provided to family members concerned about a loved one's substance abuse. 31% were for people from culturally and linguistically diverse backgrounds.
- 3,525 people – including couples, families, individuals and children - received family and relationship counselling to resolve issues affecting their health and wellbeing.
- 534 couples participated in Family Dispute Resolution: mediation to resolve disputes during separation or divorce.
- 279 families received mental health and wellbeing support
- 1,223 people accessed a range of support services for separated families at the Geelong Family Relationship Centre.
- Over 200 parishes used our GodStart faith development resources to support families with young children.
- 207 vulnerable families received casework and in-home support through Integrated Family Services.
- 798 people participated in parenting education programs to increase their parenting skills and confidence.
- Over 900 professionals working in the family law system attended networking events as part of the Greater Melbourne Family Law Pathways Network.
- 704 people undertook relationship education – through our African Dads and Kids Camps, Bringing Baby Home workshops, Marriage Enrichment Programs and Pre-Marriage Education Programs.
- 1,311 people received support through the ACCESS Employee Assistance Program - for employers to provide professional counselling for their employees.

We delivered new programs to assist separated parents to maximise their parenting capacity

Our Parenting Orders Program is offered in Geelong, Footscray, Epping and across Gippsland, and provides individual counselling, counselling for adults and children and post separation groups and seminars that strengthen and support skill development for separated families to better manage the separation.

This year marks ten years' operating the Parenting Orders Program in the northern and western regions of Melbourne. Over this time, the program has assisted thousands of parents to develop more cooperative co-parenting relationships and enabled children to not only survive but thrive after separation and divorce. Moreover there are a number of staff who started in 2006 and are still working within the program, who can truly be considered experts in the post separation field and the impact of conflict on children.

We ran two new programs this year; an online program for groups of young separated parents called 'Young Children and Separation and Divorce' and 'Emotion Coaching' to help people to understand and manage their emotions.

In partnership with Bethany Community Support in Geelong we continued to facilitate 'Building Connections', an interactive seminar for parents having difficulty agreeing on what is best for their children and 'Our Kids', a 6-week Parenting Orders Program that teaches parents how to develop healthy ways to cope with the stress of family breakdown – how to communicate with the other parent and separate parental conflict from the needs of their children.

Parenting programs not only reduce the impact of conflict on children – they increase the chance of children experiencing positive and ongoing relationships with the important adults in their lives.

At the Geelong Family Relationship Centre (FRC), we work in partnership with other community organisations to support people having difficulties with relationships due to separation or divorce. Our services include information, mediation and referrals to help separated parents to make decisions in the best interests of their children.

- 1,223 people, including 876 new clients received our services at the Geelong FRC.
- 775 people were assessed and support by a Family Relationship Advisor: a one-stop appointment to provide information and support for separated parents, short term counselling and assess suitability for Family Dispute Resolution.

- 373 people participated in Family Dispute Resolution.
- 216 people attended pre-Family Dispute Resolution appointments, information sessions and courses to prepare and be assessed for the Family Dispute Resolution process.
- 798 people attended our Parenting Orders Program.
- 8 Post Separation Parenting Groups were conducted across Footscray, Bundoora and Epping.
- 80 parents completed our six 2-hour education sessions on positive co-parenting.
- 87 parents completed our 'Building Connections' course.

"The group helped me acknowledge the experiences of my child and the impact of the separation, and the sessions made me more child-focused."

~ Parent

(Feedback from our Post Separation Parenting Group).

We launched a new Family Wellbeing Support Service in Melton-Bacchus Marsh

In July 2015, we launched a new Family Wellbeing Support Service in Melton in partnership with MacKillop Family Services and the Victorian Cooperative on Children's Services for Ethnic Groups (VICSEG). The service aims to enhance the resilience, mental health and wellbeing of children and young people. Given the Melton-Bacchus Marsh community is increasingly culturally diverse, this program has a special focus to support families from culturally and linguistically diverse communities to develop their parenting skills and confidence and ensure their children can reach their potential.

In the short term, the service provides parents and their children with guidance and acknowledgement of their efforts, and tips and information to support the mental health of children and young people.

Longer term, families learn to focus on individual and all family members' wellbeing, particularly where families and their children are socially isolated, there is no support network, low resilience, anxiety, poor mental health, parental conflict or a history of traumatic experiences. In these cases, our practitioners prioritise families' needs and work towards achieving family goals, one-by-one.

In just six months, over 300 people attended group programs about relationships and parenting and information sessions.

- 'Bringing Baby Home', a workshop for first-time parents transitioning to parenthood.
- 'Bringing Up Great Kids', education sessions for parents with primary school aged children that focus on brain development and appropriated parenting strategies at each developmental stage.
- 'Sudanese Community Child Protection', group information sessions to educate the local South Sudanese community about the role of Child Protection and keeping their children safe.
- 'Sport and Life Training', where mentors work to change and cultivate culture within schools and sporting organisations by discussing respect for women, drugs and alcohol, and mental health issues.
- 'Festival of Healthy Living', a festival to promote healthy lifestyle and wellbeing, fitness, education and social activities.

What makes the service unique is the flexible and creative approach our practitioners take in supporting children in the classroom, working closely with schools, wellbeing workers, children, young people and parents, and working in partnership with other community agencies in shared support.

Poly's story

At the age of six, Poly migrated from a refugee camp to Australia together with his mother and younger sister. In Australia, his mother's only support was Poly's uncle; who was also providing for his family as well as three children from a previous marriage. With Poly experiencing separation anxiety while at school without his mother, his mother having difficulty engaging with his school, and Child Protection involved, the entire family was in grave need of support, but Poly's mother was reserved and untrusting, leaving Poly isolated in his suffering.

A practitioner from CatholicCare's Family Wellbeing Support Service worked with Poly's mother to rebuild her trust and arranged a mental health plan for Poly, so he could be seen by a child psychologist. With time it became clear that both Poly and his mother were suffering from Post-Traumatic Stress Disorder, so Poly's mother was referred to a psychologist and a parenting program, which she attended along with bonding activities with Poly and his younger sister. Poly's family is now better placed to ask for help and get the support they need, integrate into the community and settle well.

We built resilience and capability for CALD families dealing with AOD issues

Our Alcohol and Other Drug (AOD) Family Service works to support family members with a loved one with problems related to substance abuse.

Of the 378 episodes of care provided in the last twelve months, 31% were for culturally and linguistically diverse (CALD) clients.

We work in partnership with the Youth Support and Advocacy Service (YSAS) to build the skills and capacity for our AOD staff to work specifically with CALD clients.

Our partnership with YSAS is a great example of genuine collaboration and collective impact. For two years, one of our skilled African community workers has been working with the YSAS AOD outreach team in Sunshine.

The collaboration brings together our experience and connection with the African community with YSAS' skills and expertise in Youth AOD treatment services.

Together, we worked with African community Elders and parents and assisted them to reconnect with young people experiencing isolation and rejection from family and community. We also worked

directly with young people and supported them to reduce substance misuse, reconnect with family and community, and secure housing.

Together with Anglicare Australia's ParentZone, our AOD program launched the 'Men's Connect' parenting group and conducted the 'Parent Building Solutions' group for people from different cultural backgrounds aged 20+ to be educated in understanding who they are as a person, partner and parent in a multicultural community and Australian society.

Both programs aim to minimise the risk factors of drug abuse, family violence and social and economic issues, and increase the safety of children at home and in the community.

The 'Men's Connect' was particularly successful with five men from the group gaining employment with Cabrini Linen Service and The Plastics Factory.

We found seven vulnerable children 'forever homes'

Our state wide Adoption and Permanent Care service offers training, assessment and support for families seeking to become adoptive or permanent care parents.

This year, our staff worked with birth parents considering relinquishment to ensure they received advice and support, and managed our Adoption Information Service to allow adoptees and other people to enquire about past adoptions.

After providing information and training sessions, counselling and support, assessment and pre and post legal support to prospective adoptive and permanent care parents, five children were placed with adoptive families and two children were placed with permanent care parents.

Over 500 hours of post-legal support was delivered to families undertaking and completing the adoption and permanent care processes.

Quite frequently, children with complex health needs or disabilities are referred for adoption.

This year, we were referred a child with Down Syndrome who was in need of an adoptive family and worked with Down Syndrome Victoria who reached out to prospective parents via social media. The child was subsequently placed with a stable, secure and loving family.

We began an annual training program to educate lawyers about issues in family law

CatholicCare is funded to manage the Victorian Family Law Pathways Network (VFLPN) in Greater Melbourne. The Network supports services offered to separating families through collaboration and information sharing between organisations and professionals who work with affected families.

In FY 2016 the VFLPN began an annual training program geared towards educating future lawyers in important issues within family law to better inform their practice prior to admission to the Australian legal profession.

In July 2015 we organised 'Recognising and Responding to Family Violence' a training program conducted by the Domestic Violence Resource Centre designed for participants to learn about the breadth of family violence, practice skills for recognising and responding to family violence; assessment tools and processes for identifying family violence and associated risks to women and children and how to develop safety plans and make referrals.

In December 2015, we ran a 'Mental Illness and Children in Family Law Forum' with guest

speaker Louise Newman speaking about children who have parents with a mental illness, how to recognise these families and what the impact is on children. She provided some practical points for those interacting with these families. The presentation was then followed by a panel discussion, inviting the professionals in the audience to engage in a conversation about the issues presented.

In June 2016 we ran 'Engaging with Perpetrators of Family Violence'; a panel style presentation followed by audience discussion aimed at emphasising the need for perpetrator focused practice and how family law practitioners and case workers can engage with family violence perpetrators.

The Network also launched version 2.0 of the iRefer VIC app, a directory of over 700 family law support programs across 34 service categories that provides important referral pathways for families experiencing separation.

Separating families often face a range of problems and need legal and non-legal advice and support. By encouraging professionals to work together and learn and share information, the network aims to dispel myths and break down barriers to collaboration improve coordination between organisations operating in the family law system; and cultivate a shared understanding of professional roles within the sector.

With over 1,000 members, the network includes allied workers supporting families with children, counsellors, court officers, family dispute resolution practitioners, judges and lawyers – all now better placed to support separating families.

We trialled a number of pilot programs to provide integrated family services

Our Integrated Family Services (IFS) teams work with families that are often experiencing high risk, complex issues, such as mental health, drug and alcohol misuse, family violence, trauma and homelessness.

We provide in home support to address these issues and support families to promote the safety, stability and development of their children, working closely with Community Based Child Protection, and collaboratively with other professionals from a range of health, education and family services.

In FY 2016 we continued to dedicate ourselves to accessing and responding to referrals from Services Connect, Child Protection, and Child FIRST, which enabled our teams of experienced Family Service workers to deliver integrated, skilled, targeted and localised support to vulnerable families.

Throughout the year, our IFS teams trialled a number of pilot programs from the Department of Health and Human Services.

The first was 'Services Connect', a Victorian Government initiative aimed at simplifying people's access to services and supports in partnership with the community services sector. By partnering with Services Connect, our IFS workers were able to develop an understanding of families' needs and then tailor responses that included a combination of services such as intensive in-home support, parenting skill development, connection to other community supports and case management.

We also trialled 'Engaging Wyndham Families', an early intervention initiative aimed at assisting vulnerable children and families in the western region by identifying and supporting families before they need crisis help via face to face short term interventions.

Our assistance benefited families with children experiencing school engagement issues, refugee and migrant families, Aboriginal families and families using child care/kinder. In this trial, we worked alongside schools, kindergartens and maternal child health nurses to deliver a collaborative and integrated service.

- 207 families received our IFS support.
- 261 episodes of information, referrals and consultation were provided.
- We made contact with Community Based Child Protection 238 times and with Child Protection practitioners 147 times, working at both the point of initial intake and in ongoing work with families.

Mary and Derek's story

Mary is legally blind and when we met her and her husband, Derek, was unable to maintain employment due to chronic back pain, financial problems, and mental health, drug and alcohol issues.

They lived in an overcrowded house with their seven children aged 3-18.

Five of their children had been diagnosed with issues including ADHD, Autism, a Chromosome disorder and a developmental delay, and one of their adolescent children was refusing to attend school.

Our IFS team identified these issues during an initial assessment and developed goal plans with the family to find solutions to the multiple problems they were facing.

During home visits, our worker worked with the family on strategies to achieve their goals. They linked the family into sustainable,

long-term support, which assisted the family in persevering to achieve their long term goal of bringing stability to their family.

The family's goals were reviewed quarterly, which provided the family with a greater understanding of what they had been able to achieve while being engaged with the service.

We piloted Single Session Work to reduce dependence and offer brief, solution focused options for people accessing Dandenong services

In November 2015, we tested Single Session Work as an intake intervention across our Counselling, Refugee Settlement Service, Integrated Family Services and Alcohol and Other Drug Family Service teams in Dandenong.

Single Session Work has a strong evidence base as a strategy to engage reluctant participants of counselling, especially adolescents and men who are resistant to engaging with services.

It also has strengths when working with CALD clients – particularly where mental health issues are not acknowledged or considered shameful or stigmatising in their communities.

Single Session Work has also been used extensively in a range of counselling/mental health settings as an effective and brief intervention used to enhance intake processes and reduce waiting lists.

The goals of the pilot mapped directly to strategies in our 2015-20 Strategic Plan – to ensure our practice approaches are oriented to reducing dependence and building resilience for all service users – and our 2015-16 Business Plan – to improve our client experience and in particular, better manage our intake and wait list procedures.

There were a number of positive outcomes from the pilot. Our Refugee and Settlement Support practitioners found Single Session Work helpful for clients presenting with highly complex and pressing demands, as it assisted them to focus on prioritising clients' issues.

Our counselling practitioners strongly recommended the continuation of the newly developed intake system, which uses counsellors on a rostered basis to do a therapeutic telephone intake with clients.

They also recommended the continuation of the practice of booking 1.5 hours for intake sessions.

While not suitable for all clients, especially trauma and family violence cases, these same practitioners found Single Session Work useful as an early intervention; fast tracking clients who are at risk of trauma and/or family violence.

EDUCATION AND SCHOOL SUPPORT

Our School and Education Support empowers students of all ages - from young people having difficulty at school to adults who have experienced hardship and need support to make positive changes in their lives. Through a range of services for both students and educators, we remove the barriers to achieving an education and help people to journey towards personal fulfilment and further engagement with education and employment.

Empowering students

In the last twelve months, more than 1,800 students accessed support from a school counsellor; we trained 90 Companions in the Seasons for Growth loss, change and grief program and the number of adults who participated in our higher education grew by 30%.

- 26 adults experiencing disadvantage participated in our higher education and support program, Clemente Fitzroy, delivered in partnership with Australian Catholic University.
- 941 students in years 7-12 participated in Relationships Matter!, our suite of interactive school workshops about healthy relationships.
- 13 students received our School Refusal Support service for anxiety and difficulty attending school through our Family Wellbeing Support Service.
- Over 1,800 students in 67 schools in Melbourne, Gippsland and Geelong

accessed School Counselling.

- 10 schools received clinical supervision for their school counsellor or psychologist and 20 interns received training, work experience and industry registrations through our School Counselling Internship Program.
- Over 250 children and young people received education for loss, change and grief through our 'Seasons for Growth' program.

"Sometimes in school I'd feel like crying about it, and I nearly cried. Then I just held it in. But when I went to Seasons, I could just let it out, and talk about it. I didn't need to cry because I could talk about it."

~ Matt, 9.

(Feedback on Seasons for Growth).

"It was helpful to understand how students feel about their safety and security at home and how these emotions can affect student learning."

~ Teacher

"The general information given by the facilitators was excellent. Making the child the messenger is something I need to be aware of regarding notes and events."

~ Education professional

(Feedback from our professional development program, 'Family Separation through the Eyes of Children').

We entered into a strategic partnership for the delivery of loss and grief support and education for children

In October 2015, CatholicCare and Good Grief - an agency of the Sisters of St Joseph - entered into a strategic partnership to deliver a unified and integrated ministry supporting individuals and communities experiencing change and loss.

The partnership unites 40 years of combined experience in providing high quality support and the agreement covers training, content, marketing, promotion and business development for the new partnered program known as 'Seasons for Growth'.

CatholicCare and Good Grief share much in common: knowledge of the impact and language of grief, a mission to help others in their grief, and a commitment to delivering exceptional results.

Together, we have formed an experienced, expert team that is working to position the Seasons for Growth program more firmly into the community, increase its visibility and help build the sustainability of the program into the future.

We trained 90 professionals as Companions to lead the 'Seasons for Growth' program and ran six 90-minute online webinars to support trained Companions. Over 30 people from all over Australia participated in the webinars, which have continued to grow in popularity.

We developed a new professional development program for school staff

CatholicCare runs professional development sessions for teachers and other school staff in both primary and secondary settings, covering topics such as classroom management, self-care, managing students with challenging behaviours, discipline, identifying student anxiety early, and supporting students with emotional issues.

The sessions aim to equip teachers to meet the day to day challenges of supporting children's well-being with an approach based on identifying skills and resources already within the school as well as connecting teachers with external supports and resources.

In August 2015 a consortium of staff from the Geelong Family Relationship Centre, Parenting Orders Program and School Counselling Units in Geelong worked together to deliver 'Family Separation through the Eyes of Children', a professional development seminar for primary schools and early childhood education settings.

The seminar was delivered in three Catholic Primary Schools and City of Greater Geelong Out of School Care Program, reaching 65 teachers and professionals who work with primary school children.

We piloted an early intervention program for children who have anxiety and difficulty attending school

The Department of Education and Training estimates that approximately fifteen per cent of any school population will experience anxiety and difficulty attending school and will require early, targeted or intensive intervention.

Our School Refusal program aims to reduce children's anxiety, re-engage them with their education and provide family and schools with support to keep children attending school.

Keeping a child at school provides better outcomes for the student's social, emotional and academic development and long term mental health and wellbeing.

This year, we worked with School Focused Youth Service on the 'Triple R' program ('Robust, Resilient, Ready to Go') to support a targeted group of children who were vulnerable and at risk of school

non-attendance. The results of an evaluation by Monash University suggested that the Triple R program has considerable promise as a school-based mindfulness and resilience program. It was shown to reduce negative emotional symptoms relating to separation anxiety, social phobia, generalised anxiety, panic, obsessiveness, and depressive feelings. There was also a corresponding increase in mindfulness skills. Parent feedback regarding the program was generally positive. Specific areas of improvement were calming, problem solving, and managing worries and anxiety. A number of parents also reported improvements in their children's response to conflict, anger management, and emotional regulation.

We also joined and became actively involved in a local network in Dandenong chaired by Early Mental Health Services at Monash University and worked collaboratively to pilot a three tiered approach to managing school refusal. Non-attendance is an ongoing and often neglected problem in the South Eastern Region, as services are limited and referrals can fall between different service providers.

We expanded healthy relationships workshops for all secondary students

Relationships Matter! is our suite of school-based interactive workshops to help young people develop, identify and maintain healthy relationships.

This year we expanded the school workshops by adding new modules and made the content applicable to all secondary school levels. In total, 941 school students in years 7-12 participated in the workshops.

We celebrated 5 graduates of Clemente Fitzroy

Clemente Fitzroy is a humanities-based higher education program for people experiencing disadvantage and social isolation, either through mental illness, addiction, homelessness and/or imprisonment.

Delivered in partnership with Australian Catholic University (ACU) since 2012, the program provides the opportunity and support – with a volunteer Learning Partner and counsellor - to help vulnerable people to make positive changes in their lives and find pathways to further employment and training.

This year Clemente Fitzroy continued to make a real and pragmatic difference in the lives of 26 participants. Five students graduated with a Certificate of Liberal Arts from ACU after completing four humanities subjects over four semesters. One graduate has gone to Deakin University to study towards a degree in Social Work and another has started a Diploma in Counselling.

Clemente Fitzroy counsellor, Gerard Koe, made a speech as part of the end of year Graduation attended by graduates and their family members in which he said:

“Life can randomly throw so many challenges at us, sometimes, least when we expect it. This can often knock us off our feet and cause us to go crashing down.

The ability to stay focused, to not get discouraged, to be emotionally strong without becoming hard of heart or bitter with life; to proactively anticipate problems; to self-care, to have a good support network around us to catch us in case we fall.

These are important emotional and spiritual intelligence traits that we at Clemente hope to cultivate in our students to increase their chances of succeeding in life.”

We supported students and professionals through School Counselling

Our School Counselling Service offers a range of programs for primary and secondary students and their families, to identify problems and intervene early to improve student wellbeing.

We provide individual support for students, clinical assessments to guide educational planning, and seminars for students and parents, plus professional development for teachers and clinical supervision for school counsellors and welfare staff.

In the last twelve months, 67 schools in Melbourne, Gippsland and Geelong had an onsite counsellor from CatholicCare and a further 10 schools received clinical supervision for their school counsellor or psychologist. Overall, more than 1,800 students received school counselling (8% more than in FY 2015).

Across the Diocese of Sale, we began providing school counselling to three new primary schools and liaised with further schools regarding our school counselling services.

In Geelong, many of the schools we support extended the number of days they have one of our counsellors' onsite from one day to two or more days.

In a highlight for the year, 20 interns who received training and work experience with CatholicCare through its School Counselling Internship Program went on to achieve full membership with the Australian Psychological Society and the Australian Health Practitioner Regulation Agency.

Within the overall training of a psychologist, which is up to one or two years, a School Counselling Internship Program is seen as a vital part of students' overall education. It aids the learning of a novice therapist by exposing them to the practice of psychology within the context of their chosen field.

In the case of CatholicCare interns, this involves being onsite in a school. Provisional psychologists receive supervision, mentoring and guidance in their placement, with the experience adding to the practical process of their learning.

CatholicCare provides a year-long placement opportunity to provisional psychologists in the area of clinical, counselling and educational psychology.

REFUGEE AND ASYLUM SEEKER SUPPORT

Our Asylum Seeker Support service partners with parishes and religious congregations to link vulnerable asylum seekers who would otherwise have been at risk of homelessness to supported housing. We also support parish volunteers who responded to their faith by providing refugee and asylum seekers with social introductions to people in the community, tutoring, English language conversation groups and material aid. Refugee services help newly-arrived humanitarian entrants to Australia to settle well by providing safety, security and a sense of place in the community.

Caring for refugees and asylum seekers

In the last twelve months, 50 refugee women were given driving lessons via our partnership with RACV and thirty five refugees gained employment via our partnership with Cabrini Linen Service – achievements in step with our aim of building refugees and asylum seekers’ independence, agency and ability to care for their families.

Complex Case Support provides specialised and intensive support to individuals and families experiencing multiple and complex barriers to successful settlement, including family violence, housing insecurity, medical, mental illness, legal problems, trauma, family issues and isolation.

We delivered Complex Case Support to four individuals to address their needs and support them on a path to stable and lasting settlement in their new community.

We also continued to offer a range of programs to enable refugees and asylum seekers to learn new skills and gain specific information for smooth settlement.

This year the number of people who joined our information sessions grew by 11%. Four hundred and fifty three people attended 33 information sessions on a broad range of topics, including health, income support, driving, education, legal aid, parenting, taxation and voting.

Throughout the year we observed the cohort of newly arrived refugees shifting slightly. We saw increased numbers arriving from Burma, Syria and elsewhere and reduced representation from the Afghani community.

To respond, we liaised with the leaders of new emerging communities - to introduce our services, recruit new volunteers and build collaborative working relationships. This included the establishment of a community garden for migrants and refugees and English conversation services in Pakenham.

- Six families seeking asylum, including 13 children were provided with safe, stable supported housing and two new supported parish houses were established in Hallam and Box Hill.
- 26 growers participated in our Green Patch Community Farms, and 10 refugees completed a pre-accredited horticulture course.
- 364 refugees received information, education, social support, homework help and employment training and support through our Refugee Settlement Program. Of these, 105 refugees received 213 casework sessions.
- 35 refugees secured employment with Cabrini Linen Service.

We expanded Justice Education for refugees in the West

This year saw 349 clients attend a new, 6-week Justice Education Program in Geelong. After receiving funding from Give Where You Live, we replicated the successful Justice Education Program developed by our refugee program in Dandenong and delivered a similar program for adults in the Karen (Burmese) community in Sunshine, where a further 21 refugees participated in the program held at the Sunshine Magistrate's Court.

The program included presentations from a number of community partners, including Barwon Adolescent Task Force, Barwon Child, Youth and Families, Barwon Community Legal, the ATO, Centre for Multicultural Youth, Centrelink, Consumer Affairs, Country Fire Authority, Legal Aid, Taxation Services, VicRoads and Victoria Police. This offered information to help refugees understand the Australian legal system, manage fines, interact with the Police and provided them with information on family violence and intervention orders, plus parenting and family issues.

Our new partnerships increased support and opportunities for refugees and people seeking asylum

CatholicCare began partnering with St Vincent de Paul Society and St Bridget's Greythorn to deliver Asylum Seeker Support. While we arrange supported parish housing for families seeking asylum as they await a final decision on their claim for protection and asylum in Australia, we rely on partners like St Vincent de Paul Society and St Bridget's Greythorn to provide asylum seekers with practical help, such as home visitation, food and financial help, visits to detention centres, and homework centres.

We were also grateful to partner with Lentara UnitingCare on our Braybrook Community Garden Project, which strengthens communities by building refugee families' sense of community, skills and self-esteem. With the support of Lentara and local farmers, refugee families were able to benefit from meeting and working alongside each other and be linked into others supports like homework groups, health services and English conversation classes.

With Braybrook Secondary College, we ran a Home Work Support Program for refugee high school students in Melbourne's west and helped 30 students with their homework throughout the year.

In a new partnership with Djerrewarrh Community and Education Services, 10 Burmese refugees completed a pre-accredited Horticulture Course and built a greenhouse with controls for light, shade, irrigation and humidity at our Green Patch Community Farm near Melton in Melbourne's outer west. The project was funded with the assistance of the Scanlon Foundation and celebrated in a graduation ceremony for the individual students and their families.

We held four new information evenings for potential volunteers across Bapcare and CatholicCare partner parishes this year, and we will continue to build this partnership to provide future opportunities to gather parish volunteers to support our work with refugees and people seeking asylum.

All our partnerships provided opportunities to link vulnerable refugees and asylum seekers to other wrap around services, such as trauma counselling, case management, and a range of programs to overcome often complex settlement challenges, preventing crisis situations and further difficulties and pressure on refugee families.

Farah's story

Farah is a single Iranian woman in her 50's who arrived in Australia by boat several years ago, claimed asylum and was granted permanent protection. Farah presented to CatholicCare with complex needs. Her challenges included financial difficulties, including outstanding rental and utilities bills, difficulties accessing Centrelink, inadequate housing, medical issues and mental health concerns after a history of depression.

Our caseworker responded by linking Farah to crisis, financial and material aid through Vinnies and supported her to navigate Centrelink services independently. She was assisted with medical appointments that resulted in a referral to a specialist and an operation to solve a medical issue, and she was linked to appropriate housing through a community organisation. Farah was encouraged to attend English conversation classes at CatholicCare and this increased her confidence and social network. She subsequently enrolled in further education at TAFE and is continuing to engage in her education, empowered and more hopeful about her future.

PASTORAL SERVICES

This year we continued to provide emotional and faith support to residents in prison, support young people in Youth Justice correctional facilities, organise and offer pastoral care in hospitals, and support people living with HIV/AIDS. We also visited retired clergy to monitor their health and wellbeing. In a diverse range of chaplaincies, ministries and outreach programs across Melbourne and regional Victoria, we provided compassionate care for people who were isolated or alone or simply needed someone to listen to them, or seek to understand and sustain them in difficult times.

Reducing social isolation

In each unique setting, our workers bring a human connection to everyone they encounter - whether by extending a hand of support, easing emotional or physical pain, or providing a place to heal.

Among the highlights this year was the growth of a team of young volunteers at the Melbourne Youth Justice Centre in Parkville under the supervision of the Chaplaincy team, as well as the expansion of pastoral care provision at the Malmsbury Youth Justice Centre.

- Emotional and faith support work to residents in 14 prisons.
- Chaplains in 5 major Melbourne public hospitals.
- Over 500 people living with or affected by HIV/AIDS shared lunch with us

From one-to-one pastoral encounters to group-based outreach including liturgical celebrations, our chaplains and volunteers brought connection to some of the 6,000 people in Victorian prisons.

They also worked collaboratively with chaplains from other faith groups.

Whether by employing Coordinators of Catholic Chaplaincy or administering State Government disbursements to parishes, our Healthcare Chaplaincy provided emotional and spiritual support to patients and their families in state run hospitals across metropolitan and regional Victoria. At large and busy hospitals, such as the Royal Melbourne in Parkville, our Coordinator of Catholic Chaplaincy saw up to 20 patients a day.

Hospitality is at the very heart of our HIV/AIDS Ministry and this year we welcomed over 500 people for lunch at the St Mary of the Cross Centre in Fitzroy. For a small HIV/AIDS Ministry, we reached a broad cross section of people from varying walks of life and sexual orientations, and successfully empowered many to connect with their faith.

Our young people in youth custodial centres in metropolitan Melbourne (Parkville) and regional Victoria (Malmsbury) come from parts of Victoria marked by social disadvantage, poverty and unacceptably low literacy.

This year our Chaplaincy team worked collaboratively with stakeholders such as Parkville College, DHHS and Jesuit Social Services to provide them with the emotional and spiritual support necessary to enable them to meet their full potential.

Across the Diocese of Sale, we provided clinical and pastoral support to clergy who were approaching or already in retirement, to help them embark on or continue their journey of transition and change. Having been leaders of their communities all their working lives, it is not an easy shift for them to focus more closely on their own needs as they age. Our Coordinator of the Clergy Health and Wellbeing program is a trained nurse and also well versed in the theological frameworks and perspectives important to these men of service.

OUR PEOPLE

Executive profiles

Fr Joe Caddy

Chief Executive Officer

Fr Joe has a strong background in community service governance and social policy and regularly advocates for policies and programs to ensure stronger families and communities. In 2012 he commenced as Parish Priest at All Saints Church in Fitzroy. He was the Chair of Catholic Social Services Australia from 2003-2013, the national peak body of Catholic Community service providers. In 1993, he completed a Licentiate in Social Sciences at the Gregorian University in Rome. In June 2016, Joe was appointed Episcopal Vicar for Social Services in the Archdiocese of Melbourne.

Sheree Limbrick

Director, Operations

Sheree commenced her career in Human Services in 1994. Before joining CatholicCare in May 2011 as Director of Community Services, she held several high-level positions within the Human Services environment. In July 2012, Sheree assumed the role of Director of Operations across all of CatholicCare's services. Sheree has served on the Board of the Centre for Excellence in Child & Family Welfare since 2014 and is currently Deputy Chairperson.

Sheree has a Bachelor of Social Science (Family Studies) from Australian Catholic University (ACU), along with Diplomas in Project Management and Business.

Peter McDonell

Director, Human Resources

Peter has an extensive track record in strategic and operational HR roles in the corporate sector, including generalist and specialist HR management roles with Mercedes-Benz Australia/Pacific and Ceramic Fuel Cells Ltd. He has broad HR experience in strategy and policy, performance management, employee relations, learning and development, leadership development and culture change. Peter has led and mentored HR teams in the delivery of HR services to corporate, wholesale and retail environments. Peter has a Bachelor of Laws and Bachelor of Arts from Monash University, a Graduate Diploma of Industrial Relations from Victoria University and a Certificate IV in Training & Assessment. He is a Certified Professional of the Australian Human Resources Institute.

Tony Newton

Director, Corporate Services

Prior to joining CatholicCare, Tony held several positions in the NGO sector and

local government, most recently as Director Corporate Services, Diabetes Australia – Victoria. Tony has also worked in local government holding positions including Director Corporate Services – Shire of Bulla at Sunbury, Shire Secretary - Shire of Ballan, Deputy Shire Secretary – Shire of Hampden and Assistant Town Clerk – City of Colac. Tony has business qualifications from RMIT and post-graduate management qualifications from Melbourne Business School, The University of Melbourne. Tony has a keen interest in social justice and a commitment towards organisational quality improvement

Human Resources

CatholicCare employed 235 employees and the organisation continued to foster a strong rate of retention of high performing staff, with overall tenure at just over 5 years across the workforce.

Our annual CatholicCare All Staff Day event provided valuable feedback on staff engagement with the organisation's vision, mission and values. We will continue to obtain feedback on staff engagement through a biennial staff climate survey in FY 2017.

Our Diversity Committee was established to promote, enhance and celebrate diversity, in all its forms, so that a responsive and welcoming organisation results for our clients and our staff.

Our first Reconciliation Action Plan, 'Open Hearts, Open Minds' was built as a blue print to guide us to take practical actions, build our capacity, and promote strong relationships and enhanced support for Aboriginal and Torres Strait Islander Peoples.

We recognised the worthy winners of our staff awards for their excellence in service delivery and modelling of CatholicCare's mission and values. We also acknowledged a staff member for their 20 years of dedicated service. 3 staff members proudly received their 10 years' service awards.

Sandra Roche received the Norma Parker Award for innovation and service in responding to the needs of individuals, families and communities. Her ongoing support and assistance to everyone no matter how busy has made Sandra the hub of the Footscray office.

Tomasa Morales received the Fr. Gerard Dowling Award for outstanding modelling of the mission and values of CatholicCare. Tomasa works with some of the most marginalised and vulnerable people in Australian society. She is an inspirational leader, always ready to support her colleagues with information and serve on committees.

Special recognition went to our Practice Development Manager, Pat Boyhan for her 20 years of service with the organisation.

Volunteers

In the last twelve months, 123 volunteers contributed 7,274 hours of service valued at \$230,376 (a 5.17% increase from FY 2015)*

The following programs were enhanced by the contribution of volunteers who gave their time, skills and commitment to helping others:

- Refugee and Asylum Seeker Support – Homework Support, Cooking, English Conversation, Computer Education, Sewing and Social Support Groups, Community Engagement Support, Gardening and Maintenance Support.
- School and Education Support - Clemente Fitzroy.
- Central office - Administration and Event support.
- Pastoral Services - Justice group and chaplaincy support, Prison Chaplaincy support.
- Family and Relationship Services - Counselling support, African Dads and Kids Camp support.

*Based on average weekly earnings from November 2014 and November 2015 ABS data, with increases reflective of 1.6% increase in average weekly earnings since November 2014, determined through the use of ABS data from both 2014 and 2015.

GOVERNANCE

CatholicCare operates under a charter from the Archbishop of Melbourne for the purposes of ‘carrying on the welfare, non-profit, educational and charitable activities of the Roman Catholic Church in the Archdiocese of Melbourne with respect to the welfare of families.’ (CatholicCare Charter). Since April 2013, CatholicCare has managed CatholicCare Gippsland on behalf of the Diocese of Sale. CatholicCare is governed by a volunteer Board of Directors appointed by the Archbishop of Melbourne which provides strategic direction and oversee the activities and operations of the organisation in line with our mission and vision.

Board of Directors

Mr John Sheldon

Chairman

(Appointed to the Board Feb 2015)

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

Mr Chris Braithwaite

(Appointed to the Board Feb 2016)

Chris is Partner, Risk Assurance at Price Waterhouse Coopers, where he supports leading organisations across the globe to improve their governance, risk management and business performance through the provision of high quality risk, governance, and internal audit and assurance services. He is a Member, School of Health and Population Planning, Advisory Council at The University of Melbourne.

Fr Joe Caddy (Ex-officio)

(Appointed to the Board Oct 2004)

(see Joe’s profile on page 27)

Mr Terry Healy

(Appointed to the Board Jan 2013)

Terry’s public service career spanned four decades with the Commonwealth and Victorian State Governments. He held senior roles in central agencies, planning and development, natural resource management and social policy. His experience includes policy advice, executive and program management, organizational and administrative reform and whole of government coordination. Terry is also a Board member with Domestic Violence Victoria.

Professor Sandra Jones

(Appointed to the Board Feb 2016)

Sandra is the Director of the Centre for Health and Social Research (CHaSR) at Australian Catholic University. Her research focuses on the use of community-based social marketing to improve health and social outcomes for individuals and communities. Sandra also provides social marketing advice and consultancy services to a range of organisations, including government, NGOs and community groups. She has conducted extensive research on advertising and marketing regulation, particularly in relation to alcohol marketing and young people.

Mr James McGarvey

(Appointed to the Board May 2008)

James is the founding Director of The Agenda Group, a Melbourne-based public policy and communications consultancy. He has previously worked for a range of senior politicians in both Government and Opposition. James has a Master of Arts (Professional Communication) from Deakin University, as well as a Graduate Diploma in Public Relations, and is a member of the Public Relations Institute of Australia.

Fr Kevin Mogg AM

(Appointed to the Board Oct 1991)

Fr Kevin has extensive involvement nationally and locally in the governance and management of the Church’s social welfare responses. For more than fifteen years he was a member of the Australian Catholic Social Justice Council, an advisory body to the Australian Catholic bishops. He founded the State Catholic community peak service peak body Catholic Social Services Victoria. He has qualifications in social work and criminology. In 2004 he was appointed a Member in the Order of Australia.

Ms Patricia Quigley

(Appointed to the Board Jan 2013)

Patricia has held various senior executive management roles in State government organisations gaining high level business skills, knowledge and expertise. Patricia was a member of the Melbourne Business School Alumni Council, a Board member of the Mental Health Legal Centre and was also on the leadership committee of the Xavier Social Justice Network. She has a MBA from the Melbourne University.

Ms Bernadette Steele

(Appointed to the Board May 2008)

Bernadette works at the Victorian Civil and Administrative Tribunal as a Senior Member. She is a former Director of Consumer Affairs (1997 to 2002) and Deputy Secretary in the Department of Justice. She has also worked as a government lawyer in legislation, litigation and policy, in various areas including health, community services and water resources, and currently holds a position as a member of the Senate of Australian Catholic University.

Mr Dennis Torpy

(Appointed to the Board Apr 2014)

Dennis has more than 18 years' experience across Catholic and government education sectors, working with Ministers and executive teams in areas of student wellbeing, engagement, inclusion, disabilities, student learning and communications. He also spent a decade in media as a daily print and television journalist and news producer. He is a member of the Australia and New Zealand School of Government Alumni and Victorian Catholic Schools Parent Body. Dennis is responsible for strategic policy and advice on key wellbeing portfolios

for both CEOM and CECV. He holds an Executive Master of Public Administration from Melbourne University.

Fr Thang Vu

(Appointed to the Board Jan 2013)

Fr Thang spent nearly five years in the Finance industry before he commenced formation for the priesthood at Corpus Christi College. In 2008, Fr Thang was ordained to the priesthood for the Archdiocese of Melbourne. After serving five years at Catholic Parish of Ivanhoe as parish priest, he is currently Director of Ministry to Priests. Fr Thang holds a Degree in Accounting from Monash University and a Graduate Diploma in Computer Science from Victoria University.

Mr Kieran Walshe

(Appointed to the Board Jan 2013)

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

Professor Ruth Webber

(Appointed to the Board July 2003 and retired Feb 2016)

Dr Webber has honorary appointments at Australian Catholic University, University of Wisconsin-Madison and University of Divinity. She has degrees in psychology, education and sociology. Her work has been published in a range of areas including youth spirituality, World Youth Day, Catholic Prison Ministry, intellectual disability and ageing, youth violence, substance abuse and social policy.

Vale Richard Stone

The CatholicCare community was saddened this year by the death of a much loved, respected and valued former Board member, Richard Stone OAM. Richard was originally a member of the Board of the Mary of the Cross Centre and came across onto the Board of CatholicCare when the drug and alcohol service was integrated in 2003. He retired from the Board in February 2016.

During his years of service Richard was a great contributor to CatholicCare. As a former specialist with KPMG on matters of governance and risk management, he was of huge assistance to us in improving our corporate services and our financial policies and processes. For much of his time on the Board, Richard chaired the Finance, Audit and Risk Committee.

As one of life's true enthusiasts, he was very positive about the role of CatholicCare and the contribution that we make to society. He would always represent CatholicCare very well, and as an active fundraiser it was, by all accounts, very hard to say no to him.

He is deeply missed by Board, staff and volunteers. In recognition of Richard's outstanding contribution to CatholicCare, in 2017 we will establish an Annual Richard Stone Award to be presented to CatholicCare's most 'outstanding' volunteer each year in National Volunteer Week.

CORPORATE SERVICES

Financial Overview

CatholicCare concluded FY 2016 with an operating surplus, before Bequests and sale of a property, of \$330,026.

Revenue

CatholicCare's total income FY 2016 was \$15.1 million. Granted income, from Commonwealth and State Government sources, is the largest category of our income. Gifted and sponsorship income from our highly valued supporters are of utmost importance in our ability to deliver services to those people most in need. CatholicCare is most appreciative of the significant financial support provided by the Archdiocese of Melbourne, Diocese of Sale and Cabrini Health.

Expenditure

During FY 2016, CatholicCare spent \$14.77 million on its range of services and programs.

The following chart shows income by type and the allocation of expenditure to our services and programs.

Income	2015-2016
Donations & Bequests (8.99%)	1,358,147
Federal Govt Grants (34.06%)	5,143,768
State Govt Grants (15.71%)	2,372,614
Fees & Charges (28.37%)	4,285,319
Project Specific Contributions (12.87%)	1,943,345
	15,103,193

Expenditure	2015-2016
Family & Relationship Support (61.69%)	9,113,271
Pastoral Care (8.76%)	1,293,883
Education & School Support (13.09%)	1,933,077
Community Development (5.90%)	871,491
CC Gippsland (5.18%)	765,872
Fundraising, Marketing & Comms (5.39%)	795,592
	14,773,187

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

Quality Accreditation

CatholicCare Melbourne and Gippsland has organisation wide quality accreditation from Quality Innovation Performance Review (QIP). The QIP accreditation includes 18 standards covering:

- Building quality organisations
- Providing quality services and programs
- Sustaining quality external relationships

Catholic Care has an annual Quality Improvement Plan through which we continued to use to embed quality improvement principles and commitment throughout our whole organisation.

Sale of ACCESS Program

In May 2016, CatholicCare sold its ACCESS employment assistance program to AccessEAP Sydney. The EAP sector is extremely competitive, and as a small, boutique provider we were unable to sustain a viable social enterprise in the face of increasing competition from large players. AccessEAP, as part of the national ACCESS network, was a natural fit to take over our ACCESS business and will continue to provide provide high quality services to our former customers.

FUNDRAISING

Every year, CatholicCare relies on the generosity of donors and supporters to enable us to meet the needs of the people we serve. Whether through direct mail appeals, online donations, regular (direct debit) giving or workplace giving, our donors earn a special place in our hearts for their commitment to our shared mission.

Overview

In FY16, our loyal and committed donors contributed nearly \$1.9 million. This year we also received a further \$563,058 in bequest income which was invested in the CatholicCare Development Fund to help guarantee our service delivery in the future. We are deeply grateful to those who have remembered CatholicCare in their Will.

We are also grateful for the support of Trusts and Foundations, including the Geelong Community Foundation, Give Where You Live and Collier Charitable Fund who enabled us to continue working with vulnerable refugee youth in North Geelong; and Scanlon Foundation who supported our Green Patch Melton project.

To view a full list of bequestors and Trusts and Foundations who supported us in FY16, please see page 30.

Run Melbourne

Run Melbourne is an annual fun run that attracts tens of thousands of participants each year across a range of distances. In July 2015, CatholicCare fielded a team of seventy

participants who raised over \$11,000. A further \$5,300 in sponsorship was received from Catholic Church Insurance.

The Run Melbourne 2015 campaign was a great success in cultivating supporters to become 'cheerleaders' for CatholicCare. It allowed our supporters to carry our messages to their own networks, utilising the power of social media.

The funds raised are now working to help refugee families to settle well.

Gala Ball

In September 2015, over 200 guests celebrated our 80th anniversary at our Heavenly Gala Ball at the Plaza Ballroom in Melbourne. Our special guest speaker was former AFL coach and player, Kevin Sheedy and the musical entertainment was provided by rock'n'roll band, 'Who Was That Cat'. Shane Healey, former GM of 3AW and current Director of Media and Communications at the Archdiocese of Melbourne, was the Master of Ceremonies. John Clarkson from Buxton Real Estate provided his auctioning skills on the night.

The total funds raised was \$54,779 (compared to \$50,196 in 2013). A further \$37,724 of gifts in kind were donated for auction items and the value of pro-bono services – including the keynote speaker, MC, auctioneer, theming and photography - was valued at well over \$20,000.

Parker Moffitt Bequest Society

On 10 March 2016, we held our Parker Moffitt Bequest Society event – which aims to acknowledge and thank those donors who have confirmed that they are remembering CatholicCare in their Will.

As a special thanks, guests were treated to an exclusive tour of St Patrick's Cathedral which was led by Cathedral Historian, Mr Max Potter. This was followed by light refreshments at the Cardinal Knox Centre.

From everyone at CatholicCare – and on behalf of all the clients who were assisted as a result of the generous contributions from donors and supporters - thank you, and God bless you!

ACKNOWLEDGEMENTS

We wish to thank the following major partners, Government agencies, community organisations, corporations, education institutions, bequestors, philanthropic trusts and foundations, and individual supporters of CatholicCare. Their contributions are used to the maximum benefit of the vulnerable families and communities that we serve. We also thank the hundreds of individuals who donate their time, skills and talents to support our service delivery, events, fundraising and community activities.

Major partners

- Archdiocese of Melbourne
- Diocese of Sale
- Cabrini Health

Government

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

Community

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

Corporate

- Catholic Church Insurance (Run Melbourne)
- Catholic Development Fund (Run Melbourne)
- Coty Australia (Gala Ball)
- National Australia Bank (Family Week)
- NuPrint (Clemente)
- The Arnott's Foundation (Run Melbourne)
- Grollo Group (Gala Ball Sponsor)
- Mercury Principal Events (Gala Ball Sponsor)

Education

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

Philanthropy

- Australian Communities Foundation
- Bird Family Charitable Trust
- Collier Charitable Fund
- Geelong Community Foundation
- George Perry Fund
- Gill Family Foundation
- Give Where You Live, Geelong
- Order of Malta
- John Wallis Foundation
- RACV Ltd
- Reid Malley Foundation
- Scanlon Foundation
- Stan Willis Trust
- Swan Family
- The Noel and Carmel O'Brien Family Foundation
- Trinity Families – Diocese of Sale
- William Angliss Charitable Fund

Bequests

- Estate of David John McKenna
- Estate of Elwyn Valerie Riseley
- Estate of Esther Gascoigne

- Estate of Frank Sans & Estate of Lydia Sans
- Estate of Georgena E Bradshaw
- Estate of Joan Frances Moore
- Estate of Joan Loretta Gleeson
- Estate of Joan Veronica Gardner
- Estate of John Aloysius McGregor Rudd
- Estate of John Lawrence De Yong
- Estate of Kevin Edward Welsh
- Estate of Leo Gerard Moloney
- Estate of Marjorie Claire Reilly
- Estate of Mary Josephine O'Hehir
- Estate of Mary Patricia Danaher
- Estate of Willem Marie Hassing
- Mr John Winter (Living)

Individual supporters

- Max Potter (Bequest event)
- Kevin Sheedy (Gala Ball)
- And a huge thank you to all the individuals who donated and/or volunteered in the last 12 months.

OUR REACH

CatholicCare has offices in 13 locations in Greater Melbourne, Geelong and Gippsland. We offer a range of programs and services across the Archdiocese of Melbourne and the Diocese of Sale, and have staff outposted with several other organisations.

Office locations

Central Office

East Melbourne
383 Albert Street
T 03 9287 5555

Dandenong

Level 2, 33 Princes
Hwy
T 03 8710 9600

Epping

*co-located with
Epping Community
Services Hub*
713 High Street
T 03 8468 1305

Fitzroy

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

Footscray

3 Wingfield St
T 03 9689 3888

Geelong

62 McKillop St
T 03 5221 7055

Geelong (Family

Relationship Centre)
Suite 2/27-31 Myers St
T 1300 656 043

Melton

*co-located with
MacKillop Family
Services*
390-392 High St
T 03 8746 0500

Pakenham

1 Rogers St
T 1800 522 076

Sale

*co-located with
LaTrobe Community
Health Service*
52 McArthur St
T 1800 522 076

Traralgon

*co-located with the
Family Relationship
Centre*
31 Grey St
T 1800 522 076

Warragul

19 Connor St
T 1800 522 076

Wyndham Vale

*co-located with IPC
Health*
510 Ballan Rd
T 03 9216 7777

Statewide programs

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

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

Outposted programs

Our **Sunshine AOD Program**, is co-located with YSAS (Youth Substance Abuse Service) at VISY Cares Hub, ADDRESS

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

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

HOW CAN YOU HELP?

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

Partner with us

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

School and parish engagement

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

Volunteer

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

CatholicCare volunteers run sewing groups, homework clubs and English conversation classes for newly arrived refugees. They provide academic support and encouragement for disadvantaged adults who are enrolled in our Clemente Fitzroy program. They provide administrative support at a number of our offices and help out at our events. They offer pastoral support in prisons and hospitals.

Fundraise

Fundraising is a fun and rewarding way to support CatholicCare's work. There are so many ways you can fundraise – host an event (sausage sizzle, movie/trivia night, fancy dress day at work), set a personal challenge (walk, run, bike ride), sell stuff (cakes, unwanted clothes/books). Visit www.ccam.org.au, upload a photo, tell your story and share your fundraising page with your family and friends!

Make a donation

Making a donation to CatholicCare will make a real difference to the lives of vulnerable families:

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

Bequests and gifts in wills

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. Our Parker Moffit Bequest Society acknowledges the support of donors and bequestors and provides an opportunity for our supporters to learn about our programs, hear about the impact of their donations, and to meet with other like-minded philanthropists. To honour a loved one when they pass away, you can arrange a Gift in Memory tribute page. Gifts in Memory remind people of the character and values of their loved one and allow people to share photos and stories in their honour.



Greater Melbourne • Geelong • Gippsland

Central office: 383 Albert Street, East Melbourne VIC 3002

T 03 9287 5555 | E catholiccare@ccam.org.au

www.ccam.org.au

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