CatholicCare Annual Report 2019

Breaking the barriers to social inclusion
CatholicCare is the social service agency of the Catholic Archdiocese of Melbourne and the Diocese of Sale
Contents

Vision and Mission ........................................4
An overview of the year .................................5
Our Values .....................................................6
About us .......................................................7
Message from the Archbishop of Melbourne ......8
Message from the Bishop of Sale ......................9
Chairman’s report ........................................10
Chief Executive Officer’s report ....................11
Services ......................................................12
  Youth .......................................................14
  Families ....................................................18
  Communities ..............................................22
  The vulnerable ..........................................26
The CatholicCare Community .......................30
Our Board and Executive Team .....................31
Spiritual Guidance .......................................32
Human Resources .........................................33
Volunteering overview .................................34
Financial overview ......................................35
Fundraising ................................................36
How to get involved .....................................38
Acknowledgments ........................................40
Our Reach ..................................................42
Vision

“I have come so that you may have life and have it to the full”.

- John 10:10

Mission

We break down the barriers to social inclusion by strengthening families and communities.
With your support we helped 21,334 people!

- 2,221 individuals participated in post-separation programs
- 3 children adopted and 1 child placed in permanent care
- 175 individuals received support for addictions
- Up to 2,900 interactions at kiosks in courts of law
- 334 parish staff completed Child Safe Training
- 1,334 individuals participated in marriage workshops
- 1,571 people received Family Counselling
- 267 workshop sessions for refugees
- 1,792 visits from Youth Justice Chaplains
- 1,652 supported through School Counselling
- Pastoral care for 63 people through HIV/AIDS Ministry
- 751 people supported through Integrated Family Services
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.

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

CatholicCare has zero tolerance of child abuse.

Our robust recruitment, screening and human resource management practices are strictly adhered to during the application and interviewing process. We carry out working with children, police records and reference checks to ensure that we are recruiting the right people.

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

We continuously examine how we work so that we can identify risks to the safety of children and develop responses to reduce and eliminate risks.
Jesus’ vision of “life to the full” was a hallmark of his ministry that sought to bring about God’s desire for profound personal and social transformation. Inspired by this vision, we have offered hope and support to the vulnerable and marginalised since 1935, responding to the changing needs of the community with a commitment to addressing social disadvantage. CatholicCare is the social service agency of the Catholic Archdiocese of Melbourne and the Diocese of Sale, and our work in these communities is underpinned by Catholic Social Teaching.

Relationships are at the heart of why CatholicCare exists. We help people to build positive relationships, and repair connections when needed. We are not just a program, or even a series of programs - we’re a safety net and a capacity builder. We aim to prevent relationship breakdowns, or help people get back on track when these issues occur.

We provide family and relationship services, relationship courses, pastoral services, refugee and asylum seeker support, and school and education support. All services are offered to the whole community, regardless of religious belief or background. With staff and volunteers in 10 CatholicCare offices and several outreach locations, our geographical reach covers all of Greater Melbourne and Geelong, extends west to Melton, north to Castlemaine and includes all of Gippsland. Some of our programs operate state-wide.

Our services are funded through a mix of government and philanthropic grants, income from fees and investments, and contributions from donors and supporters.
My Dear Friends,

As we are continually challenged by the many complexities of today’s world, the notion of families and togetherness becomes increasingly important in our lives. It is only together that we can overcome the barriers we face and find strength and courage to continue making our world a better place for all.

Over the last year, the staff and volunteers of CatholicCare have quietly gone about their mission delivering much needed support to families and communities on behalf of the Archdiocese of Melbourne.

They have held out their hand to youth and adults, guiding them to overcome the barriers in their lives to journey forward with positivity and resilience.

They have equipped engaged couples with the skills needed for strong marriages, and supported families during times of conflict.

They have welcomed refugees to this country, supporting them to overcome trauma and foster hope so they may lay down roots for a brighter future.

And they have visited with people incarcerated in our prisons and youth justice precincts, showing discipleship as they remind them that they never walk alone.

In all their work, the staff of CatholicCare have continued to offer compassion and care; a human response to the brokenness and chaos that can prevent individuals and families from living life to the full.

I commend their works of mercy to those who have been marginalised by society, their efforts to build a sense of belonging, and their contribution of outreach and charity to our local neighbourhoods of grace.

With every grace and blessing, I remain,

Yours sincerely in Christ Jesus,

Most Rev Peter A Comensoli
Archbishop of Melbourne
Throughout the struggles of families and individuals this past year in the Diocese of Sale, CatholicCare has been there to walk with and guide them to a more hopeful future.

Mental health, financial hardship, unemployment, addiction, family breakdown and family violence have all been key issues we have faced together, empowering members of our community to break through the barriers to a better life.

CatholicCare's mission of journeying with people in their darkest moments, is what Jesus has taught us through his actions, his words and his love.

CatholicCare’s new Emergency Relief program in Warragul has given vulnerable people the helping hand they need to get through a difficult time in their life; counselling services for children and young adults has supported them through family breakdown, anxiety and trauma; and CatholicCare’s new partnership with Warragul Hospital has enabled palliative care patients and their families to receive compassionate support for depression, grief and loss.

I would like to thank Denise Lacey, CatholicCare’s Regional Manager for Gippsland services, for her ongoing commitment to making a positive difference for all in our community. I also extend my thanks to the Board, the staff and volunteers, and to the generous supporters of CatholicCare whom together enable these many valuable and life-changing services to continue.

In Domino,

+Pat O'Regan
Bishop of Sale
From the Chairman

CatholicCare has a proud history of providing compassionate care to some of the most disadvantaged people in our community. Since the earliest days of supporting families crippled by high unemployment and poverty during the Great Depression, CatholicCare has not faltered in its mission to help people live ‘life to the full’.

Today, there are many in our communities who continue to struggle in an increasingly divided world of those with opportunities and those without. Women fleeing domestic violence; increasing numbers of children presenting with anxiety and other mental health issues; refugees facing discrimination and struggling to find a job. These are just some of the areas where CatholicCare has made an impact in FY19 – and I am proud to share some of the highlights from the last 12 months.

In January 2019, CatholicCare commenced a five-year contract with the Commonwealth Government Department of Social Services (DSS) to deliver Emergency Relief programs across multiple service areas. In the following months, we have opened our doors (six sites, to be precise, with others to come) to many individuals who have received a lifeline - and linkages to other services - to help get their lives back on track.

In November 2018, CatholicCare was pleased to confirm a successful DSS bid to deliver Settlement Engagement and Transition Support for refugees, guaranteeing our work with refugee communities for a further three years. This program was complemented by the philanthropically-funded Refugee Job Readiness Program, where 66% of participants were assisted to secure employment or full-time study.

And throughout the year, we have continued our excellent work supporting children and young people. Our Schools Unit now offers counselling in over 70 schools, while our Settle Well program in North Geelong has achieved remarkable results supporting young refugees who are at risk of disengaging with education.

In the pages that follow, you can read the stories of a few of the individuals who we have had the privilege to work with. As we reflect on all that has been achieved, it is appropriate to thank those who have been instrumental to our success.

First, I thank our staff and volunteers for their commitment to caring for those in need. Thanks also to Netty Horton and her leadership group for their guiding hands and effective management.

Finally, I would like to thank our supporters: government funders, philanthropic supporters, corporate and community partners. In particular, I thank our donors and the parish communities in the Archdiocese of Melbourne and the Diocese of Sale; valued partners in our mission. We are humbled by your continued grace and generosity.

John Sheldon
Chairman, CatholicCare Board
CEO’s Report

With every visit to the range of CatholicCare’s branches and events, I continue to notice a common theme throughout our programs and services. It doesn’t matter whether I look in rural Gippsland, the hustle and bustle of Melbourne’s busiest suburbs, or in the heart of Geelong’s seaside city – we are continually supporting others to break the barriers in their lives which are preventing them from a life lived to the full.

Earlier in the year I attended a CatholicCare Justice Education day for women held at the Dandenong Magistrates court. This session was part of a series of forums provided to people recently arriving in Australia - migrants, asylum seekers and refugees - helping them to understand the Australian legal system. The session I attended focused on domestic violence, but other topics included driving regulations, school education, parenting, and laws covering drug and alcohol use. Ultimately, this program supports the women to navigate and cope with the enormous changes in their lives.

Through an interpreter I asked the women if they found the program useful - one woman told me how valuable the program was, not only for her but for her daughters, her friends, and for her community. She tells them all what she learns in each session, saying that speaking to her was “like speaking to six or seven people.” I realised that this was true of so much of our work at CatholicCare, and that whilst we can count the numbers of people who we see, or the numbers of hours and programs we deliver, we can never really know that full impact of our work in the community. What we do know is the driving force of our mission, to break down barriers to social inclusion, is evident in all that we do.

Too often we come across people who, through no fault of their own, have become excluded from their community. When we provide financial support to disadvantaged families through our emergency relief programs, we know we are helping to maintain homes and establish networks with the community. When we provide chaplaincy and pastoral support to those in prison, or those in hospital, we understand the value of relationships and support to these individuals at very difficult times in their lives. Our family relationship and law services and our programs in schools are aimed at enabling all to strengthen and build new relationships in their lives.

I am so proud of CatholicCare assisting more than 21,000 people over the last financial year, and this year’s Annual Report demonstrates the enormous variety of our programs and support services, tailored to meet the needs of individuals and families and helping them be very much part of their community. Of course, this is not achieved without the commitment of so many people and I would like to take the opportunity to thank all of our volunteers, our financial supporters, all of our staff, especially the Executive team, and of course the CatholicCare Board, chaired by John Sheldon who provide constant support.

Netty Horton
Chief Executive Officer, CatholicCare
Services
CatholicCare supports people of all ages, from all backgrounds and all walks of life.

Services for Youth
- Counselling for children and young adults
- Geelong Settle Well
- Refugee Dads and Kids program
- Relationships Matter workshops
- School Counselling
- School Refusal Support

Services for Families
- Adoption and Permanent Care
- Bringing Baby Home workshop
- Family Dispute Resolution
- Family and Relationship Counselling
- Family Wellbeing Support Services
- Geelong Family Relationship Centre
- Integrated Family Services
- Marriage Enrichment programs
- Parenting After Separation Support
- Parenting Orders Program
- Pre-Marriage Education workshops

Services for Communities
- Asylum Seeker Support
- Child Safe Training
- Clergy Health and Wellbeing
- Clinical Supervision and Support
- English Conversation program
- GodStart
- Green Patch Community Farm
- Job Readiness program
- Refugee group skill-building programs
- Settlement Engagement and Transition Support
- Victorian Family Law Pathways Network

Services for The Vulnerable
- Alcohol and Other Drug service
- Clemente Fitzroy
- Emergency Relief
- HIV/AIDS Ministry
- Hospital Chaplaincy
- Prison Ministry
- Youth Justice Chaplaincy
Empowering young people for a brighter future
Improving mental health and wellbeing
Enhancing relationships and support networks
Vakshana’s story

At the age of 13, Vakshana fled from the civil war in Sri Lanka with her mother and two siblings. After a challenging 42 days at sea, among over 100 other people on a small boat with little food or water, Vakshana and her family arrived at Christmas Island.

Relieved to finally be on land, she received her first meal in days and a new set of clothes. Vakshana and her family then spent five months across three refugee camps, until they were transferred to Adelaide to begin their new life.

“When I arrived I did not know English, so when people asked me what’s my name I’d just laugh. It was pretty difficult... they would look at me like I’m crazy.”

Vakshana and her family eventually moved to Victoria, but in doing so they no longer had support - this is when Vakshana discovered CatholicCare’s Geelong Settle Well program. Here she found support to apply for a scholarship in tertiary education, along with financial help for university and other practical supports.

“I didn’t know anything about scholarships at the start ... Since I met my case manager it was a big help! He was like my teacher.”

Vakshana is now studying to become a psychologist so she can help others - the next step for her is applying for a permanent visa and then - citizenship!

Futures and Settlement

Geelong Settle Well

The Geelong Settle Well program commenced in 2010-2011 as a program to support migrant and refugee youth in maintaining their engagement in education, and to explore career and higher education options after highschool. This program has now expanded to support the mothers of students too. We’ve supported 132 mothers through the program, and youth from 11 different cultural backgrounds including Karen, Karenni, Tamil, Hazaragi, Dari, Persian, Arabic, Swahili, Filipino, Vietnamese and Japanese.

The Justice Education Program also forms part of Geelong Settle Well, where information sessions and excursions are run for students with three main benefits - students learn about Australian Law; they gain insight into career opportunities within the justice system; and they build positive relationships with law enforcement figures.

In FY19 we saw a 128% increase in the number of youth supported compared to the previous year, largely due to an expansion of community engagement events and group activities, and the new Justice Education Program that began at Northern Bay Secondary College. A fruitful new relationship was established with AFL Barwon which has since resulted in several footy days and exciting events, which have continued into FY20.
Liam* was 16 years old when he made a call to the police that had his father arrested and ultimately saved his mother’s life.

The impact of witnessing severe domestic violence not only affected Liam’s mental health and home life, but it also began to negatively influence his school life too.

Liam did the bare minimum to pass his subjects, rarely submitted homework and couldn’t concentrate during class.

Since receiving counselling through CatholicCare, Liam’s grades steadily improved and he began applying for part time work, showing a significant change in his motivation, maturity and mental wellbeing – he even decided to study psychology as an elective at school, with the hope of understanding and helping other families like his own.

“I want to know why people act the way they do. I’d be good at helping others because I can put myself in their shoes.” Liam told his counsellor.

Liam is now on a path towards a brighter future.

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

**Relationships Matter Workshops**

Building positive relationships is an important aspect of life - establishing strong relationships at work, with friends and among family enables us to build good support networks and work through conflict or other barriers that arise.

The Relationships Matter program has seven workshop options for secondary schools around Melbourne, helping students learn the ins and outs of relationships and explore topics that can have an impact on them, including digital media, mental health, change and puberty.

The interactive sessions aim to break down the barriers within the individual students and between their peers.

1,197 students participated

**Family relationships**

**Refugee Dads and Kids program**

Family dynamics can experience challenges after arrival and during settlement in a new country. The Refugee Dads and Kids (RDK) program breaks down the barriers between generations by building relationships and linking families to others within the refugee community. In FY19, a total of 210 fathers and children participated in RDK - giving them the opportunity to bond while participating in relationship education classes and fun activities.

210 refugees participated
Improving family wellbeing and outcomes

Strengthening relationships for better futures

Supporting families and children through separation
Disadvantage
Integrated Family Services

Our Integrated Family Services (IFS) team provides in-home parenting support for vulnerable families experiencing multiple difficulties. In FY19 we supported 751 individuals through IFS - 370 of whom were from Culturally and Linguistically Diverse (CALD) backgrounds.

Additionally, we broke language barriers by providing IFS support in 26 different languages! For CALD families, receiving support in their first language is often the key to success in making a positive difference in their lives.

Mental Health
Family Wellbeing Support Service

The Family Wellbeing Support Service (FWSS) supports families with children under 18 years of age living in Melton, Bacchus Marsh and Caroline Springs, aiming to enhance the resilience, mental health and wellbeing of children and young people.

57% of FWSS clients were female, and 76% were under the age of 18.

Mujtaba and Karima

Mujtaba* and Karima* arrived in Australia in 2016 as refugees with their seven children from Afghanistan. The father, Mujtaba, soon became severely ill and was placed in palliative care.

Karima became depressed which impacted her parenting, and with Mujtaba unable to work the family began to struggle financially. Karima was isolated and in denial about Mujtaba’s diagnosis, and her children were often seen crying.

A hospital social worker became concerned about the wellbeing of Karima and her children and referred her to CatholicCare’s Integrated Family Services (IFS). While Karima was reluctant to discuss her future as a sole parent, she expressed that being allocated to a Dari-speaking IFS case manager, who understood Afghani culture, was critical to her being able to accept support.

Karima received parenting and counselling support, as well as referrals to other services and community groups. The IFS case manager also worked with the children’s school to ensure they had additional monitoring and wellbeing support. Karima and her children now have the supports they need to continue on their journey with hope for a brighter future.

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

Research shows that a couple’s satisfaction with marriage can decrease significantly after the birth of a child. Our Bringing Baby Home workshops provide the skills and knowledge for couples to work through new challenges together while also strengthening their friendship and communication.

These workshops run at the Mercy Hospital for Women for new and expectant parents.

Marriage

Just as we as individuals change and grow, so too do relationships. Our Pre-Marriage Education and Marriage Enrichment workshops acknowledge that change is natural and focus on how couples can grow and change together, for a happy, long lasting relationship.

Our trained educators provide couples with practical knowledge and skills, helping them to improve their communication skills, their friendship, and their understanding of each other.

1,334 individuals supported

56 individuals supported
Dean and Anita

Dean* and Anita*, separated parents, came into contact with CatholicCare when they were in need of family mediation support.

The couple had split as a result of Dean’s history of drug use and family violence. Anita had full custody of their child, and after turning his life around, Dean wished to regain contact and reconnect with his son.

CatholicCare provided both Dean and Anita with support, and gave them a safe space to communicate with each other. Anita wanted to ensure that her son would be safe with Dean, so Dean agreed to getting help to strengthen his capacity for parenting.

Since then, Dean is reconnected with his son and his improved communication with Anita is enabling them to co-parent effectively.

Both Dean and Anita agreed that they would not have been able to achieve this without the mediation process and support from CatholicCare.

*CatholicCare has a range of services and educational courses for families going through separation.

Our Parenting Orders Program (POP) and Parenting After Separation Support (PASS) are child-focused courses helping to resolve conflict between separated parents, teaching cooperation and communication and improving post-separation parenting.

Our Melbourne POP team have broken down barriers this past year by offering support to individuals and groups in a wider variety of languages. This has enabled cultural communities to come together and engage with one another, sharing tips and offering culturally relevant support.

We also offer Family Dispute Resolution (FDR) which helps separated couples to come to agreements on issues such as parenting and custody arrangements, and our Family and Relationships Centre (FRC) in Geelong offers a range of post-separation supports to families.

CatholicCare’s counselling services supports people of all ages presenting with issues relating to mental health, relationship, family violence, change, custody agreements, trauma and many more.

45% of people who accessed these counselling services were Healthcare Card holders.
Communities

- Supporting and nurturing family relationships
- Providing opportunities to upskill and learn
- Creating resilient, capable communities
In late 2018, CatholicCare’s Refugee Settlement programs transitioned to a new program called Settlement Engagement and Transition Support (SETS), which has been funded by the Federal Government Department of Social Services for the next three years.

SETS has three areas of focus: improvement of English language skills; Education and training; and Employment - the three E’s! The program equips and empowers refugees and other vulnerable migrants (in their first five years of arrival in Australia) to address their settlement needs, while also breaking the barriers they face during settlement.

Refugees can access information, advice, advocacy, and referrals through case management; group programs for youth and adults; and counselling for complex cases of grief and trauma through CatholicCare’s SETS program. SETS runs from Dandenong, Footscray, Epping and outreach to Eltham.

Malalai arrived in Australia three years ago with her six children, having left Afghanistan after the death of her husband. “With the war, you never knew what would happen next and no one was safe. I wanted a better future for myself and my children.”

Malalai was relieved when she learned that Australia would be her new home, but her first year here was particularly tough. Without the support of family she felt isolated and depressed, and the trauma she experienced in Afghanistan was affecting her mental health. Malalai also didn’t know how she was going to support her children, as she couldn’t speak English and she had no prior work experience, which meant finding a job was near impossible.

Malalai’s daughter heard about CatholicCare through her high school, and so they contacted CatholicCare to see how we could help. We provided Malalai with a range of supports and programs to help both her and her children thrive, including a parenting program and other skill-building group programs.

The wrap-around support that Malalai received has enabled her to start her own catering business, and she has formed connections and friendships with other mothers like herself through our refugee group programs.
Jane

Jane, a single mother of four children, was born in Sudan and came to Australia with the support of her sister who was already in the country.

Jane spent time living in a refugee camp, and arrived with no English language skills. The little support she received from Centrelink and her sister meant that she struggled financially – bills were difficult to pay and the books, uniforms and school fees for her children were pricey.

She didn’t want to stay home; she felt great sadness, and it meant she couldn’t provide for her children. But with no job, no car (or driver’s licence), and no community to support her, the options were limited.

When Jane discovered CatholicCare’s English Conversation program and Job Readiness program, she eagerly joined. With these supports, Jane found volunteering work at a hospital which got her out of the house and gave her some work experience. Through CatholicCare’s partnership with St John of God Health Care, an opportunity then arose for Jane to start work as a cleaner, and she got the job.

The support she received has made such a big difference to her and her children. Jane can now speak near-fluent English, she has an income to provide for her family, and she has more social connections and interaction in her life. She also feels comfortable talking to her supervisor and her confidence levels continue to increase.

‘If CatholicCare didn’t help, maybe I wouldn’t have a job now,’ said Jane.

So what’s next for Jane? Citizenship is her next goal.
And we’ll be there by her side to support her in the process.

Citizenship

Refugee Citizenship Program

We provide support to refugees through a wide range of programs and services - both individual casework and group workshops. 40 women from refugee backgrounds took part in our citizenship program, empowering them as they learned English conversation skills and knowledge about systems, rights and responsibilities in Australia. All 40 women passed the citizenship test and are now Australian citizens!

Employment

Job Readiness Program

Putting together a resume, writing a cover letter, searching and applying for jobs and attending interviews can all be a bit of a nightmare. But having to do this with a limited ability to speak or write in English can make it near impossible.

Refugees and asylum seekers who participated in our Job Readiness program received one-on-one support where they were able to discuss their aspirations, construct resumes and cover letters, and learn how to apply for jobs. Participants also had access to workshops on workplace safety and rights, ensuring they had sufficient knowledge to enter the Australian workforce.

We saw great success in the program this year - a total of 53 clients were supported in FY19 (exceeding the annual target by 6%), and of these, 33 had secured employment and two commenced full-time study (also exceeding the target by 16%). Positive anecdotal feedback was received from clients regarding their confidence and overall wellbeing after participating in the program.

CatholicCare also established and maintained relationships with employers, recruitment agencies and other similar organisations to support the Job Readiness Program and the refugees involved.

We are grateful for the generosity of the Noel and Carmel O’Brien Family Foundation who provided funding for this program.
**Parishes**

**Child Safe Training**

In collaboration with the Diocese of Sale, CatholicCare began holding Child Safety Environment training across the diocese in FY19. The aim of this training was to create stronger child safe environments and enable parish staff and volunteers, leaders, Priests and Deacons to champion a Child Safe culture. These training sessions will continue into FY20.

The training focuses on the Victorian Child Safe Standards and on practical ways for parishes and community groups to empower children and young people, growing their Child Safe culture.

**Schools**

**Donations and fundraising**

We collaborate with schools through a number of ways. During Christmas 2018, Marymede Catholic College donated 11 laundry baskets full of gifts and Mary Immaculate Primary School donated 30 backpacks brimming with school supplies.

These donations were distributed to families in need in Geelong and Dandenong. This display of compassion and community spirit brightened the lives of many families and individuals.
The vulnerable

- Improving mental health and wellbeing
- Journeying with those on the margins of society
- Providing basic needs for struggling families
Jake

One of CatholicCare’s Prison Chaplains came across a man by the name of Jake*, who had a history of violent behaviour. Jake met with our chaplain over several months, who worked with him to address his aggression and pause before reacting to situations.

One day Jake walked up to the chaplain sporting a black eye, but instead of appearing angry Jake was smiling. He explained that a man came along in the yard and hit him - but while Jake was shocked, he stood upright and held out his hand, offering a handshake.

Jake said to the man that he was not there to fight and that days in jail were hard enough as they were. “We need to help one another,” said Jake. The other man put out his hand too - they shook hands and that was that.

“I knew that you would be proud of me that I could achieve this,” said Jake. Jake has worked hard to better himself and his outlook on life with the help and support of one of our Prison Chaplains.

*CNames have been changed to protect the privacy of CatholicCare’s clients and staff.

Compassion

Hospital Chaplaincy

CatholicCare has seven chaplains, over 30 volunteers and a number of local Priests in the Hospital Chaplaincy team. The team visits 25-30% of patients in each hospital every day, and encounters range from 10-15 minutes or sometimes up to 30 minutes for complex cases.

The chaplaincy team can pray with and provide comfort to patients and their loved ones, offering a chance for them to speak openly, discuss emotions and find a sense of calm among a stressful and emotional time in their lives.

Discipleship

Prison and Youth Justice Chaplaincy

CatholicCare’s Pastoral Care team walk alongside residents in prisons and youth justice centres, providing a listening ear and a compassionate, calm presence. Our chaplains visited residents in Victoria’s 16 prisons, as well as the Parkville and Malmmsbury Youth Justice Centres.
Mental Health

Clemente Fitzroy

People who have experienced mental illness, addiction, homelessness and/or imprisonment can often face significant disadvantage. Clemente Fitzroy offered 37 adults, who have come from disadvantaged backgrounds, the opportunity to participate in supported tertiary education, giving them the confidence and skills to get their life back on track.

Clemente is a four-unit, two-year program that produces positive outcomes even when students do not complete the course. Students establish a sense of achievement and build their confidence and life skills through their participation in classes and counselling sessions.

In FY19 three students graduated from the program, one student transferred to a psychology degree and another was accepted into a science degree.

Addiction

Alcohol and Other Drug Service

Addiction to alcohol or other drugs can be devastating to families and individuals - it can result in family breakdown, the loss of employment and accommodation, and issues like family violence.

Alcohol or other drug addiction can also arise after experiencing these issues or other issues relating to mental health. Addiction can become a vicious cycle that is difficult to break.

Our Alcohol and Other Drug (AOD) service provides specialised support to individuals, families and communities, including counselling and education. Our counsellors accompany families and individuals on their journey to recovery, giving them hope for a brighter future ahead.
Eva-Jean and her 11-year-old daughter were forced to flee their home to escape from family violence. Moving to a new suburb meant that her daughter’s school was far away, and when her car broke down and her registration was due, she knew she didn’t have the means to pay for them. Having been through so much already, Eva-Jean wanted to make sure her daughter could stay at her school and maintain her friendships, so they spent four hours every day on public transport traveling to and from school. This eventually impacted Eva-Jean’s ability to continue working.

With little to no income, having a daughter to look after and dealing with stress, isolation, and trauma, Eva-Jean knew she couldn’t do it alone. CatholicCare’s Emergency Relief program gave immediate assistance to get her car back on the road and gave her financial support for other living expenses. She also started receiving counselling to address her emotional worries, and to regain the confidence she needed to move forward with her life.

“It has impacted my daughter enormously as she can go to friends and I can take and pick her up. We don’t have such long days getting to and from school. We are both happier and we are making a new home for ourselves with the assistance we have been given. We are both happier and feel freer.”
In the last year, Fr Joe has provided sage advice on a number of new initiatives and has participated on the selection committee for our Richard Stone Award. Fr Dowling has been a welcome presence at our Parker Moffit Bequest event and Mass of Appreciation; his prayers for November Remembrances are much valued by our donors. And we were very proud to celebrate Fr Kevin Mogg’s contribution to community service at the launch of his book in February. Fr Mogg continues to demonstrate his commitment to Catholic social services as Emeritus board member.

Fr Thang has been a valued member of the Board and has graced us with prayers and blessings at various events.

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

In FY19 we had 33 new staff join our team, and as at 30 June 2019 we had a total of 233 staff.

Learning and Development

CatholicCare is committed to ensuring our staff receive ongoing training and support to make our programs the best they can be.

This year, all staff participated in some form of internal or external training session, including workshops, conferences and online training.

We added to our suite of online compliance training for all staff, including discrimination prevention, and anti-bullying and harassment. In particular, the availability of our online Child Safety training module ensures maximum compliance in this very important area.

Other internal training included organisational orientation, approaches to practice such as trauma informed practice and motivational interviewing, and a range of other tailored courses for our workforce such as e-safety, supervision, and mental health first aid.
Our volunteers contributed 13,382 hours of support at a value of $558,287

This year, ten amazing volunteers were nominated for the Richard Stone Award, in celebration of the exceptional contribution of CatholicCare’s volunteers. Sharon Maguire - who has served as a volunteer in the Melbourne Custody Centre Visitation Program for the last 18 years - was the worthy recipient of this award!

For 15 years of her service Sharon has coordinated the program, which involves monthly Saturday morning visitation of those in custody and contacting their families. Sharon coordinates a visitation roster of 12 volunteers, trains new volunteers and acts as a mentor to them all.

The custody centre is an inhospitable environment with little fresh air and sunlight, and many of those there are in the stages of withdrawing from alcohol or other drugs. In such a hostile environment, the dignity of the person is paramount to Sharon and her team.

Sharon brings the brightness of her personality and shows a genuine interest in each person, while providing a much needed listening ear.

‘Every time I have somebody ask me how was my weekend, I’ll say “Well I did a bit of painting, or I did Pilates, and I went to prison and visited people-” and they don’t want to know about the Pilates and the painting, they say “Prison? You went to prison?” And they always ask the same question – why? And I haven’t actually quite worked that out… but I know I do it, and I enjoy doing it,’ says Sharon.

‘I’d like to thank my wife, who listens to me do my calls every Saturday and has often done the calls to greet people herself... I’d like to thank Sister Mary O’Shannassy (Director of Prison Ministry) for her guidance and her wisdom... and I’d also like to thank the person who got me involved in all of this, which was a man called Michael Dailey, who on the 16th of June 2001 brought me to the custody centre. He then within a year would pass away - rest in peace - and at his funeral his wife stood up and spoke which I found an extraordinary thing that she could do. She said “the one thing he wanted was that you make a positive difference, every single one of you.” And I hope that’s what we do.’

We thank Sharon for an outstanding 18-year journey of selfless and caring service, and congratulate her on receiving this year’s Richard Stone Award!
**Financials**

FY19 was a challenging year from a financial perspective. CatholicCare concluded FY19 with an Operating Deficit of $451,500 (FY18 surplus $542,800). This 2018-19 Deficit was substantially due to an unexpected withdrawal of funding.

CatholicCare’s total FY19 income was $16.14 million.

We were very pleased to be advised of new Commonwealth Department of Social Services grants for Settlement Engagement and Transition Support and also Emergency Relief.

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

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

The Full audited financial report is available on CatholicCare’s website www.ccam.org.au

### Statement of Profit or Loss and Other Comprehensive Income as at 30 June 2019

<table>
<thead>
<tr>
<th>Operating Revenues</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gifted Income</td>
<td>1,386,193</td>
<td>1,506,309</td>
</tr>
<tr>
<td>Grants</td>
<td>9,853,457</td>
<td>9,260,480</td>
</tr>
<tr>
<td>Earned Income</td>
<td>4,187,230</td>
<td>3,892,167</td>
</tr>
<tr>
<td>Partner contributions</td>
<td>714,646</td>
<td>1,626,490</td>
</tr>
<tr>
<td><strong>TOTAL OPERATING REVENUES</strong></td>
<td>16,141,526</td>
<td>16,285,446</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operating Expenses</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee benefits expense</td>
<td>13,133,299</td>
<td>12,505,401</td>
</tr>
<tr>
<td>Program costs</td>
<td>1,776,293</td>
<td>1,608,243</td>
</tr>
<tr>
<td>Occupancy costs</td>
<td>846,568</td>
<td>914,824</td>
</tr>
<tr>
<td>Corporate costs</td>
<td>654,053</td>
<td>680,815</td>
</tr>
<tr>
<td>Administration costs</td>
<td>509,260</td>
<td>537,950</td>
</tr>
<tr>
<td><strong>TOTAL OPERATING EXPENSES</strong></td>
<td>16,919,473</td>
<td>16,247,233</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OPERATING SURPLUS (Before Bequest and Assets Proceeds)</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(777,947)</td>
<td>38,213</td>
<td></td>
</tr>
</tbody>
</table>

| Bequests                                               | 319,432  | 459,696  |
| Gain/(loss) from sale of assets                       | 7,000    | 44,978   |
| OPERATING SURPLUS (Including Bequests and Assets Proceeds) | (451,515) | 542,887 |
| Other comprehensive income for the year                | -        | -        |
| **Total comprehensive income for the year**           | (451,515)| 542,887  |

### Statement of Financial Position as at 30 June 2019

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>12,593,399</td>
<td>13,398,335</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>350,132</td>
<td>322,528</td>
</tr>
<tr>
<td>Financial assets</td>
<td>162</td>
<td>162</td>
</tr>
<tr>
<td>Other assets</td>
<td>411,179</td>
<td>260,671</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td>13,354,872</td>
<td>13,981,696</td>
</tr>
<tr>
<td><strong>NON-CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>820,517</td>
<td>764,755</td>
</tr>
<tr>
<td><strong>TOTAL NON-CURRENT ASSETS</strong></td>
<td>14,175,389</td>
<td>14,746,451</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>14,175,389</td>
<td>14,746,451</td>
</tr>
<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>535,407</td>
<td>486,738</td>
</tr>
<tr>
<td>Short-term provisions</td>
<td>1,944,979</td>
<td>1,807,121</td>
</tr>
<tr>
<td>Income received in advance</td>
<td>266,622</td>
<td>476,182</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td>2,747,008</td>
<td>2,770,041</td>
</tr>
<tr>
<td><strong>NON-CURRENT LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long-term provisions</td>
<td>180,723</td>
<td>277,237</td>
</tr>
<tr>
<td><strong>TOTAL NON-CURRENT LIABILITIES</strong></td>
<td>180,723</td>
<td>277,237</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>2,927,731</td>
<td>3,047,278</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td>11,247,658</td>
<td>11,699,173</td>
</tr>
<tr>
<td><strong>EQUITY</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reserves</td>
<td>7,160,875</td>
<td>7,335,281</td>
</tr>
<tr>
<td>Accumulates surpluses</td>
<td>4,087,783</td>
<td>4,363,892</td>
</tr>
<tr>
<td><strong>TOTAL EQUITY</strong></td>
<td>11,247,658</td>
<td>11,699,173</td>
</tr>
</tbody>
</table>
Fundraising

Our ability to continue helping vulnerable and marginalised members of our community to overcome their challenges and “live life to the full” is only made possible from the wonderful support we receive from our donors, parishes and philanthropic partners.

This financial year we had 3,534 donors!

- **$1.7 million** total funds raised
- **$274,958** raised by 191 parishes
- **$319,432** received from Bequests
- **$517,366** received from Trusts and Foundations

Your ongoing support is directly impacting the most vulnerable in our community.

You complete us!
Relationships are at the heart of what we do here at CatholicCare, and the relationships that we hold with our donors is vital. For almost 85 years we have been working hard to ensure that all funds entrusted to us are used to create the greatest impact for vulnerable families and individuals.

It is so important to us that our supporters can see how their generosity is impacting the lives of many in our community. Every dollar you donate to CatholicCare goes towards furthering our mission to break down the barriers to social inclusion and help everyone live life to the full!

65% on delivering programs and services - These funds go towards supporting and implementing our programs and services that benefit vulnerable children, individuals and families throughout Victoria.

18% of income was invested to raising future funds.

17% was spent on fundraising expenses.

This year through the generosity of our donors $319,432.42 was bequeathed to CatholicCare which will be invested into the Development Fund in FY20. Interest earned in FY19 was $163,035 which has helped to fund our work with refugees and asylum seekers.

Our Heritage Fund also accrued $27,413 in interest which has been reinvested to grow the corpus.

Our donors are helping to build a foundation for future generations of Victorian families and individuals.

Their special gifts impact our future capability to respond to the needs of new and emerging communities, and to deliver our vital programs and services.

It is because of this support we can build a CatholicCare for tomorrow and beyond.
You can support vulnerable families and individuals in your community

**Volunteer**
Volunteering is a great way to get involved with CatholicCare and to support and empower vulnerable and disadvantaged families and communities.
Learn how you can get involved in volunteering at www.ccam.org.au/volunteer

**Partner with us**
We actively partner with trusts, foundations, religious congregations and other like-minded corporate and community organisations who share our vision for a stronger, more resilient and inclusive society.
If you are interested in partnering with us visit www.ccam.org.au/partner

**Fundraise**
Fundraising is a fun and rewarding way to support CatholicCare’s work and the people we help across Victoria.
Learn how you can get involved in fundraising by visiting www.ccam.org.au/fundraise

**Donate**
Donate to help us make a difference to the lives of vulnerable families. Donations help us reach those families and individuals that might otherwise miss out on support.
To donate and see how your donation is used please visit www.ccam.org.au/donate

**School and parish engagement**
We partner with schools and parishes in the Archdiocese of Melbourne and the Diocese of Sale who help us to support our communities. Get involved with our CatholicCare Sunday Appeal, our Asylum Seeker Support program, and Family Week!
Learn how your community can get involved at www.ccam.org.au/school-parish

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

Speak to our Donor Relations team to find out more about how you can get involved.
Contact us on 03 9287 5517 or email fundraising@ccam.org.au
- Refugee Dads and Kids Weekend 2019
- Eltham Refugee Week lunch 2019
- Team CatholicCare, Run Melbourne 2018
- Refugee Mothers’ Workshop 2019
- Family Law pathways Network Event 2019
- Refugee Water Safety Program 2019
- Geelong Settle Well Mums’ Footy Day 2019
- Refugee Mothers’ Workshop 2019
- Geelong Settle Well 2018
- Refugee Dads and Kids Weekend 2019
- Team CatholicCare, Run Melbourne 2018

Purpose:
To explore tools and strategies for self care
- Model of Self Awareness
- My Self Care
- Reflections
Acknowledgments

Major Partners
- Archdiocese of Melbourne
- Diocese of Sale

Funding Partners
- Attorney General’s Department (Fed Gov)
- Cabrini Health
- Department of Health and Human Services (Vic Gov)
  - Safer Care Victoria
- Department of Justice and Community Safety (Vic Gov)
  - Corrections Victoria; Youth Justice
- Department of Social Services (Fed Gov)
- St John of God Healthcare
- Victoria Police

Local Government
- City of Greater Geelong
- City of Melton

Community
- AFL Barwon
- Alfred Hospital
- Australian Muslim Women’s Centre for Human Rights
- Batforce
- Barwon Community Legal Service
- Barwon Health
- Belmont CFA
- Brighton Life Saving Club
- Brotherhood of St Laurence
- Catholic Social Services Australia
- Catholic Social Services Victoria
- CatholicCare Victoria Tasmania
- Centre for Multicultural Youth
- Cloverdale Community Centre
- Dandenong Magistrates Court
- Family Relationship Services Australia
- Foodbank Victoria
- Geelong Cats
- Geelong Food Relief Centre
- Geelong Magistrates Court
- Good Grief
- MacKillop Family Services

Community
- Mercy Hospital for Women
- Monash Health
- Norlane Community Centre
- Northern Futures
- Northern Health
- Parishes across the Catholic Archdiocese of Melbourne and the Diocese of Sale
- Peter MacCallum Cancer Centre
- Relationships Australia
- Rosewall Neighbourhood Centre
- Royal Children’s Hospital
- Royal Melbourne Hospital
- Royal Women’s Hospital
- Settlement Council of Australia
- Spiritual Health Association
- St John the Evangelist, Mitcham
- St Mary Immaculate, Ivanhoe
- St Vincent’s Aged Care
- St Vincent’s Health Australia
- Uniting Barwon
- West Gippsland Hospital Palliative Care Unit
Corporate
- ABCG Publicity
- Access EAP
- Catholic Church Insurance
- G4S Australia
- GEO Group Australia
- Miranda Brown Publicity
- NAB

Education
- Australian Catholic University
- Catholic Education Melbourne
- Catholic Education Office Sale
- Catholic primary and secondary school communities across the Archdiocese of Melbourne and the Diocese of Sale
- Deakin University
- Federation University Gippsland
- Northern Bay College
- North Geelong Secondary College

Trusts and Foundations
- Archbishop’s Charitable Fund
- Bennelong Foundation
- Collier Charitable Fund
- Give Where You Live Foundation
- Patricia Spry-Bailey Charitable Foundation
- The Noel and Carmel O’Brien Family Foundation
- Trinity Families – Diocese of Sale
- William Angliss Charitable Fund

Gift in Wills
- Estate of Bernadette Mary Abbott
- Estate of Paula Noelle Barry
- Estate of Georgena E Bradshaw
- Estate of Elizabeth Mary Cronin
- Estate of Colin Henry Hoffman
- Estate of Gladys Elaine Kelynack
- Estate of Lawre Ida McCaffrey
- Estate of Neddy George Saaty
- Estate of Stanislaw Vrbnjak

Major Donors
- R Andre
- P & M De Silva
- R & I Gilbert
- B Goddard
- K & Z Gruba
- Joan & Brian Healey
- J & M Little
- R Kearney
- A McAliece - in memoriam of Late Anna K Smyth
- J & V Peyton
- F & H Swan
- Toorak Ecumenical Churches Opportunity Shop
- All Anonymous donors
Our reach

Victoria

- Prisons and Youth Justice Centres
Office locations

1. Central Office:
   East Melbourne
   383 Albert Street
   T: 03 9287 5555
   E: CatholicCare@ccam.org.au

2. Dandenong
   Level 2, 33 Princes Hwy
   T: 03 8710 9600

3. Epping
   713 High Street
   T: 03 8468 1305

4. Footscray
   3 Wingfield Street
   T: 03 9689 3888

5. Geelong
   7-9 Ryan Place
   T: 03 5221 7055

6. Melton
   195-209 Barries Road
   T: 03 8746 0500

7. Pakenham
   1 Rogers Street
   T: 1800 522 076

8. Traralgon
   41 Grey Street
   T: 1800 522 076

9. Warragul
   19 Connor Street
   T: 1800 522 076

10. Wyndham Vale
    510 Ballan Road
    T: 03 9216 7777

Overview
CatholicCare has offices in 10 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.

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

We also provide pastoral support for residents in all 16 prisons across Victoria and at the Youth Justice settings in Parkville and Malmsbury. These can be viewed on the map (left).

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

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