CatholicCare Sydney
Annual Report 2014

Acknowledgements

CatholicCare Sydney acknowledges the traditional custodians of the land. We pay our respects to Aboriginal elders past and present and celebrate their continuing culture.

CatholicCare is committed to actively working alongside Aboriginal and Torres Strait Islander people, especially in the area of social inclusion and for reconciliation and justice.

CatholicCare wishes to acknowledge and thank the following individuals and organisations for their support:

1. All of our supporters and donors who have contributed through our appeals and events. Your generous support gives us the opportunity to assist those who are most in need in our community.
2. The Australian and NSW Governments through:

   Australian Government:

   - Department of Education, Employment and Workplace Relations
   - Attorney-General's Department
   - Department of Social Services
   - Department of the Prime Minister and Cabinet
   - Department of Immigration and Border Protection
   - Department of Health

   NSW Government:

   - Department of Education and Communities
   - Department of Family and Community Services including:
     - Ageing, Disability and Home Care
     - Community Services
     - Housing NSW
   - Juvenile Justice NSW
   - NSW Health
   - Department of Premier and Cabinet
   - Corrective Services NSW
   - The Charitable Works Fund of the Archdiocese of Sydney

- Catholic Bishops of NSW and ACT
- The CatholicCare Foundation and the Curran Access Children's Foundation
- Catholic Social Services Australia, in particular the NSW/ACT branch members

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Message from the Archdiocese of Sydney

As Pope Francis continues to champion the cause of the poor and marginalised around the world, we are reminded how important it is that the Church remains committed to addressing poverty, neglect and disadvantage wherever it is found.

As the official welfare agency of the Archdiocese of Sydney, this has been CatholicCare Sydney's focus for more than 70 years.

It has been my immense pleasure to have had the opportunity during my time as Apostolic Administrator to work more closely with CatholicCare as it pursues its mission to be an instrument of Christ's liberating presence in the world. It is inspiring to see an organisation with such a long and distinguished history still approaching its ministry with such vigour, energy and determination.

CatholicCare's vision for a society in which there is full recognition of individuals' rights and responsibilities, and that enables the dignity, wellbeing and participation of all persons is at the heart of what we do. Every time the agency provides love, care and compassion to those most in need it is closer to being realised.

I congratulate CatholicCare; its Chairman Richard Haddock and Board members, CEO Bernard Boerma, and of course the hundreds of passionate staff and volunteers who truly embody the organisation's values. The Mission of the Church in Sydney is enhanced, and thousands of lives were changed for the better this year, because of their dedication.

May the Lord continue to bless the people and work of CatholicCare and all the people they support.

Most Rev Peter A Comensoli

Apostolic Administrator of the Archdiocese of Sydney

Chairman and CEO's Report

Looking back on 2013-14, we are truly excited about what the future holds for CatholicCare Sydney. The last 12 months saw us implement measures to achieve the objectives set out in the 2013-16 Strategic Plan, positioning CatholicCare to move forward as a leader in welfare support.

At the very heart of our mission, vision and values is the belief that every person is valuable. Everything we do is focused on providing support that assists people to realise their aspirations and hopes for their life, no matter the challenges and circumstances they face.

We were delighted this year to witness one of the biggest social policy reforms in Australia's history as the National Disability Insurance Scheme (NDIS) began to roll out across the country. The NDIS aligns strongly with our person-centred approach, providing real choice for people with disability and empowering them to live the life they want to. Throughout 2013-14 we continued to build on our person-centred approach not only for our disability programs but across the entire organisation.

The introduction of a distinctly CatholicCare Person-Centred Framework in April 2014 has positioned us to provide competitive and attractive support options to people with disability as well as those accessing any of our services.

We firmly believe that people should determine the support they receive and be empowered to make decisions that will enable them to live positive and fulfilling lives. This belief continued to influence our approach to service delivery this year, with almost 500 managers, team leaders, program coordinators and frontline and corporate support staff completing specialised person-centred training. This training has equipped the CatholicCare workforce to put our Person-Centred Framework into action and change lives as a result.

Our engagement with the community at large through fundraising events, coverage by the media, an increasing number of visits to our website and a newly established presence on social media, continued to build our profile and increase awareness of our mission and the Christian principles that underpin it.

The past year was one marked by collaboration and a shared vision of providing hope to the most vulnerable members of our community. CatholicCare partnered with Government agencies at a State and Federal level, Catholic agencies and other non-profit organisations, as well as businesses and corporate supporters, to change negative circumstances for thousands of men, women and children across Sydney. During 2013-14, CatholicCare Sydney Executive Director of Family and Community Services, Michael Austin, left to take the position as Director of CatholicCare Wollongong. We look forward to strengthening our relationship with CatholicCare Wollongong and the CatholicCare agencies in all neighbouring dioceses in the years to come.

We are extremely grateful to CatholicCare staff, the Archdiocese of Sydney, our supporters and our partners – both in Sydney and the wider region – for their ongoing support and commitment to helping us achieve our mission to enable the wellbeing of individuals, families and communities in the Archdiocese of Sydney.

As proud as we are of the achievements of the past year, we know that when it comes to meeting the needs of people in desperate situations there is little time to pause.

CatholicCare is advocating and supporting people when no one else will. Most importantly, we believe that as an instrument of Christ's liberating presence we can change the world.

We hope you find this report of interest and we invite you to read it in detail. We look forward to your continued support for our activities and programs.

Richard Haddock

Chair, CatholicCare Sydney Board

Bernard Boerma

Chief Executive Officer

2013-14 at a Glance

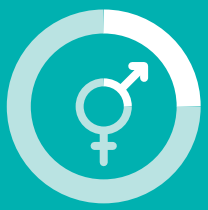
30 LOCATIONS

147 PROGRAMS

STAFF AND VOLUNTEERS

865 TOTAL EMPLOYEES

347 FULL-TIME
336 PART-TIME
182 CASUAL



25% MALE
75% FEMALE

120 GENEROUS VOLUNTEERS

THE DIFFERENCE THEY MADE: IMMEASURABLE

21,450
HOURS DONATED BY OUR WONDERFUL VOLUNTEERS

FINANCIALS

TOTAL INCOME: $60,342,568 − TOTAL EXPENDITURE: $58,825,474 = NET SURPLUS: $1,517,094

www.catholiccare.org

78,975
UNIQUE WEBSITE VISITORS

47%
INCREASE OVER 2012-2013

44,346
FACEBOOK REACH

116,420
TWITTER REACH

Coverage by
25 Media Outlets

TOP FIVE MOST VISITED SERVICE AREAS ON CATHOLICCARE.ORG

1. Ageing
2. Disability
3. Children & Youth
4. Family
5. Community

CATHOLICCARE PROGRAMS AND SERVICES BREAKDOWN

- **53%** Family, Children and Youth Services
- **18%** Ageing, Dementia and Disability Care
- **17%** Social Enterprise and Corporate Support
- **12%** Support and Administration

About CatholicCare Sydney

CatholicCare Sydney is the official welfare agency of the Catholic Church in the Archdiocese of Sydney, delivering more than 140 programs in the areas of ageing, dementia and disability care; employment, education, training and support services; and children, youth and family services.

In accordance with our vision, CatholicCare promotes the dignity, equality and participation of our service users.

The work of CatholicCare is guided by the Catholic tradition of compassion and concern for social justice. Our role is to facilitate the development of individuals, families and communities most in need, through quality services, research and advocacy.

Our services include family and relationship counselling; drug, alcohol and gambling support services; foster care and adoptions; services for children and young persons at risk of physical or emotional harm; mediation and conciliation; marriage preparation; school counselling; employment services; St Patrick's Institute of Education; training for people with a disability; supported accommodation; respite services; and support services for the aged and people with a disability.

As a person-centred organisation, CatholicCare has people at its heart. People should determine the support they receive and be empowered to make decisions that will enable them to live positive and fulfilling lives. The services provided by CatholicCare are inclusive of the whole community regardless of circumstance, ethnicity, religion, economic situation, age, gender or ability.

CatholicCare is a member of Catholic Social Services Australia.

Our Mission

CatholicCare Sydney is the official welfare agency of the Catholic Church in the Archdiocese of Sydney. The mission of the agency, as an instrument of Christ's liberating presence in the world, is to enable the social and emotional wellbeing of communities, families and individuals living in the Archdiocese.

Our Vision

CatholicCare's vision is for a society in which there is full recognition of individuals' rights and responsibilities, and that enables the dignity, wellbeing and participation of all persons.

Our Values

CatholicCare's values define the way that our people relate to the community, those we serve and to each other as managers, staff and colleagues.

CatholicCare values:

- Human dignity and worth
- Commitment to justice
- Integrity
- Accountability
- Excellence
- Accessibility

"Christ's liberating presence in the world."

"Guided by the Catholic tradition of compassion and concern for social justice."

Our Locations

30 locations across Greater Sydney...

Our History

In November 1940 four women, Norma Parker, Elvira Lyons, Constance Moffitt and Eileen Davidson wrote to the Archbishop of Sydney, Norman Thomas Gilroy, recommending that a "Catholic Welfare Bureau" be established.

They believed that the disadvantaged, distressed and devalued in society deserved the best possible professional care from the Church.

They believed that a Catholic welfare bureau was necessary to ensure that needy children, families and individuals were given dignity rather than pity, opportunities rather than "handouts" and justice rather than benevolence.

In 1941 Archbishop Gilroy appointed Father A.E.R. Thomas as the first Director of the Catholic Welfare Bureau.

With a small number of staff including a trained social worker, he began to assist the hundreds of children who had been placed in Catholic orphanages. He offered marriage counselling to distressed couples and gave new hope to many deserted women and children.

Today CatholicCare employs over 800 staff and volunteers and operates at 30 sites across the Archdiocese of Sydney.

Serving Sydney for
73 years

Organisational Chart

- **Archbishop of Sydney**
- **CatholicCare Board**
- **Chief Executive Officer**

Director, People and Culture

People and Culture

- Human Resources
- Learning and Development
- Employment Relations
- Work Health and Safety
- Payroll

Chief Financial Officer

Financial Services

- Business Assurance
- Facilities Management
- Financial Services
- Fleet Management
- Purchasing
- Risk and Quality Management

Director of Mission

Executive Director Family and Community Services

Director, Family, Children and Youth Services

- ALIVE
- ALIVE and Free
- ALIVE Homeless Action Project (HAP)
- ALIVE Literacy Program
- Allawah House
- Adoption Services
- Bail Accommodation (Emmaus Program)
- CALD Project
- Canterbury Family Support
- CatholicCare Family Support (Fairfield/Liverpool)
- Chaplaincy Programs
- Child Sexual Assault
- Children's Home Enquiry Service
- Community Placement Programs (CPP)
- Cumberland Prospect Therapy
- Early Childhood Intervention Programs
- Empathy
- Fairfield/Liverpool Physiotherapy
- Family Based Care
- Family Dispute Resolution
- Family Relationship Education and Skills
- Family Relationship Centre
- Financial Counselling
- Financial Counselling for Problem Gambling
- Flexible Respite for Children
- GAINS
- Gambling Intervention Family Team (GIFT)
- Holyoake
- Intensive Family Support Programs (South West and Inner West)
- Intensive Family Support for Children with Disabilities
- Juniperina Housing and Support Program
- Keeping Kids in Mind (KKIM)
- Leaving Care and After Care
- Leichhardt Family Support
- Marriage and Relationship Education
- Men and Family Relationships
- Natural Fertility Services
- New Parents Program
- Out-of-Home Care Services
- Parent Line
- Preservation and Restoration Services
- Pre-Adoptive Foster Care
- Pregnancy Support Services
- Family and Relationship Counselling
- School Counselling
- South West Therapy Early Intervention
- Speech Therapist Program
- Student at Risk (STAR)
- Sydney Children's Contact Service
- The Bridge
- Tree of Hope
- Vietnamese Child Protection
- Wattle Playgroup
- Young Women's Supported Accommodation

Director, Ageing, Dementia and Disability Care

- Ageing Parent Carer Program
- Assistance with Care and Housing for the Aged
- Carer Support Programs
- Clean Up Program
- Home Care Packages (Level 2 and 4)
- Community Options Programs Community Visitor Scheme
- ComPacks
- Dementia Counselling and Carers Support
- Dementia Home Monitoring Services
- Emergency Respite
- Flexible Respite Programs
- Group Home Support Programs
- Group Homes
- Healthy Ageing for Priests Program
- Neighbour Aid Links
- Norma Parker Respite Centre
- Respite Options (DSP & HACC)
- Watagan Case Management
- Watagan Day Program

Executive Director Social Enterprise and Corporate Support

Employment, Training and Support Services

- Access Community Team
- Independent Living and Training Program (ILT)
- Centacare Industries
- Direct Employment
- LETS (Local Employment & Training Solutions)
- Life Choices
- Active Ageing
- O'Donovan Cottage
- Personal Helpers and Mentors (PHaMs)
- PHaMs - Employment
- Refugee Program
- St Patrick's Institute of Education
- Transition to Work

Corporate Support

- IT Management
- Policy
- Planning and Research
- Fundraising
- Environmental Sustainability

Our 2013-16 Strategic Plan Update

Supporting people, strengthening our future.

The belief that every person is valuable has been the driving force behind CatholicCare Sydney's mission, vision and values since the organisation formed more than 70 years ago. As a result, at the centre of CatholicCare's 2013-16 Strategic Plan is the continued implementation of a distinctly CatholicCare 'person-centred approach'.

A person-centred organisation has people at its heart – both the people it supports and the people it employs. Accordingly, the key objectives for 2013-16 are to:

- Build a strong awareness of the CatholicCare mission;
- Embed CatholicCare's Person-Centred Framework into all services;
- Build effective alliances and collaborations to strengthen CatholicCare's service offerings;
- Build a learning culture and strengthened evidence base to inform practice and service innovations;
- Improve CatholicCare's organisational sustainability;
- Strengthen CatholicCare's workforce management; and
- Strengthen CatholicCare's work practices so they are inclusive.

In 2013-14 CatholicCare implemented processes, developed resources and introduced changes to begin achieving key elements of these objectives. Utilising a quality assurance system known as 'SMARTA', CatholicCare has been able to effectively measure and meet a range of targets and objectives.

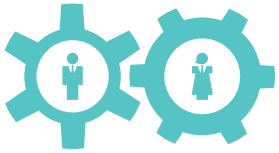
A Person-Centred Framework, detailing CatholicCare's unique person-centred approach to service delivery was produced in April 2014. The framework articulates the person-centred approach which underpins CatholicCare's culture.

A Mission Discernment and Decision Making tool was also developed, to assist staff to make consistent mission-based decisions and understand the effect discernment and decision making has on organisational governance.

More detailed information about CatholicCare's results, outcomes and achievements for 2013-14 can be found throughout this report.

"A person-centred organisation has people at its heart."

"Effective alliances and collaborations."



"Inclusive work practices."

Family, Children and Youth Services

In 2013-14 CatholicCare Sydney's Family, Children and Youth services provided person-centred programs and services for individuals, couples, families, children and young people, especially those experiencing disadvantage because of disability, poverty, abuse or neglect, social isolation, personal conflict or distress.

Relationships Services

Relationships can provide some of the most rewarding and positive experiences in people's lives, but they can also present complicated situations. CatholicCare offers a comprehensive range of services that support people to build and maintain healthy relationships, resolve conflict and live the life they want to.

This year professionally qualified counsellors from CatholicCare's **Counselling** services continued to help people face and overcome challenges by addressing a range of emotional, psychological and social difficulties. Through its Family, Relationship, Individual and Men's Counselling services CatholicCare received more than 1220 calls and conducted more than 2500 face-to-face counselling sessions in 2013-14.

Family Dispute Resolution programs provided accredited mediators to assist separating parents seeking to reduce conflict and establish post-separation parenting and financial arrangements. More than 870 people received assistance in 2013-14.

The **Marriage and Relationship Education** program facilitated 85 group courses and 150 one-on-one sessions for couples at different stages of their relationship, in preparation for their marriage. 1147 couples accessed the program in 2013-14 at 13 locations across Sydney.

The accredited **Men and Family Relationships** program facilitated six courses for 56 men in 2013-14, focusing on behavioural change, anger management and parenting skills. The program also provided individual and couples counselling, and facilitated seven courses in schools and outreach settings for 77 young people.

Parenting Services

Many of the challenges that accompany parenthood can be difficult for parents to overcome on their own. CatholicCare provides a range of parenting services that enhance parents' current strengths and build their capacity to best support themselves and their children.

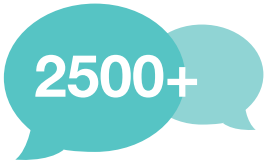
CatholicCare's state-wide telephone counselling service, **Parent Line**, responded to 7575 calls from parents concerned about their children this year. A total of 3640 hours were spent providing counselling, information and referrals to parents, carers and professionals across New South Wales.

Family Support Services continued to offer assistance to vulnerable families with children. Home visiting, groupwork, parenting groups and playgroups supported 435 families throughout west and south-west Sydney, who were experiencing difficulties parenting effectively.

The **New Parents Program** assisted 51 families to adjust to the arrival of a new baby.

Parent Education and Groups facilitated 74 multi-session courses and groups to parents living in Sydney's city, inner west, southern and south-west and covered issues like pregnancy, conflict post-separation, out-of-home care, challenging behaviour, self-esteem and communication. More than 950 parents attended specialist groups throughout the year.

The **Sydney Children's Contact Service** provided a safe environment for families experiencing high conflict and complex issues to re-establish connections between children and separated parents. 588 occasions of face-to-face post-separation support was provided this year.



face-to-face
counselling sessions

1147
couples supported by the Marriage and Relationship Education program

Parent Line responded to 7575 calls from concerned parents

Multi Mix Mob member, Elena Julca, says being a part of the group has had an amazing impact on her life and the lives of her children.

The Multi Mix Mob's Story:

Aloha from Hawaii

The Multi Mix Mob, an Aboriginal and Torres Strait Islander playgroup supported by CatholicCare Sydney, had the chance to present and perform at the World Indigenous People's Conference on Education in Hawaii in May 2014.

The Multi Mix Mob guitar mob is made up of five indigenous women, who with CatholicCare's support use music and other means to spread a powerful and positive message to communities affected by social issues like domestic violence, and alcohol and other drug addictions.

The Multi Mix Mob is first and foremost a playgroup providing a safe and welcoming place for indigenous families to meet, but has become known for its music after CatholicCare Sydney's Luke Edwards, Coordinator of The Bridge program, was invited to teach the group to play guitar. Since then, the Multi Mix Mob have used music and their personal experiences to bring strength and harmony to communities around Australia and the world.

The Bridge and Multi Mix Mob partnership was showcased as a best practice model at the 2014 World Indigenous People's Conference on Education (WiPC:E), an event that brought together indigenous people and educators from around the world to discuss contemporary issues including cultural practice and knowledge, and movements in education that support unique indigenous world views.

This year's conference was held on the island of O'ahu in the Hawaii Archipelago from 19-24 May and saw the Multi Mix Mob recognised for the way the group puts empowerment into practice, using a 'cutting edge' social work approach that is strengths-based, culturally appropriate and creative.

"Through the Multi Mix Mob CatholicCare has quite literally helped vulnerable women to find their voice and become leaders in their community," says Luke. "These courageous women, who say they used to find it hard to step outside their own front door, have now stepped across shores to speak to indigenous communities of the world and send a message about overcoming adversity to create strong, healthy and safe families."

Multi Mix Mob member, Elena Julca, says being a part of the group has had an amazing impact on her life and the lives of her children.

"The Multi Mix Mob is a home away from home for me and my kids that's given me strength and courage," she says. "The conference was an experience I never dreamed I would be a part of and one I will never forget."

The Multi Mix Mob is also supported by Connect Marrickville and the Kindergarten Union Children's Services.

Foster parents make an immeasurable difference in the lives of children and young people by providing an environment where children feel safe, valued and secure.

Louise's Story:

Family Comes in All Shapes and Sizes

Ever since she was a little girl, Louise knew she wanted to foster or adopt a child. When she got married, she and her husband discussed the kind of family they wanted, and agreed they could offer a lot to children who simply needed understanding, patience and love.

In 2007, Louise became a foster mum for the first time to a six-month-old boy. In August last year their then seven-year-old foster son was joined by another baby boy as the family grew once again.

"When we started exploring options for providing foster care we realised there are many ways to create and have a family," says Louise. "It's been beautiful to see these two boys, who have no biological connection, referring to each other as brothers."

CatholicCare foster parents like Louise make an immeasurable difference in the lives of children and young people by providing an environment where children feel safe, valued and secure.

"People always talk about the amazing work foster carers do," she explains. "But what they don't realise is the kids give you a huge amount back. I wouldn't have the joy I have in life if it wasn't for my boys."

Louise says while being a mum through the foster care system may seem unconventional the special moments she experiences with her two boys remind her that family is family, no matter how it's created.

"If not for being a foster carer I would not have two cherubs in my life, or the blessings that come with the name 'mum'," says Louise. "I cherish it all and know in my heart of hearts that if not for foster care I would not have any of it."

CatholicCare provides a range of different types of foster care including long- and short-term foster care, pre-adoptive foster care, specialist short-term care for siblings and Melanie's Program (long-term care of children with moderate to severe physical and/or intellectual disability).

Children with Disabilities

All children are valuable and deserve to live full lives. CatholicCare operates a number of programs and services that aim to meet the needs of children and young people with disabilities, their families and carers.

CatholicCare's **Family Based Care** program provided permanent family based care for 2 children with severe disability aged 0-12 this year. **Melanie's Program** continued to support 8 children with moderate to severe physical or intellectual disabilities through long-term foster care.

Together, the **Intensive Family Support Program** and **Early Childhood Intervention** provided in-home and centre-based assistance and intervention to 298 families with children with disabilities and developmental delays.

The **Flexible Respite for Children** program gave 61 primary carers the opportunity to access respite at a time of their choosing, while the children and young people they care for picked from a range of recreation activities including bowling, movies, parks and playgrounds.

Youth Homelessness

Young people facing the fear of homelessness, disadvantage and abuse are among the most vulnerable and marginalised people in our communities. CatholicCare provides a range of services that provide hope for young people who are homeless or at risk of homelessness.

In 2013-14, CatholicCare's **ALIVE (Adolescents Living Independently Via Empowerment)** services provided financial assistance, accommodation, living skills, social and educational activities and other support to more than 250 young people who were homeless or at risk of homelessness. The **ALIVE Literacy Program** provided one-on-one tutoring to 18 young people completing Certificate and Diploma courses.

CatholicCare also provided a number of crisis accommodation services for children and young people across Sydney this year, including **Allawah House, The Emmaus Project** and the **Young Women's Supported Accommodation** program. CatholicCare delivered support for 189 young people through these programs in 2013-14.

Adoptions, Fertility and Pregnancy Services

CatholicCare offers a range of adoption services, and support for people who are pregnant or who want to manage their fertility naturally.

This year, as one of only four providers across NSW accredited to provide adoption placements and authorisation of adoptive parents for children, CatholicCare **Adoption Services** provided a range of support services to parents considering adoption, birth families, and adopted children. CatholicCare also provided information, records and support to adoptees, birth parents, adoptive parents, former Catholic Children's Homes residents, former child migrants, and members of the Stolen Generation. In total 267 people were supported by CatholicCare Adoption Services in 2013-14.

The **Pregnancy Counselling and Support Service** offered free and confidential support to pregnant women, their partner and family members who were concerned about the pregnancy. 26 people were supported through the service this year. A confidential phone line was also offered to women and men whose lives have been touched by abortion, as part of the **Rachel's Vineyard** program.

CatholicCare's **Natural Fertility Services** assisted more than 4354 people this year, by promoting natural family planning methods to help women avoid or achieve a pregnancy. More than 12,500 people – including couples, students and breastfeeding mothers – attended Natural Fertility Services presentations in 2013-14.

Crisis accomodation provided to 189 young people

Over 12,500 people attended Natural Fertility Services presentations

Out-of-Home Care (Foster Care), Restoration and Preservation

CatholicCare is committed to helping children, young people and their families. Through love, support, and a safe and nurturing home, children and young people can reach their full potential.

In 2013-14, CatholicCare's **Out-of-Home Care (Foster Care)** program provided support to 80 children and young people who were unable to live at home with their parents for a period of time, due to a family crisis, risk of harm or parents experiencing difficulties in caring for their them. The **Leaving Care/After Care** program assisted 72 young people who were leaving foster care.

As part of CatholicCare's **Restoration and Preservation** programs, experienced social workers and psychologists assisted 35 highly vulnerable and at risk children and families throughout metropolitan and south-west Sydney this year.

Community Services

CatholicCare is committed to engaging with communities throughout Sydney, and working with other agencies to provide the highest quality support possible to people in need.

This year, CatholicCare provided support to 154 people impacted by alcohol, drug and gambling addiction through its **Holyoake** and **GIFT (Gambling Intervention Family Team)** programs. This included 242 hours of individual counselling, 260 hours of group therapy and 108 referrals for families and individuals, provided by qualified professionals.

As part of CatholicCare's mission to enable people's emotional wellbeing, a range of pastoral care programs were offered in 2013-14, including **Tree of Hope** – which provided emotional and practical support to people living with HIV, their family and support person – the **Chaplaincy Program** – which provided pastoral care to inmates and patients, as well as their families and staff, in prisons and hospitals throughout Sydney – and **The Bridge** – an outreach services that provided a range of support, including counselling, parent education, and music programs to improve relationships between parents and children and build stronger and safer communities for vulnerable families.

In partnership with the Catholic Education Office, CatholicCare's **School Counselling** service provided assistance to more than 4778 Primary and Secondary students and their families in the Inner Western, Eastern and Southern regions of the Sydney Archdiocese. The service also effectively responded to 12 critical incidents in schools throughout the year.

Financial Counselling provided more than 4000 casework sessions, presenting financial options and advice to more than 500 people, many of whom were from low income families, in debt or facing bankruptcy.

80

children and young people supported through Out-of-Home Care

Financial Counselling provided 4000 casework sessions

Ibrahim's Story:

Never giving up

Two-and-a-half-year-old Ibrahim has been supported by CatholicCare Sydney's Early Childhood Intervention program since 2012. Ibrahim has Down syndrome and experiences general delays in his fine motor, gross motor and cognitive skills.

Ibrahim's mother, Sonia, wrote this letter to Ibrahim to let him know how much she loves him and how important CatholicCare's support has been.

To my beautiful little boy Ibby,

I'm writing this letter to tell you how much I love you. I must admit, when you were born I didn't know what to do for you, or how to help you. I knew though that I wanted you to achieve success in life.

At about six month of age, you were enrolled in an Early Childhood Intervention program with CatholicCare. You had a physiotherapist called Chris who came to our house every fortnight to help you achieve your milestones. She would show me and discuss with me the things that needed to be done for you, so that you can develop and become a strong little man.

There were times I felt as though you just weren't going anywhere, but then you would surprise me and show me the things that you could do.

Your CatholicCare physiotherapist Chris was fantastic. She never gave up on you. She helped you learn to sit, crawl, stand and eventually walk. She even organised for you to attend playgroup. At playgroup, you loved the singing times and the story sessions with Christine. The smile and joy on your face told me so. You found everything so fascinating and interesting to hold (and throw).

Another weekly playgroup was organised to develop your walking and fine motor skills. There you met Paula who tried to help you too. She gave you activities to do such as painting and drawing. You loved doing these too. When you and the children in the class began to walk a small party was thrown. All the staff members came down to watch. You walked in front of them all and then stood there and began to laugh. You were such a star and made me feel proud.

You're a courageous little boy whose perseverance and determination have gotten you to where you are today. I couldn't have done it without the help and support of a loving and caring family and a fantastic line of teachers and therapists.

I want you to know you are my darling little angel boy, my gift from God. I can't imagine my life without you and would give up anything for you. I want to see you grow and become a confident, successful and happy young man who will be respectful, thoughtful, kind and caring. You are my little star and you have been shining since the day you were born. Keep up the good work little man, and don't ever give up, because no one gave up on you.

Love from Mummy.

Ibrahim still receives in-home therapy and attends a fine/gross motor skills playgroup at CatholicCare's Cabramatta West Family Support. With support from his mother and CatholicCare he is continuing to make progress.

"I'm writing this letter to tell you how much I love you."

Ageing, Dementia and Disability Care

CatholicCare Sydney's Ageing, Dementia and Disability Care directorate delivers a range of individually-tailored services to frail older people, people with disability, and their carers in the south-west, south-east and inner-west of Sydney.

Aged Care

Everyone, regardless of their age, should have the opportunity to live a healthy, independent life and be engaged with their community. CatholicCare's Aged Care services are "person-centred", which means the people CatholicCare supports are involved in decision-making about their care which can include everything from housing, accommodation and in-home support to dementia support, clean up services, and visits from volunteers.

In 2013-14, 827 people living in the Fairfield and Liverpool Local Government Areas (LGAs) were able to remain in their homes because of support from CatholicCare's **Community Options** and **Home Care Packages** programs. The Community Options program provided tailored services to frail older people and people with disability, mental health issues or early onset dementia. And by giving people choice and flexibility in the way that care and support is provided, CatholicCare's 224 Home Care Packages were able to assist people with varying levels of need to remain living in their homes for as long as possible. In total 92,539 care services were provided by these programs this year.

The Clean Up Program (part of the Community Options program) helped people affected by squalor and hoarding to live in safe and healthy surroundings by providing goals-based case management, referrals to community services and one-off clean ups to people living in the Fairfield and Liverpool LGAs. In 2013-14 CatholicCare assisted 35 people to clean up their homes and live in a safe, hygienic environment, free of clutter and infestation.

CatholicCare's **Dementia Home Support Program** provided flexible and sensitive support for 212 people with dementia and those who care for them in the Bankstown, Fairfield, Auburn, Holroyd and Liverpool LGAs. Trained staff provided assistance to people with dementia including monitoring, advocacy, activities and links to other services. Carers were supported through respite care, assistance and support, and information and referrals to other dementia services.

The **Assistance with Care and Housing for the Aged (ACHA)** service provided 1214 occasions of support for aged people who are living in inappropriate housing or are homeless or at risk of being homeless in the Bankstown, Fairfield and Liverpool LGAs.

This year, CatholicCare provided 494 **Post-Hospital Support Services (ComPacks)** packages – made up of case management and home-based care, support and intervention for up to six weeks – to people following their discharge from Bankstown, Fairfield and Liverpool hospitals.

CatholicCare's **Volunteer Visiting** services – the **Neighbour Aid Links Program** and the **Community Visitors Scheme** – enriched the quality of life for residents of aged care homes and older people living at home who are socially isolated or lonely by providing more than 24,150 hours of conversation and companionship in 2013-14.

92,539
Care Services
provided to frail older people and people with disability, mental health issues or early onset dementia

Our volunteers gave
24,150 hours
of conversation and companionship

Paul's Story:

Making People Happy, One Bingo Card at a Time

Paul Barber has been a volunteer with CatholicCare Sydney for 15 years. He is a bilateral amputee and calls the bingo at his local nursing home twice a week.

"Two fat ladies, eighty eight."

"Legs eleven, number eleven."

Paul Barber is never late to bingo.

"I have about twelve permanent residents every Tuesday and Thursday who love to play bingo," he laughs. "If I wasn't there to call the bingo there'd be a riot!"

Paul's history with CatholicCare stretches back 15 years. Originally a support worker with CatholicCare's Ageing, Dementia and Disability Care services, Paul injured himself in 2006 and found himself on the receiving end of the kind of support he once provided.

After he recovered, Paul put his prior support work experience to good use, signing up as a CatholicCare volunteer.

"CatholicCare is a very good organisation to work with," says Paul. "I've always been well looked after and very much appreciated. Us volunteers see each other at a meeting once a month and it's a nice little community feeling."

Paul tries never to miss the monthly meeting because it's a chance for CatholicCare's more than 120 Ageing, Dementia and Disability Care volunteers to come together, share a meal and a laugh, and hear the latest updates from Volunteer Coordinator, Lucy Letner.

"When you've got over a hundred people working for free it's important to make them feel like part of the family," says Lucy. "They're coming because they have a good heart. They want to give back, often because – like Paul – they know what it means to have someone help them. Volunteers are important for CatholicCare because volunteering is at the heart of our mission and our vision."

Each year hundreds of people like Paul volunteer with CatholicCare Sydney and give generously of their time and energy to make a real difference in the lives of people in need. Our volunteers come from all walks of life but share a common goal: making life a little bit better for someone else.

"If you've got the time to spare it's not such a bad thing to do," says Paul. "You'll find that at times it's challenging but it's something you can do throughout your life with pleasure. If anyone wanted to volunteer I'd say, 'Come on board'. The more volunteers we have the better it is, for CatholicCare and the community."

Each year hundreds of people like Paul volunteer with CatholicCare Sydney and give generously of their time and energy to make a real difference in the lives of people in need. Our volunteers come from all walks of life but share a common goal: making life a little bit better for someone else.

Mary's Story:

Changing Lives with Flexible Care

When Mary Vu, a 29-year-old woman with severe autism, first came to CatholicCare Sydney's Flexible Respite program in 2009 she was 'non-verbal', which led to challenging behaviour, self-harm and physical aggression towards others.

Mary is just one of more than 130 people with disability across Sydney who receive respite care from CatholicCare's Flexible Respite program at any one time. The program provides flexible and responsive respite to meet the needs of people with disability, their families and carers. Respite care gives primary carers a break from the often demanding work of caring full time for someone with disability.

Flexible Respite Coordinator, Terrie Mitchell, was among the first team members to work with Mary. She says despite what appeared to be a desperate initial situation, based on the feedback from previous community support workers she was confident that Mary had the capacity to fulfil her potential and transform her life.

"The thing to remember is it's never one size fits all," explains Terrie. "We take people into the community to build skills in areas they're particularly interested in. Some people want to learn money skills or how to catch public transport. With Mary it was all about community access."

For the first year, Terrie and Mary followed the same routine. As trust between the pair began to build, Terrie gained a sense for when Mary was ready to try something new.

The breakthrough came when Mary realised that Terrie understood what she was trying to communicate. As the two continued working together, Mary learned that she could express herself in ways that were easier for others to understand.

After Terrie another CatholicCare support worker, Maggie Smith, began working with Mary. For three hours each week, Maggie accompanied Mary on community outings where she enjoyed lunches, walks in the park and drives around town. Maggie built on the progress made by Terrie and today Mary has progressed from non-verbal communication, self-harm and hurting others, to speaking for the first time and expressing her emotions more effectively.

Mary's sister, Lucy, says the Flexible Respite program has not only changed her sister's life, but been a blessing for her and her family as Mary's primary carers.

"When Mary is with Maggie my parents and I have the chance to look after our own wellbeing," she says. "Of course, we don't see caring for Mary as an inconvenience, but having even a few hours a week where we can relax, knowing she's safe with a positive role model who cares for her makes a big difference."

Mary is just one of more than 130 people with disability across Sydney who receive respite care from CatholicCare's Flexible Respite program at any one time.

Carer Support and Respite Services

CatholicCare believes in "taking care of carers", by giving them a break from their rewarding – but often demanding – caring role, and the opportunity to look after themselves. CatholicCare offers a range of carer support programs for those caring for frail older people, people with dementia and younger people with a disability or early-onset dementia.

In 2013-14, CatholicCare provided 378 carers with the chance to take a break and look after themselves, through its carer support and respite services.

This year the **Carer Support Program** increased carers' access to community services, raised awareness of carer issues and lobbied on behalf of carers. CatholicCare also provided specialised workers who focus on supporting people from diverse ethnic backgrounds, with a particular focus on the Vietnamese community.

The **Ageing Parent Carer Program** provided short-term centre-based respite for adults with disability who live with an older parent carer.

The **Emergency Respite** service offered 24/7 respite care to people who are frail aged and people with disability when their carers faced an emergency, such as becoming ill or needing to leave home unexpectedly.

The **Flexible Respite** strengthened primary care relationships program by providing flexible and responsive respite to meet the needs of people with disability, their families and carers living in the Liverpool, Fairfield, Bankstown, Campbelltown, Camden, Wollondilly, and inner-west Sydney LGAs.

The **Respite Options** program provided tailored, flexible respite for adults with an intellectual disability, and their families and carers. People with an intellectual disability were put at the centre of decision making, which provided real choice when it came to the type of respite and activities accessed, and when it was used.

The **Norma Parker Respite Centre** provided 24/7 centre-based, planned respite service for adults with an intellectual disability living with a carer in inner-west Sydney.

In total more than 71,904 hours of respite were provided to carers in 2013-14.

Supported Accommodation

Quality of life is a right that everyone should enjoy. CatholicCare's group homes provide support to people with disability who need a level of care they can't get at home, so they can enjoy life their way.

This year CatholicCare's **Group Homes** continued to provide a place to live for people with a range of disabilities and mental health issues like Down syndrome, cerebral palsy, autism, schizophrenia and borderline personality disorder, and bipolar disorder. Across the six homes, which are located throughout western and south-west Sydney and each specialise in providing care to people with unique needs, CatholicCare provided care for 25 people.

378 carers
given the chance to take a break and look after themselves

71,904
hours of respite care provided for 378 carers

35
people affected by hoarding and squalor were assisted to clean up their homes

Social Enterprise

In 2013-14 CatholicCare Sydney's Social Enterprise services provided person-centred programs and support to help job seekers, people with disability, asylum seekers, students and people with mental illness achieve their dreams and aspirations.

Employment Services

CatholicCare is committed to supporting people on their journey to fulfil their potential and embrace life's opportunities. A range of employment services assist people to improve the quality of their life by achieving and maintaining sustainable employment.

Centacare Industries, an Australian Disability Enterprise operated by CatholicCare, offered a range of services to more than 40 businesses across Sydney, and provided supported employment to 72 adults with mild-to-moderate disability this year. As well as having the opportunity to earn an income, Centacare Industries employees received training, participated in the local community and developed their social networks. Garden services, assemble, pack and mail services and secure shredding and recycling services were provided to businesses including ACP Magazines, the Nine Network's online entertainment website, Sports and Events Promotions, VisioMed, Rode Microphones, Catholic Weekly and schools in the Catholic Archdiocese of Sydney.

CatholicCare's employment service, **LETS (Local Employment and Training Solutions)**, continued to provide localised services to job seekers and employers throughout Sydney in 2013-14. As well as employment assistance, LETS provided counselling, language, literacy and numeracy training and other assistance to help job seekers overcome obstacles to employment like mental illness, drug and alcohol addiction and lack of motivation. LETS also worked with employers to identify and meet job and industry-specific training needs, referring the most appropriately qualified and experienced job seekers available.

This year, LETS assisted more than 5100 people, half of whom were from highly disadvantaged backgrounds, to prepare for and seek long-term employment. The LETS offices in Bankstown, Fairfield, and Sutherland were awarded a 3-star rating during 2013-14, the industry benchmark.

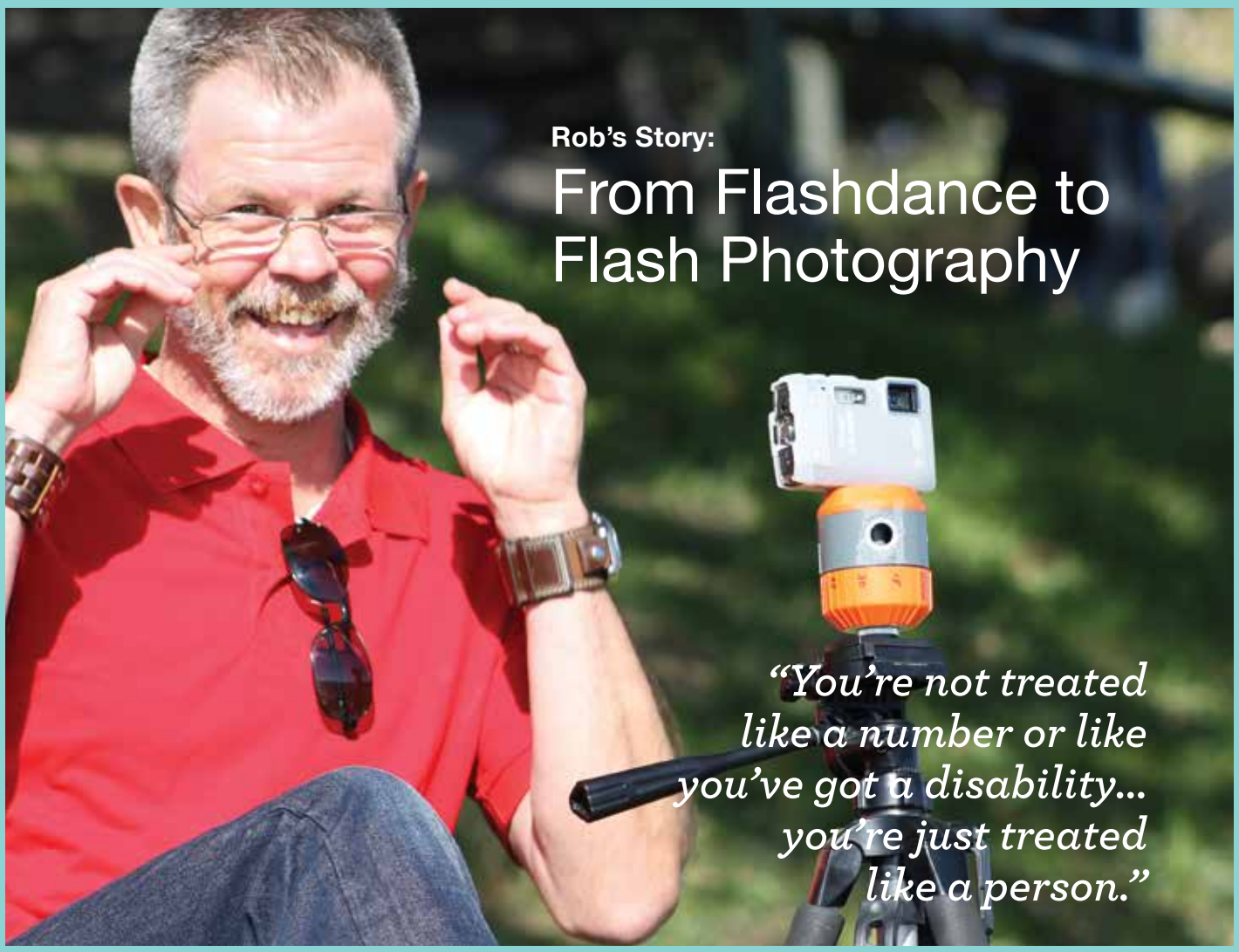
Direct Employment, CatholicCare's disability employment service, drew on its vast network and expertise to connect well-trained, highly committed job seekers with employers across Sydney in 2013-14. Free employment support including resume writing, interview preparation and new skills training, was provided to 1200 job seekers with disability this year. Direct Employment also worked with more than 250 employers, providing a range of subsidies and incentives, as well as ongoing workplace support to new employees.

In 2013, the Kogarah branch of CatholicCare Sydney's disability employment service, Direct Employment (DE), was recognised as the Clinical Team of the Year in the NSW South Eastern Sydney Local Health District Awards. The award came a year after the team began operating the Vocational Education, Training and Employment (VETE) Co-Location Initiative, a joint project between DE Kogarah and the St George Community Mental Health Service, and recognised the outstanding results of the front-line team in providing direct care to patients. The VETE Co-Location Initiative offers an individually-tailored service for job seekers diagnosed with mental illness. Implementing what's known as the 'Individual Placement and Support' model, DE Kogarah Employment Workplace Facilitators work collaboratively with the St George Community Mental Health team to help job seekers with mental illness pursue employment as a means of rehabilitation.

72 adults

with mild-to-moderate disability employed by Centacare Industries

6300 job seekers assisted by LETS and Direct Employment



Rob's Story:

From Flashdance to Flash Photography

"You're not treated like a number or like you've got a disability... you're just treated like a person."

Rob's Story: After more than 30 successful years as a professional dancer and instructor, Rob Watt literally had the world at his feet. But everything changed after one night altered his life forever.

In 2004 Rob was randomly attacked on the street by a violent group of youths. He was left with an acquired brain injury and forced to learn again how to walk, ride a bike, speak correctly and even remember the days of the week.

"I knew my dancing life was over," says Rob. "So I started taking photos to ease my mind and take it off the everyday things I could no longer do."

Rob was determined to get his life back on track. He enrolled in a business skills program through Centrelink's New Enterprise Incentive Scheme (NEIS) but withdrew before completing the course to care for a friend who developed Alzheimer's disease. Eventually Rob wanted to study again and enrolled in a TAFE photography course. Sadly, because of his brain injury Rob's concentration span was limited, and this led to a self-described "major breakdown" during a TAFE lesson.

"I ended up in Liverpool Hospital where a counsellor sat with me, calmed me down and told me about CatholicCare Sydney," explains Rob. "I knew CatholicCare from my time looking after my friend with Alzheimer's. So I came bowling up the road from Liverpool Hospital, threw open the doors and here I am today!"

CatholicCare's PHaMs Employment Service was established in 2013, and assists people who want to work develop and achieve goals like connecting with community and mental health services, and addressing other obstacles to employment like lack of accommodation, drug and alcohol addiction, financial struggles and family issues.

"You're not treated like a number or like you've got a disability," says Rob. "You're just treated like a person."

CatholicCare worked with Rob to develop a list of goals and identify actions to achieve them. Rob had his mind set on running his own photography business but there was one problem: he needed money to get it started.

In early 2014, CatholicCare secured a $2500 grant for Rob through the Brain Injury Association of NSW, which Rob decided to use to upgrade his equipment.

With the support and person-centred guidance of the PHaMs Employment Service Rob has already achieved a number of his goals. The assistance Rob has received from CatholicCare has inspired him to give back in his own unique way.

"Once I get the business up and running I'd like to start a photography basics group for people with mild brain injury," Rob explains. "I just want to let people know they're worth something in life."

Community Support

Every human has the right to hope for a brighter future and be a part of their community. CatholicCare provides a number of services that support refugees, asylum seekers and people with mental illness to overcome barriers to living a full life.

In 2013-14, the **Refugee Program** delivered assistance, advice and support to 29 asylum seekers and 7 refugees. Support included case management, language and vocational training, counselling, work experience, job seeking skills and employment assistance. Key partnerships with other service providers including Red Cross, the Salvation Army, House of Welcome and STARTTS continued to prove effective in meeting the needs of refugees and asylum seekers in Sydney.

CatholicCare's **Personal Helpers and Mentors Program (PHaMs)** provided tailored support aimed at enhancing quality of life to more than 120 people with a mental illness that significantly affects their ability to function in the community this year.

The **PHaMs Employment Service**, in its first year, provided one-on-one case management and support to 69 people with a mental illness who identified employment as a goal in south-west Sydney. Participants determined the goals they wanted to reach and were assisted to overcome obstacles to employment like lack of accommodation, drug and alcohol addiction, financial struggles and family issues.

Training Services

CatholicCare offers a range of person-centred programs to people with disability that provide assistance with daily living skills, community participation, communication skills and personal development. Training is provided in a number of environments including a day program, home environment and community setting.

O'Donovan Cottage, a "transitional" house which provides up to three years residency for people with mild-to-moderate intellectual disability, provided accommodation and daily living skills training to four residents. Training includes cooking, washing, cleaning, money skills, banking, travel training, meal planning, use of community services and other areas of individual identified need. In 2013-14, two people from O'Donovan Cottage completed their daily living skills goals and are now seeking suitable accommodation independently in the community.

The **Access Community Team** program provided planning and support to 60 people with mild-to-moderate intellectual disability in 2013-14. More than 210 personalised support packages were offered this year, supporting people to build and improve skills in areas like cooking, laundry, budgeting, shopping, travel and nutrition.

The **Independent Living Training** service, through providing a wide range of flexible and unrestrictive centre-based and community activities, supported 11 people with moderate to severe intellectual disability to develop the life skills they wanted to build. All 11 were supported to achieve their goals, including swimming, visiting the Royal Easter Show and accessing the community.

Transition to Work, a Post School Program based in Liverpool, assisted 35 Year 12 school leavers to develop pre-employment and independent living skills.

CatholicCare training programs **Life Choices** and **Active Ageing** continued to provide learning and skill development, and the freedom to participate as a valued and active member in the community, to people aged between 25 and 64 with an intellectual, psychiatric, physical or sensory disability.

643 Students | **47** Courses

643 students received training in 47 courses at St Patrick's Institute of Education

St Patrick's Institute of Education

CatholicCare Sydney operates St Patrick's Institute of Education a Registered Training Organisation that conducts nationally accredited vocational training. SPIE specialises in Business Diploma courses and also offers an increasing range of courses in management, aged care, disability, community services and and hospitality.

This year **St Patrick's Institute of Education (SPIE)** continued to provide high quality training that meets the individual learning needs of full-time students, jobseekers, existing workers and CatholicCare staff. SPIE maintained a 95% positive feedback ratio across all training programs.

In 2013-14, SPIE trained 643 students in 47 courses, and delivered 247 training days at campuses in the Sydney CBD, Sutherland, Bankstown and Lewisham.

In June 2014, SPIE successfully underwent the first verification audit of its Skills for Education and Employment (SEE) program, providing language, literacy and numeracy skills training for adult job seekers. The verification was conducted by the program's national auditor. SPIE received no non-compliances.

210 personalised support packages provided to people with intellectual disability

Donquan's Story:

Matching Work with Strengths

When Van "Donquan" Nguyen, a 22-year-old university student with Asperger's syndrome, first came to CatholicCare Sydney's Direct Employment (DE) he didn't have the social skills needed in most workplaces, and struggled to find work as a result.

The problem wasn't that Donquan didn't want to work; he just wasn't sure how to go about applying for jobs and needed assistance preparing for the working world.

Donquan approached DE as a voluntary participant and within a week, DE employment facilitators arranged an interview for Donquan at McDonald's Liverpool, where he successfully got the job.

After completing two shifts, however, it was obvious the fast-paced environment of the McDonald's kitchen did not suit Donquan's particular strengths.

As DE continued to work with Donquan, they began to learn more about his unique skills and passions and discovered the kind of work he wanted to do. When the opportunity came up for Donquan to gain work experience with Vietface TV Australia, an online TV station that broadcasts Vietnamese programs in Australia, DE saw a chance to secure a position for Donquan that matched him perfectly.

Donquan's fluency in Vietnamese and the IT skills he had developed at university meant he was well suited to a role with the organisation. DE approached Vietface TV Australia on Donquan's behalf and negotiated a part-time contract by offering a wage subsidy to the TV station.

Thanks to the combined efforts of DE, Vietface TV Australia and his family, Donquan has been employed for six months and hasn't missed a day of work.

His new employers continue to be impressed by his contributions to the business and the workplace, and Donquan now has six months of mentoring and paid work experience which will be invaluable in his job search once he graduates from university.

"Thanks to the combined efforts of DE, Vietface TV Australia and his family, Donquan has been employed for six months"

People & Culture

Support for staff and the people CatholicCare supports were the major focus areas for People & Culture this the year.

Person-Centred Training

Person-centred training is a critical strategy in achieving the Strategic Plan 2013-16 objective of embedding CatholicCare's Person-Centred Framework into the way the organisation delivers services and supports staff members and volunteers.

A total of 77 managers, team leaders and program coordinators received specialised training to equip them to be Person-Centred Champions and to support their staff and volunteers in this important area. A further 401 staff attended one of the many person-centred training sessions conducted in 2013-14.

Workplace Training and Support Programs

Sixty-six formal training sessions were conducted and four accredited courses were delivered and attended by more than 1100 participants.

Program areas included Child Protection and Wellbeing, Conflict Resolution, Dealing with Difficult and Challenging Behaviours, First Aid, Manual Handling and Workplace Investigations.

Workforce Strategy Development 2013

This year People & Culture launched its Workforce Strategy to positively position CatholicCare in a continually evolving welfare environment. This is a major workforce initiative containing specific strategies and initiatives in a range of areas including:

- Organisational culture, with specific emphasis CatholicCare's mission, vision and values, and strategies to improve workplace wellness and a positive work-life balance for all staff.
- Flexible and inclusive conditions of employment that enhance workplace diversity and the implications of an ageing workforce.
- Recruitment and induction with a particular emphasis on utilising role-specific assessment methods that support CatholicCare's mission and values, its person-centred approach and the employment specific capabilities that are needed to enable the organisation to deliver high quality client services.
- Occupational specific training programs and effective performance management and support programs that entrench a high performance culture.

The Workforce Strategy provides the foundation on which to build People & Culture's responses to the challenges, risks and opportunities facing CatholicCare now and into the future.

Child Safe Organisation

Employment screening checks were undertaken for all staff and volunteers under the requirements set out in the legislation including the Child Protection (Working with Children) Regulation 2013.

Nearly 500 verification checks were conducted by the People & Culture team within the set government timeframe.

Total Staff Day 2013

More than 460 staff attended Total Staff Day 2013.

The inspiring keynote address was delivered by Alex Snedden who describes himself as being "a good role model and leader for people with Down syndrome". His presentation focused on support for people with disability and their families.

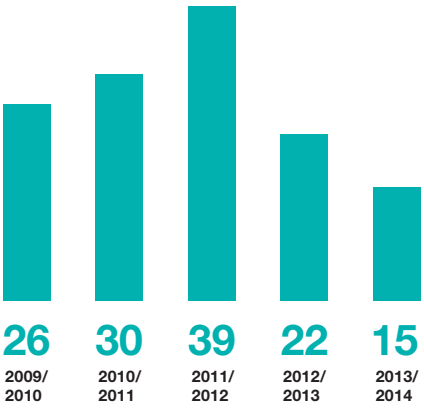
Staff members who achieved a milestone year were formally recognised for their dedication and commitment on the day (the full list of Longstanding Services Awards can be found on page 42).

Work Health and Safety/Injury Management

There were 15 workers compensation claims in the 2013-14; the lowest level since 2009.

This result reflects CatholicCare's ongoing commitment to Work Health and Safety initiatives and safe work practices.

Workers Compensation Claims 2009-2014



The implementation across the organisation of the CatholicCare Work, Health and Safety Management System in late 2012 – which led to AS/NZ 4801 Occupational Health and Safety certification – has continued to have a positive impact in driving a safer workplace environment for workers and visitors.

Information and Communication Technology

This year CatholicCare Sydney continued to build on its Information and Communication Technology (ICT) functions through the implementation of the CatholicCare ICT Strategy, improved governance and enhancements to the organisation's operational capacity.

Strategic Improvement

The implementation of the CatholicCare ICT Strategy commenced in 2013-14 with the development of remote access systems and the finalisation of robust secure servers.

New network systems have increased overall speed across our systems significantly and improved network resiliency with only minor cost increases.

Network security systems were updated to offer advanced capabilities such as intrusion prevention, usage and bandwidth controls, and remote access controls.

An annual review of the ICT Strategy was completed, confirming a positive alignment to the CatholicCare 2013-16 Strategic Plan.

Governance

Development and operation of the ICT Steering Committee continued in 2013-14, with a revised ICT governance and project management framework.

The operation of an ICT governance framework within the organisation proved beneficial by allowing oversight of ICT-related projects and a structured approach to development.

Operational

Capabilities in ICT reporting systems increased this year, with new monitoring and alarm systems supporting proactive ICT management.

2013-14 also saw an increase in the utilisation of ICT, rising from an average of 500 to 700 requests per month.

Server and infrastructure systems operated at an average availability of 99.80% throughout the year.

700
monthly requests for ICT

40%
increase in the utilisation of ICT over 2012-13

average server availability

Fundraising and Communication

In 2013-14 CatholicCare Sydney raised much needed funds for its programs and services, generated significant media coverage across multiple media platforms and highlighted the agency's commitment to the provision of person-centred support to people throughout Sydney.

Fundraising

This year, CatholicCare continued to focus its fundraising efforts on the areas of greatest need. Funds were raised for homeless young people, older people at risk of homelessness and carers of children and adults with disability.

Throughout the year through donations, appeals and funds raised at events a total of $858,656 was raised.

In September 2013 more than 30 people represented the organisation in the Sydney Running Festival, including a number of supported employees from Centacare Industries. Through their efforts $7634 was raised for the Emmaus Project, which provides a safe place to stay for homeless children and young people aged 10-17 years who have been charged with an offence and need accommodation in order to be granted bail.

The annual St Patrick's Day Lunch saw more than 200 guests come together in May 2014 to raise $33,672 for CatholicCare's respite care services which give primary carers a break from the rewarding – but often demanding – work of caring full-time for someone with a disability.

CatholicCare coordinated the fundraising efforts of a number of supporters to send the Multi Mix Mob to Hawaii for the World Indigenous People's Conference on Education in May 2014. The Multi Mix Mob is an indigenous playgroup made up of five women, who with CatholicCare's support use music and other means to spread a powerful and positive message to communities affected by social issues like domestic violence, and alcohol and other drug addictions.

The capacity to support online donations improved in 2013-14, with a 'Choose Your Cause' feature introduced on catholiccare.org, giving supporters more control over where their donation is used.

The financial support of the CatholicCare Foundation and Curran Access Children's Foundation continued to contribute to the ongoing effectiveness of key CatholicCare programs and services. This year, alongside the Curran Access Children's Foundation, AccessEAP provided financial support to Parent Infant Family Australia (PIFA), which provides parenting support to vulnerable families.

Fundraising Results

$7634
Sydney Running Festival

$33,672
St Patrick's Day Lunch

$12,143
Christmas Appeal

Communications

CatholicCare continued to raise its profile in 2013-14 across traditional media, online and in the community.

A 12-month, proactive media plan saw CatholicCare receive coverage on 25 media outlets across print, radio, TV and online including Nine News, The Sun-Herald, The Catholic Weekly and newspapers and radio throughout South West Sydney.

Throughout the year CatholicCare developed a presence on major social media platforms including Facebook, Twitter, YouTube and LinkedIn. As a result of an ongoing social media strategy, more than 116,000 people were reached through Twitter and 44,346 digital users saw CatholicCare Facebook posts.

A comprehensive search engine optimisation (SEO) process for catholiccare.org was completed this year, resulting in a 43% increase in the number of visits to the website and a 47% rise in the number of unique visitors in 2013-14, compared with the previous year's results.

Online advertising expanded in 2013-14 through the use of Google's advertising tool AdWords, made possible by its program for non-profits, Google Grants. CatholicCare advertisements were clicked 15,732 times by people using the Google search engine, resulting in $26,770 of free advertising for the agency.

The official newsletter of CatholicCare Sydney, *Caring News*, was redeveloped in August 2013 to focus on telling the stories of people CatholicCare supports, in line with the organisation's person-centred approach. It was received quarterly by more than 3500 people including government officials, corporate partners, major donors and supporters.

108,718
visits to catholiccare.org

43%
increase over 2012-2013

Established a Social Media presence on

116,420
people reached through Twitter from January 2014

44,346
Facebook reach

Coverage by
25 media outlets
including print, radio, TV, and digital

15,732 clicks on Google AdWords ads

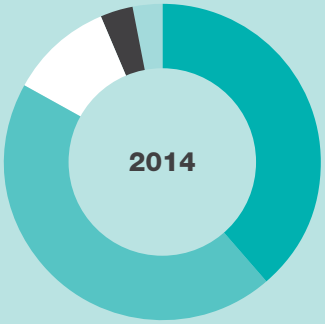
$26,770 of free advertising through AdWords

Financial Results

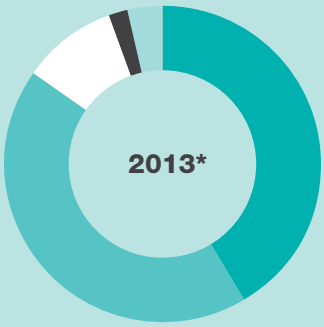
Statement of Financial Position
As at 30 June 2014

	2014	2013
Current Assets		
Cash and cash equivalents	13,923,858	16,463,282
Receivables	2,622,853	2,472,729
Other assets	346,881	595,321
	16,893,592	**19,531,332**
Non-Current Assets		
Property, plant and equipment	9,022,725	8,156,982
Other financial assets	1,605,890	1,265,390
	10,628,615	**9,422,372**
Total Assets	**27,522,207**	**28,953,704**
Current Liabilities		
Payables	3,132,557	3,550,251
Employee provisions	6,304,124	6,039,830
Other liabilities	5,204,644	7,967,719
	$14,641,325	**$17,557,800**
Non-Current Liabilities		
Employee provisions	1,611,200	1,481,706
Other liabilities	1,315,030	1,476,640
	2,926,230	**2,958,346**
Total Liabilities	**17,567,555**	**20,516,146**
Net Assets	**9,954,652**	**8,437,558**
Accumulated Funds		
General funds	9,531,784	8,014,690
Innovation funds	422,868	422,868
	9,954,652	**8,437,558**

Sources of Income

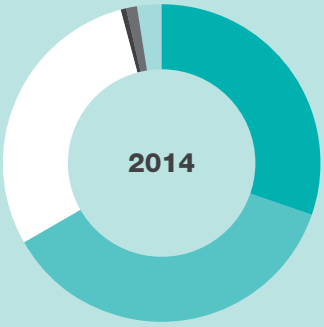


NSW Government	$23,366,714
Commonwealth Government	$26,878,436
Program Fees and Other Income	$6,278,910
Donations and Fundraising	$2,067,462
CWF and other Catholic Entities	$1,751,046
Total for year	**$60,342,568**

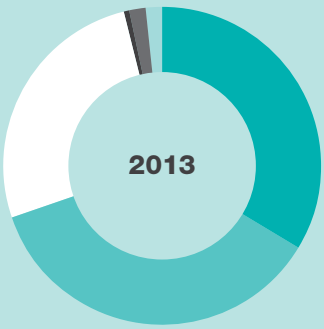


NSW Government	$23,599,314
Commonwealth Government	$24,646,983
Program Fees and Other Income	$5,520,389
Donations and Fundraising	$1,101,372
CWF and other Catholic Entities	$1,926,554
Total for year	**$56,794,612**

Expenditure



Ageing, Dementia & Disability Care	$17,856,884
Family, Children & Youth Services	$21,433,478
Employment, Training & Support Services	$17,182,417
Other Services	$261,369
Fundraising & Community Relations	$630,173
Corporate Support & IT	$1,461,153
Total for year	**$58,825,474**
Net Surplus for year	**$1,517,094**



Ageing, Dementia & Disability Care	$18,969,975
Family, Children & Youth Services	$20,379,314
Employment, Training & Support Services	$14,904,461
Other Services	$376,226
Fundraising & Community Relations	$851,635
Corporate Support & IT	$921,962
Total for year	**$56,403,573**
Net Surplus for year	**$391,039**

*As the prior year (2013) financial statements were prepared as special purpose financial statements, the comparatives may include certain reclassifications of the 2013 presentation to bring them in line with general purpose – reduced disclosure requirements.

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Independent Auditor's Report
To the Board of CatholicCare

We have audited the accompanying financial report of CatholicCare, which comprises the statement of financial position as at 30 June 2014, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the Responsible Entities' declaration of the entity .

Responsible Entities' responsibility for the financial report

The Responsible Entities of CatholicCare are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012. The Responsible Entities' responsibility also includes such internal control as the Responsible Entities determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require us to comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error.

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Grant Thornton

In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Responsible Entities, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Accounting Professional and Ethical Standards Board and the Australian Charities and Not-for-profits Commission Act 2012.

Auditor's opinion

In our opinion the financial report of CatholicCare is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

1) giving a true and fair view of the entity's financial position as at 30 June 2014 and of its performance for the year ended on that date; and

2) complying with Australian Accounting Standards-Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013.

GRANT THORNTON AUDIT PTY LTD
Chartered Accountants

James Winter
Partner - Audit & Assurance

Sydney, 3 October, 2014

CatholicCare Sydney Board

Richard Haddock AM (2004-Present)
Chair of the Board

B.A. LL.B. FAICD

Richard began his professional life as a lawyer with Blake Dawson Waldron and went on to become Deputy General Manager at BNP Paribas. Richard is currently a professional company director on the board of both listed and unlisted public companies, and serves on the board of several charitable organisations including Caritas, the St Vincent's Curran Foundation and the Sisters of Charity Foundation.

"I want to see CatholicCare assist those most marginalised and in need."

Carolyn Betts (2010-Present)

Bachelor Business Communication, Postgraduate Qualification in Change Management

Carolyn has over 20 years' experience driving communications, innovation and change strategies across media, corporate and government sectors. Her diverse experience includes senior positions at ABC Radio, Boral, Telstra and Alcatel, as well as serving on the personal staff of two federal cabinet ministers. Carolyn is currently the global marketing director at Nuix Pty Ltd, an Australian information management software company.

"I believe in CatholicCare's mission and am inspired by the dedication of the employees and the results they achieve with their clients."

Dr Megan Brock rsj (1995-2014)

BA, Dip Ed, MA (Counselling), PhD, MAPS

Megan has experience working as a registered psychologist, and as a professional consultant and facilitator for Religious Orders, Dioceses and Catholic agencies. She has also lectured at a number of tertiary institutions. Megan is a member of the NSW Cancer Council Ethics Committee and serves on the Tribunal for the Psychology Council of NSW.

"I believe in CatholicCare's work for and among those living in poverty, living in distress, or living with disadvantage."

Rev Dr Gerald Gleeson (2013-Present)

STB (Catholic Institute of Sydney), MA (Cantab.), PhD (Leuven)

Fr Gerry was ordained a priest in 1978. He divides his time between pastoral duties at the parish of Summer Hill and teaching at the Catholic Institute of Sydney. Fr Gerry has served on the boards of a number of organisations and was a member of the Australian Health Ethics Committee. Fr Gerry is also Director of Mission for CatholicCare Sydney.

"CatholicCare is the face of the Church to those most in need. I want to help the Church put its faith into action."

The Hon. Deirdre Grusovin (2000-Present)

Deirdre was a member of parliament from 1978 to 2003. During that time she held the positions of Minister for Consumer Affairs, Small Business and Assistant Minister for Health, Opposition Spokesperson for Community Service and Opposition Spokesperson for Housing. Deirdre was instrumental in campaigning on child protection issues and as a result the Wood Royal Commission into the NSW Police Service initiated an inquiry into paedophilia.

"It's a privilege to be part of CatholicCare in its mission to provide help and support to those most vulnerable children, families and people in their times of greatest need."

Eileen Hoggett (2007-Present)

B. Com, Associate Institute of Chartered Accountants in Australia

Eileen is an audit partner with KPMG, a leading chartered accounting firm. She has been with KPMG for over 20 years and provided advisory services to some of Australia's largest companies in the property and funds management industry.

"I want to contribute to the good work of CatholicCare in supporting the needy and most vulnerable in our community."

Kim Kevans (2011-Present)

BEc, LLB

Kim is a lawyer with over 10 years' business and legal experience working for the Nine Network, DLA Piper and Herbert Smith Lawyers. Kim's family was among the first group of Vietnamese refugees welcomed to Australia in 1975 immediately after the Vietnam War. As a past beneficiary of the type of services provided by CatholicCare, Kim brings a unique perspective to the Board.

"Having experienced personally how organisations like CatholicCare have given my family the tools to change our lives, I want to see others enabled in the same way."

Fr Michael McLean (1999-Present)

Fr Michael is a Priest of the Archdiocese of Sydney. He has worked in Parishes and also as a Chaplain to school communities, hospitals and a gaol. He is currently the Parish Priest of John the Baptist Parish on the South Western fringe of Sydney.

"I am very concerned that the healing and life-giving message of Jesus would be heard and understood by those most in need."

Mons. John Usher AM (2004-Present)

BTh, B Soc Studies, MSW

Monsignor Usher is the Parish Priest of St Patrick's Mortlake NSW and was the Director of CatholicCare from 1983 to 2004. He is Archdiocesan Episcopal Vicar for Welfare and a Vicar General.

"CatholicCare is at the heart of the Mission of the Church and I am committed to that Mission."

Greg Mackay (2012-Present)

B.Sc., Major in Applied Mathematics & Physics

Greg worked in the Securities Businesses of the Macquarie Group in Australia, the UK and Asia for more than 20 years. He is currently a member of the St Ignatius College (Riverview) Council.

"I serve on the CatholicCare Board because CatholicCare works to change lives every day."

Brendan O'Reilly AM (2012-2014)

Diploma in Personnel Management, Master of Business (Education)

Brendan served as a public servant for 37 years, including five years as Director General of ADHC, during which he led the development of the Stronger Together package for people with disability.

"I am a practising Catholic and believe that if you can contribute in some small way to improve the lives of others you should."

Executive Leadership Team

Bernard Boerma (2004-Present)
Chief Executive Officer

BA (Psych), B Soc Stud (Hons), MBA, MAASW

Bernard has an extensive background in the public and private welfare section with experience in child and family welfare, disability, community corrections, social policy, public housing, community development, mental health, Aboriginal affairs and aged care. Bernard is the Chair of the Association of Major Community Organisations, a member of the Sydney Alliance Leaders Council and the Catholic Social Services NSW/ACT Executive.

"CatholicCare supports and accompanies people who are doing it tough to achieve their dreams and aspirations. Through the provision of this support we live out our mission to be an instrument of Christ's liberating presence in the world."

Andrew Watson (2010-Present)
Executive Director, Social Enterprise and Corporate Support

BBus, FCPA, FFin

Andrew has worked for commercial and non-profit organisations and has experience in strategic planning,commercial management, delivery of ICT services, negotiations, marketing, business development and change management. He has a strategic focus and strong commitment to welfare, has served on several non-profit boards and is currently a Board member for the Dunlea Centre.

"I work for CatholicCare to be an instrument of support and compassion to those in need."

Pearl Forrester (2013-Present)
Chief Financial Officer

CPA, MBA, BEcons, Grad Dip Comp Sc, GAICD

Pearl started her career as an accountant and worked for more than 25 years with various for-profit companies before joining the not-for-profit sector with Little Company of Mary Health Care. More recently, Pearl has worked in the disabilities sector. She is a Board member of a disability service provider and a member of the Advisory Committee for the Trustees of the Catholic Aged Care Sydney.

"I work for CatholicCare because I know what I do and what I am a part of brings tangible and sustained benefits for people in need through independence and social inclusion."

Michael Austin (2011-2014)
Executive Director, Family and Community Services

B Soc Work, Grad Dip Family Therapy, MSW

Michael has a Masters in Social Work and has worked in the public and non-government sectors in Australia and the UK. At CatholicCare Sydney, he worked as a practitioner, manager and executive. Michael is the Board Chair of Family Relationships Services Australia. In March 2014, Michael left CatholicCare Sydney after 21 years' service to take up the position as Director of CatholicCare Wollongong.

"I want to contribute to CatholicCare's mission by working together to assist those in need in a spirit of love and hope."

Rev Dr Gerald Gleeson (2013-Present)
Director of Mission

See Board Profile (pg.34)

"CatholicCare is the face of the Church to those most in need. I want to help the Church put its faith into action."

Steve McNab (2013-Present)
Director, People & Culture

B Com, Grad Dip Ed, Masters (Ed Admin), LLB

Steve has held senior human resources, employee relations and management roles in a number of agencies. He has a diverse employment background, having run his own businesses, worked in the hospitality industry, taught in the TAFE system, participated in significant government committees and headed a government agency in the health sector.

"CatholicCare's mission, vision and values are inspirational. To support staff and volunteers who provide care and professional support for people in need is both a challenge and an honour."

CatholicCare Sub-Committees and Affiliate Organisations

Sub-Committees

Audit and Risk Committee

- Eileen Hoggett (Chair)
- Bernard Boerma
- Pearl Forrester
- Greg Mackay
- Eugene Pickerd
- Werner Schulz

Bequest Committee

- James Rush OAM, (Chairman; Retired 2014)
- John Kiely (Acting Chairman)
- Bernard Boerma
- Bill Gilroy
- Gerardine Grace
- Anne McReynolds
- John Re
- Catherine Spencer
- Andrew Watson

CatholicCare Foundation Board

- The Hon. Jenny Boland (Chair)
- Pearl Forrester (Secretary)
- Bernard Boerma
- Carol Giuseppi (Appointed 2014)
- Fiona Giuseppi (Retired 2014)
- Michael O'Neil
- James Rush OAM (Appointed March 2014, Retired May 2014)
- Peter Thomas
- Mons. John Usher AM

Curran Access Children's Foundation

- The Hon. Jenny Boland (Chair)
- Pearl Forrester (Secretary)
- Bernard Boerma
- Bernard Curran
- Fiona Giuseppi (retired 2014)
- Sally Kirkright
- Michael O'Neil
- Peter Thomas
- Mons. John Usher AM

Client Services Committee

- Brendan O'Reilly AM (Chair)
- Carolyn Betts
- Bernard Boerma
- Mons. John Usher AM

In attendance:

- Andrew Watson

Ethics Committee

- Dr Megan Brock rsj (Chair)
- Fr Michael McLean
- Mons. John Usher AM

In attendance:

- Bernard Boerma

PIFA

- Maureen Eagles (Chair)
- Ron Boys
- Judith Krahe Edwards
- Deidre Perry OAM
- Paul Sheridan
- Maggie Videan
- Maggie Newlyn

Property Committee

- John McCarthy (Chair)
- Bernard Boerma
- Gillian Duff
- Pearl Forrester

Remuneration Committee

- Eileen Hoggett (Chair)
- Carolyn Betts
- Brendan O'Reilly AM

Affiliate Organisations

AccessEAP Board

- Rob Lourey (Chair)
- Sally Kirkright (Company Secretary & CEO)
- Pearl Forrester (Company Secretary)
- Anthony Sullivan
- Bernard Boerma
- Dianna Keogh
- Mons. John Usher AM
- Kim Kevans
- Michael O'Neill

St Patrick's Business College Ltd Board of Directors

- Richard Haddock AM (Chair)
- Mons. John Usher AM
- Michael Moore (Secretary)

St. Patrick's Institute of Education Advisory Board

- Bernard Boerma (Chair)
- The Hon. Deirdre Grusovin
- Kim Kevans

Recognition of Service to CatholicCare

Our dedicated staff

25 Years' Service

Sharron Matayalo

20 Years' Service

Douglas Beattie
Andree Borc
Stewart Bull
James Douglas
Melinda Drury-Lenci
Maureen Eagles
Teresa Godsell
Bronwyn McKay
Yolanda Mejias
Helena Simpson
Sean White
Steven Zerk

15 Years' Service

Carol Blayney
Monique Dickerson
Lisa Gooley
Jenny Kadwell
Betty Mitchell
Margaret Moss
Joanna Mrakovcic
Sean Panambalana
Linda Peters
Cristina Saliadarre
Konstantina Semertsis
Amira Shahid

10 Years' Service

Gloria Albornoz
Jose Astudillo
Bernard Boerma
Gloria Caceres
Elizabeth Capela
Kerrie Chauncy
Kristy Cox
Mai Denny
Cheryl George
Dominique Ghaby
Ivy Leung
Nicholas Ludgate
Helen Mabbutt
Julie Mallitt
Nicholas McManus
Terrie Mitchell
John Molnar
Christopher Newton
Frances O'Donohoe
Tamara O'Sullivan
Theresa Thi Phung
Gladys Pineda-Rodriguez
Jannette Reaney
Marion Saarloos
Justin Sellars
Alison Sharifi
Rochelle Young

5 Years' Service

Samira Abdou Tannous
Mithal Abood
Yvonne Andrews
Tania Austin
Nicole Begbie
Marisa Bozanic
Maria Breeze
Julie Cavaco
Veronica Ceballo
Sebiha Cicak
Ankica Cindric
Elizabeth Chung
Elizabeth Coll
Robyn Cook
Priya Cox
Gianni Corvetti
Michael Dalleh
Norma Dann
Anna D'Annunzio
Jessy Diakite
Thi Doan
Jakki Drexler
Luke Edwards
Maha Elkhoury
Nalan Emeli
Athena Emmerson
Andrew Emmitt
John Esther
Jodene Evans
Saraphine Evening
Butros Ghanayem
Dhivia Govender
George Grigoriadis
Myle Ha
Rebecca Haakman
Jany Hancock
Kerrie Ann Hanna
Nawel Hanna
Christopher Hansford
Alan Harris
Nicole Harris
Jennie Harvey
Thao Hoang
Leonara Jaksen
Leeanne Kelly
Tomasz Lacki
Vivagee Yvonne Lawrence
Ngoc Truc Le
Viengkham Louangaphay
Karen Ma
Joan Mackenzie
Popat Mane
Susan McCarron
Edna McKelvey
Erin McManus
Mitchell Meldrum
Samantha Merrick
Jared Mickhael
Jane Miranda
Karen Misquitta
Sladana Mitrovic
Dianne Morrison
Phionah Nankanja
Niveen Nassif
Loan My Thi Nguyen
Phan Thi Ngyuen
Thong Nguyen
Patricia Paez
Marian Pantano
Bernadette Parr
Tae Penitani
Surendra Pillay
Maria Pinget
Erina Piper
Alex Reihana
Helen Reihana
Gary Rowe
Amanda Rummery-Hoy
Matthew Ryan
Grace Sala
Veronic Saura
Sara Shahid
Deirdre Sheehan
Tasara Sibanda
Lina Soares
Mario Spiteri
Drina Sta Iglesia
Sarai Staples
Suzana Tankosic
Ida Taranto
Joseph Ters
Bee The
Madeleine Thesseling
Phuong Tram Tran
Louise Whelan
Valerie Worthington
Ashleigh Yatras
Ruby Zhang

Our dedicated volunteers

15 Years' Service

Paul Barber

10 Years' Service

Vinod Kumar
Nga Thi Tu

5 Years' Service

Felicita Alvarado
Firozeh Ardestani
Robyn Atkins
Anne-Marie Dimaano
Adam Granato
Carlos Mijango
Flora Morrison
Br Justin O'Mara
Stephen Reynolds
Aly Vincent
David Waplington
Noelene Booth
Nira Thapa

Our Supporters

Thank you to our special event sponsors:

Blackmores Sydney Running Festival

- All Branded Promotions
- Intellicon
- One Print Solutions
- Pulse Fitness

St Patrick's Day Lunch

- Bowerhaus
- Catholic Church Insurance
- Commonwealth Bank of Australia
- Corrs Chambers Westgarth
- Dooleys Lidcombe Catholic Club
- Makinson d'Apice
- Moore Stephens
- Paynter Dixon
- Stax Electrical

Special thanks to our Events Planning Group and Special Guests

- Mike Bailey
- Peter Everett
- Neil Grigg
- Angela Belle McSweeney
- Arvind Naidu
- Hal Salter
- The Hon. Greg Smith MP
- Maria Venuti AM

Thank you to the following businesses and community partners for their support:

- AbSec
- Aquila
- Australian Turf Club
- Beswick Lynch Lawyers
- Bethany College Hurstville
- Billich Gallery
- Bonnie Doon Golf Club
- BridgeClimb Sydney
- Canterbury-Bankstown Bulldogs Football Club
- Captain Cook Cruises
- Casella Wines
- Catholic Commission for Employment Relations
- Catholic Women's League (Archdiocese of Sydney)
- Charities Aid Foundation
- Cheapest Load Of Rubbish
- Clare Communications Co Pty Ltd
- Connect Marrickville
- Design Identity
- Divine Darling Jewellery
- Elizabeth Arden Australia
- Ensemble Theatre
- Fairmont Resort Blue Mountains
- Friends of Ventnor, Our Lady of the Sacred Heart Randwick
- GAP Studios
- George Antonious Solicitors
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- Kingscroft Consulting Pty Ltd
- Marcellin College Randwick
- Maui Jim Australia
- Mazzaro Restaurant
- McCullum Financial Services
- Metro Migrant Resource Centre
- Nine Network Australia
- Noble Toyota
- Northbridge Golf Club
- O'Gorman & Partners
- Penrith Whitewater Stadium
- Pernod Ricard Australia
- Pinnacle Liquor Group
- Radio Community Chest
- Riverside Oaks Golf Resort
- Single Vineyard Solutions
- Sisters of St Joseph
- St Aloysius' Father's Choir
- St Anne's Catholic Primary School Strathfield South
- St John's Primary School Riverstone
- St Michael's Golf Club
- St Vincent's College Potts Point
- Strathfield Football Club
- Summit Fleet Leasing and Management
- Suncorp Bank
- Sydenham-Bankstown Challenge Foundation
- Sydney Kings
- Taronga Western Plains Zoo
- Ten & Twelve Fashion
- The Ken Done Gallery
- The Pig & Pastry Cafe
- Total Mobility
- UNSW Student Life and Learning
- Winning Appliances

CatholicCare Sydney Main Locations

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(cnr Thomas St) Lewisham NSW 2049

P: (02) 9509 1111
F: (02) 9509 1199

Liverpool
Level 2, 45-47 Scott Street
Liverpool NSW 2170

P: (02) 8778 4222
F: (02) 8778 4200

Bankstown
Level 2, 8 Jacobs Street
Bankstown NSW 2200

P: (02) 8700 3333
F: (02) 8709 9390

Fairfield
Level 2, 25 Smart Street
Fairfield NSW 2165

P: (02) 8723 2222
F: (02) 8723 2299

Sutherland
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33-35 Belmont Street
Sutherland NSW 2232

P: (02) 8536 0855
F: (02) 8536 0899

www.catholiccare.org

ABN: 67 561 712 586

CatholicCare

CATHOLIC ARCHDIOCESE OF SYDNEY

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NDS National Disability Services MEMBER