



CatholicCare Sydney

ANNUAL REPORT

2016



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ACKNOWLEDGEMENTS

CatholicCare Sydney acknowledges and thanks the following individuals and organisations for their support.

Our Supporters and Donors

The generous support of our supporters and donors who contribute financially and otherwise make it possible for us to continue assisting those who are most in need in our communities. For the full list of our FY2016 supporters see page 26.

The Australian and NSW Governments

Australian Government:

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

NSW Government

- NSW Department of Education
- Department of Family and Community Services, including: Ageing, Disability and Home Care
- Community Services
- Housing NSW
- NSW Ministry of Health
- Department of Industry
- Department of Justice, including:
 - Corrective Services NSW
 - Juvenile Justice NSW
- Department of Premier and Cabinet

The Catholic Community

- The Archdiocese of Sydney
- 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

CatholicCare 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 areas of social inclusion, reconciliation and justice.

ARCHBISHOP'S MESSAGE



In his recent Apostolic Exhortation on marriage and the family, *Amoris Laetitia*, Pope Francis writes that **the Church needs to understand families and individuals in all their complexity.**

Nowhere is this more apparent than in CatholicCare's approach to supporting vulnerable people within the Archdiocese of Sydney.

Since its establishment 75 years ago, CatholicCare has believed in the inherent God-given dignity and worth of every person. Maintaining that every person has a unique contribution to make to the world, CatholicCare staff and volunteers build on the strengths, abilities and assets that individuals and families already have. Just as in the broader Catholic community, we help people best when we support them where they are and help them in meeting their challenges and participating in building a better future.

Over the past 12 months, CatholicCare have helped to build stronger and more resilient communities through its social services and pastoral work, and continues to enable the people it serves to transform their lives for the better.

On behalf of the Archdiocese of Sydney, I offer my thanks and appreciation to Richard Haddock AM, Chairman, and the other members of the CatholicCare Board.

I especially pay tribute to Bernard Boerma, the outgoing Chief Executive Officer and his team, for their strong leadership. Bernard has served CatholicCare for the

past 12 years in his role as Chief Executive Officer, and has performed his duties in a selfless and completely dedicated way, with a focus on the poor and underprivileged within our Archdiocese.

Bernard's position has now been filled by Mark Phillips, and I am confident he will ensure CatholicCare Sydney continues to live out its mission and vision through the provision of quality services and support for the whole community.

Of course, delivering CatholicCare's mission and vision is made possible by our staff and volunteers, and I would like to thank them for their tireless efforts each and every day.

May God continue to bless your devotion to those you serve so well.

A handwritten signature in black ink that reads "Anthony Fisher OP". The signature is written in a cursive style.

Most Rev Anthony Fisher OP
Archbishop of Sydney

CHAIRMAN AND CEO'S ADDRESS



We are pleased with the achievements CatholicCare Sydney has made this year, as the organisation celebrates its 75th anniversary.

It has been a challenging time as we continue to refine our person-centred approach to people seeking support who are experiencing challenges in realising their aspirations as well as being engaged with and contributing to the life of the community.

We have achieved the milestones we set ourselves, which were mainly focused on moving CatholicCare to a new service paradigm in preparation for major sector policy reforms.

These reforms, including the commencement of the National Disability Insurance Scheme and Consumer Directed community aged care services, have ushered new ways of enabling people to meet their needs.

So we may continue to provide quality services to the people we serve, CatholicCare has been adaptable in embracing these sector changes. Two highlights, which will have a significant impact on the quality of our services, include:

- The creation of an incorporated state-wide company, CatholicCare Limited, to enable greater collaboration between diocesan Catholic social service agencies and improve service provision.
- The Development of a Client Management Information System across various Catholic social service agencies to improve the services we provide.

As the civil war in Syria continues to devastate the country, millions of terrified refugees are seeking sanctuary in more stable nations around the world. In late 2015, Archbishop Anthony Fisher OP called on all Catholics in the Sydney Archdiocese to respond generously to the plight of the 12,000 Syrian men, women and children who would shortly begin rebuilding their lives in Australia.

CatholicCare is proud to have been part of a coalition of agencies – including the Justice and Peace Office within the Archdiocese, Settlement Services International and the Sydney Syrian community itself – tasked with coordinating offers of financial and in-kind support for Syrian refugees arriving in Australia.

As part of this the Archbishop Anthony Fisher OP Syrian Refugee Appeal has raised more than \$129,000, as well as in-kind support since it was launched in November 2015.

Australia is facing a national emergency as the incidence of family violence continues to climb. In 2016, CatholicCare's child protection and family services teams have been heavily involved in an industry-wide approach to ending the violence against women and children.

We would like to thank Archbishop Fisher OP, Bishop Terry Brady and the Rev. Dr. Gerald Gleeson for their ongoing support and inspiration.

We also express our gratitude to those staff who have departed CatholicCare during the year, including long serving CatholicCare Board member the Hon. Deidre Grusovin AM.

Finally, in recognising CatholicCare's achievements during the year, it's important to commend the dedication and professionalism of the CatholicCare Board, and the Boards of AccessEAP, St Patrick's Institute of Education, the CatholicCare Foundation and the Curran Access Foundation.

We would also like to thank all members of the leadership and management teams, our staff and our volunteers, the Archdiocese of Sydney, our donors and benefactors, the state and federal governments and their agency staff, and our colleagues in Catholic Social Services Australia and other peak agencies.

Richard Haddock AM
Chair, CatholicCare Sydney Board

Bernard Boerma
Chief Executive Officer

ABOUT US



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 disability; children, youth and family services; ageing and dementia; and employment, education and training.

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

Our History

This year marks the 75th anniversary of CatholicCare, Sydney.

Australia was at war in November 1940, when 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.

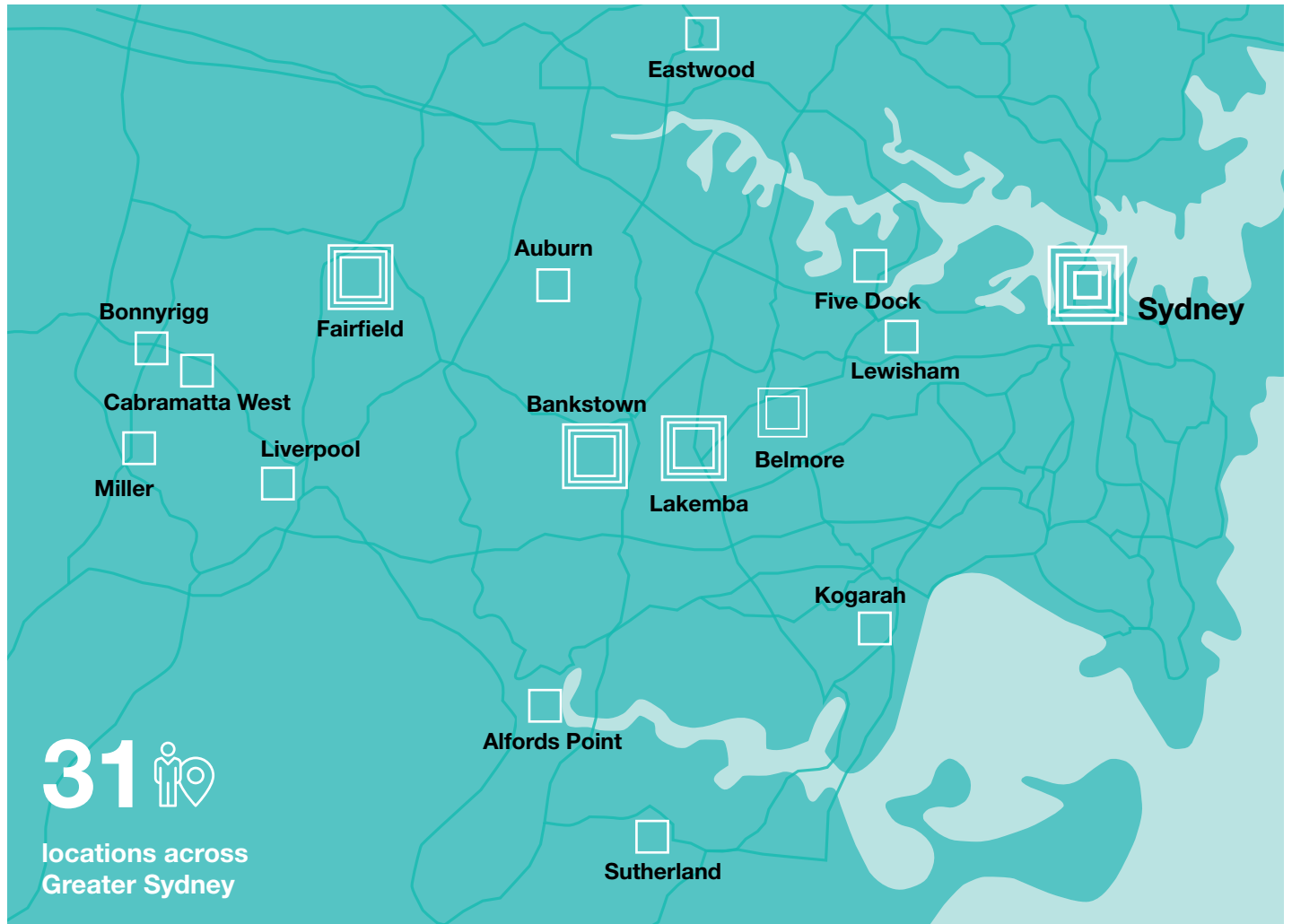
They believed that a Catholic welfare bureau was necessary to ensure that needy children, families and individuals were given dignity rather than pity, opportunities rather than "handouts" and justice rather than benevolence.

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.

Now, 75 years later, CatholicCare Sydney employs over 800 staff and volunteers and operates at 31 sites across the Archdiocese of Sydney.

WHERE WE WORK



HOW WE COMMUNICATE

140,815 

visits to our website during the year – a 12% increase over FY2015

72.9% 

of visitors to our website were new to the site

44,246 

people were reached through our Facebook page, including peak bodies, community organisations and government agencies

32,900 

people visited our Twitter page to see news shared by CatholicCare

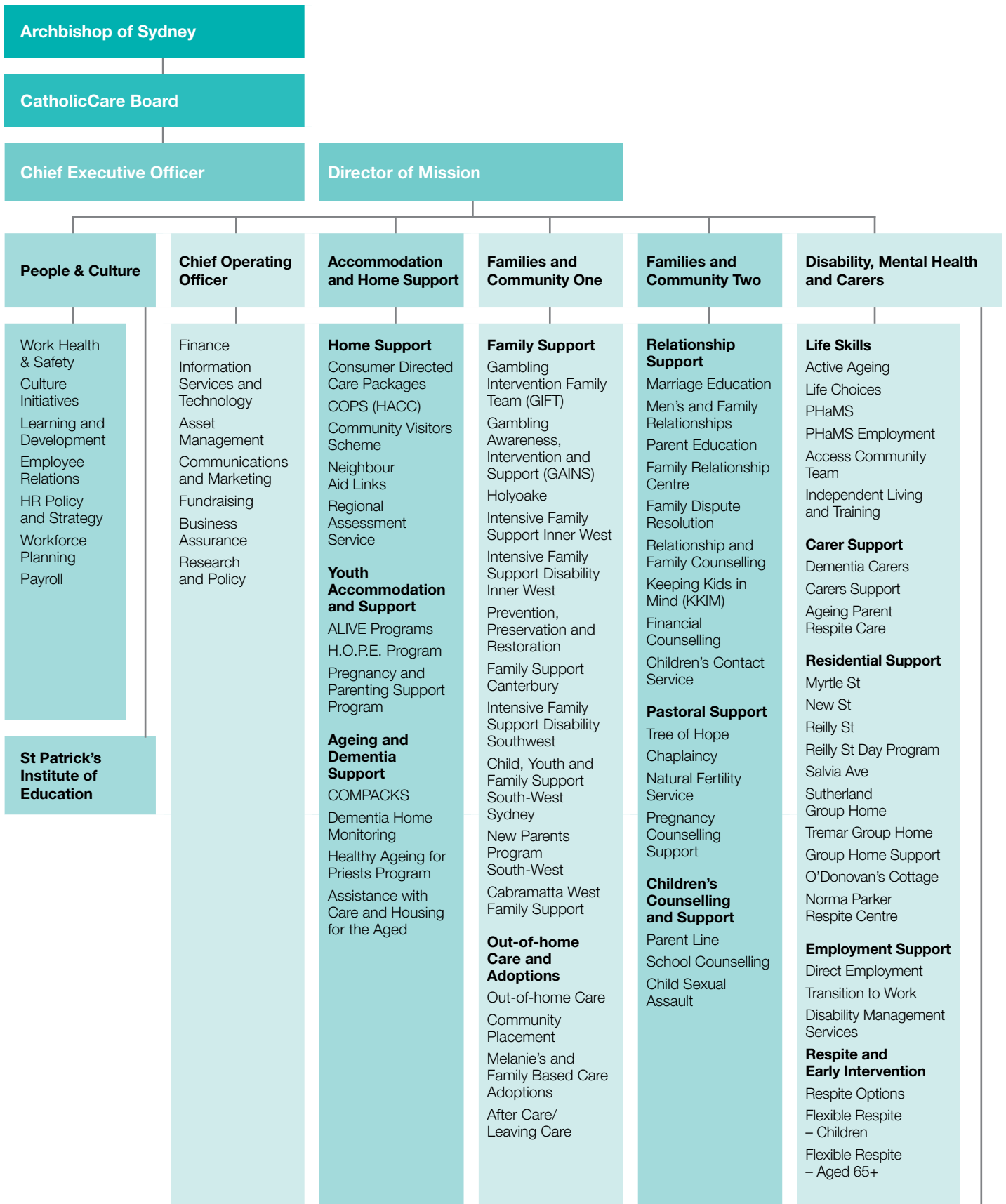
\$31,840 

worth of free advertising for CatholicCare using Google's non-for-profit program, Google Grants, was continued this year

48.9% 

of *Caring News* e-newsletter recipients opened our newsletter, which is far above the industry standard of 13%

ORGANISATIONAL CHART





OUR ACCHIEVEMENTS

ACCOMMODATION AND HOME SUPPORT

Everyone, regardless of their age, should have the opportunity to live a healthy, independent life and be engaged with their community. CatholicCare Sydney's Accommodation and Home Support services have continued to provide **flexible, personalised support to older people living in the Sydney Archdiocese** throughout 2016.

More than 136,000 hours of aged care support was delivered by CatholicCare over the past 12 months, including domestic assistance, personal care, medication management, meal preparation, social support, home maintenance, occupational therapy and transport.

The Living Longer Living Better (LLLLB) reforms passed into legislation in 2013 with reforms designed to deliver more care into client homes over the ensuing five years. The LLLB legislation has a focus on greater consumer choice and control, greater recognition of diversity, special needs groups and additional support for carers.

CatholicCare has embraced the philosophy of 'enablement' for our aged care clients, supporting them to maximise their independence and ensuring they are at the centre of decision-making about their care.

The 1,738 older people who accessed our services this year were involved in setting their own wellbeing objectives and determining the care priorities required to achieve these. Each person has their own individual support plan and this is regularly reviewed and adjusted to meet their changing needs.

Each year, CatholicCare's volunteer visiting services enrich the quality of life for residents of aged care homes and older people living at home who are lonely or socially isolated. Over the past 12 months, our team of dedicated volunteers have provided more than 17,700 hours of conversation and companionship to older people throughout the Archdiocese.

The number of homeless Australians aged over 55 years continues to grow as housing affordability and high health costs impact disadvantaged communities. In 2016, our Assistance with Care and Housing for the Aged program supported 132 older people across Sydney who were homeless or at risk of becoming homeless.

Ensuring the good of all predicates the whole-of-life focus of CatholicCare services. Our youth and accommodation support services harness the energy, leadership and fresh perspective of our young clients to enable them to become more effectively engaged in their communities as active citizens.

By working alongside young people, mutual understanding is enhanced and stereotypes are challenged. This year, 41 people aged 16 to 25 years – who were either leaving care, previously in care, homeless or at risk of homelessness – received case management and support from CatholicCare. A further 38 women and 44 children received support to help to keep their families safely together.

653 

frail aged assisted to return to their homes after hospital

346 

older people and people with disability supported to remain in their homes

132 

older people at risk of homelessness supported by the Assistance with Care and Housing for the Aged program

17,701 

volunteer hours donated to socially isolated and lonely older people

38 

young mothers and 44 children supported to keep families safely together

41 

young people who were either leaving care, previously in care, homeless or at risk of homelessness were provided with transitional accommodation

More than
136,000 
hours of aged care support was delivered

Home Care Services: Looking to the Future

In 2015/16, the Australian Government announced significant changes to home care services, which support people to stay in their own homes as they get older.

These reforms signal a move towards a more consumer-driven, less regulated aged care system where individuals can choose their own service provider and the types of support they receive.

Providers will no longer be limited to a specific allocation of packages, meaning CatholicCare will be able to support all consumers who are approved to receive home care services into the future.

Over the past 12 months, the agency has commenced preparation for the new aged care market, expanding on our person-centred approach to delivering in-home support to older people and further developing our workforce.

The Accommodation and Home Support team is focused on ensuring a high standard of customer service and quality of care for our clients, increasing the likelihood that they will continue to choose CatholicCare for their home care after the industry becomes deregulated.

With further reforms to the aged care sector expected in the coming years, CatholicCare is well-placed to expand its service offerings throughout the Sydney Archdiocese and support a greater number of older Australians to remain independent and live the life they choose.



SAM'S STORY:

Bright Future After Leaving Foster Care

When Sam*, a 19-year-old Aboriginal man, joined the CatholicCare's ALIVE program, he had been in and out of foster homes (out-of-home care) since he was five years old.

The instability in Sam's life and the trauma he had experienced from a very young age left him unable to attend school, homeless and addicted to drugs and alcohol by the end of his teens.

In August 2015, Sam was referred to the ALIVE service and was one of the first residents to move into CatholicCare's Rose Gallagher houses.

The three-bedroom homes are part of the Rose Gallagher Project, which offers young people leaving care (or at risk of homelessness) subsidised housing and practical support to build their strengths, improve their living skills and address issues that prevent independent living.

In just eight months, Sam began to turn his life around and set clear goals for his future.

He started accessing support services like the Aboriginal Legal Service, which helped him address outstanding fines and other legal matters – and the Aboriginal Medical Service, which diagnosed a serious hearing impairment in one ear, and provided much-needed dental work.

He has gained life skills such as cooking and budgeting; enrolled in Horticulture at TAFE; and sought counselling for his mental health, drug and alcohol issues.

Most importantly, Sam has reconnected with his family, contacting his father and rebuilding his relationship with his mother.

CatholicCare Sydney CEO, Bernard Boerma, said initiatives like the Rose Gallagher Project are an important piece of the puzzle when it comes to improving outcomes for young people leaving care.

"These are teenagers and young adults attempting to transition into independent living without the emotional, financial and social support they need to be successful," said Mr Boerma. "Youth leaving foster care face unique challenges and often go unnoticed. That's why this project is so vital."

The opportunity to be in the ALIVE program and live at one of the Rose Gallagher homes has allowed Sam to take his attention off his homelessness and focus on working through his past, as well as taking steps towards his goals. It has created an environment where his strengths and character can shine.

Sam's resilience and commitment point to a bright future ahead.

*Name has been changed





THE MAKLEF'S STORY:

New Life After Years of Persecution

Saadi and Asia Maklef are refugees who came to Australia in 2011. Both use wheelchairs as a result of illness and injury, and faced years of persecution and tragedy before finally finding new hope in Liverpool.

Saadi and Asia once led successful lives in Iraq where they taught physics and biology respectively and practised their Christian faith. But as persecution by religious extremists intensified – resulting in an attempt on Asia’s life – the Maklefs were forced to seek refuge in neighbouring Syria.

“When my students began showing me my photo [on flyers calling for my death], I knew we were in grave danger,” said Saadi. “We stopped going to work and visiting family and friends. We remained in our home, living in fear, until we had the chance to flee to Syria.”

In Syria, the Maklefs were welcomed by the local church and supported by the United Nations. However, their new life would prove to be nearly as difficult as the one they left behind. Asia suffered a stroke, caused by the stress of leaving their home and loved ones, which left her with an acquired brain injury and no movement on her left side.

On the UN’s advice, Saadi and Asia applied for migration to Australia where they could access more advanced medical care. In 2011 their application was approved and the Maklefs once again uprooted their entire lives.

“When we fled we left everything behind,” said Saadi. “We left our home, money, property, education and jobs.”

The couple’s dream of a more peaceful life in Australia seemed lost when Saadi was injured by a fall at the end of 2014. After seven operations and five months in hospital, he had lost the ability to walk. A social worker at the hospital recognised the Maklefs’ desperate situation and referred them to CatholicCare Sydney, the welfare agency of the Archdiocese of Sydney.

When CatholicCare caseworker Samia Guirgis met Saadi and Asia, she knew they urgently needed more appropriate housing.

“They were living in a tiny granny flat with no bathroom or toilet, which flooded every time it rained,” she said. “With both spending most of their time in wheelchairs, I knew they needed to move.”

Through CatholicCare’s Assistance with Care and Housing for the Aged program (ACHA), the couple was settled in a brand new two-bedroom townhouse in Liverpool. In their new home, with the support of CatholicCare, Saadi and Asia are optimistic about what’s to come.

“CatholicCare has treated us better than family,” said Saadi. “We now have hope for the future and feel like we’re finally on the right path.”

“I have a beautiful home; my wife is well cared for and I am a happy man. What more can I ask for?”

DISABILITY, MENTAL HEALTH & CARERS

CatholicCare Sydney is committed to supporting people on their journey to fulfilling their potential and embracing life's opportunities. Our Disability, Mental Health and Carers team offers **an extensive range of person-centred support services across the Sydney metropolitan area**, tailored to people's individual goals and aspirations.

Over the past 12 months, the Personal Helpers and Mentors (PHaMs) team has supported 167 people in the Sydney CBD and 109 people in the Liverpool-Fairfield area, enabling them to overcome significant barriers to employment. Issues such as lack of social skills, anxiety, isolation and low self-esteem are addressed through group sessions, counselling and case management.

Our centre-based day programs, which offer training in daily living skills, community participation and recreational activities to adults with disability, supported 57 people, while CatholicCare's Life Choices packages increased from seven to 13 people.

Despite the challenges of reorganising our Direct Employment team, CatholicCare has achieved some of its best results to date under the Department of Social Services' star-ratings system. In the Disability Management Service, CatholicCare's four sites are all rated five-stars, with two sites in the top 10 performers nationally and the other sites in the top 15 services nationally.

In the Employment Support Services scheme, CatholicCare has one five-star site, and three out of four Employment Service Areas are rated three-stars. The Employment Services team continues to strive to achieve great outcomes for people facing barriers to employment, with Direct Employment placing 786 people into open employment this year.

As part of CatholicCare's commitment to supporting people with mental health issues, the Direct Employment St George/Sutherland team continues to provide great outcomes in a successful partnership with NSW Health's Local Community Mental Health Service. The award-winning initiative provides individually-tailored support for jobseekers diagnosed with mental illness.

Centacare Industries, our supported employment service, has a proud history of supporting people with disability in meaningful employment, building their skills, and assisting participation in the local community and economy. In the last 12 months, we have seen the retirement of long-serving manager, John Esther, who made a significant contribution to the business and whose contributions will be missed. Centacare Industries also moved to the new Support Wage System, where appropriate levels of remuneration for staff were introduced. Whilst this change increased costs for the business, we are continuing to target new business and improve returns.

CatholicCare's residential services (group homes) collaborated with Sydney University's Centre for Disability Studies (CDS) to develop greater skills in Active Support methods. Active Support is a way of working with people to encourage their full rights and participation in community, enhancing each person's capacity to establish more long-term, sustainable social connections.

Transition to Work assists school leavers with disability to successfully transition from school to work or tertiary education. Over the 2015-16 year, our Transition to Work service supported 17 young people, with four transitioning into sustainable employment and five achieving an educational qualification during service.



CatholicCare believes in taking care of carers and in 2016, 33 people were provided with flexible respite services. Our programs to support carers in south-west and south-east Sydney continued supporting 337 people and 119 people respectively, whilst the Norma Parker Centre-based respite service offered recreation to 60 people, allowing their family members some time to pursue their own interests.

276 

adults with mental illness assisted to overcome barriers to employment and community engagement

57 

people with disability provided with life skills training

19 

people provided with support in training and community participation

HAMISH'S STORY:

Mental Illness No Barrier to Work

St George resident, Hamish Stewart, 41, was diagnosed with schizophrenia 20 years ago. His condition affected his career, confidence and relationships, but an innovative collaboration between two St George area organisations has helped Hamish turn his life around.

Despite holding several qualifications, including a Certificate in Business and a cook's apprenticeship, for years Hamish's schizophrenia made it difficult for him to find work, and his self-esteem suffered as a result.

"I was keen to get myself a job," explains Hamish. "But negative thoughts that I was 'no good' or 'hopeless' led to a real lack of confidence."

Hamish was supported by the St George Community Mental Health Service, where he was referred to CatholicCare Sydney's disability employment service Direct Employment (DE) as part of the Vocational Education, Training and Employment (VETE) Co-Location Initiative.

The initiative is a joint project operated by DE and the St George Community Mental Health Service. 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 Service team to provide an individually-tailored service for job seekers diagnosed with mental illness.

Through the VETE Co-Location Initiative, Hamish pursued employment as a way to address his mental health issues. After a period of trying to match Hamish with a job he would enjoy, a kitchen hand position at a St George area aged care facility proved the perfect fit. Hamish has been employed for five months and is happier and more confident than ever.

CatholicCare Employment Services Operations Manager, Dominique Ghabby, says Hamish's story is an opportunity to encourage people with mental health issues to seek support and achieve their aspirations.

"A lot of the time people buy into the myths about mental illness and think



their situation can't be changed," she says. "At Direct Employment we're working to support people like Hamish to realise they can get a job, and they can do the things they want to do."

The Australian Bureau of Statistics (2008) reports approximately 45% of Australians experience a mental health disorder some time in their life, and according to the South-Eastern Sydney Local Health District Mental Health Clinical Services Plan 2013-18, employment rates for people with a mental illness or disorder are lower than for any other disability group.

"If you've got a mental illness get in touch with someone," says Hamish. "Go to your local mental health service, support groups or an employment service like Direct Employment."

"Just getting out of a rut and doing something useful and worthwhile makes a huge difference."

Getting Ready for the NDIS: Supporting Your Choices

The National Disability Insurance Scheme (NDIS) is one of the most significant public policy reforms since Medicare. With plans to move from the current level of around 30,000 participants to 460,000 by 2020, the growth in the disability services industry and the rate of change is unprecedented.

The NDIS will roll out across south-west Sydney in 2016-17, and CatholicCare has been heavily involved in the early phases of implementation in NSW. Over the past two years, we have collaborated with CatholicCare Canberra Goulburn and CatholicCare Hunter Manning in our preparation for the scheme, learning from their experiences as providers in the ACT and Hunter trial sites.

Residential services in south-west Sydney have been prioritised for transition to the NDIS in 2016, with half of CatholicCare's 18 group home residents having already developed support plans. Our residential staff have been meeting with families and

people supported with planners from the NDIS and Local Area Coordinators to work through the practicalities for first year plans.

A new Client Management Information System (CMIS) has been developed to support NDIS operations, representing a major change in the way CatholicCare's business is organised and accounted for under individualised services. A consortium of CatholicCare agencies – including Sydney, Wollongong, Broken Bay and South-West NSW – has re-aligned service provision at a state level under the NDIS and reduced costs dramatically.

It's envisaged that people with disability currently accessing CatholicCare's flexible respite and community access services will transition to the NDIS later in 2016. Both teams have commenced planning family consultations and forums to provide information for families about the NDIS and CatholicCare's suite of support services.

78 

children with disability assisted with therapy services (speech pathology, occupational therapy or physiotherapy)

94 

children and their families received flexible respite services

96 

adults with disability and their families received respite support



MARY ROSE'S STORY:

Preparing for the NDIS

When Mary Rose Piscopo's mother, Maria, first contacted CatholicCare's Flexible Respite for Children, she didn't know what to expect.

"I had been through four different services for my kids, who all have intellectual disabilities," says Maria. "None of these services had been helpful when it came to supporting our children and their specific needs. But with CatholicCare, it was different."

Mary Rose is eight years old and has a mild intellectual disability and "receptive language" delay, which makes learning in the classroom and socialising with her friends at school a challenging and sometimes isolating experience.

The Flexible Respite for Children program gives primary carers like Maria a break from caring duties – and children like Mary Rose the opportunity to experience and participate in activities in the community. –Together the child and carer choose from a wide range of recreation and leisure activities, including bowling, movies, parks and playgrounds, and other social events on weekdays, weeknights and weekends.

"Mary Rose is no longer the shy girl she used to be," says Maria. "She loves the program and her teachers at school tell me she's talking more and opening up now, which is the best part."

Flexible Respite for Children was the first time Maria and Mary Rose were able to choose and control how they spent the funding they receive from Ageing, Disability and Home Care (ADHC) to meet Mary Rose's individual and unique needs – a system that has been in place the last two-and-a-half years at CatholicCare in preparation for the roll out of the NDIS in 2016.

"If we went somewhere else, we would've been allocated funding for all different services, but at CatholicCare, we were provided with everything we needed in one place so we could allocate all our funding to them to take care of Mary Rose," shares Maria.



Alison Lacey, CatholicCare's Flexible Respite for Children Coordinator, says that offering the Piscopo family choice and control over their support has been an integral part of its success.

"We sent a calendar of community-based activities to Maria and Mary Rose so they could choose exactly what they wanted to do," says Alison. "This way they could control the costs, because some activities are free and for others there is a fee, so they could work to their budget."

"We have been working this way to educate and prepare parents and families for the NDIS," says Alison. "We monitor how much funding each family has, the packages available to them and how parents are managing. Previously, though, it was first-in-best-dressed, but this way everyone is equal."

"It's only been a few months since Mary Rose came to join us but she's really come out of her shell. She might only be eight years old, but we have encouraged her to make decisions on what she wants."

Reflecting on the program and the new changes to be introduced through the NDIS, Maria says: "I think the NDIS will be good for us in a big way. It will make it a lot easier having just one lot of funding in the one place. That way we have more control over everything."

Mary Rose beamed a huge smile when asked her thoughts on the program.

What sets CatholicCare's Flexible Respite for Children apart from many other service provider programs is its commitment to the child.

"These families are entrusting their children into our care so we have to give back 200% to make sure their child is safe, happy and healthy while they are with us," says Alison.

FAMILIES AND COMMUNITY

At the heart of CatholicCare Sydney are the families and communities we support each year to transform their own lives. In 2016, our Families and Community services supported more than 10,000 children, young people and families experiencing family separation; drug, alcohol and gambling addiction; mental health issues; family violence; and parenting.

Parent Line, our telephone and online counselling service, responded to 7,825 contacts from concerned parents and carers, with issues discussed impacting 10,096 children. The experience of trauma – whether recent, long-standing or “inter-generational” – continues to be a common theme amongst callers.

Our Holyoake team supported 85 families facing drug and alcohol issues and in April 2016, was invited to meet with members of the NSW Parliament advocating for more family-inclusive practice in the sector.

Successful new partnerships were developed, including a playgroup for asylum seekers and refugee families created with Canterbury Child and Community Centre; and culturally-specific parenting groups for 91 families including Vietnamese and Bangladeshi communities.

CatholicCare's adoption services assisted 615 people, including parents considering adoption, children, adoptive parents and birth families. Information and support was provided to people previously affected by adoption who were seeking access to adoption records held by the service, including 156 former children's homes residents.

In response to the NSW Government's Safe Home for Life Reforms, we launched a major project aimed at achieving permanency for children in care, whether through restoration, guardianship or adoption.

Our out-of-home care (foster care) service supported 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 them. The team has focused this year on the Office of the Children's Guardian accreditation process, due to conclude at the end of 2016.



In September 2015 and June 2016, we hosted two successful Greater Sydney Family Law Pathway Events on *Notice of Risk and Safety Planning* for local solicitors and community workers as a way of developing stronger community networks to address family violence. We also piloted an anger counselling group specifically for women, the first of its kind in NSW.

In 2016, our Natural Fertility Services team celebrated 40 years of providing training to educators; school sessions to young people and their parents; and support for couples seeking a natural way to manage their fertility. The Family Life education program delivered 855 sessions to 12,400 participants, with school sessions to over 5,000 students and parents.

With support from the Archdiocese of Sydney's Charitable Works Fund, our Pregnancy Counselling and Support Program continued to support women through pregnancy, birth and transition to parenthood, many of whom are also experiencing domestic violence, poor mental health, relationship difficulties, lack of family support, and social isolation. Interventions such as these help reduce depression and promote better parent-infant relationships.

Our School Counselling programs experienced another busy year with counsellors working throughout the Archdiocese to support student wellbeing. Across the School Counselling and Students at Risk (STAR) programs, more than 6,000 students received individual counselling alongside support for families and school staff. We also attended to 30 critical incidents over the past 12 months, providing support to school communities when they are at their most vulnerable.

CatholicCare's pastoral work continued to enrich the lives of some of Sydney's most disadvantaged communities in 2016. Our Chaplaincy team – together with dedicated volunteers – provided over 20,000 hours of spiritual support to inmates, patients, families and staff across six major hospitals and three correctional facilities in metropolitan Sydney. The community support offered by Tree of Hope to people living with HIV/AIDS, their families and carers has continued, offering a safe and supportive space that nourishes emotional and spiritual wellbeing.

Throughout 2016, we have also continued to work with our club partners – Catholic Clubs of Liverpool, Lidcombe and Campbelltown and Club Central Menai and Hurstville – to reduce the incidence of problem gambling and support families affected by addiction.

890 

parents were educated at 60 courses and seminars

1,289 

calls fielded and 2,417 counselling sessions conducted by our Relationship and Family Counselling team

540 

clients received Family Dispute Resolution assistance, an increase of over 100 clients from the previous year

1,061 

couples accessed the Marriage and Relationship Education Program at 13 locations across the Sydney Archdiocese.

266 

clients were supported by the Men and Family Relationships program

450+ 

supervised visits and changeovers were provided to families experiencing high conflict

379 

Counselling sessions given to families seeking Gambling Help

DENISE'S STORY:

Older Kids Need the Love of Foster Parents Too

When Liverpool local Denise Lavell turned 40, she made a decision that would change her life forever. She became a foster parent. With no children of her own, Denise had plenty of room in her home – and her heart – for children in need.

"I come from a welfare background so I always knew that foster carers were needed," says Denise. "When I turned forty, I knew it was now or never."

Denise began to explore the options available to foster parents, but when she learnt that siblings in the foster care system can be separated, she knew she had to do something to help.

"I'm really close with my siblings, so when I heard that many brothers and sisters are separated through foster care it really hit home for me," she says. "I thought it was just so terrible, so I ticked the box that said I was open to siblings."

That was eight years ago. Denise's foster kids, siblings Kahu* and Tia*, were six and seven at the time. Because of their ages, the brother and sister had been overlooked by many others. Today, thanks to Denise's love and care, the pair are happy, healthy teenagers.

"I'm very passionate about people fostering older kids," she says. "I know everyone wants the little ones, but when

you see an older child making progress, you see the transformation in their lives is really amazing."

Denise says because of the important job foster parents have, it's important for carers to find the right welfare agency to support them.

"I spent a good couple of years of sorting through all the agencies," she says. "I spoke to carers and heard a lot of positive things about how supportive CatholicCare was and how their carers felt part of a family community. That's what attracted me."

For anyone considering welcoming a foster child into their family, Denise's advice is simple.

"Definitely do it," she says. "Know that it's an amazing experience to be a foster carer and make a difference to kids' lives. It's one of the best things you can do for yourself too."

*Names have been changed





NADIRA'S STORY:

Giving Hope to Expectant Mothers

When 24-year-old wife and mother Nadira went to hospital to discuss a pregnancy plan, she was nervous, yet hopeful that she wouldn't have the same distressing experience as her first. Having recently migrated from Pakistan, she was unsure of how to get the support she needed to go through with childbirth here in Australia.

That was until her doctor suggested she speak to a counsellor from CatholicCare's Pregnancy Counselling Support team.

"I was about 22 weeks pregnant when the doctor referred me to CatholicCare," Nadira says. "She told me they'd give me support when I needed it. That's when Hua He, my pregnancy support counsellor, called me."

When Nadira met Hua, she was relieved to finally share the challenges she was facing with someone. She explained how hard it was caring for a two-year-old son while trying to cope with severe illness during her pregnancy.

With no extended family in Australia, and with her husband working full time to provide for their family, Nadira at times felt isolated and experienced symptoms of anxiety and depression. This brought back painful memories from the birth of her son.

"Having experienced postnatal depression and little support during the traumatic birth of her son, Nadira was anxious about the upcoming delivery," says Hua. "She was concerned she would develop postnatal depression again."

Nadira bravely attended counselling sessions, where she began to take steps forward. With Hua's help, many of Nadira's concerns were eased leading up to the birth. They also discussed ways she could manage anxiety, and what she could do to prevent postnatal depression.

"You can rely on them and tell them whatever you want and they're ready to listen," says Nadira. "Whenever I came back from visiting CatholicCare, I really felt light and motivated, because there's always somebody who can help you in any circumstance, appreciate you and tell you the positive things about life."

Hua says that it was important to build a network of people who could be there for Nadira.

"We discussed approaching other local family support programs and inviting her family to help her following the birth of her child."

Nadira went on to have a safe and healthy delivery, giving birth to a beautiful baby girl. Her mother travelled from Pakistan to support her, which played a large part in her recovery. With the presence of her mother and support from Hua, Nadira is happy to say she hasn't experienced any symptoms of postnatal depression.

Nadira hopes by sharing her story, she may inspire pregnant women in similar circumstances to reach out for help too.

"I would definitely tell them to visit CatholicCare at least once, so they can experience what it's like to be listened to," she says. "See if it's good for you. If you feel like there are things you need to tell somebody, you can do that. They're really good listeners at all times."

The Pregnancy Counselling Support program is supported financially by the Charitable Works Fund of the Archdiocese of Sydney. It's thanks to the vital and generous support from donors through the CWF that CatholicCare is able to provide support to expecting mothers like Nadira.

*Name has been changed

725



parents were assisted by the Keeping Kids in Mind program at Bankstown Family Relationship Centre

910



new couples were offered natural fertility services and 1,310 follow up services

855



Family Life Education sessions delivered to 12,400 participants

20,000



hours of pastoral and spiritual support provided across 6 major hospitals and 3 correctional facilities

80



Children/Young people given safe and caring foster homes

Parent line fielded

7,825



calls from concerned parents and carers, affecting 10,096 children and young people.

6,000+



school students received individual counselling

Australia's Domestic Violence Epidemic: Keeping Women and Children Safe

One woman dies every week as a result of family violence in Australia. The horrifying scale of domestic violence across our nation is prompting agencies like CatholicCare to recognise the critical role we play in empowering vulnerable communities to end the cycle of violence against women and children.

CatholicCare has been supporting women and children experiencing domestic and family violence for more than 70 years. Fifteen years ago, we launched Choosing Change, a group program for men who are abusive and violent in their intimate relationships. Since this time, Choosing Change – one of only seven registered men's behaviour change programs accredited by NSW Justice – has been supporting men who wish to change through counselling, courses and anger management strategies. An important and vital component of the program has been the provision of partner support, engaging women and providing support, referrals and advocacy.

As an organisation committed to the safety of women and children, CatholicCare works closely with government, non-government and community agencies around the issue of family violence. Recent collaborations include the NSW domestic violence reforms and participation in the rollout of the Safer Pathways initiative in partnership with local solicitors and community workers. As one of the founding members of the NSW Men's Behaviour Change Network, we have also continued to advocate for women and children through local, state and Commonwealth initiatives, such as White Ribbon Day and participation in local and state domestic violence liaison committees and Men's Behaviour Change Networks.

CatholicCare has established a professional and highly skilled workforce ready to meet the continuing and expanding needs for the protection of women and children. We also remain committed to the community and government initiatives focused on the long-term social change strategies that address the drivers of violence against women and their children.





OUR PEOPLE

OUR PEOPLE

CatholicCare Sydney's dedicated and skilled workforce continues to support some of Sydney's most disadvantaged communities.

CatholicCare's frontline and corporate services employees were supported throughout the year through a range of learning and development programs and other initiatives. Key strategic workforce development and analysis initiatives implemented during the year included:

A Workflow Analysis for the Accommodation and Home Support Division

This initiative involved a detailed analysis of the work undertaken by Community Support Workers and their managers in order to identify opportunities to better support both our clients and our staff. The initiative was embraced by the participants and has led to a number of new initiatives that have greatly assisted with the delivery of person-centred services to clients.

Diploma of Leadership and Management

Following on from the Work Flow Analysis Project with the Community Support Workers and Support Facilitators in CatholicCare's Accommodation and Home Support Division (AHS) was the provision of targeted training at Diploma level and a non-accredited targeted training program for Community Support Workers. A Diploma of Leadership and Management was conducted by St Patrick's Institute of Education for staff in all three operational divisions within CatholicCare. The program utilised workshops and interactive online learning material, including formative assessments to help the attendees gain new skills and knowledge along their learning journey.

Capability Development Program for Community Support Workers

The program for frontline staff focused on skills enhancement and acquisition related directly to core capabilities in the CatholicCare Capability Framework. These capabilities included customer service, empathy, person-centredness and communication. The program was attended by 50+ Community Support Workers and included information on our Mission, Vision and Values and Catholic Social Teachings.

Total Staff Day 2016

Over 350 employees attended Total Staff Day 2016 – the day on which colleagues from across the organisation come together to share experiences and learn about CatholicCare Sydney's vision for the future. Father Jim Carty SM shared a thought-provoking reflection and Vicar General, Rev. Dr. Gerry Gleeson, spoke about how our work at CatholicCare aligns with "The Year of Mercy". Multi-award winning singer, conductor, public speaker, and creator of the 'Choir of Hard Knocks' Jonathon Welch AM delivered a moving speech that saw everyone up on their feet, dancing and engaging with one another. Years of Service awards were also presented to employees and volunteers who achieved 10, 15, 20 and 25 years of service between 1 January and 31 December 2015.

Introduction of Vicarious Trauma Training

In 2016, People and Culture recognised the need for vicarious trauma training for CatholicCare employees. Vicarious trauma training is designed to assist frontline, supervisory and managerial staff to identify and respond effectively to traumatic events or information as a consequence of their welfare work.

There has been very positive feedback from the attendees and we will continue to offer these workshops to all staff.

Learning and Development

The learning and development opportunities for CatholicCare's people continue to increase annually, with 83 training sessions delivered over the past 12 months.

Courses and workshops in 2016 included Induction for New Staff; Child Protection and Wellbeing; First Aid; Managing Conflict and Challenging Behaviours; Job Seeking Skills; Manual Handling; Medication; Microsoft Office; Selecting CatholicCare Staff; and Vicarious Trauma.

St Patrick's Institute of Education

CatholicCare continued its close association with St Patrick's Institute of Education in 2016 and a number of programs were conducted by the Institute for our operational divisions. The Institute successfully achieved full re-accreditation from the industry regulator during the year and gained accreditation to run a broader range of programs, many of which will be delivered using the Institute's new online learning platform.

Work Health and Safety

CatholicCare continued to record low injury rates and to be responsive to situations where the need arose. During the year we achieved re-accreditation for AS 4801, which is the national standard that sets out the requirements for an effective health and safety management system in terms of the identification and management of health and safety risks and compliance with the legislation.

OUR DEDICATED STAFF

25 Years' Service

Violeta Alemania
Lucia Cobden

20 Years' Service

Virginia Banks
Rhoda Costa
Anh Do
Shelley Gale
James Millwood
Margaret Murphy

15 Years' Service

Mary Adams
Tina Cavanagh
Carmel Coleman
Ann Connor (vol)
Lynette Cunneen
Sonia D'eri
Hanh Everett (vol)
Beryl Fernon (vol)
Rita Gebrael
Felicity Giffney
Rosa Granados
Cynthy Iniguez
Helen Le
Devina Liou
Meena Moti
Wayne Nguyen
Thi nhan Nguyen
Teresa Puglia
Frances Rochecouste (vol)
Suzanne Sommer
Svetlana Stojanov
Jennifer Tonks

10 Years' Service

Maria Alzamora
Tamar Avakian
Rodney Benning
Hassan Bilal
Andre Chioyenda
Grace Granato (vol)
Alex Kuusik
Freda Lam
Kimberley Ledger
May Lung
Sandra Macdonald (vol)
Christine Martin
Robyn Mitchell
Joseph Musumeci
Susan Porter
Barbara Pritchard (vol)

5 Years' Service

Deborah Absalom
Noemi Aguilera
Kirrily Aguilera
Ikram Alnasiri (vol)
Eva Ardstrom
Vincenzina Capano
Adriana Carvalho
Gary Chaffey
Christine Chalhoub
Rotanak Chau
Sarah Clay
Amber Coughlin
Christine Coulter
Sally Dews
Asa Fredriksson
Jeanee Halder (vol)
Lesley Hamlyn
June Heley (vol)
Youssef Ibrahim
Rebecca Jean-baptiste
Valentina Jovcevska (vol)
Lauren Kadwell
Nita Koukedes
Sandra Lane
Patricia Larkin
Wendy Le (vol)
Lilia Liosatos (vol)
Sarah Magoffin
Eunice Martey
Rossana Mendoza
Gavin Montgomerie
Christiaan Mulder
Susan Murphy
Thi diem trang Nguyen
Nhu quynh Nguyen
Thi lan Nguyen (vol)
Brooke Norman
Michelle Ormsby
Nancy Pelaez (vol)
Peter Petric
Paula Preisig
Anna Rizoglou
Marisol Rodriguez
Jenny Sambevaska
Kadambari Sheoran
Sanjalini Singh
Gagandeep Singh
Joanne Sorenson
Maria Sutherland
Anup Thapa
Cushla Watson



735 
employees

74% 
female

26% 
male

350 
employees attended
Total Staff Day 2016



OUR SUPPORTERS

OUR SUPPORTERS

CatholicCare Sydney's work to assist some of the most marginalised people in our community is made possible through **the generous contributions of our loyal supporters and donors.**

In 2016, our Fundraising Team continued to focus on our priority projects through the H.O.P.E. Program (Housing and Outreach to Promote Empowerment) campaign; the Rose Gallagher Project (Rose's Cottage and Molly's Place); and the Archbishop Anthony Fisher OP Syrian Refugee Appeal.

Supporting the Homeless and Displaced Persons

All Hallows Five Dock Parish and Catholic Women's League hosted a 1920s-themed gala event and raised \$68,400 for the Rose Gallagher Project. The Catholic and wider community of Five Dock have been strong supporters of the project's two homes for homeless and at-risk young people who have left the foster care system. The gala event was a great example of the good that can be achieved when the Church comes together for a common purpose.

CatholicCare's partnership with the Property Industry Foundation for the Rose Gallagher Project has made a vital contribution to the outcome of young people. The Property Industry Foundation has funded a Living Skills Worker who has worked with the residents of Rose's Cottage and Molly's Place to teach them living skills and provide additional on-site support. This model of support assists the residents to increase their independence, improve self-confidence and capacity building of life skills as well as ongoing engagement in education, vocation training and work.

AccessEAP has continued their support for the H.O.P.E Program, which offers practical support for young single parents who are homeless or at risk of homelessness, helping them to find secure housing for them and their children. The H.O.P.E. Program epitomises CatholicCare's Mission and relies significantly on the goodness of donors and philanthropic support.

HMAS Melbourne Comes to Polding Centre

During HMAS Melbourne's deployment to the Middle East Region earlier this year, the ship's company conducted a number of events to raise funds for good causes.

CatholicCare's group homes and at-risk youth programs were beneficiaries of their fundraising events, which included raffles, talent shows, trivia nights and an annual HMAS Melbourne Cup 'horse' race.

A morning tea and cheque presentation was held at CatholicCare's city office.

Archbishop Anthony Fisher OP Syrian Refugee Appeal

The Catholic Archdiocese of Sydney, CatholicCare and the Justice and Peace Office officially launched the Archbishop Anthony Fisher OP Syrian Refugee Appeal at a special Mass at Our Lady of Mercy Syrian Catholic Church in Concord in November 2015.

The Appeal was a direct response from Archbishop Fisher to the tragic circumstances facing millions of Syrian men, women and children in the wake of continued violence and persecution in their home country.

The Catholic and wider community responded quickly, generously and with great compassion, donating close to \$130,000.

Norma Parker Respite Centre

The residents and staff at CatholicCare's Norma Parker Respite Centre – which offers respite services to adults with disability – contributed to fundraising in 2016, organising a number of events.

In the lead up to Melbourne Cup Day 2015, clients and staff ran a hat stall over two days, showcasing hundreds of vintage and designer hats that had been donated to CatholicCare. Clients spent days leading up to the sale preparing signage, pricing hats and then assisted with sales. Still enthusiastic and inspired by the support and funds they received, the team organised a sausage sizzle at Bunnings Rydalmere in January.

Funds raised went towards a range of group activities for clients, including their annual christmas party and other community participation events.



\$129,646

Archbishop Anthony Fisher OP
Syrian Refugee Appeal

\$82,930

CatholicCare Foundation Grants

\$11,500

Curran Access Children's
Foundation Grants

\$1,086,070

Charitable Works Fund Grant



SAMI'S STORY:

Supporting Syrian Refugees after Fleeing his Own Country

For Sudanese migrant Sami Aslan, life has not always been easy. Suffering from two separate spinal injuries which left him in a wheelchair, he remains an optimist with a highly successful legal career.

Sami arrived in Australia as a 14-year-old with his parents, after escaping the brutal communist regime in the Sudan. Sami's father was threatened with imprisonment and eventually lost the family business to government officials who were forcing out successful business owners in the region.

With nothing left for the family, Sami's parents made the fateful decision to pack up and move to Australia as migrants.

Whilst moving to a new country proved difficult for the then teen as he struggled to connect with his peers, Sami's drive pushed him through and he went on to complete three degrees at university, including a law degree.

"Succeeding in university was my greatest challenge and because of my disability, it wasn't easy," he adds. "But my Catholic faith got me through a lot of hard times and there have been so many events in my life that I can attribute to God."

Sami established his own law firm and is also a trustee for the Sacred Heart Trust Fund, which aims to make a difference to people who are experiencing hardship.

On behalf of the Sacred Heart Trust Fund, Sami donated \$20,000 to Archbishop Anthony Fisher OP Syrian Refugee Appeal, which supports Syrian refugees as they resettle in Australia.

Having been through so many struggles of his own, Sami knows first-hand what it is like to move to a new country and find life to be so different to back home.

"When Syrian refugees come to Australia, everything is new to them, just as it was when I came to Australia," says Sami.

"My struggles were nothing compared to the suffering they have been through. We want to help them get a better education, become financially secure and be a part of the community as Australians. We want them to love the Australian people and live the Australian way of life."

Sami hopes that people who do not support refugees arriving in Australia will change their minds and see the situation from a different light.

"I would say to everyone, go and help them," says Sami. "These people desperately need your help. Imagine what Jesus would think and say? Not just religiously, but they need our help to survive in a foreign country. It is not easy."

LIST OF SUPPORTERS

Parish, Community and Corporate Supporters

AccessEAP
All Hallows Parish, Five Dock
Betty Wade Charitable Trust
Blessed Sacrament Catholic Primary School, Clifton Gardens
Brigidine Randwick Ex-Students Association
Canada Bay Club
Catholic Church Insurance
Catholic Women's League, Five Dock
CatholicCare Foundation
Charitable Works Fund
Clare Communications Co Pty Ltd
Club Five Dock RSL
Curran Access Children's Foundation
D&H Edibles Pty Ltd
Dioptics
Discalced Carmelites, St Ives
Dixon Advisory
Freeman Catholic College, Bonnyrigg
Good Shepherd Parish, Hoxton Park
HMAS Melbourne
Holy Family Parish, Maroubra
Holy Innocents Parish, Croydon
Immaculate Heart of Mary Parish, Sefton
Kate DeMayo
Mater Dei Parish, Blakehurst
Noble Toyota Chullora
Order of Friars Minor, Waverley
Our Lady Help of Christians Parish, South Lismore
Our Lady of Fatima Parish, Peakhurst
Our Lady of Lourdes Parish, Earlwood
Phillips Family Foundation
Planet Popcorn Australia
Property Industry Foundation
Radio Community Chest
Ray White Drummoynes
Rotary Club of Five Dock
Sacred Heart Trust Fund
Society of the Sacred Heart Australia New Zealand Province
SOS Physiotherapy, Sylvania
St Bernadette's Parish, Carlton
St Columba & the Holy Souls Parish, Leichhardt North
St Dominic's Parish, Flemington

St Gabriel's Parish, Rockdale
St Joseph the Worker School, Auburn
St Joseph's Parish, Belmore
St Joseph's Parish, Oatley
St Mary's Parish, Concord
St Peter Chanel and St Joseph Parish, Berala
St Therese's Parish, Denistone
St Therese's, Lakemba
St Vincent de Paul's Parish, Ashfield
The Jeremy Flynn Trust
The Shrine & Our Lady Mt Carmel
The Walter and Eliza Hall Trust
Villa Maria Primary School, Hunters Hill

Christmas Hamper Drive Supporters

Australian Catholic Superannuation Retirement Fund
Catholic Commission for Employment Relations
Cheapest Load of Rubbish
Domremy College, Five Dock
Holy Cross Primary School, Bondi Junction
Holy Spirit College, Lakemba
Marist Sisters' College, Woolwich
Our Lady of the Sacred Heart College, Kensington
Sacred Heart Primary School, Mona Vale
St Anne's Catholic Primary School, Strathfield South
St Brendan's Primary School, Annandale
St Charbel's College, Punchbowl
St Charles Primary School, Waverley
St Christopher's Primary School, Panania
St Patrick's College, Strathfield
St Patrick's Primary School, Summer Hill
St Vincent's College, Potts Point
Strategy Division, Department of Family and Community Services
The Temple of the Holy Spirit Prayer Group
Toongabbie Anglican Church
Trevor Lee & Son Pty Ltd

In Memoriam Gifts

John & Loretta McGann,
In memory of Thomas McGann
Yvonne Nobbs,
In memory of Monica, Gilbert,
Kevin & Gregory Nobbs
Margaret Roche,
In Memory of Tess Seshussen
Lynne Webster,
In Memory of Madeline Sobb
Lance Wright,
In Memory of Rosalind

ROSE GALLAGHER PROJECT

\$68,400

At Rose's All Hallows Parish Dinner

\$85,000

Property Industry Foundation

\$7,648

Other Gifts

TEAM CATHOLICCARE SYDNEY - BLACKMORE'S SYDNEY RUNNING FESTIVAL

27 participants,
52 donations, raised

\$3,126

for homelessness programs

THE H.O.P.E PROGRAM

\$195,000

Access EAP

\$5,600

Other Gifts

OUR LEADERSHIP



CATHOLICCARE BOARD

Richard Haddock AM (2004-Present)
BA, LLB, 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 boards of both listed and unlisted public companies, and serves on the boards of several charitable organisations including Caritas, St Vincent's Curran Foundation and the Sisters of Charity Foundation.

Carolyn Betts (2010-Present)
BBusCommun, GCCM

Carolyn has over 20 years' experience driving marketing, communications, innovation and change strategies across technology, corporate and government sectors. Her diverse experience includes executive 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, a privately held Australian technology company.

Rev. Dr. Gerald Gleeson (2013-Present)
STB (Catholic Institute of Sydney), MA (Cantab.) PhD (Leuven)

Fr. Gerry was ordained a priest in 1978. He served as CatholicCare Sydney's Director of Mission for several years before being appointed to the position of Vicar General and Episcopal Vicar for Health and Welfare for the Archdiocese of Sydney in 2015. Fr. Gerry has served on the boards of a number of organisations and was a member of the Australian Health Ethics Committee.

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.

Sr. Moya Hanlen FDNSC (2014-Present)
BA, J.C.L., MCL

Sr. Moya is a Daughter of Our Lady of the Sacred Heart and has ministered in secondary education and religious formation. She was privileged to serve her Congregation as Provincial Councillor and then as Provincial Leader. In 2005, she joined the Office of the Bishop, Wollongong, initially as Canonical Consultant and then, as Chancellor and the Bishop's Delegate for Child Protection. She returned to Sydney in 2015 to assume a leadership role within her Congregation. She continues her work in Canon Law. Sr Moya is presently a member of a number of councils for Catholic bodies and is committed to promoting unity between agencies of the Church.

John Leotta (2015-Present)
B.Ec, FCA

John is a partner at Deloitte and leads the company's real estate practice. He has nearly 30 years' experience providing audit and advisory services to leading Australian and international organisations, working closely with senior management, boards and audit committees. John has extensive experience leading the audits of major corporations and expertise across strategy, operations and finance.

Greg Mackay (2012-Present)
BSc (Applied Mathematics and Physics)

Greg worked for 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.

Madeleine Mattera (2015-Present)
B.Ec, FCA

Madeleine is a partner and the Head of Financial Services at Grant Thornton Australia. She has a keen interest in helping organisations grow and succeed in an environment of evolving regulatory pressure, demographic shifts, financial technology innovation and changing consumer behaviour. Madeleine is a Fellow of the Institute of Chartered Accountants and a Registered Company Auditor. She has over 25 years' of business experience and also serves as a member of the Good Samaritans Finance Council.

Kim Kevans (2011-2015)
B.Ec, 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 brought a unique perspective to the Board. Kim left the Board in 2016.



*Back Row: Madeleine Mattera, Richard Haddock AM, Rev. Dr. Gerald Gleeson, Carolyn Betts, John Leotta, Greg Mackay.
Front Row: Bernard Boerma, Sr. Moya Hanlen, The Hon. Deirdre Grusovin.*

CATHOLICCARE EXECUTIVE LEADERSHIP TEAM

Bernard Boerma (2004-Present)
Chief Executive Officer

*BA (Psych), BSocStud (Hons),
MBA, MAASW*

Bernard has an extensive background in the public and private welfare sectors, 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.

Luke Stevens (2015-Present)
Chief Operating Officer

*Diploma of Law (SAB),
BA (Behavioural Science),
Diploma of Teaching (Early Childhood)*

Luke has more than 25 years' experience leading diverse business areas including finance, IT, HR, property and business development in both the corporate and non-profit sectors. Before joining CatholicCare Sydney, Luke was the Chief Executive Officer at Sydney law firm Bartier Perry. Prior to that, he held senior leadership positions in the early childhood education sector, including Corporate Services Manager with KU Children's Services.

Fiona Hastings (2014-Present)
**General Manager,
Families and Community**

BSW, MBA

Fiona has 20 years' experience in the public and non-profit sectors. She began her career with the NSW Department of Corrective Services, and later took up the manager role at Guthrie House, a residential rehabilitation service for women leaving prison. Before joining CatholicCare Sydney, Fiona held a senior role at CatholicCare Diocese of Broken Bay, where she was responsible for a range of family services.

Daniel Culhane (2014-Present)
**General Manager, Disability, Mental
Health and Carers**

NSW, MSM

Daniel has nearly 20 years of experience in the public and non-profit sectors. Prior to joining CatholicCare Sydney, he worked with Housing NSW on the Going Home Staying Home reform initiative. Daniel has held senior roles with a number of agencies including House with No Steps, Ability Options and the Department of Ageing, Disability and Home Care.

Steve McNab (2013-Present)
**General Manager, People & Culture
CEO, St Patrick's Institute of Education**

B Com, Grad Dip Ed, M 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.

Kerryn Tutt (2016-Present)
**General Manager,
Accommodation and Home Support**

BAppSc (Phy), MBA

Kerryn has held senior management roles in health care and the community sector, most recently serving as Executive Manager of Community Care for HCF. Prior to this she was National Ambulatory Care Manager with Australian Unity, responsible for allied health and community care services across NSW and Victoria. A qualified physiotherapist, Kerryn has also held senior hospital management roles with Healthscope and Ramsay Health Care.

Janet Jensen (2016-Present)
Chief Financial Officer

CA (SA)

Janet has over 20 years' finance experience in Australia and with international organisations. She commenced her accounting career with KPMG and Deutsche Bank working variously in South Africa, London and New York. Settling permanently in Australia in 2003, Janet has worked for a range of major corporates including Macquarie Bank, Unilever and more recently AGL, where she established and managed their financial shared services group.

Karen Larkman (2014-2015)
**General Manager,
Families and Community One**

*BA (Hons) Social Work and
Post Grad Cert in Management*

Karen was appointed to the position of Director of the Safeguarding and Ministerial Integrity Office for the Archdiocese of Sydney in 2015 and resigned her position as General Manager, Families and Community.

Pearl Forrester (2013-2016)
Chief Financial Officer

*CPA, MBA, BEc, GradDipCompSc,
GAICD*

Pearl was the Chief Financial Officer. She left CatholicCare Sydney after three years of service in 2016.

Peter Gardiner (2014-2016)
**General Manager (Acting),
Accommodation and Home Support**

BSW, MBA, FAIM, GAICD

Peter held the position of General Manager (Acting), Accommodation and Home and left CatholicCare Sydney in 2016.



*Back row: Kerry Tutt, Luke Stevens, Steve McNab, Daniel Culhane, Fiona Hastings.
Front row: Janet Jensen, Bernard Boerma.*

OUR GUIDING PRINCIPLES

In all the work that we do, CatholicCare is guided by four key principles. **These principles are human dignity, the common good, subsidiarity and solidarity.**

1. Human Dignity

The principle of human dignity affirms that each person is of infinite value and worth because each of us is made in the image and likeness of God.

From the moment of conception, to the end of life, each person is precious.

CatholicCare seeks to recognise, respect and uphold the human dignity of the people it serves and to enable them to live in a manner that reflects their human dignity. This is the foundation of our distinctive person-centred approach. Every person is important. Each person is equal in dignity and rights.

We believe that people have free will and are therefore responsible for their decisions and actions. Respecting the self-determination of the people who use our services is a way in which we show respect for their dignity as human persons. People must be able to take up the duties that are the flipside of rights. Our person-centred approach affirms that in serving people we recognise that they are called to take responsibility for their own lives. We respect the decisions people make about what they believe is best for them.

“We were conceived in the heart of God, and for this reason each of us is the result of a thought of God. Each of us is willed, each of us is loved, each of us is necessary.” (Pope Francis, *LaudatoSi'*, n 65)

2. The Common Good

The principle of the common good points out that human beings are made for relationships. We are family members, community members, we may belong to work and social groups, and we need a sense of belonging in order to thrive and grow.

This is not just the greatest good for the greatest number – the common good must include everyone and every group.

To achieve social justice we have to consider the dignity and rights of each person as well as the needs and rights of all groups in society.

Our relationships are crucial to our wellbeing so we seek to understand and respond holistically to people in the context of their relationships. Our person-centred approach does not treat people as isolated individuals. Our responses are personalised rather than individualised.

“Besides the good of the individual, there is a good that is linked to living in society: the common good. It is the good of “all of us”, made up of individuals, families and intermediate groups who together constitute society. It is a good that is sought not for its own sake, but for the people who belong to the social community and who can only really and effectively pursue their good within it. To desire the common good and strive towards it is a requirement of justice and charity.” (Pope Benedict XVI, *Caritas in Veritate*, n 7)

“We encourage Catholics to look beyond their own individual needs to apply a different test at the ballot box – the test of what we call the common good. The good of the individual and the good of society as a whole must be brought together in harmony. When they are, we have the common good.” (Australian Catholic Bishops Conference, *Vote for the Common Good: Election Statement 2013*)

3. Subsidiarity

The principle of subsidiarity insists that every person and group has something to offer and a role to play. It is about how we organise participation and accountability. Decision-making and responsibility should be as close as possible to the grassroots – those most directly affected by a decision should have a say in it. Larger or more encompassing groups should only get involved if smaller or more local groups need support. Sometimes this is needed in order to coordinate conflicting interests or partial perspectives for the sake of the common good.

CatholicCare's approach is to enable people, families and communities to take charge of their own stories, rather than taking over. We recognise abilities and strengths and support people to build on them and make their own contribution to the community.

Subsidiarity respects personal dignity by recognising in the person a subject who is always capable of giving something to others. By considering reciprocity as the heart of what it is to be a human being, subsidiarity is the most effective antidote against any form of all-encompassing welfare state.” (Pope Benedict XVI, *Caritas in Veritate*, n 57)



4. Solidarity

The principle of solidarity reminds us that we are sisters and brothers because we are all children of God. We embrace the diversity of the human family and we understand that we are all responsible for one another. Solidarity challenges us to try to understand other people's situations and struggles, and to imagine ourselves in their shoes, to feel for them, and to make decisions that place the needs of those who are the poorest, most vulnerable, or marginalised at the centre.

CatholicCare shares people's lives and struggles. We walk with them and support them in times of need, and celebrate with them in times of joy. We know that everyone needs to be part of a meaningful and fulfilling social network for a continued sense of well being. We are all in this together.

"Disregard for the duty to cultivate and maintain a proper relationship with my neighbour, for whose care and custody I am responsible, ruins my relationship with my own self, with others, with God and with the earth." (Pope Francis, *LaudatoSi'*, n 70)

"Openness to God makes us open towards our brothers and sisters and towards an understanding of life as a joyful task to be accomplished in a spirit of solidarity." (Pope Benedict XVI, *Caritas in Veritate*, n 78)

FINANCIAL RESULTS

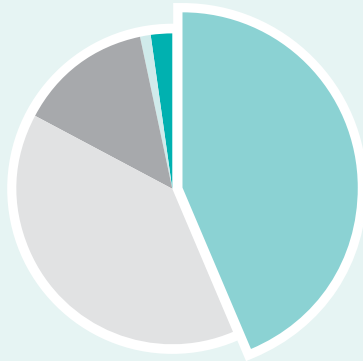
Statement of Financial Position

At 30 June 2016

	2016	2015
	\$	\$
Current Assets		
Cash and cash equivalents	11,740,032	12,882,453
Receivables	2,934,739	2,044,867
Other assets	517,986	570,147
Total Current Assets	15,192,757	15,497,467
Non-current		
Property, plant and equipment	9,617,392	9,429,111
Other financial assets	2,698,379	2,013,765
Total Non-current Assets	12,315,771	11,442,876
Total Assets	27,508,528	26,940,343
Current Liabilities		
Payables	3,439,280	2,704,566
Employee provisions	5,510,510	5,531,784
Other liabilities	5,802,804	6,719,140
Total Current Liabilities	14,752,594	14,955,490
Non-current Liabilities		
Employee provisions	1,199,821	1,295,029
Other liabilities	1,425,800	1,289,245
Total Non-current Liabilities	2,625,621	2,584,274
Total Liabilities	17,378,215	17,539,764
Net Assets	10,130,313	9,400,579
Accumulated Funds		
General Funds	10,130,313	9,400,579
Total Accumulated Funds	10,130,313	9,400,579

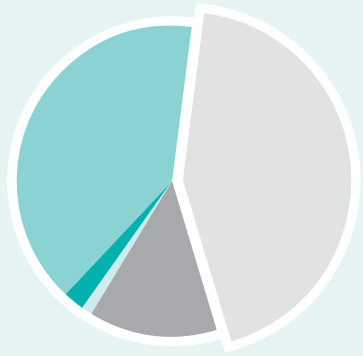
Sources of Income

2016



NSW Government	\$24,359,395
Commonwealth Government	\$21,881,329
Program Fees and Other Income	\$7,734,902
Donations and Fundraising	\$763,525
CWF and other Catholic entities	\$1,085,974
Total for year	\$55,825,125

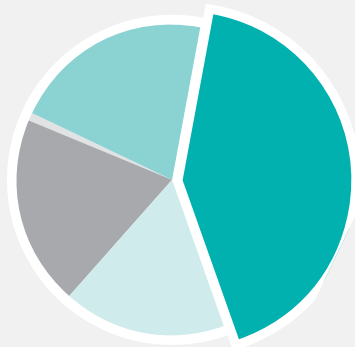
2015



NSW Government	\$22,857,950
Commonwealth Government	\$24,623,604
Program Fees and Other Income	\$7,570,715
Donations and Fundraising	\$622,060
CWF and other Catholic entities	\$1,140,055
Total for year	\$56,814,384

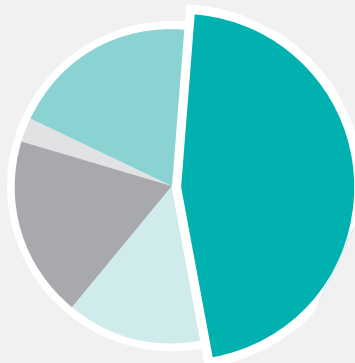
Expenditure

2016



Disability, mental health and carers	\$22,947,208
Accommodation and home support	\$11,575,812
Family and community division 1	\$9,314,491
Family and community division 2	\$10,865,292
Corporate Support and Fundraising	\$392,588
Total for year	\$55,095,391
Net Surplus/(Deficit) for year	\$729,734

2015



Disability, mental health and carers	\$26,309,515
Accommodation and home support	\$11,092,890
Family and community division 1	\$8,012,138
Family and community division 2	\$10,597,537
Corporate Support and Fundraising	\$1,356,377
Total for year	\$57,368,457
Net Surplus/(Deficit) for year	(\$554,073)



Independent auditor's report to the Archbishop of the Catholic Archdiocese of Sydney of CatholicCare

We have audited the accompanying financial report of CatholicCare (the Entity), which comprises the statements of financial position as at 30 June 2016, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes 1 to 17 comprising a summary of significant accounting policies and other explanatory information and Responsible Entities' declaration.

This audit report has also been prepared for the Archbishop of the Catholic Archdiocese of Sydney (the Archbishop) of the Entity pursuant to the *Australian Charities and Not-for-profits Commission Act 2012* and the *Australian Charities and Not-for-profits Commission Regulation 2013* (ACNC).

Responsible Entities' responsibility for the financial report

The Responsible Entities 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 ACNC. The Responsible Entities' responsibility also includes such internal control as the Responsible Entities determine 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. These Auditing Standards require that we 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. 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 directors, as well as evaluating the overall presentation of the financial report.

We performed the procedures to assess whether in all material respects the financial report gives a true and fair view, in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the ACNC, which is consistent with our understanding of the Entity's financial position and of its performance.

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 *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:

- (a) giving a true and fair view of the Entity's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Regulations 2013*.

A handwritten version of the KPMG logo in blue ink, with the letters 'KPMG' written in a cursive, slightly slanted style.

KPMG

A handwritten signature in blue ink that reads 'Kathy Ostin'. The signature is written in a cursive, flowing style.

Kathy Ostin

Partner

Sydney

7 October 2016



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