



CatholicCare Sydney
**ANNUAL
REPORT
2013**

Empowering people to live the life they choose

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:

- 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.
- The Australian and NSW Governments through:
 - Australian Government:
 - Department of Education, Employment and Workplace Relations
 - Attorney-General's Department
 - Department of Families, Housing, Community Services and Indigenous Affairs
 - Department of Immigration and Citizenship
 - Department of Health and Ageing
 - NSW Government:
 - Department of Education and Communities
 - Department of Human Services including:
 - o Ageing, Disability and Home Care
 - o Community Services
 - o Juvenile Justice
 - o Housing NSW
 - NSW Ministry of Health
 - Department of Premier and Cabinet
 - Corrective Services NSW
- The Charitable Work Funds 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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“Show, by your life, that it is worth giving your time and talents in order to attain high ideals, it is worth recognizing the dignity of each human person, and it is worth taking risks for Christ and his Gospel.”

**Pope Francis, Farewell Address,
World Youth Day Brazil 2013**



ARCHBISHOP'S MESSAGE

We are all immensely proud and grateful for the care and help CatholicCare has provided to so many over the last year.



2013 has been a most significant year for the Catholic Church with the election of Pope Francis and his emphasis on preaching the Gospel to those on the margins and addressing poverty. Here in Australia, we live in a society with many safeguards and blessings, but many people including families are struggling, and for them life can be harsh and uncompromising. CatholicCare has continued to live out Christ's Mission of bringing the Lord's liberating presence to Sydney through quality services that enable the most vulnerable individuals, families and communities live to participate in the life of the community.

Over the course of 2013 CatholicCare provided care and support to thousands of people when they needed it most. This is an invaluable contribution to the community.

I am deeply grateful for the outstanding work undertaken by CatholicCare in caring for those without a voice. As the Archdiocese's welfare service provider, CatholicCare has worked tirelessly to protect families in crisis, the elderly, the disabled and the young from pain and suffering.

I commend and congratulate the CatholicCare team; its Board led by Richard Haddock; the CEO Bernard Boerma and his managers, and especially the staff and the hundreds of dedicated volunteers who work together to deliver life-giving programs, services and care.

May the Lord continue to bestow His abundant blessings on the CatholicCare family and everyone they serve.

+ George Card. Pell
George Cardinal Pell
Archbishop of Sydney

CHAIRMAN AND CEO'S REPORT

SUPPORT THAT TRANSFORMS LIVES

CatholicCare Sydney'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 Vision, Mission and Values are all based on the precepts of Catholic social teaching and also align with person-centred approaches, which have gained renewed focus in recent years. These approaches place the person and the life they want to lead at the centre of decision-making and service provision.

We all want to make real choices about our lives, to have valued relationships, to realise our aspirations, to live positive and fulfilling lives, and to contribute to the communities in which we live. The dignity of each and every person, created and loved by God, is at the core of our work.

CatholicCare is reviewing its programs and services with a view to transforming them and further developing and deepening its person-centred approach and the associated enabling organisational structures, systems and relationships. This has been set as a strategic direction in the CatholicCare Strategic Plan for 2013-16 and we are pleased to report we at CatholicCare are well on our way. Strong organisations need strong foundations.

A significant number of CatholicCare programs provide services to people with a disability. We have therefore been at the forefront of moves to overhaul the current disability services system which is inequitable, underfunded, fragmented and give many people with a disability little real choice. We welcomed the bi-partisan approach to the creation of the National Disability Insurance Scheme (NDIS) earlier this year with its individualised funding reforms. Nevertheless, the new service paradigm that the NDIS will usher in over the next five years will primarily focus on the transformation in the lives of people. And the transformation in the services will then follow because that is the essence of person-centeredness.

In terms of disability and aged care support, the Australian community is entering new times. We are pleased to report that CatholicCare is well on the way with its preparations. However, while there is an existing alignment with CatholicCare's Mission, Vision and Values, and while we do have experience in providing person-centred programs, it is also recognised that there is a lot of work to be done. We are developing new ways of thinking about how we collaborate with those we serve, to ensure their needs and wants come first, and how we can accompany them with respect for their inherent dignity and worth as a person.

The future provides CatholicCare with opportunities to continue to live out our Mission and Vision, as an agency of the Catholic Archdiocese of Sydney, to strengthen our Catholic identity, to be creative and innovate, transform ourselves, expand and grow. We assist people to imagine a better way of life and provide the support and encouragement required to achieve their goals and to contribute to the community.

We work to enable the social and emotional wellbeing of communities, families and individuals. There are other good non-government organisations (NGOs) which also do this, but not all of them seek to do this work as instruments of Christ's liberating presence in the world. Pope Francis wants the whole Church, including its various organisations, to be such a sign in the world. If we fail to do this, then we are just another NGO. We might care, but we would not be CatholicCare.

The Church is not an NGO, but it can act through NGOs. CatholicCare is not just an NGO, it is a mission-based organisation, an instrument of Christ's liberating presence in the world, and an expression of Church. This is our greatest asset. We need to ground ourselves in it if we at CatholicCare are to live our calling to be of service to people to enable them to live life to the full.

The CatholicCare team has worked tirelessly this year to develop more efficient business practices and systems which enhance our organisational resilience, diversity and employment practices. For example, CatholicCare not only renewed its ISO9001 certification during the year but also achieved Best Practice Certification (AS4801:2001) for its work health and safety management systems this year, passing a comprehensive on-site audit in November 2012.

A number of other achievements warrant particular mention:

- About 80 managers and staff have successfully completed person-centred champions training programs;
- Expansion in CatholicCare's Out-of-Home Care;
- A new strategy on communications and marketing is being implemented, with a new-look website resulting in 25% more visitors;
- An enhanced finance and new human resource information systems have been implemented;
- In 2013 CatholicCare achieved excellent gender equity results among staff with the CatholicCare Board comprising 42% women, senior managers comprising 67% women and managers 71% women.

Supporters

Without the support of government funding, contributions from the Archdiocese of Sydney, and the generous donations of members of the community, CatholicCare would find it impossible to deliver services effectively. We do therefore acknowledge and thank the various State and Federal Government Departments that fund many of our programs and the contributors to the Archdiocesan Charitable Works Fund. We also formally acknowledge and express our sincere appreciation to the many other supporters, too numerous to mention, who generously provided their time and resources.

We would like to acknowledge the support of Catholic Social Services Australia, the Sydney Alliance and other peak organisations which enhanced our contribution to government policy development and enquiries, our advocacy on behalf of those who are marginalised, and with whom we worked for the common good.

We are most grateful for the time and dedication given by members of the CatholicCare Board and subsidiary boards and committees. We welcome back Hon Jenny Boland AM who was appointed as the Chair of the CatholicCare Foundation and Curran Access Foundations. Without the time and effort given by these Board and Committee members we could not operate as well as we do.

CatholicCare would not be the organisation it is without the professionalism and commitment of our staff and volunteers. To each and every one of you, on behalf of those you served this year, I thank and congratulate you.

Cardinal George Pell has encouraged and championed CatholicCare as a special ministry of the Archdiocese and has given his time, whenever required, and we value and look forward to his continued support.

CatholicCare is a community of people committed to changing the lives of those we serve by acting as an instrument of Christ's liberating presence in the world. We are proud to serve as an agency of the Catholic Archdiocese of Sydney.



A handwritten signature in black ink that reads "Richard Haddock".

Richard Haddock

Chair, CatholicCare Sydney Board



A handwritten signature in black ink that reads "Bernard Boerma".

Bernard Boerma

Chief Executive Officer

ABOUT CATHOLICCARE SYDNEY

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.

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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

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 900 staff and volunteers and operates at 27 sites across the Archdiocese of Sydney.

“more than
745,000
occasions of service
each year.”

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 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, through the provision of more than 745,000 occasions of service each year.

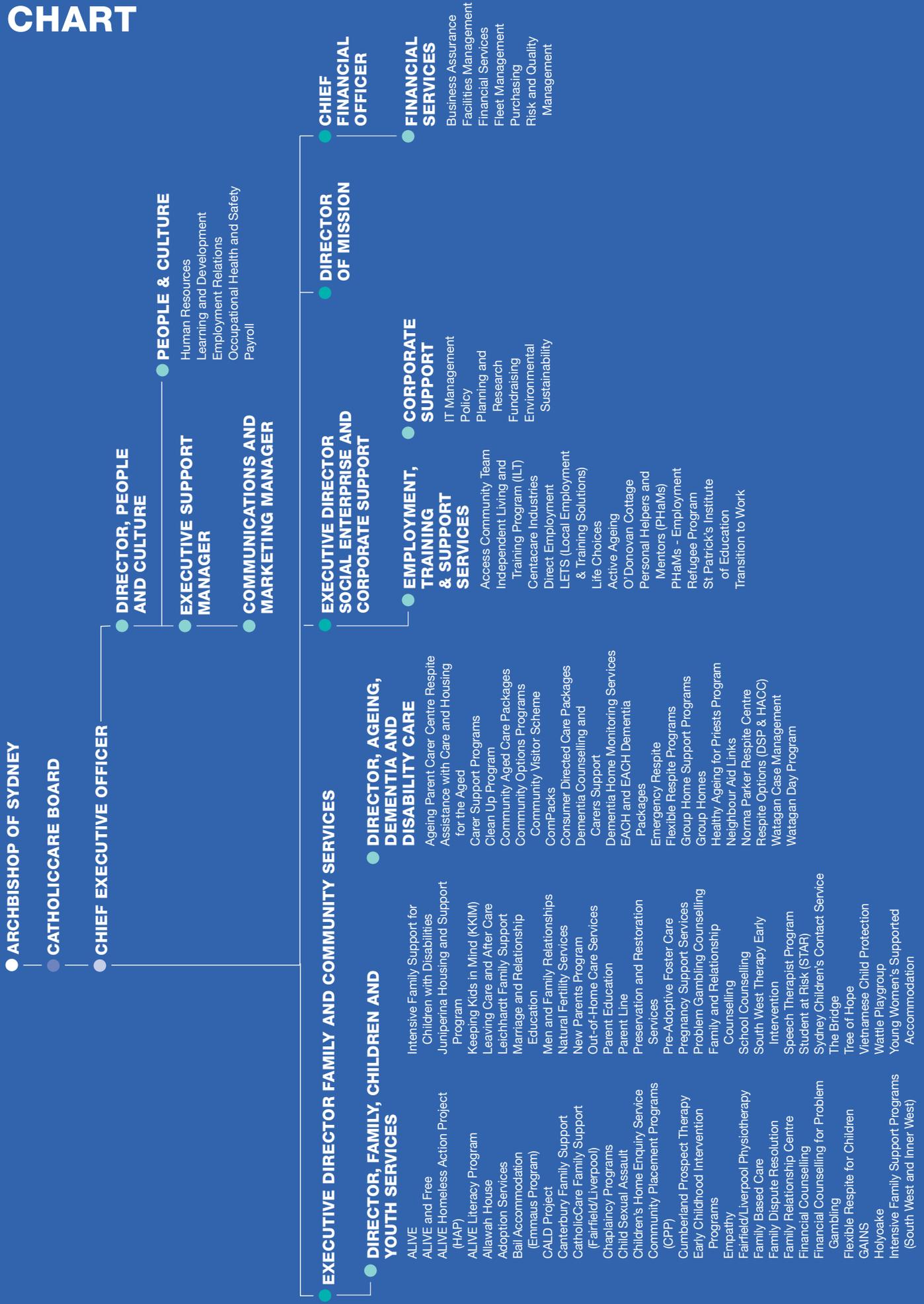
The work of CatholicCare is guided by the Catholic tradition of compassion and concern for social justice. Our role is to facilitate the development of individuals, families and communities most in need, through quality services, research and advocacy.

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.

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.

ORGANISATIONAL CHART



● ARCHBISHOP OF SYDNEY
 ● CATHOLIC CARE BOARD
 ● CHIEF EXECUTIVE OFFICER

● DIRECTOR, PEOPLE AND CULTURE
 ● EXECUTIVE SUPPORT MANAGER
 ● COMMUNICATIONS AND MARKETING MANAGER

● PEOPLE & CULTURE
 Human Resources
 Learning and Development
 Employment Relations
 Occupational Health and Safety
 Payroll

● EXECUTIVE DIRECTOR SOCIAL ENTERPRISE AND CORPORATE SUPPORT

● EMPLOYMENT, TRAINING & 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

● 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, AGEING, DEMENTIA AND DISABILITY CARE

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

● DIRECTOR, FAMILY, CHILDREN AND YOUTH SERVICES

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 Education
 Parent Line
 Preservation and Restoration Services
 Pre-Adoptive Foster Care
 Pregnancy Support Services
 Problem Gambling Counselling
 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

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
 CATHOLIC CARE FAMILY SUPPORT (FAIRFIELD/LIVERPOOL)
 CHAPLAINCY PROGRAMS
 CHILD SEXUAL ASSAULT
 CHILDREN'S HOME ENQUIRY SERVICE
 COMMUNITY PLACEMENT PROGRAMS (QPP)
 CUMBERLAND PROSPECT THERAPY
 EARLY CHILDHOOD INTERVENTION PROGRAMS
 EMPATHY
 FAIRFIELD/LIVERPOOL PHYSIOTHERAPY
 FAMILY BASED CARE
 FAMILY DISPUTE RESOLUTION
 FAMILY RELATIONSHIP CENTRE
 FINANCIAL COUNSELLING
 FINANCIAL COUNSELLING FOR PROBLEM GAMBLING
 FLEXIBLE RESPIRE FOR CHILDREN
 GAINS
 HOLYOAKE
 INTENSIVE FAMILY SUPPORT PROGRAMS (SOUTH WEST AND INNER WEST)

OUR 2013-16 STRATEGIC PLAN



CatholicCare develops a new strategic plan every three years, the core purpose of which is to align our key strategies with our Mission and Vision as we deliver our services and programs. Our Vision provides our end goal, and our Mission defines how we'll get there.

The plan identifies the key strategic outcomes for the agency over the next three years.

The outcomes from our plan will include:

- Strengthened understanding and living out of our Mission, Vision and Values as an agency of the Church;
- A person-centred approach which enables the people we serve to better achieve their dreams and aspirations and participate in the life of the community;
- A whole-of-agency learning and performance culture in which we value innovation and excellence and actively advocate for the interests of those we serve;
- More effective and efficient business practices and systems that enhance our organisational sustainability, diversity and employment practices.

FAMILY AND COMMUNITY SERVICES

FAMILY, CHILDREN AND YOUTH SERVICES

CatholicCare Sydney's Family, Children and Youth services provided comprehensive, person-centred services in 2012-13 for individuals, couples, families, children and young people, especially those experiencing disadvantage due to disability, poverty, abuse or neglect, social isolation, personal conflict or distress.

Counselling

CatholicCare's family, relationship, parenting and individual counselling programs offer a secure space for people facing relationship issues, separation, grief or loss, family violence, work issues, anxiety and trauma. A range of counselling services specifically for men is also offered as part of the agency's commitment to reducing violence against women and children.

CatholicCare provides therapeutic intervention and casework support to children and adolescents who have been sexually assaulted, and their non-offending family members and carers living in Sydney's inner west.

Counselling services received more than 9500 calls and conducted more than 3400 face-to-face counselling sessions in 2012-13, supporting families, couples and individuals living in south-west and inner-west Sydney. Telephone counselling was also provided through Parent Line, a counselling, information and referral service for parents of children aged 0-18 years who live in NSW.

Financial counselling assisted low-income families and individuals, who are in debt, facing bankruptcy or who require advice on money management and budgeting, providing over 500 face-to-face sessions this year.

Relationship Services

Family Dispute Resolution programs run by CatholicCare provide qualified mediators to assist separating parents in managing parenting arrangements, property and financial issues, and conflict resolution, with more than 1300 families assisted this year.

Marriage and Relationship Education offers a series of courses for couples at different stages of their relationship, including group-based and one-on-one marriage preparation which aim to help couples strengthen communication and conflict resolution skills. In 2012-13, 2150 people attended 6444 marriage and relationship education services.

The accredited Men and Family Relationships program provided more than 775 education and group sessions for men in 2012-13, focusing on behavioural change, anger management and parenting for men living in south-west Sydney.

Parenting Programs

CatholicCare's parenting programs continued to provide extensive support services for Sydney families in 2012-13.

Family Support Services offer assistance to vulnerable families with children who are experiencing difficulties which may affect their ability to parent effectively, including domestic violence, isolation, drug and alcohol abuse, disability or the breakdown of relationships. The Vietnamese Child Protection program provides bilingual counselling, casework and family support to Vietnamese families in the Inner West who have been identified as vulnerable.

Parent Education and Groups provided over 85 multi-session courses to parents living in Sydney's city, inner west, south and south west focusing on issues such as pregnancy, conflict, post-separation, out-of-home care, challenging behaviour, self-esteem and communication.

“**2150** people attended **6444** marriage and relationship education services.”

Frank and Sarah: Keeping Each Other in Mind



Frank* first approached CatholicCare Sydney's Family Dispute Resolution (FDR) service for help mediating a property division with his former partner Sarah*, fearing it could be impossible to reach a mutually satisfactory agreement.

Following their separation, Frank and Sarah reached an amicable parenting arrangement for shared custody of their three-year-old daughter, but had been unable to agree on the division of property.

When the former partners attended their first mediation session, Frank, who had previously managed the couple's finances, brought several files and financial statements with him. Sarah, on the other hand, brought with her a list of concerns, worried that her lack of financial experience would put her at an unfair disadvantage.

Sarah explained that if she did not receive a fair settlement she would be forced to return to her family home in New Zealand, which would mean an unavoidable – and undesired – change to the parenting arrangement.

Throughout the mediation, which took place over three sessions, both Frank and Sarah expressed the desire to remain friends. It was clear that the process was resulting in an increased level of trust between the former partners as both parties attempted to reach an outcome that would satisfy both their needs.

FDR mediations include private sessions alongside the joint meetings, which give the people involved the chance to talk about aspects of the process that might otherwise have gone undiscussed.

During one of her private sessions Sarah revealed that she struggled with depression. The FDR mediators immediately offered Sarah a referral to CatholicCare's counselling service, which she accepted.

Sarah then disclosed to Frank her fears of facing an "uncertain", "unsustainable" and "limited" future. As the emotional impact of the separation hit them both, Frank sympathised with Sarah's heartfelt concerns. In a private session he told mediators that he wanted to ensure not only his own future, but to make sure Sarah's was secure as well.

Eventually, thanks to CatholicCare's FDR service, Frank and Sarah reached an agreement that left them both happy and pledged their desire to maintain a positive friendship for their sake, and the sake of their daughter.

*Names have been changed

FAMILY AND COMMUNITY SERVICES

FAMILY, CHILDREN AND YOUTH SERVICES

CatholicCare also offers a range of services to support single and separated parents in building positive co-parenting relationships, including supervised contact visits and “changeovers” for children of separated parents, who are in high conflict situations. CatholicCare provided more than 1300 support services for these families in 2012-13.

Fertility, Pregnancy and Adoptions

More than 5000 people were assisted by CatholicCare’s Natural Fertility Services this year, a program that promotes and supervises natural family planning methods to help women avoid or achieve a pregnancy.

CatholicCare’s Pregnancy Support Service is free and confidential for pregnant women, their partner and family members who have concerns about the pregnancy. A confidential phone line is also offered to women and men whose lives have been touched by abortion, as part of the Rachel’s Vineyard program.

CatholicCare is one of only four providers across NSW accredited to provide adoption placements and authorisation of adoptive parents for children, alongside an extensive range of support services to adopted children, parents considering adoption and birth families. Adoption Services also manages past adoption issues for adoptees, birth parents, adoptive parents, former Catholic Children’s Homes residents, former child migrants, and members of the Stolen Generation, who wish to access information and records.

Foster Care, Restoration and Preservation

Restoration and Preservation programs at CatholicCare assist highly vulnerable and at-risk children and adolescents and include crisis/emergency care, placement programs (foster care), professional support for children in care and family “restoration” programs throughout metropolitan and south-west Sydney.

“**1200** children and young people assisted through school counselling programs.”

The foster care, or out-of-home care program, supports children and young people who are 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 children.

These programs have assisted more than 870 children and young people this year.

School Counselling

CatholicCare’s school counselling services in 2012-13 included the Student at Risk (STAR) Program, School Critical Incident Management and School Counselling for primary and secondary school students, and their families living in the Sydney Archdiocese.

Our counselling staff support students in a range of areas including strategies for dealing with stress, significant student underachieving, relationship or behavioural difficulties and mental health issues that can impact on a student’s learning and emotional wellbeing. Support is also provided for the wider school community following a traumatic incident.

This year, 1200 children and young people were assisted through the school counselling programs.

Rob and Mary: 40 Years, 83 Kids... and Still Room in Their Hearts for More



When CatholicCare Sydney foster carers Rob and Mary Rimoldi opened their hearts to their first foster children in 1973, they had no idea that 40 years later they would still be welcoming children in need into their care.

Since first opening their home to foster children, the Rimoldis have cared for more than 80 babies, children and young people.

All children need love, security and care to thrive and the Rimoldis have provided it in abundance. In return, they have received more joy and love than they could ever measure.

Many of the children the Rimoldis have cared for have had physical or intellectual disabilities. Among the earliest foster children were sisters Kylie and Melanie, aged 15 months and six years, who both had the same severe – and terminal –

degenerative disease.

Melanie's high-level needs in particular, and the importance of caring for her in a stable family environment, inspired Mary to work alongside CatholicCare to establish Melanie's Program, a long-term foster care program for children with moderate to severe physical or intellectual disabilities.

The Rimoldis have also cared for young children from many different cultural and socio-economic backgrounds.

In 1992, Mary was awarded with a Medal of the Order of Australia (OAM) and in 2005 she was named NSW Woman of the Year for her long-term foster care work for CatholicCare. She says the thing she loves most about being a foster mother is helping children to develop into happy and healthy people.

The love, care and security that foster carers provide can have an impact in children's lives that lasts long after they leave their foster parents' care and mature into adulthood, and the Rimoldi family have retained close relationships with many of their foster children and their adoptive families.

One young girl the Rimoldis fostered for just six weeks is now in her thirties and godmother to one of the Rimoldi grandchildren. Another baby the couple cared for was a flower girl at their daughter's wedding.

Rob and Mary Rimoldi are a shining example of the caring, compassionate and generous people who help to nurture babies and children through the CatholicCare Foster Care program.

FAMILY AND COMMUNITY SERVICES

FAMILY, CHILDREN AND YOUTH SERVICES

Children with Disabilities

CatholicCare offers services to families with children with moderate-to-severe disabilities including family-based care, a respite support service, an intensive family support service and long-term foster care, in addition to an education and therapy program.

Early Childhood Intervention provides tailored support to children aged 0-6 years with a disability or developmental delay, with a team of physiotherapists, speech pathologists, occupational therapists and early childhood educators assisting children to reach their potential and helping families to better support their children.

Youth Homelessness

Adolescents Living Independently Via Empowerment (ALIVE) offers a range of services to 15 to 25-year-old young people who are homeless or at risk of homelessness. In 2012-13, ALIVE services included casework, outreach and brokerage monies; social and educational activities; support and housing within the Juvenile Justice System; literacy tutoring; housing support for young people who are leaving or who have left care; and living skills.

CatholicCare also provided a number of crisis accommodation services for children and young people across Sydney this year, including Young Women's Supported Accommodation which delivered more than 35 crisis accommodation and outreach services for young women aged 16-25 and their children.

Allawah House, a 24/7 crisis refuge, offers short-term accommodation for young women experiencing homelessness, disadvantage or abuse. Bail House provides 24/7 accommodation and support to indigenous and non-indigenous young people aged 10 to 17 referred by Juvenile Justice.

The Emmaus Project provides accommodation and support to children and young people aged 10 to 17 who have been charged with an offence and need accommodation in order to facilitate their bail undertaking. The program provided 690 days of support to 28 young people this year.

Drugs, Alcohol and Gambling

This year, CatholicCare provided support for more than 130 families and individuals impacted by problematic alcohol and drug use and gambling, through over 2270 group and therapy sessions.

Support services include the Holyoake program which offers group education and therapy to partners, children, and other family members of people affected by problem gambling, and drug and alcohol abuse. GameCare is a self-exclusion and referral service for hotel patrons who have developed destructive gambling behaviour, in partnership with the Australian Hotels Association. The Gambling Awareness Intervention and Support (GAINS) program, a partnership between CatholicCare and five Sydney Catholic Clubs, offers specialised support and referrals to individuals, families, work teams and club communities.

Pastoral Care

CatholicCare's pastoral care programs in 2012-13 included Tree of Hope, a service offering support to people living with HIV, their family and support person; and the Chaplaincy Program, which supports inmates, their families and staff at prisons, as well as patients, their families and staff at major hospitals throughout the Sydney Archdiocese. In May 2013, the Tree of Hope program celebrated 15 years of ministry in pastoral counselling. The Catholic Chaplaincy Program, which commenced with support services for prison inmates, was established in 1839 on the initiative of Very Rev Dr John Polding, Vicar Apostolic of New Holland and later Archbishop of Sydney.

“2270 group and therapy sessions for people impacted by problematic drinking, drug use and gambling.”

Alex: Music Provides Expression, Excitement and Escape



When 11-year-old Alex* first came to The Voice Project, he was anxious and had trouble maintaining focus.

The Voice Project was designed to give the children of families in CatholicCare's Placement, Preservation and Restoration programs a safe and supportive space to develop their own voice, build positive relationships with adults and their peers, and learn to express their thoughts and emotions through music.

In the 12 months before joining The Voice Project, Alex had experienced severe anxiety, domestic violence, and death threats against his parents who both had a mental illness. As a result Alex was quiet, reserved and often fearful.

CatholicCare's Luke Edwards, a musician and Coordinator of The Bridge Community Services program, who developed the program, helped guide Alex and the other children

through the process of writing songs.

As the workshops continued Alex's confidence and self-esteem began to increase. He was able to remain calm and focused as he expressed himself through music and songwriting.

All of the children were tasked with writing their own song and Alex chose to pen a love song about a girl in his primary school class. After recording it using an Apple iPad, Alex presented his song to the rest of the group at the end of year performance.

Alex and all of the children who participated in the program were provided with an iPad by the program to continue creating and recording music at home, and sharing it with their parents and siblings.

Through The Voice Project, Alex has learned to express himself without fear, developed new social and artistic skills and gained new confidence. He now sees Luke for individual counselling, which is an extension of the project and allows children in the group to build on the therapeutic groundwork established during the workshops.

*Name has been changed

FAMILY AND COMMUNITY SERVICES

AGEING, DEMENTIA AND DISABILITY CARE

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

Program areas include accommodation services, aged care, carer support and respite services with support tailored to individual needs. Services support client choice, access to community resources and independent living, and are responsive to the cultural, religious and spiritual beliefs of the people we support.

A major achievement for the directorate in 2012-13 was its key role in the agency securing AS4801: 2001 Occupational Health and Safety Certification. Audits around risk identification and management processes adopted by Ageing, Dementia and Disability Care were completed as part of certification assessment, with no "observations", "non-compliances", nor "opportunities for improvement" raised during the audit.

Accommodation Services

In 2012-13, CatholicCare's Accommodation Services continued to provide 24-hour accommodation for people with a disability based on a group home model. All residents are assessed and referred for supported accommodation by a selection panel chaired by the Department of Ageing, Disability and Home Care (ADHC).

CatholicCare provided care for 25 residents in six group homes this year throughout western and south-west Sydney, including Prestons, Auburn, Liverpool, Bankstown, Barden Ridge and Alford's Point.

“502 people received support from CatholicCare's Community Options program.”

Aged Services

CatholicCare's Aged Care services are "person-centred" – which means the people CatholicCare supports are involved in decision-making about their care – and aim to promote healthy living and independence within the community.

Aged Care Packages

CatholicCare offers flexible, individually-planned packages of community support services for frail aged people who have been assessed as "low care" and who choose to remain in their own home and the community.

These packages are person-centred and focus on wellbeing and enabling older people to live the lives they choose. Types of services in these packages include personal care, hygiene and dressing; meal preparation, light housework, laundry assistance and home maintenance; medication monitoring; socialisation, transport and shopping; sensory communication aid; minor home modifications; temporary respite care; advocacy; as well as Ukrainian language-specific packages in specific parts of western Sydney.

This year CatholicCare delivered 264 community aged care packages to older people living in the Fairfield, Liverpool and Bankstown Local Government Areas.

Geraldine: Getting the Support She Wants



Geraldine* is 79 years old and lives with her husband. Until August 2011, Geraldine managed her day-to-day tasks with the help of her 85-year-old husband, who was her only support.

Geraldine has several health issues including severe chronic back pain, gout, high blood pressure, heart disease, osteoporosis, Stevens-Johnson syndrome, congestive cardiac failure, and poor mobility. She also has a history of depression. Geraldine was finding it increasingly difficult to manage without more support. She was assessed by the Department of Health and Ageing and referred to CatholicCare Sydney to provide a Consumer Directed Care (Low) (CDC-L) Package for her.

CatholicCare's CDC-L Packages provide services that better meet the needs of recipients by offering increased choice and flexibility in the type and level of support they receive. CatholicCare worked with Geraldine to develop a budget and consider services that she may wish to access.

Both Geraldine and her husband wanted to maintain as much independence as possible and requested just five hours of personal care and domestic assistance per week.

CatholicCare finalised the budget and services plan and organised the appropriate support workers to provide the care that Geraldine had requested.

Geraldine continues to maintain her independence and is still living at home with the support of her CDC-L Package. Her level of support has been maintained for two years without the need for increased service.

*Name has been changed

FAMILY AND COMMUNITY SERVICES

AGEING, DEMENTIA AND DISABILITY CARE

Community Options

CatholicCare's Community Options program provides assistance to frail aged people and younger people with disabilities who have complex needs and who require case management and a package of services to remain in their own home across the Fairfield and Liverpool Local Government Areas.

Specialised programs exist for people from diverse ethnic backgrounds or who have dementia.

In 2012-13, 502 people received support from CatholicCare's Community Options program.

Extended Aged Care in the Home

The Extended Aged Care at Home (EACH) and EACH Dementia packages are a community service for people who need a high level of care. CatholicCare offers EACH packages across south-west Sydney, with Registered Nurses providing assessment, weekly monitoring and support to clients and carers.

Trained staff come directly to the home and provide clinical nursing care, on-call 24-hour access, emergency assistance and direct supervision as well as assistance around personal care and hygiene, showering, dressing, "skin integrity", continence care and medication management; light housework, meal preparation, laundry assistance and shopping; transport to medical appointments; home maintenance and minor home modification; socialisation, advocacy and carer respite.

EACH packages were provided to 38 people living in the Bankstown, Fairfield and Liverpool Local Government Areas this year.

Dementia Monitoring and Support

The Dementia Monitoring and Support Program provides flexible and sensitive support for people with dementia and those who care for them in the Bankstown, Fairfield, Auburn, Holroyd and Liverpool Local Government Areas, so that they can stay in their homes. Trained staff provide assistance to people with dementia including monitoring, activities and links to other services. Carers are offered respite care, assistance and support, and information and referrals to dementia services.

This year, 214 people were supported through CatholicCare's Dementia Monitoring and Support Program.

Clean Up Program

The Clean Up Program provides assessment and short-term case management to people living in the Fairfield and Liverpool Local Government Areas who need help and support to remove clutter and unnecessary items from their home. The program aims to create a safe and clean environment so that people can live in healthy surroundings free from clutter, and so that community services can access the home safely to provide in-home care.

Clean Up helps to reduce the risk of falls, helps people to maintain independence and also helps them to avoid neighbour confrontation.

“This year, **214** people were supported through CatholicCare's Dementia Monitoring and Support Program.”

Graham: Housing, Health and Happiness Restored



Graham*, a 53-year-old Aboriginal man, was referred to CatholicCare Sydney's Assistance with Care and Housing for the Aged (ACHA) service by Bankstown Hospital. Graham was struggling with illegal drug use and alcohol addiction and suffered from multiple health issues.

ACHA provides support for aged people who are homeless, living in inappropriate housing, or receiving a low income to find appropriate accommodation and community care.

Graham had been placed in a house by Housing NSW, but was being evicted after falling \$6000 behind in his rent payments. This was a result of Housing NSW suspending Graham's rental subsidy following reports that he was providing accommodation to unauthorised tenants.

Housing NSW offered Graham amnesty – the chance to declare the unauthorised occupants and avoid being evicted – but he was unable to accept because of his health problems and frequent stays in hospital.

Before being placed by Housing NSW, Graham had spent more than 15 years in homelessness and the fear of once again being without secure accommodation was very real.

ACHA caseworkers gathered support letters from a number of health professionals and financial counsellors and contacted the Tenants Advice and Advocacy Service on behalf of Graham. ACHA continued to push Graham's case to Housing NSW, explaining that the highly competitive rental market would make it impossible for the 53-year-old to secure accommodation.

If Graham once again found himself homeless and unable to access support services, his health issues would become unmanageable and result in severe consequences to Graham's wellbeing.

A meeting was set up between ACHA and Housing NSW and it was agreed that Graham's rental subsidy would be restored.

With his tenancy reinstated Graham has moved on from ACHA but continues to be supported by another CatholicCare service, the Community Options Program, which provides assistance to older people and people with disability with complex needs to remain in their own home.

Graham has reconnected with previously lost family members and is complying with all medical advice and treatments.

*Name has been changed

FAMILY AND COMMUNITY SERVICES

AGEING, DEMENTIA AND DISABILITY CARE

Consumer Directed Care Packages

Consumer Directed Care Packages (CDC) provide CatholicCare services across three levels of care and budget: Low Care, High Care and High Care Dementia.

CDC Low Care offers support services to people around bathing, showering, toileting, personal hygiene and dressing; meal preparation, transport, domestic assistance, falls prevention and socialisation.

CDC High Care provides many of the general services offered in Low Care in addition to specialist clinical services, nursing care, and support services such as Occupational Therapy. CDC High Care Dementia also offers Low Care services alongside specialist clinical services, care services such as nursing and support services like respite.

In 2012-13, CatholicCare delivered 17 CDC packages to 33 people throughout the south-west Sydney area.

Housing

CatholicCare provides support for aged people who are living in inappropriate housing, are homeless or at risk of being homeless in the Bankstown, Fairfield and Liverpool Local Government Areas.

Assistance is provided through the Assistance with Care and Housing for the Aged program to find appropriate accommodation and community care. Services include locating suitable accommodation, assistance with moving and setting up in new housing, community support and advocacy.

This year, 82 people were assisted by the Assistance with Care and Housing for the Aged program.

Post-Hospital Support Services

CatholicCare provides case management packages and home-based care, support and intervention for people following discharge from hospital for up to six weeks.

“82 people were assisted by the Assistance with Care and Housing for the Aged program.”

ComPacks is a case management package of care for up to six weeks after discharge from Bankstown, Fairfield or Liverpool Hospitals. The service has been established for people who need two or more community services to ensure that they can return home safely with appropriate care in place.

Volunteer Visiting

CatholicCare offers a volunteer visiting program for people who are socially isolated, frail aged or have a disability.

The Community Visitors Scheme matches volunteer visitors with residents of nursing homes in south-west and inner-west Sydney who may be socially isolated. The aim of the service is to enrich the quality of life for residents of aged care homes who are socially isolated or lonely and would benefit from a friendly visitor.

The Neighbour Aid Links Program is a volunteer home visiting and support service to people who are frail aged and young people with a disability living in the Bankstown, Fairfield or Liverpool Local Government Areas to enhance their independence and provide companionship in their own home. The service facilitates links between the program recipients and the community.

More than 100 CatholicCare volunteers took part in the visiting programs in 2012-13, donating their time to support 216 people in need.

Nancy: Support Allows More Time at Home



Nancy* is an 88-year-old woman who lives alone in a single dwelling home. Nancy has had a history of moderately severe dementia with hallucinations. She has also suffered from arthritis and osteoporosis and has had both knees replaced.

In 2011, a Public Guardian was appointed to make lifestyle and medical decision for Nancy. The Office of the Protective Commissioner was also appointed by the Guardianship Tribunal to manage Nancy's finances.

Nancy was referred to CatholicCare Sydney by the Aged Care Assessment Team (ACAT) in 2012. It was decided that Nancy should receive a Consumer Directed Care (CDC) Package because of her history of poor nutrition, medication mix ups and a fire that occurred in her kitchen.

Nancy's CDC Package would include personal care, medication management and assistance at meal times. Services were provided twice each weekday in the mornings and afternoons. On weekends Nancy's daughters provided care to their mother on alternating days. Because of the support Nancy received as part of the CDC Package, she was able to continue caring for her pet dog.

As a result of receiving a CDC Package, Nancy was able to maintain her quality of life and remain at home for an additional 12 months. Eventually Nancy relocated to an aged care facility where she could receive further support and care.

*Name has been changed

FAMILY AND COMMUNITY SERVICES

AGEING, DEMENTIA AND DISABILITY CARE

Carer Support

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.

The South West Sydney Carer Support Program provides individual support for carers including training, access to community services, facilitation of support groups, information and referrals, and advocacy. CatholicCare also provides specialised workers who focus on supporting people from diverse ethnic backgrounds with a particular focus on the Vietnamese community.

“The vocation of being a “protector”...means respecting each of God’s creatures and respecting the environment in which we live. It means protecting people, showing loving concern for each and every person, especially children, the elderly, those in need, who are often the last we think about.”

Pope Francis, Homily for Inaugural Mass of Petrine Ministry, 19 March 2013



CatholicCare offers emergency respite for up to 48 hours for people who are frail aged, people with disabilities and their carers. The service aims to assist carers who are in an emergency situation where they have become ill or need to leave their home. The service operates 24 hours a day, 7 days a week throughout the Fairfield, Liverpool and Bankstown Local Government Areas.

Respite Services

Respite Services at CatholicCare provide respite care to those caring for people with a disability.

The Norma Parker Respite Centre is a centre-based planned respite service for adults with an intellectual disability living with a carer in the inner-west area of Sydney. The centre operates 24-hours for up to six people at a time, living in the Local Government Areas of Ashfield, Burwood, Canada Bay, Canterbury and Marrickville.

The Flexible Respite program strengthens relationships between the person with a disability, their carer and family by providing flexible and responsive respite which meets everyone’s needs. The program is open to all ages and disabilities, for people living in the Liverpool, Fairfield, Bankstown, Campbelltown, Camden, Wollondilly, and Inner West Sydney Local Government Areas.

Respite Options provides a flexible model of respite within a community setting for people living in the Liverpool and Fairfield Local Government Areas. The program supports adults with an intellectual disability, and clients and family/carers choose when to have their respite and the activities they would like to attend.

CatholicCare’s respite services supported 279 people this year.



“Volunteer Visiting
supported more than
200 people
in need in 2012-13.”

SOCIAL ENTERPRISE

“To protect creation, to protect every man and every woman, to look upon them with tenderness and love, is to open up a horizon of hope; it is to let a shaft of light break through the heavy clouds; it is to bring the warmth of hope!”

Pope Francis, Homily for Inaugural Mass of Petrine Ministry, 19 March 2013



Training Services

O'Donovan Cottage

CatholicCare Sydney's O'Donovan Cottage is a “transitional” house where people with a disability learn daily living and life skills enabling them to reside independently in the community. The house capacity is four people at any one time, referred from the NSW Government's Ageing, Disability and Home Care (ADHC) and support provider New Horizons.

In 2012-13, three people from O'Donovan Cottage completed the 18 daily living skills goals and now reside independently in the community. An additional three people achieved seven out of 15 goals.

Daily skills training includes cooking, washing, cleaning, money skills, banking, travel training, meal planning, use of community services and other areas of individual identified need.

Independent Living and Training

The Independent Living and Training (ILT) at CatholicCare is a centre-based day program for people with high-support needs. People participate in a variety of activities both on-site and in the community, including cooking, craft, gardening, music, swimming and other exercise, and visits to the library, cafés, sporting events and other outings. The program vision is “to promote an ongoing sense of belonging and participation within the community, providing the least restrictive support in order to enhance each person's individuality and identity”.

This year, the 12 people in the ILT program had 26 goals and achieved independence in 12 of these. These achievements may seem small, but they are major achievements for the people and their families. In 2012-13, the ILT was audited by ADHC as to their ability to meet the criteria of a “person-centred” service, as part of an approval process for potential new programs. This audit found that the program complied with all of the Department's requirements and standards.

Access Community Team

CatholicCare's Access Community Team provides training in living skills to people who have a disability. Training is in daily living skills and community participation, including money, shopping, cooking, time management, budgeting, travel training and use of community services. All training is flexible, tailored to each person and based on individual needs, and provided using a person-centred approach.

During the year, 31 people participated in the program run by the Access Community Team, completing 24 out of 60 goals. Six people completed their goals and left the service, 23 participants continue to receive the service and two chose not to continue. When any participant completes a goal, it is considered a major achievement as skills learnt lead to increased independence which enhances quality of life.

Son: Driving Towards Success



Son first contacted CatholicCare Sydney's disability employment service, Direct Employment (DE), when he was recovering from serious health issues that had impeded his ability to find and maintain work.

A DE Employment and Workplace Facilitator helped Son to think about the kind of career path he would like to pursue and plan how to achieve his aspirations.

Son identified a passion for owning his own business and starting a driving school. DE provided support to Son in establishing his business and he is now the proud owner of Viva Road Driving School. Son's business provides his local area with one of only a few certified driving instructor options.

Thanks to Son's determination and the ongoing support from DE, Viva Road Driving School has continued to build momentum. Son has grown his client base by advertising in the Vietnamese newspapers and distributing his business cards throughout the Canterbury Bankstown area.

Son is a positive, proactive man who is grateful for the help and support he's received. Son is committed to giving back to his community and even spends his own time assisting his Vietnamese students who are having difficulty with English to pass their exams.

SOCIAL ENTERPRISE CONTINUED

Transition to Work program

CatholicCare's Transition to Work program is a pre-employment service for school leavers who have a learning disability or acquired brain injury. The service helps participants gain the knowledge and skills needed to be successful in job seeking, working closely with CatholicCare's Direct Employment and schools in the local area.

Training includes *Certificate 1 Workskills for Life* which covers work ethics, rights and responsibilities, work health and safety, résumés and interview skills, as well as job search skills, travel training, basic maths, communication skills, assertiveness, money management, organisational and planning skills, hygiene, relationships and individual skills-building where necessary.

Transition to Work supported 30 participants in 2012-13.

Refugee Program

The Refugee Program at CatholicCare provides support services for asylum seekers living in the Liverpool area of Sydney. This year the program shifted its focus from general assistance (eg translating forms, accommodation, qualification recognition, driver knowledge training etc) to pre-employment training and skills-building (eg résumé, interview skills, rights and responsibilities and legislation etc).

In 2012-13, the Refugee Program delivered support to 85 asylum seekers, with 55 achieving their goals and 30 continuing with the program. Key partnerships have also been formed this year with other service providers assisting asylum seekers, including Red Cross, House of Welcome, St Vincent De Paul and the Salvation Army.

Life Choices

In May 2013, CatholicCare launched a new training program, Life Choices, providing opportunities for people with a disability aged 25-54 to participate in their community and enjoy a range of recreational and leisure activities. Participants in the program receive "individualised" funding which means they personally choose the types of activities and level of support they receive. Life Choices provides a holistic service through a person-centred approach.

Still in its early stages, the program had one participant this year, who identified that he would like to increase his social skills through individual and group social outings, increase his computer skills and learn daily living skills to assist his mother.

Active Ageing

A second new CatholicCare training program introduced in May 2013 was Active Ageing, a person-centred service that provides activities for people with a disability aged 55-64. This is a continuation of the Life Choices program aimed at providing a smooth transition to an active older life.

“People in the Life Choices program personally choose the types of activities and level of support they receive.”

Adis: Flexibility and Support Equals Employment



Adis Yusman (right) with his dad Jenner Yusman

When Nicodemus (Adis) Yusman was diagnosed with autism at two years old, his parents Jenner and Angela decided they would do everything they could to enable their son to live the life he wanted to.

This now includes a job with Centacare Industries (CI), CatholicCare Sydney's program providing supported employment to adults with mild to moderate intellectual disability.

Over the years, Jenner and Angela observed how Adis responded to instruction and developed a unique approach to teaching their son new skills: focusing on setting realistic expectations and breaking down tasks into smaller steps.

They began to understand that Adis learned best when everything was managed in "tiny pieces". Their approach was to avoid being idealistic and instead to find what worked

for Adis as a unique person.

Thanks to his love of physical activity – Adis swims 20 laps at least twice a week and is a regular gym-goer – and his commitment to learning new things, Adis was well placed to join the team at CI. With his parents' assistance, Adis prepared for his new job by carrying out many of the household chores, mowing neighbours' lawns and practising 'production line' work at home.

The team at CI recognises the "uniqueness" of employees, and this lies at the heart of the service. CI knows that skills and self-esteem develop when people are given the chance and training to do work that is valued. At CI, it's about what employees want to do.

Since April 2013, Adis has been employed for two half-days each week at CI. Adis has thrived thanks to the dedication of his parents, and the flexibility and support provided by the team at CI.

His parents continue to accompany him during his shifts and Adis' hard work speaks for itself: he has already been awarded Employee of the Month.

SOCIAL ENTERPRISE CONTINUED

Centacare Industries

Centacare Industries (CI) is an Australian Disability Enterprise, providing supported employment to adults with a mild-to-moderate intellectual disability. CI offers a high-quality training and working environment, enabling employees to achieve their potential at work and to be valued and active members of the community.

In 2012-13, CI had 65 employees working across light manufacturing, packaging and assembly, warehousing and distribution, mail fulfilment, secure shredding and recycling, and indoor plant hire, garden maintenance and landscaping on school campuses, church grounds, group homes and commercial premises throughout Sydney.

Clients include 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.

CI achieved Best Practice Certification (AS 4801:2001) for its work health and safety management system this year, passing a comprehensive on-site audit in November 2012.

Personal Helpers and Mentors Program

CatholicCare's Personal Helpers and Mentors Program (PHaMs) aims to enhance the quality of life for people with a mental illness that significantly affects their ability to function in the community. Support is tailored to people's individual needs and covers areas like access to housing and medical services, living skills support and counselling.

In 2012-13, PHaMs was awarded a three-year contract, enabling the program to provide support services for an additional 140 people living with a mental illness in metropolitan and south-west Sydney. Services will be employment-focused, with PHaMs providing intensive support to people seeking to join the workforce, and generalised support for those who have already secured jobs.

Local Employment and Training Solutions

Local Employment and Training Solutions (LETS) provides integrated training and employment services to people living in the Bankstown, Fairfield, Liverpool and Sutherland areas of Sydney.

The LETS team includes qualified psychologists, social workers, tradespeople and trainers who work with jobseekers to develop individualised plans that promote and develop their skills. Career guidance is offered as well as assistance with résumé preparation and interview skills alongside work experience, job search and linking jobseekers with prospective employers.

LETS works with local employers to help them recruit and retain staff, and deliver training solutions.

LETS also provides a range of training courses to jobseekers and tailored training solutions to employers via its wide network of training providers, in addition to offering its own customised short-course training.

This year, LETS assisted more than 4300 jobseekers, 877 of these from highly disadvantaged backgrounds. More than 1220 jobs were secured, resulting in 13-week, 26-week and long-term employment contracts for LETS clients.

The LETS offices in Bankstown, Fairfield, and Sutherland were awarded a 3-star rating during 2012-13, the industry benchmark, with Liverpool working towards becoming a 3-star provider in a very challenging market.

“This year, LETS
assisted more than
4300
jobseekers.”

Fiona: Addressing Numeracy and Literacy Offers New Beginning



When 48-year-old Fiona* approached LETS she had no work history and had spent most of her adult life raising her family in Sydney's western suburbs. She had severe numeracy and literacy issues which were proving to be a barrier to learning the skills she needed to find work.

LETS referred Fiona to the Language, Literacy and Numeracy Program (LLNP), a government-funded program for people whose language, literacy or numeracy skills are lower than required to secure employment or to participate in training. While Fiona's LLNP attendance was excellent, she continued to struggle with self-esteem issues around her lack of literacy skills and frequently stated that she "felt like an idiot".

LETS was concerned that there may have been other issues impeding Fiona's ability to learn and suggested to her doctor that she undergo further medical tests. It was then discovered that Fiona was profoundly deaf and required two hearing aids, and potentially had other neurological issues.

Upon learning her disability was the reason for her difficulties with literacy, Fiona's self-esteem immediately improved. While she continues to undergo further tests, it's expected Fiona will be transferred to a disability support service for ongoing support and assistance.

*Name has been changed

SOCIAL ENTERPRISE CONTINUED

Direct Employment

Direct Employment (DE) has been assisting people living with a disability to find work for more than 20 years. The program provides accredited training and on-the-job support for jobseekers, as well as assistance around job applications, interviews, and rights and responsibilities at work.

DE also works with employers by providing a range of subsidies and incentives, as well as initial and ongoing support and training for staff.

DE is a free service to both workers and employers with initial on-the-job training provided by qualified staff and ongoing workplace support and new skills training provided at no charge.

In 2012-13, DE opened four new offices in Bonnyrigg, Campsie, Kogarah and Miller, increasing its services in some of the most disadvantaged areas of Sydney. There were 627 jobseekers assisted this year, with more 350 placed into employment. Of these, 93% achieved an employment outcome of either 13 or 26 weeks. More than 280 new employers were engaged.

This year, DE also secured a “co-location” partnership with St George Area Mental Health Services to provide collaborative approaches in assisting people with mental illness into employment. A DE staff member works alongside clinicians in assisting people exiting the health service to overcome their barriers to employment. With a cap of 20 people on the caseload, DE assisted 14 people with mental health issues into employment through this partnership in 2012-13.

In 2012-13, CatholicCare commenced the roll-out of a new, integrated employment service delivery model for LETS and DE, ensuring that jobseekers benefit from the full range of CatholicCare expertise in finding meaningful and sustainable employment.

The new structure combined employment contracts for both employers and jobseekers, providing a common approach to engaging with each of these groups and meeting the requirements of the Job Services Australia and Disability Employment contracts.

“CatholicCare
Sydney supported
4927
jobseekers
transition into
employment.”

St Patrick’s Institute of Education

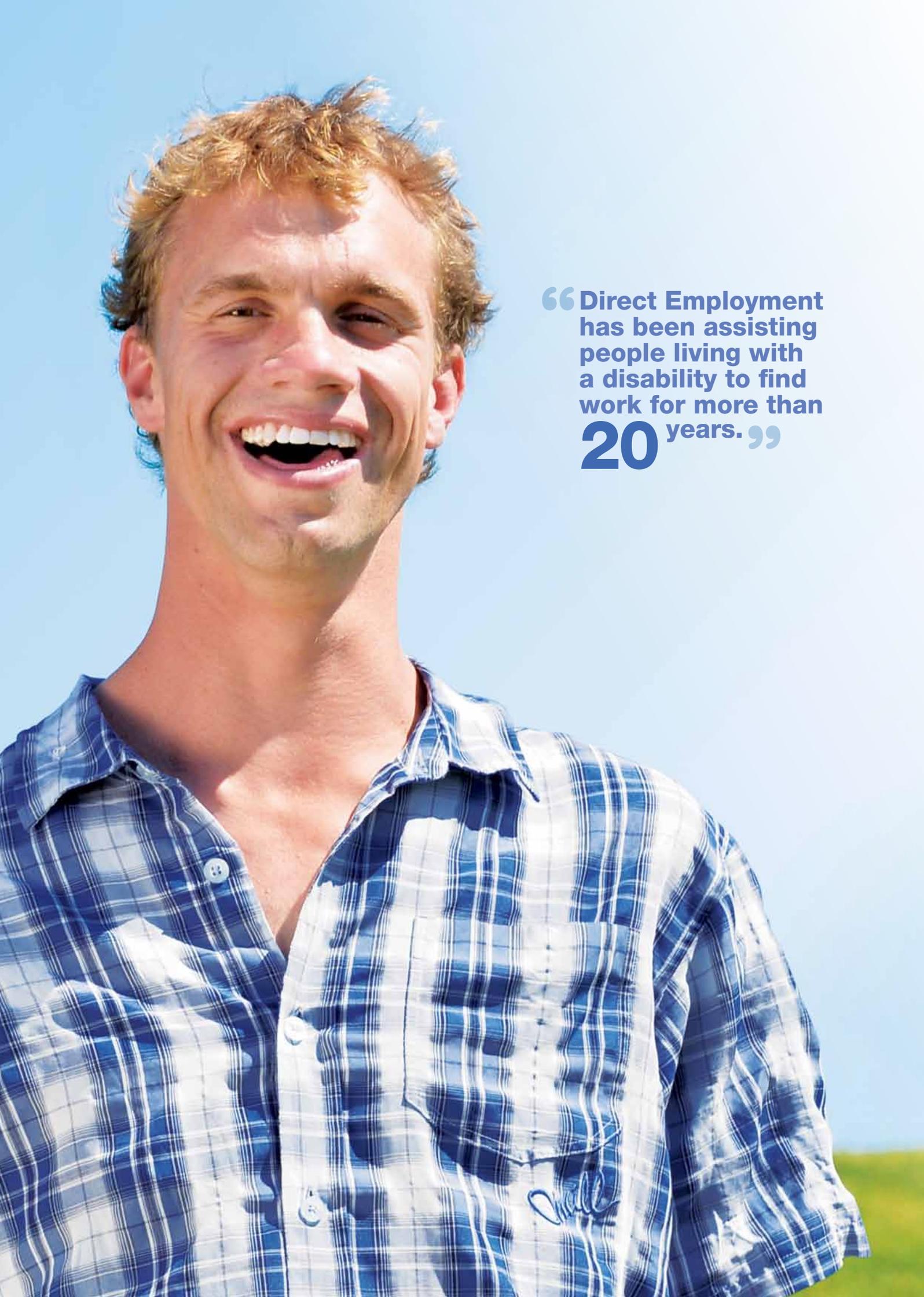
St Patrick’s Institute of Education (SPIE) is a registered training organisation that provides vocational training in business, hospitality and aged care to full-time students, jobseekers, corporate clients and CatholicCare staff.

This year, SPIE was successful in tendering for the Skills in Education and Employment (SEE) program of language, literacy and numeracy training for jobseekers in the St George/Sutherland area. The three-year Australian Government-funded program will be conducted at the Sutherland LETS/DE office.

SPIE full-time students relocated to high quality premises at York St in Sydney in early 2013. SPIE administrative staff also moved to upgraded premises at Lewisham.

Standout courses in 2012-13 included *Frontline Management* for CatholicCare and Centacare Wilcannia Forbes; *Train the Trainer* for Novo Rail, an alliance between RailCorp and the private sector; the NSW Government-funded Certificate II in Business for jobseekers; the NSW Government-funded Skill Set from Certificate III in Aged Care; and *Launch Your Future* for LETS jobseekers.

SPIE’s first “cap and gown” graduation for the 2012 full-time Diploma students took place in December 2012. Chair of the CatholicCare Board, Richard Haddock AM, presented the qualifications and members of the SPIE Advisory Board attended.



**“Direct Employment
has been assisting
people living with
a disability to find
work for more than
20 years.”**

HUMAN RESOURCES

“140
volunteers.”

Workforce Profile

In 2012-13, CatholicCare Sydney continued its commitment to equity in the workplace.

Our *Workforce Equity Report 2013* identified that of the agency's 883 employees, 75% of the workforce is made up of women. CatholicCare continues to provide part-time and casual employment opportunities for women in the workplace, with 414 employed on a part-time or casual basis.

Engagement Survey 2012

A record 404 employees, or 46.6% of our workforce, responded to the Employee Engagement Survey in August 2012, a significant increase over previous years. The survey results demonstrated a high degree of engagement with the work of CatholicCare and employees reported that their colleagues worked within the values of the organisation.

Work Health and Safety

In November 2012, CatholicCare's Work Health and Safety Management system was certified as compliant with the AS4801:2001 Occupational Health and Safety Standard by Best Practice Certification. The auditors visited Centacare Industries and Ageing, Dementia and Disability Care Services in Liverpool over the three-day audit, reporting that CatholicCare has a well-documented occupational health and safety management system and could demonstrate implementation that meets the requirements of AS 4801:2001. In 2012-13, there was also a notable reduction in workplace injuries.

Learning and Development

Learning and development for CatholicCare employees was high on the agenda in 2012-13, with the agency's Central Learning Network (CLN) providing 1618 occasions of training. To improve management skills and knowledge across the organisation, 43 employees completed the Certificate IV in Frontline Management and 13 employees went on to complete a Diploma of Management. On the journey to be a more person-centred

organisation, 27 senior managers participated in a six-day course to become "person-centred champions", delivered by the Centre for Disability, Sydney University.

The CLN also coordinated training in child protection, first aid, manual handling, induction, work health and safety, fire warden responsibilities, cultural awareness, diversity and Certificate IV in Workplace Training and Assessment.

Total Staff Day 2012

CatholicCare Total Staff Day was held on 16 August 2012 at the Waterview Convention Centre at Bicentennial Park in Homebush. This year, 480 staff and volunteers came together to hear the guest speaker, Graeme Mundine, Executive Officer of the Sydney Archdiocese Aboriginal Catholic Ministry. Graeme has over 30 years experience advocating for the needs of Aboriginal people within churches, the Government and the wider community. He was the inaugural Chair and Executive Officer of the National Aboriginal and Torres Strait Islander Catholic Council (NATSICC) and worked with the National Aboriginal and Torres Strait Islander Ecumenical Commission (NATSIEC). Prior to this Graeme was a Marist Brother and worked in schools and youth ministry. In all these roles Graeme strives to bring a greater understanding to the non-Indigenous community of the issues concerning Aboriginal and Torres Strait Islander People.

Recognition of Service to CatholicCare

2013 was a special year where the agency recognised four employees with 25 years of service to CatholicCare: Lionel Barral a volunteer, Dawn Zygadlo from the Cabramatta West Office, Remy Bautista and Ronda Stanley from the Finance Team, and Elizabeth Pryke from Facilities Management.

Five staff received awards for 20 years of service, 14 staff for 15 years of service and 34 staff for 10 years of service.

“75%
of CatholicCare's
workforce
are women.”

FUNDRAISING AND COMMUNICATIONS

Philanthropists and Supporters Making a Difference

In 2012-13, CatholicCare Sydney focused its fundraising efforts on securing financial support for two of the agency's key priority areas: children at risk and related education programs, and homeless people of all ages and gender.

CatholicCare's annual Spring Race Day and St Patrick's Day Luncheon events raised more than \$35,000 for the Adolescents Living Independently Via Empowerment (ALIVE) and My Kids & Me programs. The end-of-financial-year appeal supporting children living in out-of-home or foster care delivered more than \$50,000 to fund activity days, groups and camps for young people who face enormous challenges due to their complex family lives.

The agency established a Bequest Committee, chaired by Jim Rush ^{OAM}, and held a successful luncheon series in 2012-13, while an additional four supporters indicated that the CatholicCare Foundation will be one of the beneficiaries in their Will, a lasting gift that will make a lifetime of difference to the people we support.

Longtime supporter and proprietor of STAX Electrical, Arvind Naidu, enabled more than 50 of the people we support to fulfil a lifelong dream to attend a South Sydney Rabbitohs game at ANZ Stadium, by donating his entire quota of season tickets to CatholicCare.

A great line up of special guests joined us for the 2012 Race Day and 2013 St Patrick's Day Luncheon, including commentator H.G. Nelson, performer Maria Venuti ^{AM}, milliner Neil Grigg, London 2012 Olympic Games Gold medallist David Smith, Silver medallist Nina Curtis,

“**25%**
increase in
unique visitors to
catholiccare.org”

South Sydney Rabbitohs stars Matt King and Michael Crocker, Black Caviar co-owners Neil Werrett and Lena Attebo, former ABC weather man and journalist Mike Bailey and dedicated supporter and fundraising committee member Hal Salter.

Planning is well underway to commence a \$1.5M major gifts campaign to support a range of CatholicCare programs which place the safety and needs of 'Kids First'. CatholicCare goes over and above the basic service delivery in these programs, which provide benefits and positive outcomes for the child, the parents and families, and the community.

Reaching Out to Sydney

During the year, CatholicCare continued to promote its programs in the Sydney community, especially via digital communication.

In February 2012, a new website at catholiccare.org was launched, improving navigation and accessibility, and introducing dynamic homepage content and Google maps. The new website is fully accessible on mobile devices, in response to a growing trend towards the use of smartphones/tablet devices to access information and services.

A successful application for Google Grants in May 2013 resulted in the commencement of Google AdWords which, combined with optimised website content, ensured CatholicCare ranked higher in search results this year, guiding more visitors to catholiccare.org.

Visits to the website increased by 25% in 2012-13.

A renewed focus on proactive media in 2012-13 resulted in CatholicCare featuring in more than 20 mainstream news stories throughout the year. Most notable was the Parent Line story *A Parent's Guide to Surviving Schoolies Week* on 15 November 2012, which received significant coverage including ABC Radio, JJJ, 2GB and Channel Nine News; and the Mother's Day story on Channel Nine News on 12 May 2013, featuring CatholicCare foster mum, Robyn Gardiner.

“**\$85k**
raised for children
at risk and
homelessness.”

INFORMATION TECHNOLOGY

Technical Direction

CatholicCare Sydney's Information Technology (IT) operations experienced significant change over the 2012-13 year, including the adoption of a new IT governance framework, the establishment of an IT Steering Committee, and the appointment of a new IT Manager in October 2012.

The combination of the new governance model and steering committee will provide increased oversight of IT operations for the wider CatholicCare community, and bring greater input from staff to focus our information and communications technology efforts.

The first half of 2013 has also seen the completion of an information and communications technology (ICT) strategy for the next three years. The ICT strategy addresses the current technology issues and anticipates a number of external changes in the marketplace, particularly around individualised funding, reforms in the disability sector and the changing nature of the not-for-profit arena.

“We need to get to know each other, listen to each other and improve our knowledge of the world around us... The world is crisscrossed by roads that come closer together and move apart, but the important thing is that they lead towards the Good.”

Pope Francis, La Repubblica, 2013



Systems and Infrastructure

During 2012-13, there were considerable improvements to the agency's IT infrastructure. The most significant of these was the relocation of CatholicCare's servers and data to a managed data centre, providing greater security and environmental management for agency information.

In addition, the IT Team has worked to provide greater network connectivity to CatholicCare's servers by increasing the network speeds in our data centre and to the internet, resulting in improved performance at most of the 27 CatholicCare sites across Sydney and enabling a more mobile workforce.

IT has also worked to improve remote network access for CatholicCare's program staff by implementing new internet security systems. These changes are improving accessibility for systems such as email and remote desktops, and enabling our programs to deliver outreach and other services more effectively.

**“A more
mobile
workforce.”**



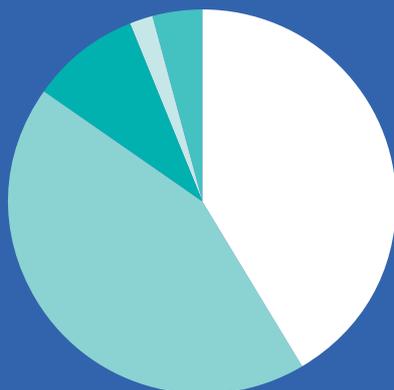
FINANCIAL RESULTS

Statement of Financial Position As at 30 June 2013

	Note	2013	2012
Current Assets			
Cash and cash equivalents	3	\$16,463,282	\$15,877,946
Accounts Receivable	4	\$2,472,729	\$2,486,406
Prepayments		\$595,321	\$499,170
		\$19,531,332	\$18,863,522
Non-Current Assets			
Property, Plant & Equipment	5	\$8,156,982	\$7,953,277
Investments	4	\$1,265,390	\$1,108,705
		\$9,422,372	\$9,061,982
Total Assets		\$28,953,704	\$27,925,504
Current Liabilities			
Accounts payable	6	\$9,897,896	\$9,492,969
Provisions for Employee Entitlements	7	\$6,039,830	\$5,700,704
Other	8	\$1,620,074	\$1,571,698
		\$17,557,800	\$16,765,371
Non-Current Liabilities			
Provisions for Employee Entitlements	7	\$1,481,706	\$1,579,688
Provisions for other commitments	8	\$1,476,640	\$1,533,926
		\$2,958,346	\$3,113,614
Total Liabilities		\$20,516,146	\$19,878,985
Net Assets		\$8,437,558	\$8,046,519
Accumulated Funds	9	\$8,437,558	\$8,046,519
Accumulated Funds		\$8,437,558	\$8,046,519*

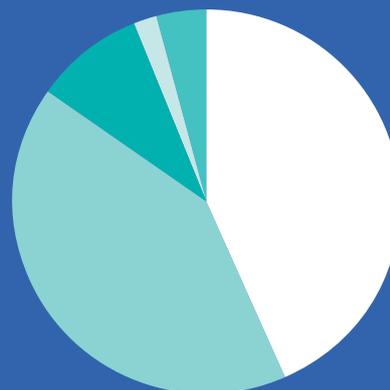
* Re-stated 2012 Accumulated Funds due to prior period adjustments

Sources of Income



2013

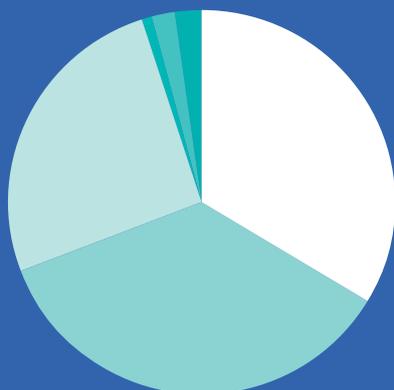
● NSW Government	\$23,976,595
● Commonwealth Government	\$24,991,957
● Program Fees and Other Income	\$5,520,389
● Donations and Fundraising	\$1,193,906
● CWF and other Catholic entities	\$2,514,859
Total for year	\$58,197,706



2012

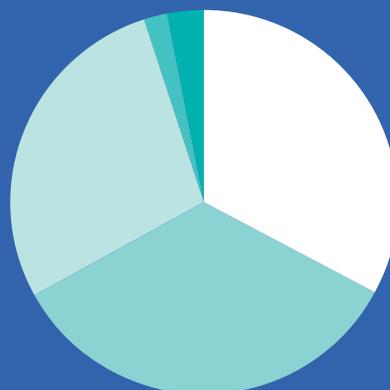
● NSW Government	\$24,140,466
● Commonwealth Government	\$23,421,442
● Program Fees and Other Income	\$5,217,472
● Donations and Fundraising	\$1,297,306
● CWF and other Catholic entities	\$2,389,162
Total for year	\$56,465,848

Expenditure



2013

● Ageing and Disability Services	\$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
● Administration, Personnel & IT	\$921,962
Total for year	\$56,403,573



2012

● Ageing and Disability Services	\$17,761,248
● Family, Children & Youth Services	\$18,310,549
● Employment, Training & Support Services	\$15,172,106
● Other Services	\$184,129
● Fundraising & Community Relations	\$1,201,710
● Administration, Personnel & IT	\$1,538,622
Total for year	\$54,168,364

Operating Surplus	\$1,794,133
Unexpended Funds	-\$1,403,094
Net Surplus for year	\$391,039

Operating Surplus	\$2,297,484
Unexpended Funds	-\$1,362,788
Net Surplus for year	\$934,696



Independent Auditor's Report To the Members of CatholicCare

We have audited the accompanying financial report, being a special purpose financial report, of CatholicCare, which comprises the statement of financial position as at 30 June 2013, and the statement of 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 to the financial report.

Responsibility of the Board of Governance for the financial report

The Board of Governance of CatholicCare is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies used and described in Note 1 to the financial report, which form part of the financial report, are appropriate to meet the requirements of the organisation and the needs of the board of governance. This responsibility includes such internal controls as the board of governance determines are necessary to enable the preparation of the financial report to be 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 which 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.

In making those risk assessments, the auditor considers internal control relevant to CatholicCare's preparation and fair presentation of the financial report in order to design

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audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the CatholicCare's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board of governance, 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 applicable independence requirements of the Accounting Professional and Ethical Standards Board.

Auditor's Opinion

In our opinion, the financial report of CatholicCare presents fairly, in all material respects, CatholicCare's financial position as at 30 June 2013 and its performance and cash flows for the year then ended in accordance with the accounting policies described in Note 1.

Basis of accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the Board of Governance of CatholicCare. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for CatholicCare and should not be distributed to parties other than CatholicCare.

GRANT THORNTON AUDIT PTY LTD
Chartered Accountants

James Winter
Partner - Audit & Assurance

Sydney, 19 September 2013

GOVERNANCE

CATHOLICCARE BOARD



Left to Right: Fr Gerald Gleeson, Carolyn Betts, Brendan O'Reilly ^{AM}, Kim Kevans, Richard Haddock ^{AM}, Greg Mackay, Fr Michael McLean, The Hon. Deirdre Grusovin, Bernard Boerma, Dr Megan Brock ^{RS}

Absent: Eileen Hoggett, Mons. John Usher ^{AM}

Richard Haddock AM

Chair of the Board
B.A. LL.B.



Richard, a lawyer by training, has spent most of his career with an international bank and when he left was deputy general manager for Australia. He is now a professional company director on the board of both listed and unlisted public companies. Richard is also on the board of several

charitable organisations including Caritas, the St Vincent's Curran Foundation and the Sisters of Charity Foundation.

Carolyn Betts

*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. Carolyn also worked for several years in

Canberra on the personal staff of two federal cabinet ministers as a press secretary and speech writer. Much of Carolyn's work has been focused on business transformation, brand reputation management and stakeholder engagement. In recent years, Carolyn has consulted to a range of technology and not-for-profit clients and is currently the global marketing director at Nuix Pty Ltd, an Australian information management software company.

Dr Megan Brock rsj

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



With a background in teaching, Megan has worked as a registered psychologist for many years, and as a professional consultant and facilitator for Religious Orders, Dioceses and Catholic agencies. She has lectured in counselling/psychology at the Counselling Institute of Sydney, the Catholic

Institute of Sydney and at the University of Western Sydney. Megan, a member of the Sisters of St Joseph of Lochinvar, was a member of the NSW/ACT and the National Professional Standards Committee of the Catholic Church for a number of years, and is currently a member of the NSW Cancer Council Ethics Committee. She also serves on the Tribunal for the Psychology Council of NSW.

Rev Dr Gerald Gleeson

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



Fr Gerry was ordained a priest in 1978. Since 2004, he has divided his time between the parish of Summer Hill, for which he has pastoral responsibility, and the Catholic Institute of Sydney where he teaches part-time as a Professor of Philosophy. Fr Gerry has been associated with the Plunkett Centre for Ethics at St Vincent's Hospital

since the early 1990s, and was a member of the National Board of the Sisters of Charity Health Service, and the Board of the Garvan Institute for Medical Research. From 2006-12 he was a member of the Australian Health Ethics Committee, a Principal Committee of the National Health and Medical Research Council, with a special involvement in the projects related to organ transplantation, brain injuries, and palliative care. Fr Gerry's research interests include moral philosophy, philosophical anthropology and philosophical theology.

GOVERNANCE

CATHOLICCARE BOARD CONTINUED

The Hon. Deirdre Grusovin

Member of the NSW Upper House 1978-1990; Member for Heffron in the NSW



Legislative Assembly 1990-2003; A former Minister for Consumer Affairs, Small Business and Assistant Minister for Health.

As Opposition Spokesperson for Community Service 1988-1991, Deirdre began her campaign for a Royal Commission

into child sexual abuse and the reform of a legal system failing victims. From 1991-1994 whilst Opposition Spokesperson for Housing she continued to raise child protection issues. As a result of her references, the Wood Royal Commission into the NSW Police Service investigated her reference, initiating an inquiry into paedophilia.

Kim Kevans

BEC, LLB



Kim has extensive business and legal experience gained from working for the Nine Network for over 10 years. She is responsible for negotiating both the commercial and legal terms for the Nine Network's major program commissions and acquisitions, dealing with domestic and international producers and distributors

as well as Commonwealth and State government funding agencies. She studied at the University of Sydney and started her career as a banking and finance lawyer with Phillips Fox (now DLA Piper) and Freehills Lawyers (now Herbert Smith Freehills). 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.

Eileen Hoggett

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. Eileen is the Chair of the

Audit Committee and Remuneration Committee for CatholicCare.

Greg Mackay

B.Sc., Major in Applied Mathematics & Physics



Greg Mackay worked in the Securities Businesses of the Macquarie Group in Australia, the UK and Asia from 1986 until 2010. He is currently a member of the St. Ignatius College (Riverview) Council and Chair of the Finance Committee.

Fr Michael McLean



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

of Sydney. He has a long-term interest in the work of CatholicCare and has been a Board member since 1999.

Brendan O'Reilly AM

*Diploma in Personnel Management,
Master of Business (Education)*



Brendan O'Reilly was one of NSW's most experienced and professional public servants when he retired in 2012 after 37 years' service. His last post was that of Director General of the Department of Premier and Cabinet. Perhaps he is best known, however, for his five-year period as Director General of the Department of Ageing,

Disability and Home Care. During that time he initiated and presided over one of the most significant developments in the delivery of disability services in the history of NSW. As Director General he led the development of the Stronger Together package, a landmark long-term commitment to people with a disability, backed by extra funding of \$1.3 billion in the first five years. Prior to that he also distinguished himself as Director General of the Department of Sport and Recreation, Deputy Director General of the Department of Community Services. He was recently awarded an AM for services to TAFE and people with a disability. Mr O'Reilly was appointed to the Board in August 2012.

Mons. John Usher AM

B Theol, B Soc Stud, MSW



John Usher was appointed the Director of CatholicCare in 1983 and held that position until 2004. He was appointed as Parish Priest of St Patrick's Mortlake in 2004 and is currently the Chancellor of the Archdiocese of Sydney. Mons. Usher has held roles as a member of the Family

Law Council of Australia, the Social Security Advisory Council and the Australian Catholic Social Welfare Commission. He chaired the Investigation into Substitute Care of Children and Young People in NSW in 1992. He is currently Chaplain to the Medical Guild of Saint Luke for Catholic Doctors and the Catholic Transport Guild.

GOVERNANCE

EXECUTIVE LEADERSHIP TEAM



Left to Right: Rev Dr Gerald Gleeson (seated), Andrew Watson, Pearl Forrester, Bernard Boerma (seated), Michael Austin

Bernard Boerma

Chief Executive Officer

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



Bernard has an extensive background in the public and private welfare sector in child and family welfare, disability, community corrections, social policy, public housing, community development, mental health, Aboriginal affairs and aged care. Bernard has written several

published papers on topics that include mental health and the law. He is currently Chair of the Association of Major Community Organisations and a member of the Sydney Alliance Leaders Council and the Catholic Social Services NSW/ACT Executive.

Andrew Watson

Executive Director, Social Enterprise and Corporate Support

BBus, FCPA, FFin



Andrew has a strong strategic focus, is well qualified with BBus, FCPA, FFin, and has a strong commitment to the welfare mission of the Catholic Church. Andrew has extensive experience in the commercial and not-for-profit sectors having worked in complex service

organisations and gained skills and experience in strategic planning, commercial management, delivery of information technology services, negotiations, marketing, business development and change management. Andrew has served on several not-for-profit boards including St Vincent de Paul, Stretch-a-Family and Wesley Institute.

Rev Dr Gerald Gleeson

Director of Mission

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

See Board profile, page 41.

Michael Austin

Executive Director, Family & Community Services

B Soc Work, Grad Dip Family Therapy, MSW



Michael is a social worker with a Post Graduate Diploma in Couple and Family Therapy and a Masters Degree in Social Work. Michael has worked in the public and non-government welfare sector here and overseas. Within CatholicCare, he has also been a counsellor

and manager in the Relationship and Family Counselling Program, and manager of the Parent Line, Men and Families Relationship and Child & Family Mediation Programs. He has been an active member of the Family Therapy Association of NSW, has made presentations at national conferences in the family relationships area and held a Board member role at the Institute of Counselling. He was appointed as a member of the Sydney Archdiocesan Catholic Schools Board in 2011 and is a member of the Advisory Board of the Bachelor of Behavioural Science and Counselling at the University of Notre Dame where he is also an Adjunct Professor in the School of Arts and Sciences, and has recently been appointed Chair of Family & Relationship Services Australia (FRSA).

Pearl Forrester

Chief Financial Officer

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



Pearl started her career as an accountant and has worked for over 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 been working within the disabilities sector. She is currently a Board member of a disability service

provider and on the Advisory Committee for the Trustees of the Catholic Aged Care Sydney.

CATHOLICCARE SUB-COMMITTEES AND AFFILIATE ORGANISATIONS

Sub-Committees

Audit Committee

Eileen Hoggett (Chair)
Pearl Forrester
(from February 2013)
Greg Mackay
In attendance:
Bernard Boerma
John Bailey
(until July 2013)
Norm Chapman
(until May 2013)
John Pelletier
(until January 2013)
Eugene Pickerd
Suraj Suvarna
Andrew Watson

Client Services Committee

Brendan O'Reilly ^{AM}
(Chair)
Carolyn Betts
Bernard Boerma
Dr Megan Brock ^{rsj}
Fr Danny Meagher
(until February 2013)
Mons. John Usher ^{AM}
In attendance:
Michael Austin
Andrew Watson

Property Committee

John McCarthy (Chair)
In attendance:
John Bailey
(until July 2013)
Bernard Boerma
Norm Chapman
(until May 2013)

Pearl Forrester
(from February 2013)
John Pelletier
(until January 2013)
Elizabeth Pryke

Ethics Committee

Dr Megan Brock ^{rsj} (Chair)
Fr Michael McLean
Fr Danny Meagher
(until February 2013)
Mons. John Usher ^{AM}
In attendance:
Bernard Boerma

Remuneration Committee

Eileen Hoggett (Chair)
Brendan O'Reilly ^{AM}
Carolyn Betts

St. Patrick's Institute of Education Advisory Board

Richard Haddock ^{AM}
(Chair)
Michael Moore
(Secretary)
Danny Casey
Fr Danny Meagher
(until February 2013)
Mons. John Usher ^{AM}
In attendance:
Bernard Boerma
Neil Bridge
John Pelletier
(until January 2013)
Andrew Watson

Advisory Board

Bernard Boerma (Chair)
The Hon. Deidre Grusovin
Kim Kevans
Mons. John Usher ^{AM}
In attendance:
Neil Bridge
Pearl Forrester
(from February 2013)
John Pelletier
(until January 2013)

CatholicCare Foundation Board

The Hon. Jenny Boland ^{AM}
(Chair)
John Pelletier (Secretary
until January 2013)
Pearl Forrester (Secretary
from February 2013)
Suraj Suvarna
(Assistant Secretary)
Norm Chapman
(until May 2013)
Bernard Curran
Fiona Giuseppe
Peter Thomas
Mons. John Usher ^{AM}
Andrew Watson

Bequest Committee

Jim Rush ^{OAM} (Chair)
Bernard Boerma
Bill Gilroy
Fiona Giuseppe
John Re
Andrew Watson

Curran Access

Children's Foundation

The Hon. Jenny Boland ^{AM}
(Chair)
John Pelletier (Secretary
until January 2013)
Pearl Forrester (Secretary
from February 2013)
Suraj Suvarna
(Assistant Secretary)
Bernard Boerma
Bernard Curran
Fiona Giuseppe
Sally Kirkright
Peter Thomas
Mons. John Usher ^{AM}
Andrew Watson

Affiliate Organisations

AccessEAP Board

Kevin Wallis (Chair)
Sally Kirkright (Company
Secretary and CEO)
Bernard Boerma
Rob Lourey
Dianna Keogh
Anthony (Tony) Sullivan
Mons. John Usher ^{AM}

Parent Infant Family Australia (PIFA) Advisory Committee

Maureen Eagles (Chair)
Ron Boys
Judith Krahe-Edwards
(PIFA Manager)
Maggie Newlyn
Deirdre Perry ^{OAM}
Paul Sheridan
Maggie Videan

RECOGNITION OF SERVICE TO CATHOLICCARE

Our Dedicated Staff

25 Years Service

Remy Bautista
Elizabeth Pryke
Ronda Stanley
Dawn Zygodlo

20 Years Service

John Collins
Ann Douglas
Peter Ludgate
Jackie McWilliams
Tri (Gee) Tran

15 Years Service

Nabil Abdalla
Victor Araya
Ziad Bassal
Joanne Bond
Heidi Carfax-Foster
Mery Carollo
Robyn Harvey
Kelly Loncar
Margarita Maidana
Pauline Mizzi
Raymond Pearn
Sharyn Renshaw
Elisa Reynolds
Helen Rowe
Peter Tran
Roy Zorzi

10 Years Service

Andrew Albany
Kathy Archer
Saud Avdic
Di Beckett
William Boag
Diana Borinski
Cathy Braun
Sarah Burn
Greg Handcock

Andrew Lai
Justin Lu
Ivette Moutzouris
Mark Rados
Michelle Retimana
Tania Rugiero
Premila Singh
Irena Syniutka
Mary-Anne Vallett
Daniel Vera
Una Whitworth
Cathy Wood
Estella Yuen
Edina Zeric

5 Years Service

David Agius
Rosemary Agostino
Nada Alamali
Iman Alkadamani
Veronika Andreato
Julie Ashby
Narelle Butler
Leone Campiao
Cathryn Casey
Danielle Chavura
Natalie Crane
Tony El-Kazzi
Michelle Grace
Fiorella Guzman
Hua He
Yvonn Herrera-Venegas
Brenda Hodgson
Christine Horner
Wendy Howlett
Michael Jayona
Raymond Jeffers
Paul Jeloudev
Julie Jurd
Mahendra Keshav
Jessica Khoury
Gerina Lee
Patricia Lee
Kelly Lester
Magdalena Markotany

Angela Mees
Anahid Melikoff
Renee Morgan
Gina Musumeci
John Norris
Nathan O'Brien
Sandra Oliveira
Claudia Ortiz
Gail Perkins
Savita Raj
Leandro Rivas
Kylie Roberts
Donna Robertson
Emmanuel Rodintsis
Karen Rushbrook
Alejandro Salcedo
Edwina Scerri
Jo-Anne Shannon
Maree Shilling
Merrienne Sinclair
Aideen Smyth
Margot Thomas
Genevieve Vel
Kim Warner
Maria Wilson
Grace Ye

Volunteers Recognition

Ageing, Dementia and Disability Care

10 Years Service

Christine Abelitis
Malou Angeles
Thi Kim Loan Dinh
Cheryl George
Suzanne Huynh
Anh Ngo
Kim Nguyen
Rebecca Sciroli
Rosa Skobla

5 Years Service

John Howard
Inez Hull
Maria Perkins

Family, Children and Youth Services

25 Years Service

Lionel Barral

5 Years Service

Margaret Dredge
Elaine Mammoliti
Mauro Picciotto

Foster Carers

40 Years Service

Rob & Mary Rimoldi

20 Years Service

Carol & Brian Maher
Christine & Michael
Robertson

15 Years Service

Gayle & Ross Newell
Marisa Donato &
Lawrence Ullio

10 Years Service

Christine & Ian Lofts
Cathy & Les Milgate
Michelle & Greg Weeks

5 Years Service

Karryn & Mark Hudson
Lucy Maurice
Josephine & Piero
Munzone
Christine Seaton
Cathy Strickland &
Timothy Pye

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Catholic Club
Stax Electrical

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Club Central Hurstville & Menai
Collins Debden
Commonwealth Bank
Divine Darling
Dolci D'Oro Exclusive Chocolates

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Macquarie Fields TAFE Vocational
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Quota International of Ingleburn Inc
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St. Michael's Golf Club
Summit Leasing and Management
Sydney Speed Way
TAFE NSW
– South Western Sydney Institute
Taronga Western Plains Zoo
The Ken Done Gallery
The Rotary Club of Ingleburn
Traxside Youth Health Services
Winning Appliances Pty Ltd





CatholicCare Sydney Main Locations

City Office

Levels 10 and 13, 133 Liverpool Street
Sydney NSW 2000

P: (02) 9390 5377

F: (02) 9261 0510

E: info@catholiccare.org

Lewisham

Mary Potter Wing, Level 2, 2c West Street
(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) 8709 9333

F: (02) 8709 9390

Fairfield

Level 2, 25 Smart Street
Fairfield NSW 2165

P: (02) 8723 2222

F: (02) 8723 2299

Sutherland

Level 3, Kirkby House
33-35 Belmont Street
Sutherland NSW 2232

P: (02) 8536 0855

F: (02) 8536 0899

St Patrick's Institute of Education Head Office

2c West St (cnr Thomas St)
Lewisham NSW 2049

P: (02) 9509 1266

F: (02) 9509 1269

Sydney Campus

1/65 York Street Sydney NSW 2000

W: www.spie.edu.au

www.catholiccare.org

