



ANNUAL REPORT 2018



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CatholicCare Sydney

ABN: 38 841 427 747

Registered Office:
Level 8, Polding Centre, 133 Liverpool Street,
Sydney NSW 2000

☎ 13 18 19

✉ connect@catholiccare.org

🌐 catholiccare.org

📘 facebook.com/CatholicCareSydney

📱 @CatholicCareSydney



Archbishop's Message

'There is so much indifference in the face of suffering. May we overcome indifference with concrete acts of charity.'

Pope Francis, June 2014

CatholicCare is the social services agency of the Archdiocese of Sydney, with a team of caring professionals who seek to bring the principles of Catholic Social Teaching to life. It leads and assists the Sydney Catholic community in works of love and charity, supporting those who are vulnerable or in need.

Since its establishment in 1941, CatholicCare has grown from a small organisation created by four visionary Catholic women to one of Sydney's larger social services agencies serving hundreds of people facing crisis or disadvantage: children and families; people with mental health or addiction problems; the elderly; and those with a disability.

Though there has been great change over the years, the founding principles that guide CatholicCare remain constant:

- We preserve human dignity, affirming that each person should be loved and respected
- We nurture the common good, fostering relationships so everyone has a sense of belonging
- We value subsidiarity, supporting people to make their own decisions about their lives
- We walk in solidarity with others, putting ourselves in their shoes and understanding their needs

Like the Church itself, today CatholicCare is changing and renewing; seeking to evolve to meet the demands of modern life. CatholicCare's response to sector and structural changes means it is reshaping the way it delivers its services by returning to local communities and re-starting our collaboration with parishes.

In line with Catholic Social Teaching, CatholicCare serves all people. Those raised in the Catholic faith remain powerful advocates for social justice and CatholicCare is seeking to harness this spirit of faith in action by building awareness of their work amongst Sydney's Catholics, so they can recommend the agency to all members of the broader community who are facing troubled times.

Throughout these times of change the staff and volunteers at CatholicCare have maintained their dedication to being a good neighbour, in the manner of the Good Samaritan. Their work reminds us that God's love in the world means responding with compassion to those most in need, regardless of race, religion or social status.

May God continue to bless those who serve and are served.



Most Rev Anthony Fisher OP

Archbishop of Sydney

Chairman and CEO's Letter

Transformational change has continued apace at CatholicCare in 2018. This year we have undertaken a reshaping of our organisation so as to respond to significant shifts in the social services sector all the while remaining conscious of the need to deliver every day upon our mission to, in the footsteps of Christ, promote dignity, strengthen families and connect communities.

The most significant changes occurring in our sector relate to the move away from block funding towards client-directed services. This shift has occurred in disability and aged care and we expect it will extend to other services over time. As a case in point, since our Federal Government deregulated the disability employment sector we've seen a flood of new entrants operating with greater scale than CatholicCare. Secure in the knowledge that our clients would be well served in the newly created marketplace CatholicCare chose to withdraw from disability employment and closed our Direct Employment division.

CatholicCare has a long and strong tradition in caring for the elderly and for children and families and this work continues to strengthen as the organisation evolves and collaborates with other Catholic agencies. During the year, our partnership with Sydney Catholic Schools in the provision of school counsellors expanded significantly. We also embarked upon an ambitious new partnership with youth services experts, Marist180, to create a new out-of-home care organisation. The culmination of the work undertaken throughout 2018 was a launch of the new entity, Family Spirit, on 1 July 2018.

CatholicCare's innovative CCareline service took over 20,000 calls this year. This service is unique in Sydney as it helps people facing hardship or crisis by connecting them with professionals and programs that have the expertise to help them work through their problems. This is a true community service as callers are directed to a service that suits their particular needs. CCareline often refers on to CatholicCare programs but is just as likely to refer a caller to another NGO's program if it better suits the caller's location or problem. The number of calls coming into CCareline grows steadily each month as Sydneysiders come to understand that they should 'call 13 18 19 for help finding help'.

At CatholicCare, we seek a society in which everyone is valued and supported. With the guidance of the Archbishop and the Chancery, we are confident that the outlook for CatholicCare is exciting and we're energised by our vision for the future. The community needs the care we provide and our role in supporting the vulnerable and the disadvantaged will only become more important in the years ahead.

Our most sincere thanks go to the Boards of CatholicCare, AccessEAP, the CatholicCare Foundation and the Curran Access Foundation. During times of change, Boards are called upon to go above and beyond and we are grateful for the stewardship our board members have shown this year.

We would also like to thank all members of the leadership and management teams; members of our Clinical Advisory Committee; our staff and our volunteers; our donors and benefactors; the State and Federal Governments and their agency staff; our colleagues at Sydney Catholic Schools, Marist180 and Catholic Social Services Australia and other peak agencies. We greatly value your contribution.

Richard Haddock AM

Chairman, CatholicCare Sydney Board

Mark Phillips

CEO, CatholicCare





Our Mission, Vision and Principles

CatholicCare’s vision is a society in which we all feel supported and valued, irrespective of age, beliefs and abilities.

We realise this vision by offering a broad range of social services built on our mission of valuing dignity, strengthening families and connecting communities.

- Our four guiding principles help us to support the many needs of individuals, families and communities:
- We preserve human dignity, affirming that each person should be loved and respected
 - We nurture the common good, fostering relationships, so everyone has a sense of belonging
 - We value subsidiarity, supporting people to make their own decisions about their lives
 - We walk in solidarity with others, putting ourselves in their shoes and understanding their needs

Our Programs

Our CatholicCare programs help families and individuals right across NSW to flourish in the face of life’s challenges.

Most importantly, we work within the community itself, supporting vulnerable families.

As the social services agency of the Archdiocese of Sydney, CatholicCare provides services to families and individuals from the south-west to the eastern suburbs and in some instances, across New South Wales.

- CatholicCare services help people to live and thrive at every age, irrespective of beliefs and abilities. We help Sydney families with relationships, parenting, ageing, disabilities, addictions and mental health concerns.
- Our programs include support for the following:
- Parents and carers raising children within loving relationships
 - Vulnerable children and young people
 - People living with disabilities to help them manage their lives, find employment and care for their mental health
 - Older people to remain living independently in their homes, reducing isolation and disconnection from the community
 - The Catholic community itself, supporting vulnerable families, offering counselling in Catholic Schools and building relationships to assist communities in need

CCareline 13 18 19

CCareline is a simple way for the most vulnerable people in our community to get help. A single point of contact for people experiencing a crisis, encouraging them to take the first step.

Our compassionate consultants manage up to 100 calls each weekday, assisting vulnerable people to navigate the complex social services sector and to find the help they need.

In 2017 we created **CCareline** to ensure vulnerable people in our community could access immediate support. Providing a single point of access into all of our services through the **13 18 19** number, our compassionate consultants manage up to 100 calls each weekday, assisting vulnerable people to navigate the complex social services sector to find the help they need.

- Our CCareline team is the first point of contact for the community and other social services agencies. The team provide professional, caring advice and can help people find:
- Family and parenting support
 - Counselling and relationship services
 - Specialist services for domestic and family violence
 - Help with addictions and mental health concerns
 - Therapies and allied health services
 - Guidance through the government’s My Aged Care system

-  Up to 100 calls each weekday
-  20,000 calls this year
-  50% of calls related to counselling, relationships and parenting
-  35% of calls related to seniors
-  215 telephone counselling sessions

Often, people experiencing a crisis or who are vulnerable, don’t know how to begin solving their problems; they are unaware of which solutions are available. We set up CCareline as a simple way to get help. Sometimes just knowing that professional, non-judgemental assistance is available at the end of a phone line is enough to make a change.

CCareline is a single point of contact to help people navigate their options in challenging times. This year, we took over 20,000 calls, with 50% of enquiries related to counselling services, relationship difficulties and parenting advice and 35% of enquiries related to assistance for seniors.

In January 2018, we added telephone counselling to the services CCareline provides, helping 215 distressed people receive immediate support.



Children and Youth Services

Children and young people need help to grow and flourish. Our Children and Youth programs provide a range of services at all stages of development.

CatholicCare helps disadvantaged children and young people when family life is tough.



51 families assisted to stay together



13 carer households were approved to accept foster placements



57 young people successfully made the transition from out-of-home care to independence as an adult



400 young people participated in City of Sydney community events



126 families enrolled in our NDIS Therapy programs, and we provided 3,024 therapy sessions

CatholicCare is proud to support vulnerable children, young people and families. This year, CatholicCare Sydney partnered with Marist180 in the area of foster care and family support. Both agencies brought complementary strengths and values to this partnership. Together, the two agencies worked to implement the new government reform agenda called the Permanency Support Program. The agenda focuses on early intervention with vulnerable families, and provides a range of options for children entering the care system, ensuring stable care experiences.

To achieve reform goals, Marist180 and CatholicCare worked together over the year to establish a new, specialised agency, Family Spirit, working in the foster care, adoptions and family services space. Preparation work included the review and alignment of agency practice from both organisations, and combining operational structures to improve practice and client experience.

Over the year, we assisted in keeping 51 families together, preventing children from entering the care system.

Further, we helped 23 families to have their children return home to a safe and stable environment. In our programs with Marist180, the average number of children and young people in statutory care was 99 each month. Keeping children safe is paramount. The team is passionate about helping **foster carers** give safe and caring homes for children not able to live with their birth family. This year, we have trained 13 carer households approved to accept foster placements.

Our **adoptions team** provided services to 154 people, including parents considering adoption, adoptive parents and birth families. We made two final orders for adoption and assisted people affected by past adoption who were seeking access to adoption records held by the service. Our team also helped 67 former **Catholic Children's Homes** residents to access their records to piece together their personal stories.

We also help young people at risk through individual and group-based support. This year, our **Transition to Independence Program** assisted 57 young people to make a successful transition from out-of-home care to

independence as an adult. We gave accommodation to vulnerable young people leaving care and those suffering family breakdown. This included tenancy support and accommodation to ten young people in our **Rose Gallagher Accommodation Program** and running a total of four living skills and social based groups this year.

Through our **Community Placement and Preservation Program**, we helped 15 young people and their families who were experiencing a family breakdown or were exposed to family violence. The program assists clients in the south-west and inner-west local government areas of Sydney.

The **Cook and Phillip Literacy Program** facilitates supported education for young people not currently connected with a formal learning or training provider. The program takes into consideration the systemic and personal barriers experienced by young people and encourages their unique skills, abilities and aspirations. Young people who have experienced a range of obstacles to mainstream education, such as homelessness, childhood trauma and family breakdown, can enrol for nationally recognised qualifications through TAFE Digital. This year nine young people received one-to-one help which allowed them to successfully graduate from a variety of Certificate 1, 2 and 3 courses.

In addition, a further ten young people successfully completed the **Youth Campus Program**; a partnership with Woolloomooloo PCYC and TAFE Digital. They graduated with their Certificate 1 Access to Work and Training and Certificate 2 in Business. The program facilitated workshops for young people, assisting them to develop skills in areas such as financial literacy, driving, respectful relationships, and mental health and wellbeing. In addition, over 400 young people participated in the City of Sydney Youth Week event and Woolloomoolivin' – an Urban Arts and Culture Festival.

Our **NDIS Therapy** team support children living with a disability in south-west Sydney. We assist children in their homes, at education centres and in our family-friendly centre in Cabramatta West. This year, 126 families enrolled in our programs, and we provided 3,024 therapy sessions.



Parenting Services

Parenting can be challenging and, at times, daunting. Our dedicated parenting specialists assist families across Sydney to strengthen relationships and ensure children remain safe.

Families turn to CatholicCare for practical assistance, emotional support and professional advice.



34 young mothers have received help through The HOPE Program



7,837 parents called Parent Line NSW



989 participants attended Parent Education Programs



1,058 families worked with Family Support

Our **Pregnancy Counselling and Support Service** is for women and families in the Bankstown area struggling with mental health concerns, relationship issues, social isolation and domestic and family violence. With this type of support, families can protect the health and wellbeing of their unborn children and strengthen parent relationships; both with each other and their babies.

The **HOPE Program** continues to offer specialist pregnancy and parenting advice. The program is for vulnerable young women, aged 16-25 years, who are pregnant or have a child under the age of two. This year over 34 young mothers have received help. The program has grown in referrals and is building working relationships with other agencies in the community including the facilitation of a playgroup for young mothers. Babies and toddlers now have the opportunity to engage in social play, and young mothers can meet each other and share experiences.

Our **New Parents Program** helps expectant mothers and parents in the Fairfield local government area with children up to three years. Common stressors identified by our families include isolation, coping with becoming a new parent and understanding their child's developmental needs. Through individual casework including home visits and group work, we have assisted parents to feel confident as they enter the next level of their parenting journey.

Parent Line NSW is our telephone counselling service providing immediate access to parenting help across NSW. The service is available seven days a week for parents and carers with children aged 0-18 years. This year, Parent Line NSW handled calls from concerned parents, relatives, carers and professionals working with children. Contacts to the service are becoming increasingly complex with more calls than ever before each relating to five or more separate concerns. This means the average call length has increased as counsellors take more time to address concerns thoroughly. Parent Line NSW had 7,837 contacts to the service this year.

Our **Parent Education** team delivered parenting courses to 989 participants in nine locations across Sydney. Courses such as 1-2-3 Magic, Emotion Coaching and Circle of Security are designed to equip parents with skills to build positive relationships between parents or carers and children. In addition, we ran eight parenting seminars during the year and trained 95 family worker practitioners to deliver two courses: My Kids and Me groups for families whose children are in out-of-home care; and Keeping

During the reporting period, we have seen significant numbers of parents seeking help to address:

- Managing challenging behaviour
- Mental health concerns affecting parenting
- Family separation
- Family violence
- Anxiety in children
- Managing technology use

Kids in Mind groups for parents experiencing medium to high levels of conflict post-separation. The team also partnered with Resourcing Parents and Family and Community Services to train family workers across rural and regional areas of NSW to facilitate parenting courses. The program manager was invited to be a keynote speaker at the Families at the Centre of Practice Conference in early 2018, as well as presenting a session at the 2017 Family and Relationship Services Australia conference. Significantly, the Keeping Kids in Mind and My Kids and Me parenting courses, developed in partnership with other CatholicCare agencies, have been internationally recognised and listed on the California Evidence Based Clearing House (Child Welfare).

Our **Family Support** services, which operate in the inner-west and south-west, worked with 1,058 families who have children aged 0-15 years. Key stressors for these parents include domestic and family violence, housing, financial issues and mental health concerns. We continue to provide parenting groups in addition to psychoeducation groups such as educating women around domestic violence. An extra service introduced this year is specialist casework support for families with children who have disabilities and behavioural issues.

Our **Intensive Family Preservation** services in the inner-west and south-west continue to support families with children aged 0-18 years. They specialise in families at risk of having their children placed in out-of-home care, or living with an authorised carer where there is placement instability. They also provide an intensive service for restoring children to their family.



Counselling and Relationship Services

Individuals, couples and families all need help during challenging times in their lives. Our non-judgemental relationship and counselling teams help people through difficult family and relationship situations.

We give professional counselling to individuals and families going through relationship problems and many other issues.

-  1,712 counselling sessions for 434 individuals across five locations
-  179 new Men and Family Relationship Services clients in 694 sessions
-  847 Sydney Children's Contact Service sessions for parents and children aged 0-12 years
-  482 new clients benefited from Family Dispute Resolution services
-  2,500 occasions of service from the Bankstown Family Relationship Centre
-  84% of young people who participated in Family Recovery reported the program was helpful
-  65 people supported by Gambling Help

We offer **Counselling Services** to individuals, couples and families experiencing relationship issues, domestic and family violence and mental health concerns. We also provide counselling for individuals and couples going through a family breakdown, focussing on the best outcomes for children. This year, we delivered 1,712 counselling sessions for 434 individuals across five locations. The program has continued partnering with NSW Legal Aid and other domestic violence services to support male victims of domestic abuse across four areas.

Our **Men and Family Relationships** team had 179 new clients in 694 sessions. The team worked with men using violence in their intimate relationships, men who have committed an aggressive crime and with women whose relationships have been impacted by violence. In line with the Premier's priorities, we successfully partnered with NSW Justice to facilitate a pilot scheme aimed at reducing the number of domestic violence repeat offenders.

Family Law Services assisted separated families through a range of services. These include family dispute resolution, post-separation case management, and courses for children and parents. We also help deliver family law information sessions, and supervised contact and changeovers.

The Sydney Children's Contact Service provided 847 sessions for parents and children, aged 0-12 years, requiring supervised contact arrangements. The service supports positive attachments between parents and children while prioritising children's safety.

482 new clients benefited from **Family Dispute Resolution** which assists families with post-separation parenting and financial arrangements.

The Bankstown **Family Relationship Centre** gave more than 2,500 instances of service this year. The team

delivered case management for separated families in high conflict, family dispute resolution, and groups for children and parents impacted by separation. In addition, we are one of only eight sites chosen nationally to pilot an innovative model of legally assisted culturally appropriate family dispute resolution.

Through the **Family Recovery** (formerly Holyoake) service, we work with family members and significant others who are impacted by someone's alcohol, drug or gambling use. This year 102 adults and 80 children and young people took part in group therapy as well as individual counselling and support. 84% of young people who participated said that the program was helpful, especially around making positive improvements in their lives. 75% of adults reported a reduction in alcohol, drug or gambling use for their family. Two staff members of the Family Recovery program were invited to appear on ABC Radio National to discuss the importance of helping people impacted by someone's alcohol and other drug use.

65 people were supported with 527 counselling sessions as part of **Gambling Help** this year. The service assists people affected by gambling behaviours and associated issues. 89% of those people who engaged with the service reported a reduction in their gambling behaviours.

The **Financial Counselling Problem Gambling Program** assisted 136 clients this year, giving 498 occasions of service. Through strong advocacy work with creditors, the program achieved debt waivers for clients totalling \$81,878. Clients reported that these debt waivers were life-altering, acting as a catalyst to get their lives back on track. The program uses a holistic approach to alleviate financial stress, addressing the underlying life factors contributing to the client's current situation. The program also strives to build long-term financial capability.



Community Services

We believe in building communities to give vulnerable people a safety net. We offer a broad range of community services to help with life's challenges and opportunities.

We build on the wellbeing of the community through services for health, education and employment.

The **ClubCare Program** takes an outreach approach to services aimed at vulnerable people in the club environment, giving easier access to services, especially for community members experiencing barriers. This year, the ClubCare team helped patrons 599 times with issues such as gambling related harm, financial stress and family and domestic violence. The ClubCare team also assisted club staff on 206 occasions.

Our **NDIS Support Coordinators** assist individuals with an NDIS plan to link to appropriate services, helping them to achieve their goals. This year, our support coordinators provided 2,083 service hours to 131 individuals.

The **Personal Helpers and Mentors Program (PHaMs)** continues to help people who live with a mental illness, supporting them on their journey to recovery. The program works one-on-one with participants to understand their individual needs and goals, and assists participants to apply for NDIS services. PHaMs also delivers support co-ordination under the NDIS to eligible participants. For participants not eligible for the NDIS, PHaMs offers



599 occasions of service for the ClubCare team



2,083 hours giving support to 131 individuals with NDIS services

a time-limited period of case management help (up to a year from program entry). They assist participants through mentoring, psychoeducation, assistance with referrals and linking participants with appropriate services. The service is strength-based and recovery-focused. Since the beginning of 2018, the strategic focus is on growing the program and increasing the number of participants in the program.

In the area of pastoral care, our **Tree of Hope Program** has been operating for over 20 years. The program provides opportunities for people with HIV/Aids to build relationships and organise activities along with family members, carers and loved ones. Our work includes community gatherings, such as lunches and dinners, excursions, annual retreats and our annual big World AIDS Day celebration. We have a regular pool of around 30 members who attend gatherings and about 100 clients from the HIV sector. We continue to reach out to members of the community affected by HIV who may be in need of pastoral or community support.

Employment Services

Having a job builds an individual's dignity and wellbeing. Centacare helps people with disabilities find satisfying and meaningful work, learn life skills and connect with the community.

For people struggling with physical or mental health, having a regular job improves social skills and builds confidence in their abilities.

For over 20 years, **Centacare Industries** has combined a safe and stable environment with meaningful work at its disability workplace. Our 62 participants improve their work skills through packing or assembly and garden maintenance operations. Working with other team members also helps them to grow emotionally. With the onset of the NDIS, Centacare Industries has broadened its offering, expanding on the trust placed in us by participants and carers to provide quality services.

This year, we started a pilot for an office cleaning business. Staffed by a supervisor and two of our supported employees, they visit four CatholicCare Sydney sites each workday. The initiative has received positive feedback, with clients reporting a higher quality service than the previous commercial cleaners. They are now considered a valuable part of the team at each of the sites.



62 Centacare participants



75% of Centacare attended one day of the holiday program



2/3 of the Centacare workers attend weekly life skills training

To keep work skills up-to-date, we created a new training department for our participants. The first program offered education in life skills, teaching participants domestic, budgeting and financial skills, travel training, numeracy and literacy, plus health and wellbeing. Two-thirds of the Centacare cohort now attends the weekly life skills training.

Social programs are an essential part of our organisation. These include a holiday program for participants during Centacare's annual Christmas shutdown, giving a valuable social alternative to those who require it. 75% of our work cohort attended at least one day of the program. Other social programs include a performing arts group and in June 2018 a number of participants attended a disability camp in the Philippines run by the Knights of Malta.

As a direct effect of these changes, Centacare Industries is now known as Centacare. Work. Learn. Connect.



Senior Services

Practical help and emotional support in the home is vital to people's physical and psychological wellbeing as they age. Our Senior Services are designed to help people continue living independently, in their own homes, for as long as possible.

Our care workers are available to assist with older people in their homes on a daily, weekly or ad-hoc basis, helping to maintain a vital sense of dignity and wellbeing.



1,800 older people assisted by our Senior Services team



170,000 hours of ageing support delivered this year



250 individual carers given around 6,000 hours of support



321 people helped through the Community Visitors Scheme and Neighbour Aid



127 volunteers for senior programs



12,500 volunteer hours of social support

Research tells us that an absence of social interaction for older people can lead to higher levels of the inflammatory factors that can lead to Alzheimer's, cancer and heart disease. We also know people fare better if they remain at home for as long as possible. Our care workers are available to assist older people in their homes on a daily, weekly or ad-hoc basis, helping to maintain a vital sense of dignity and wellbeing.

This year, our **Senior Services** team assisted more than 1,800 older people with a range of services including personal care and domestic assistance in the home, transport to appointments, nursing care and social support. We also helped older people at risk of homelessness and delivered care to almost 1,000 frail people leaving hospital. In all, we gave nearly 170,000 hours of ageing support this year.

We also care for the people who are in the role of a carer. Being a carer can be extremely demanding, diminishing wellbeing, isolating the carer from friends and family and making it hard to maintain employment. Carers may be looking after a family member who is frail, has dementia or a disability. Our Senior Services team allows carers to take a much-needed break from their caring role. We provided support, group activities and referrals to services for carers aged from 14-82 years.

Over the year, our team also helped carers navigate government systems such as My Aged Care and assisted with gaining referrals for mental health service. The team also organised fun activities for carers to get together and share their experiences, helping to find friendship and alleviating the sense of isolation. In total, we provided 250 individual carers with around 6,000 hours of support.

Many older people find it hard to get out into the community. Recognising the need for social interaction, our passionate Community Visitors Scheme volunteers visit elderly people for a chat over a cup of tea, giving them company and a valuable connection to the world.

Our Senior Volunteers Programs gives 127 volunteers the opportunity to make an extraordinary difference in people's lives; people who otherwise may feel lonely or isolated from the community. Together, the **Community Visitors Scheme** and **Neighbour Aid** assisted 321 people living at home or in an aged care setting, providing 12,500 hours of companionship.

With the endorsement of the Archbishop and the College of Consultors, CatholicCare is rolling out a Seniors Ministry in parishes. It is one of CatholicCare's core missions to support seniors with integrated care, assistance and advice. Initially, the Seniors Ministry will focus on providing access to government-funded home care through working in partnership with the volunteer pastoral care teams.

In collaboration with the **Community Engagement** team, we have completed 40 presentations for Parish Priests and 30 presentations to the Parish community.

The key messaging of the presentations is the value of our seniors, and the role we play as a church in assisting seniors as they age. The team examines the changes to aged care funding, how to navigate the funding system, the available funding options and the extensive waiting time for funding allocation. We encourage calls to our CCareline 13 18 19 number to seek advice on navigating the Aged Care funding system. We also provide information on options during the waiting period before funding is available, supporting seniors as they choose the appropriate services to meet their needs.

In due course, we will look at expanding the range of services within the Seniors Ministry to enable the Church to truly 'put its arms around' people as they age. In particular, we are keen to:

- Reduce the impact of loneliness that accompanies ageing by expanding our range of volunteer roles and services
- Broaden our services to increase the feasibility of ageing people being able to stay in their own home
- Expand our in-house palliative care via chaplaincy and practical guidance

While government subsidies assist CatholicCare to deliver its services, not all costs of supporting seniors are covered. CatholicCare is working on strategies to increase the level of philanthropy needed for the expansion of the Seniors Ministry.



Clinical Advisory Group

As CatholicCare continues to grow and change, the complexity of services increases. The time has come to develop a Clinical Governance Framework to guide us.

CatholicCare has appointed a panel of external experts to form the CatholicCare Clinical Governance Advisory Group (CCAG).

CatholicCare has a responsibility to ensure compliance with all relevant standards, plus regulatory and legislative requirements for the breadth of services it provides to the community. This task is challenging, due to the increasing complexity of our services, and the need to appropriately train and support our staff.

Until recently, the internal governance frameworks used by CatholicCare has not included a clinical governance system to assure a high-quality practice in all areas of clinical service delivery.

CatholicCare is now working to develop a Clinical Governance Framework to guide clinical practice. To support the development and implementation of this Framework, CatholicCare has appointed a panel of external experts to form the CatholicCare Clinical Governance Advisory Group (CCAG).

The CCAG met for the first time in June 2018 and included:

- Professor Jo-Anne Brien - Conjoint Professor of Medicine at St Vincent's Hospital Clinical School, UNSW; Chair in Clinical Pharmacy (St Vincent's Hospital) at the University of Sydney
- Professor Don Chisholm - Honorary Endocrinologist, St Vincent's Hospital; Professor, UNSW (conjoint appointment)
- Associate Professor Joe McGirr - Associate Dean Rural of the University of Notre Dame Australia School of Medicine Sydney
- Doctor Cynthia Turner - Senior Lecturer, School of Psychology, Australian Catholic University, Brisbane

The skills and experience of this group are already proving invaluable in guiding development and monitoring clinical quality, safety and improvement of our practices.

The group meets with members of the Executive Leadership Team. Priority areas for attention include:

- Medication administration and management;
- Staff training in basic medical care;
- Child protection and safeguarding guidance;
- Provision of therapy services (e.g. psychological, speech and occupational therapies);
- Appropriate staff credentialing and clinical supervision; and
- Clinical frameworks to guide counselling practice.

While this list is not exhaustive, it represents key areas where high standards of practice are essential to client well-being. As measures of practice are reviewed and, where necessary, improved on, the above list will expand, ultimately ensuring CatholicCare's clinical practices are of the highest possible standard.



Volunteering

Our volunteers provide vital assistance to people in the community who are facing hardship, loneliness or disadvantage.

Call us on 13 18 19 to find out how you can become a volunteer. We seek enthusiastic people between the ages of 18 and 80 years to assist in various Sydney regions.

It's the little things that count. While an hour of your time may not seem like much, it can be a priceless contribution to someone else's life. Choosing to donate your time to others is a rewarding experience that not only enriches lives but can also bring great satisfaction. CatholicCare volunteers maintain social connections, support and companionship to seniors and people with disabilities.

This year CatholicCare volunteers have worked on:

- Providing social support to seniors by visiting them in their homes or nursing homes
- Transporting clients to hospital to attend appointments
- Assisting NDIS clients who are completing studies
- Supporting retired priests
- Helping palliative care clients

Together, our 127 volunteers supported 321 people living at home or in aged care settings, providing 12,500 hours of social support within the year.



127 CatholicCare volunteers



321 people helped who are living at home or in an aged care settings



12,500 volunteer hours of social support

Call us on **13 18 19** to find out how you can become a volunteer. We need enthusiastic volunteers between the ages of 18 and 80 years to give their spare time to vulnerable people living in various Sydney regions.

Options may include: helping seniors with companionship, check-in calls, transport or work around the house; help at playgroups and with children's community events or with child-minding while parents attend training programs; or putting your professional skills to work in our community to help people facing disadvantage or crisis.

We're also looking for: CCareline ambassadors to represent and promote CCareline in your community by learning about the services and how to help people access them; and community fundraisers with a talent for organising events or connecting people to our cause.

Call us on **13 18 19** to find out how you can become a volunteer.



Services within the Catholic Community

Our vision of a supported community directly reflects the belief of our founders; that the disadvantaged, distressed and devalued in society deserve the best professional care from the Church.

Catholic Social Teaching informs our mission and our work. We believe that every person is of infinite value and worth.



52 counsellors based in 82 Catholic Schools



3,095 students aged 5-18 years received counselling



138 students across 46 schools took part in the specialist Student at Risk program



18 additional counsellors joined the team



5,622 group-based and individual sessions to 937 couples across 13 locations in the Marriage and Relationship Education Program



67 pre-marriage sessions of Natural Fertility Services for engaged couples

For over 75 years, we have walked in solidarity with individuals, families and communities. Our mission, that ‘in the footsteps of Christ, we promote dignity, strengthen families and connect communities’, guides us every day. A fundamental part of this work is serving Catholics throughout the Sydney Archdiocese.

To raise awareness of our services and reach as many people as possible, we established the **Community Engagement** team in 2017. The team is working on an outreach program designed to take CatholicCare’s message to the grassroots of our communities.

The Community Engagement team works closely with parishes and schools, builds connections with other Catholic agencies and collaborates with Catholic health and social services providers. The aim is to create awareness of CatholicCare’s social services within the wider Catholic community.

Backed by the CCareline team who deliver our 13 18 19 CCareline number, CatholicCare is working hard to ensure that any Catholic facing distress, crisis or disadvantage is aware that help is available to them.

We have 52 counsellors based in **82 Catholic Schools** in the Archdiocese of Sydney. This year, they provided support and counselling to 3,095 students aged 5-18 years, both individually and in groups. Common issues for students include mental health concerns, family issues and social skills. Counsellors also work with students to manage study and exam stress. Our specialist **Student at Risk Program** in eastern and southern Sydney supported 138 students across 46 schools throughout the year. In 2017, our **Natural Fertility Educators** launched a school app, Puberty Clues, as a learning tool for primary school students within the Archdiocese. We visited 40 schools and presented 68 sessions.

In 2018, CatholicCare and Sydney Catholic Schools strengthened their partnership to promote student

wellbeing, with the implementation of **Counsellors in School Communities** in all Sydney Catholic Schools between 2018 and 2020. In the Counsellors in School Communities model, the counsellor is a mental health resource, offering services such as individual counselling and group work for students, advice and presentations to staff and parents, and assisting with external referrals. By 2020, the plan is for every primary school in the Archdiocese of Sydney to have a CatholicCare counsellor, at a ratio of 1:1000 students. As a result, in 2018 an additional 18 counsellors joined the program. In addition to the direct counselling service, CatholicCare has embarked on identifying additional wraparound services to support school communities.

For adults, our **Marriage and Relationship Education Program** offers courses in three formats to help couples prepare for marriage by building their skills and helping them to navigate the potential challenges of married life. Couples have the opportunity to strengthen their connection and friendship, develop their emotion regulation and communication skills, and have meaningful conversations about the sacrament of marriage. Our focus is on helping couples see beyond the big day and towards their life journey together. This year we delivered 5,622 group-based and individual sessions to 937 couples across 13 locations within the Archdiocese. Our team consists of 21 professional educators passionate about marriage and relationship education.

Our goal at **Natural Fertility Services** is to help couples achieve or avoid pregnancy, naturally. We provide family planning education to couples through face-to-face and online sessions, running a four-part training course annually. This year, our program presented 67 pre-marriage sessions for engaged couples, providing information about natural family planning using the sympto-thermal method.

People at CatholicCare

Many people choose to work and volunteer at CatholicCare because they believe in our mission; to promote dignity, strengthen families and connect communities.

At CatholicCare we're fortunate to have very loyal staff and volunteers dedicated to exercising the ministry of charity.

With a team of over 500 staff and 140 volunteers, CatholicCare is increasingly working directly in the communities we serve; in the local schools, parishes and wherever help is needed.

CatholicCare's broad range of roles focuses on supporting seniors, families and children. Our passionate frontline staff are youth workers, social workers, counsellors, aged care workers and nurses, backed by our dedicated operational teams in finance, IT, human resources, marketing, fundraising and many more.

Our staff and volunteers are united by our mission to promote dignity, strengthen families and connect communities. Many choose to work at CatholicCare because of their alignment with the values and guiding principles of Catholic Social Teaching that underpins all we do.

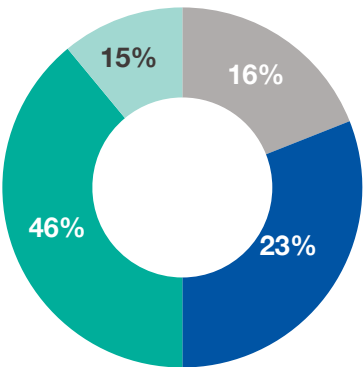
At CatholicCare we're fortunate to have very loyal staff and volunteers dedicated to exercising the ministry of charity. Many of our front-line staff as well as our management team have been with CatholicCare for a long time, and have dedicated their career to the not-for-profit/for-purpose sector. We value their dedication to this greater good.

Employees demographics

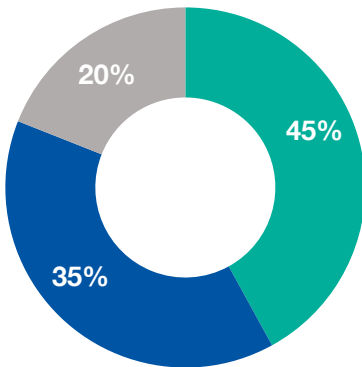


507
EMPLOYEES

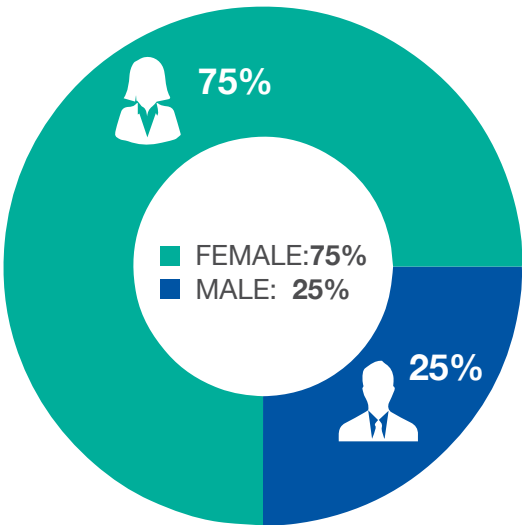
We offer a range of challenging and rewarding employment and volunteer opportunities for people who want to make a real difference.



In families and children: 46%
In aged care: 23%
In disability: 16%
In supporting roles: 15%



Part time: 45%
Full time: 35%
Casual: 20%



Average length of service: 5.9 years
Longest current service: 29 years
Age range: 19 to 75 years
Average age: 46 years

Our Supporters

Blackmores
Sydney Running
Festival

62
PARTICIPANTS

\$30,433
RAISED FOR
CENTACARE
INDUSTRIES

In Memoriam Mr Lance Wright on behalf of the late Mrs Rosalind Wright

Hamper Drive Supporters

- Bethany College, Hurstville
- Catholic Commission for Employment Relations, Sydney
- Club Kindy, Hinchinbrook
- Freeman College, Bonnyrigg Heights
- Holy Spirit Catholic College, Lakemba
- Marist Sisters' College, Woolwich
- Mary Immaculate Parish, Bossley Park
- NSW Land and Housing Corporation Strategy Group, Ashfield
- Our Lady of the Sacred Heart College, Kensington
- Sacred Heart Primary School, Mona Vale
- Santa Sabina College, Strathfield
- St Anne's Catholic Primary School, Strathfield South
- St Charles' Primary School, Waverley
- St Patrick's College, Strathfield
- St Vincent's College, Potts Point
- Temple of the Holy Spirit, Ashfield

Donors (>\$1,000)

- AccessEAP
- Banksia Street Café, Botany
- Betty Wade Charitable Trust
- CatholicCare Foundation Limited
- Catholic Church Insurance
- City Tattersalls Club
- Curran Access Children's Foundation
- Milton Corporation Foundation
- Phillips Family Foundation
- Project Control Group
- Property Industry Foundation
- Walter and Eliza Hall Trust

Parish Supporters

- Parish of Good Shepherd, Hoxton Park
- Parish of Our Lady of Mount Carmel, Waterloo
- Parish of St Brendan, Annandale
- Parish of St Catherine Laboure, Gymea
- Parish of St Therese, Denistone East

The CatholicCare Board



Richard Haddock AM (Chair)

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



Rev. Dr. Gerald Gleeson

Fr. Gerry was ordained a priest in 1978. Most of his priestly ministry was spent teaching philosophy and Christian Ethics at the Catholic Institute of Sydney. He served as CatholicCare Sydney's Director of Mission for several years before being appointed to the position of Vicar General for the Archdiocese of Sydney in 2015. Fr. Gerry has served on the boards of a number of organisations and was a member of the Australian Health Ethics Committee from 2006-12.



John Leotta

John is a partner at Deloitte with over 30 years' experience providing audit and advisory services to leading Australian and international organisations, working closely with senior management, boards and audit committees. John has extensive experience leading the audits of major corporations operating in diverse industries and expertise across strategy, operations and finance.



Sr. Moya Hanlen

Sr. Moya is a Daughter of Our Lady of the Sacred Heart and holds degrees in education and Canon Law. She has ministered in secondary education and religious formation and was privileged to serve her Congregation as Provincial Councillor and then as Provincial Leader. In 2005, she joined the Office of the Bishop, Wollongong, initially as Canonical Consultant and then, as Chancellor and Bishop's Delegate for Child Protection. She returned to Sydney in 2015 to assume a leadership role within her Congregation. Sr. Moya continues her work in Canon Law and is also a member of a number of councils for Catholic bodies. In 2014 Pope Francis bestowed on her the Cross of Honour "In recognition of distinguished service to the Church and to the Pope".



Greg Mackay

Greg worked with the Macquarie Group in Australia, the UK and Asia for over 20 years. His time with Macquarie saw him work in varied fields such as derivatives trading and funds management. Greg is currently a partner at Alfred Street Investment Partners and a director of Forager Funds Management. He is also a member of the St. Ignatius' College (Riverview) Council and Chair of the Finance Committee.



Madeleine Mattera

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



Graham West

Graham brings over 25 years' experience in the NFP and Government sectors as a CEO, Government Minister, Member of Parliament and consultant. Today, Graham is the Australian National President of the St Vincent de Paul Society and is the Chair of the International Vincentian Family Homeless Alliance, and through his consultancy, KB West Advisory, he works with several of Australia's leading social services organisations. Graham was appointed to the Board in March 2018.

Thanks and farewell:



Carolyn Betts

(2010 – 2017)

Carolyn is an experienced communications, marketing and growth expert. Much of her work has been focused on business growth and transformation and brand/reputation management as well as influencing stakeholder opinions and behaviour. Her experience includes leadership positions in the media, federal politics, public companies and world-leading tech start-ups. Carolyn left the Board in December 2017.

The Executive Leadership Team



Mark Phillips

(2016-Present)

Chief Executive Officer
BCom (Hons), MCom

Mark has a broad background in international financial markets and a proven track record in establishing, managing and growing businesses. His executive roles have included being Managing Director of ASX- Listed companies and holding senior positions with a major Australian bank. His non-executive roles have included directorships of companies in the banking, transport, insurance and property industries and he also has extensive involvement with not-for-profit entities.



Luke Stevens

(2015-Present)

Deputy Chief Executive Officer
Diploma of Law (SAB), BA (Behavioural Science), Diploma of Teaching (Early Childhood)

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



Raymond Pak

(2017-Present)

Chief Operating Officer
BSc, BCom, CAIB (Institute of Bankers)

With deep experience in the banking sector, Raymond has held senior leadership positions at financial institutions both in Australia and overseas. Raymond started his career in IT, quickly moving into corporate and institutional banking. Prior to joining CatholicCare Raymond held a senior position at a big four Australian bank.



Richard Melki

(2017-Present)

Chief Financial Officer
BCom (Hons), MCom

Richard has held senior positions in the corporate and not-for-profit sector. Richard began his career in Banking (financial markets) and Funds Management before taking on the role as Head of Treasury and Management Reporting at Anglicare. Richard is also a non-executive director with the National Council of Churches in Australia Limited.



Kerryn Tutt

(2016-Present)

General Manager, Home Care
BAppSc (Phy), MBA

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



Sharron Matayalo

(1989-Present)

Executive Manager, Family Services
BSW, Cert IV Frontline Management

Sharron has worked in the community sector within CatholicCare for almost 30 years. For the last three years Sharron has held senior management positions within family services. For the 12 years prior to that, she held management positions within child protection, domestic violence and case management programs.



Jennifer Cordingley

(2017-Present)

General Manager, Community Engagement
BA, MBA, Grad Cert (Social Impact) ongoing

Jennifer has worked with some of Australia's largest retail and service brands in her own creative agency and earlier in multinational agencies. Recently Jennifer specialised in marketing-lead organisational change projects. Jennifer is a past board member of the CREATE Foundation and has held Committee positions with the Sydney Children's Hospital Foundation.



Anna Slowiaczek

(2016-Present)

Executive Manager, People at CatholicCare
BA (Hons), Cert IV Human Resource Management, Cert IV Work Health and Safety

Anna has a background in people management in the not-for-profit and tertiary education sectors. Anna's career began in research and IP support at the University of Sydney. Before joining CatholicCare, Anna worked in HR management in independent medical research, most recently at the Centenary Institute.

Thanks and farewell:



Peter Carey

(2006-18)

Executive Manager, Counselling and Relationship Services, BSW

Peter was appointed Executive Manager, Counselling and Relationship Services in 2017. He left CatholicCare in 2018 after 12 years of service.



Fiona Hastings

(2014-17)

General Manager, Families, Children and Youth
BSW, MBA

Fiona was appointed General Manager, Families, Children and Youth in 2014. She left CatholicCare in 2017.



Daniel Culhane

(2014-17)

General Manager, Disability, Mental Health and Carers, BSW, MSM

Daniel was appointed General Manager, Disability, Mental Health and Carers in 2014. He left CatholicCare in 2017.

Financial Report

STATEMENT OF FINANCIAL POSITION

as at 30 June 2018

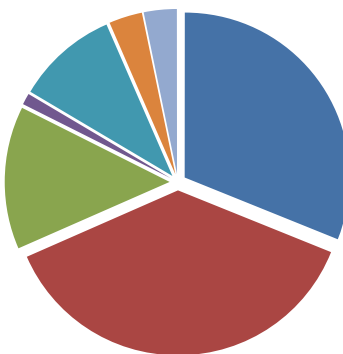
	2018	2017
ASSETS	\$	\$
Cash and cash equivalents	13,248,729	11,212,718
Trade and other receivables	2,703,105	3,480,514
Prepayments	306,386	421,703
Total current assets	16,258,220	15,114,935
Property, plant and equipment	6,628,992	9,527,034
Intangibles	687,126	532,690
Equity accounted investees	3,289,982	3,103,481
Loan receivable	227,750	-
Total non-current assets	10,833,850	13,163,205
TOTAL ASSETS	27,092,070	28,278,140
LIABILITES	\$	\$
Trade and other payables	3,313,390	3,079,057
Employee benefits	3,889,909	5,314,719
Other liabilities	4,293,855	4,733,271
Total current liabilities	11,497,154	13,127,047
Employee benefits	785,070	1,277,410
Other liabilities	681,711	1,266,400
Total non-current liabilities	1,466,781	2,543,810
TOTAL LIABILITIES	12,963,935	15,670,857
NET ASSETS	14,128,135	12,607,283
EQUITY	\$	\$
Accumulated funds	14,128,135	12,607,283
Total accumulated funds	14,128,135	12,607,283

SOURCE OF INCOME



2018

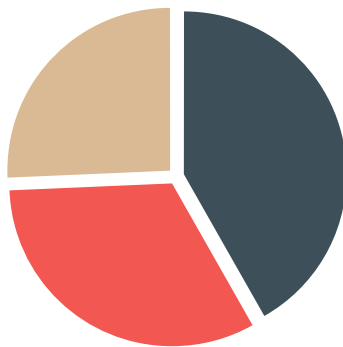
Department of Social Services	\$15,626,406
NSW State Funding	\$12,689,527
Client Directed Fund	\$7,581,862
Community Options Australia	\$1,217,702
Program Funded	\$5,875,932
Donations and fundraising	\$3,098,698
Other	\$5,184,469
TOTAL FOR THE YEAR	\$51,274,596



2017

Department of Social Services	\$16,981,076
NSW State Funding	\$20,379,952
Client Directed Fund	\$7,641,355
Community Options Australia	\$609,440
Program Funded	\$5,441,474
Donations and fundraising	\$1,789,066
Other	\$1,775,221
TOTAL FOR THE YEAR	\$54,617,584

EXPENDITURE



2018

Home Care	\$20,963,796
Counselling & Relationship Services	\$16,324,626
Family Support Services	\$12,885,727
TOTAL FOR THE YEAR	\$50,174,149



2017

Home Care	\$22,671,206
Counselling & Relationship Services	\$15,538,130
Family Support Services	\$14,580,435
TOTAL FOR THE YEAR	\$52,789,771

Independent Auditor’s Report

To the Trustees of CatholicCare Sydney Trust

Opinion

We have audited the Financial Report, of CatholicCare Sydney Trust (the Trust).

In our opinion, the accompanying Financial Report of the Trust is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission (ACNC) Act 2012*, including:

- i. giving a true and fair view of the Trust’s financial position as at 30 June 2018, and of its financial performance and its cash flows for the year ended on that date; and
- ii. complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

The Financial Report comprises:

- i. Statement of financial position as at 30 June 2018;
- ii. Statement of profit or loss and other comprehensive income, Statement of changes in funds, and Statement of cash flows for the year thenended;
- iii. Notes including a summary ofsignificant accounting policies; and
- iv. Trustees’ declaration of the Trust.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our responsibilities under those standards are further described in the *Auditor’s responsibilities for the audit of the Financial Report* section of our report.

We are independent of the Trust in accordance with the auditor independence requirements of the *ACNC Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board’s *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the Financial Report in Australia. We have fulfilled our other ethical responsibilities in accordance with the Code.

Other information

Other Information is financial and non-financial information in CatholicCare Sydney Trust’s annual reporting which is provided in addition to the Financial Report and the Auditor’s Report. The Trustees are responsible for the Other Information.

Our opinion on the Financial Report does not cover the Other Information and, accordingly, we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the Financial Report, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Financial Report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

We are required to report if we conclude that there is a material misstatement of this Other Information, and based on the work we have performed on the Other Information that we obtained prior to the date of this Auditor’s Report we have nothing to report.

Responsibilities of the Trustees for the Financial Report

The Trustees are responsible for:

- i. Preparing the Financial Report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosures Requirements and the ACNC.
- ii. Implementing necessary internal control to enable the preparation of a Financial Report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.
- iii. Assessing the Trust’s ability to continue as a going concern. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate the Trust or to cease operations, or have no realistic alternative but to do so.

Auditor’s responsibilities for the audit of the Financial Report

Our objective is:

- i. to obtain reasonable assurance about whether the Financial Report as a whole is free from material misstatement, whether due to fraud or error; and
- ii. to issue an Auditor’s Report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error. They are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this Financial Report.

Undertaking an audit in accordance with Australian Auditing Standards, means exercising professional judgment and maintaining professional skepticism.

Our responsibilities include:

- i. Identifying and assessing the risks of material misstatement of the Financial Report, whether due to fraud or error.
- ii. Designing and performing audit procedures responsive to those risks, and obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error. This is because fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- iii. Obtaining an understanding of internal control relevant to the Audit in order to design audit procedures that are appropriate in the circumstances. This is not for the purpose of expressing an opinion on its effectiveness.
- iv. Evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- v. Concluding on the appropriateness of the Trustees use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Trust’s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor’s Report to the related disclosures in the Financial Report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditor’s Report. However, future events or conditions may cause the Trust to cease to continue as a going concern.
- vi. Evaluating the overall presentation, structure and content of the Financial Report, including the disclosures, and whether the Financial Report represents the underlying transactions and events in a manner that achieves fair presentation.

KPMG

Daniel Robinson
Partner

Sydney
29 October 2018



CatholicCare Sydney

ABN: 38 841 427 747

Registered Office:
Level 8, Polding Centre, 133 Liverpool Street,
Sydney NSW 2000

📞 13 18 19

✉ connect@catholiccare.org

🌐 catholiccare.org

📘 facebook.com/CatholicCareSydney

📱 @CatholicCareSydney





for Help
finding
Help

Call CCareline
13 18 19

CCareline is here to help Sydneysiders with
**relationships, parenting, ageing,
disabilities, addictions and
mental health concerns.**

8am - 8pm Monday to Friday.



CCareline 13 18 19
CatholicCare.org