



ANNUAL REPORT 2017





CatholicCare Sydney

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Archbishop's Message

A little bit of mercy makes the world less cold and more just.

Pope Francis, St Peter's Square, 18 March 2013

CatholicCare is the social services agency of the Sydney Archdiocese, a 700 strong workforce of people charged with bringing the principles of Catholic Social Teaching to life in Sydney.

Since its establishment over 75 years ago CatholicCare has grown from a small organisation which was started by four women, into an organisation that serves parents, children, people with mental health or addiction problems, the elderly and those with a disability when they find themselves vulnerable or in times of crisis.

Though there has been great change at CatholicCare and in the social services sector, the founding principles that guide the organisation 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

Today CatholicCare is facing significant changes at the sector and the organisational level. The organisation is undergoing a period of reshaping the way it delivers its services; seeking to more closely serve Catholics within the Archdiocese and working toward becoming a vital participant in parish and community life.

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. CatholicCare's work reminds us that God's love in the world means responding with compassion to people in need, regardless of race, religion or social status.

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



Most Rev Anthony Fisher OP
Archbishop of Sydney



Chairman and CEO's Address

At CatholicCare in 2017 we've focused on two important areas; reshaping our organisation to respond to significant changes in the social services sector and every day delivering upon our mission to, in the footsteps of Christ, promote dignity, strengthen families and connect communities.

The most significant changes occurring in our industry relate to the move away from block funding towards client-directed services. This shift has occurred in disability and aged care and will extend to other services over time.

We have developed a strategic plan that we are confident will set us up for long term growth and success. We have received invaluable support from the Archbishop in the development of this plan and he has fully endorsed the direction in which we would like to head.

Whilst our wonderful front-line staff and volunteers have been helping the people of Sydney who are vulnerable or in crisis, many others in our organisation have been working on initiatives that improve our service and solve very real problems in our community.

One such innovation, realised in 2017, is the introduction of our CCareline service. It is, if you like, a triage service that helps people navigate the breadth of social services that CatholicCare offers. Staffed by experienced case managers, the CCareline team has found that often people don't know just how many ways we can support them. Our new 13 18 19 number and website makes the first step toward solving their problems faster and easier.

Another initiative has been to establish our Community Engagement team which seeks to build greater connections and exchange with Sydney's Catholics – making sure that they know that CatholicCare stands ready to help them in times of need.

Behind the scenes CatholicCare has collaborated with other Catholic dioceses to implement sophisticated client management systems, all aimed at improving the quality and timeliness of service we offer our clients.

During the period it became apparent to us that the impact of government policy on some of our activities meant that we simply cannot deliver the relevant service in a fashion consistent with our guiding principles whilst also remaining sustainable. The services that we stopped providing included basic support services under the NDIS; group homes for disabled people; and the Regional Assessment Service for ageing clients.

The advent of the NDIS has meant that smaller players like CatholicCare are best to withdraw from these sectors, secure in the knowledge that the sector as a whole is growing and our clients will be well cared for.

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.

We are very confident that the plan we have will see us growing into the future. We also expect that, over time, it will see CatholicCare regarded as a knowledgeable and expert provider of solutions for life's challenges and for improving the situation of the most disadvantaged.

Our most sincere thanks go to the Boards of CatholicCare, AccessEAP, St Patrick's Institute of Education, 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; our staff and our volunteers; our donors and benefactors; the state and federal governments and their agency staff; our colleagues in Catholic Social Services Australia and other peak agencies. We greatly value your contribution.



Richard Haddock AM
Chair, 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 that we are valued, irrespective of age, beliefs and abilities.

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

Our four guiding principles help us in our mission 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

As the social services organisation of the Archdiocese of Sydney, we provide services to families and individuals from the Eastern Suburbs to South-Western Sydney and in some instances, across New South Wales. Our aim is to help families and communities to thrive.

We support parents and carers to raise children within loving relationships, we support children and young people who are vulnerable and we provide disability services to help people manage their lives, to find employment and to care for their mental health.

We support older people to remain living independently in their homes as well as operating Community Visiting to reduce isolation and disconnection from community. We also work within the Catholic community, providing support to vulnerable families, providing counselling in Catholic Schools and building relationships to support communities in need.



CASE STUDY

A family finding safety

When our Family Support services began working with young mum Zara, she was living in a refuge in fear due to the violence of her ex-partner. Her two youngest children were living with her but her eldest child was with his father and she had not seen him for several distressing weeks.

Our service helped Zara find housing, establish security and settle her and her younger children into a more stable environment. She re-established contact with her eldest son but he was traumatised and reluctant initially to be close to Zara. Working with our support team, Zara was able to slowly regain a trusting relationship with her son, which culminated in all three children living with her. Zara is now a confident, motivated and joyful mother working towards a much happier future for herself and her children.

Parenting Services

Parenting can be challenging and, at times, daunting. Our dedicated parenting specialists provide services to families across the Archdiocese to strengthen family relationships and ensure children are protected.

Our **Pregnancy Counselling** service supports women and families in the Bankstown area struggling with mental health concerns, relationship issues and domestic and family violence. Providing this type of assistance helps to ensure the health and wellbeing of unborn babies whilst protecting the developing relationships between parents and their soon-to-be-born children.

Parent Line NSW is our frontline telephone counselling service which provides immediate access to parenting help across NSW, seven days a week. Last financial year Parent Line NSW handled 7,544 calls from concerned parents, relatives, carers and professionals working with children. Common themes of calls relating to children aged 0-18 years were parent-child relationship stress, parent stress and family violence. Calls to the service are becoming increasingly complex with more calls than ever before relating to four or five separate concerns.

Our **Parenting Education** team delivered parenting groups to 631 participants in nine locations across Sydney.

Groups such as 123 Magic and Circle of Security are designed to equip parents with skills to build positive relationships with children. The team also ran eight parenting seminars during the year and trained 41 family practitioners to deliver My Kids and Me groups for families whose children are in out-of-home-care and Keeping Kids in Mind groups for separated parents to manage child arrangements in positive ways.

Our **Family Support** services operating in the Inner West and South-West, worked with 1,054 families with children aged 0-15 years. Key stressors for these parents are domestic and family violence, housing, financial issues and mental health concerns. Increasingly, these services are also supporting families who have a family member with a disability.

In June 2017, our **Community Engagement** team, harnessing the expertise of parenting specialists across the organisation, launched the Schools Parenting Resource Hub to help support parents of school-aged children.

Families turn to CatholicCare for practical assistance, emotional support and professional advice with parenting... starting with pregnancy and continuing on through to teen years.

Containing five different, regularly updated parenting articles, the Hub is being distributed to schools and agencies to provide simple, easy-to-understand tips about building positive parenting skills and managing the stress that parenting inevitably brings.

TOP PARENTING CONCERNS

Throughout our parenting programs last financial year, we have seen significant numbers of parents seeking help to address:

- ▶ Domestic and family violence
- ▶ Challenging relationships with children
- ▶ Mental health concerns affecting parenting
- ▶ Financial stress
- ▶ Homelessness risk



7,544

calls handled by Parent Line NSW



631

parents went to parenting groups in 9 Sydney locations



41

family practitioners trained



1,054

Family support provided to 1,054 families



CASE STUDY

Rose Gallagher resident comes ALIVE

Helping young people build confidence and life skills is at the core of our ALIVE programs. In the words of one of our Rose Gallagher residents: “Before CatholicCare took me into their ALIVE program, I was accommodated at ‘The Girls Refuge.’ The ALIVE program has helped me focus on my main goals for 2017 which are finishing Year 12 and acquiring an ATAR I can be proud of, and improving my mental health. The program has provided heaps of support in areas such as accommodation, legal, education and workforce. Being accepted as a tenant at Rose Gallagher House has given me the opportunity to settle in a safe new lifestyle. CatholicCare has been so supportive with working together with me.”

Children and Youth Services

Children and young people need help to grow and flourish. Our Children and Youth services provide a range of support for children, young people and their families at all stages of their development, including counselling, foster care and adoption, and practical life skills.

In the last financial year the average number of children and young people in care in our program was 71 each month. Keeping children safe is paramount and our **Children and Youth Services** teams are passionate about supporting **Foster Carers** to help provide safe and caring homes for children who are not able to live with their birth family. We have trained and seen six carer households approved to accept foster placements in the last financial year.

We have also been working with families at risk of having a child removed from their care to stabilise relationships and provide security for their children. In one case our team supported a pregnant mother with an intellectual disability who previously had older children removed from her care. Case workers supported the mother and her partner during the pregnancy and after the birth of her baby, ensuring stable housing, providing new parenting skills and visiting the family regularly to ensure the parents felt supported and the baby was safe, in a loving family.

Our **Adoptions Services** provided a range of support services to 345 people, including parents considering adoption, adoptive parents and birth families. We made two final orders for adoption and provided information and support to people previously affected by adoption who were seeking access to adoption records held by the service. Our teams also helped 146 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. Our **Transition to Independence** program supported 51 young people throughout the year, to make a successful transition from Out-of-Home-Care to independence as an adult. We provided accommodation support to these vulnerable young people leaving care and to those suffering family breakdown, including tenancy support and accommodation in our **Rose Gallagher Accommodation Program**.



345

people supported
by adoption
services



146

former children's
home residents
accessed records



51

Transition to
Independence helped
51 young people



39

ALIVE educated
39 students

In collaboration with our partners, our **ALIVE** suite of programs gives young people opportunities to access education in a supportive environment. We also offer a range of groups and activities to help people build confidence and life skills. Last financial year we had a total of 39 students enrolled in our literacy program: 23 students in Certificate I Access to Work and Training; 15 students in Certificate II Business; and one student in Certificate III Business. In total 24 students graduated.

We are passionate about supporting young mothers and babies at risk of homelessness to find stability and develop strong relationships. Our **HOPE Program**, which began in 2001, aims to break the cycle of family trauma through early intervention. In 2014 we lost Government funding for the program but our team has worked tirelessly to raise funds and we re-launched the program in March this year and are now able, once again, to help build a safe and bright future for young mothers and their babies.

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



Disability Services

Living with a disability can be challenging and at times exhausting for both individuals and their families. Our Disability Services help children, young people and adults with occasional, short-term and round-the-clock support.

The National Disability Insurance Scheme launched in South-West Sydney in July 2016. Within months clients already receiving services from CatholicCare began transitioning to the NDIS, receiving services in their homes as well as respite services to enable carers to take a break from their caring role. Overall, CatholicCare was working with 157 NDIS participants by June 2017, delivering almost 9,000 hours of support.

Our **NDIS Therapy Team** provide support and skills for children living with a disability in South-West Sydney. Children are assisted in their homes and at our family-friendly centre in Cabramatta West. In the last financial year 77 families were enrolled in our programs and we provided 2,572 therapy sessions.

Our flexible **Respite Services** for families with a child living with a disability provide support in the community; in weekend group activities and with respite in the home. We support parents to take a break from caring

responsibilities, whilst our carers help children develop life skills and increase independence. Children also develop long-standing friendships within their groups. Last financial year we supported 103 children from birth to age 18.

Our **School Leaver Employment Support Program** works intensively with young people living with a disability who are leaving school, to help find placements into further education or employment. We work with an average of 15 students at a time through a two-year transition period. In the last financial year we placed 13 young people into a combination of DES providers, open employment and/or education, representing a success rate of more than 80% for participants.

Our **Community Day Program** for adults with a disability in Lakemba is a small, family-friendly site where clients can learn cooking skills and enjoy craft activities and social connection. Last financial year we provided vital social support, skills training and activities to 11 adults.

We help people living with a disability to live full and connected lives with reliable and supportive care services tailored to their needs.



9,000

Almost 9,000 hours of support for 157 NDIS participants



2,572

child therapy sessions for 77 families



103

Respite support for carers of 103 children aged 0-18 yrs



80%

More than 80% success rate for school leaver placements

CASE STUDY

Group play achieves potential

We work with the families of children with disabilities to set and achieve goals and use a play-based approach to assess each child's needs and work out the best therapy and care options. Lily has been attending our group for Children Living with Autism since the start of Term 1, 2017. Lily's family travels an hour to join the Group to expose Lily to social experiences. The Group helps her to build language, play skills and fine motor skills and to use them in an appropriate, functional way to achieve her potential. Until she joined this Group, Lily had never been separated from her parents or had any interaction with her peers. At first she was extremely unsettled and tearful but with time and many different strategies she is slowly improving. After eight months Lily has now settled into the Group, explores her environment more and is engaging with her teacher and her therapists. Lily's mother and father are thrilled at her progress and love receiving photographs, updates and artworks that show how much she is now achieving.



CASE STUDY

Mother and child reunited

Early in 2017, a young mother approached CatholicCare for Family Dispute Resolution with a view to having her child, being withheld by the father, returned to her care. The case was not suitable for mediation but CatholicCare’s approach to working holistically with families meant that we were able to provide mental health support to the mother and a group Parent Education course to help develop her confidence in parenting. The mediator worked alongside these services, supporting the mother to access Legal Aid to reunite her with her child. Having lived in foster homes in her own young life with instability in her family relationships, the mother was able to find a home, attend TAFE and now feels optimistic about the future.

Relationship and Counselling Services

Individuals, couples and families all need support to manage challenging times in their lives. Our caring, professional and non-judgemental relationship and counselling teams help people work through difficult family and relationship situations.

Our **Counselling Services** provide support to individuals, couples and families coping with domestic and family violence, mental health concerns and couple concerns. Last financial year we provided 620 sessions of financial counselling and 2,600 sessions of general counselling across five locations. Additionally, following a successful tender application, our relationship counsellors have started providing support services to male victims of domestic abuse across six locations.

Our **Men and Family Relationships** team has been heavily involved in the current review of **Men’s Behaviour Change** Programs in NSW, helping work towards reform in the sector designed to offer greater protection for women and children. Last financial year we also provided 950 occasions of support; working with men using violence in their intimate relationships, men who have committed an aggressive crime and women whose relationships have been impacted by violence.

Our **Family Dispute Resolution** team provides professional mediation and support to help families resolve disputes. Last financial year the team provided 2,282 occasions of service and worked with 576 new clients.

We also provide legally-assisted mediation at our **Family Relationship Centre** in Bankstown. Our team worked with 624 new clients across the year, providing 2,033 sessions of service. The Centre also extended its services to provide more post-separation case management for families in high conflict, leading to more positive outcomes for children.

Safe, supervised contact is crucial to support parents and children through the stresses of a separation. Our **Sydney Children’s Contact Service** provided 805 sessions of supervised visits and changeovers for parents deemed unsafe to have unsupervised contact with children aged 0-12 years. Our team works hard to build more positive attachments between parents and children, whilst ensuring children’s safety.



620

sessions of financial counselling



2,600

sessions of general counselling across 5 locations



950

sessions to relieve violent behaviour

We provide professional counselling for individuals and families going through relationship problems and many other issues.



2,282

family dispute sessions and 576 new clients



624

new clients and 2,033 sessions at Bankstown Family Relationship Centre



805

supervised visits and changeovers



CASE STUDY

Holyoake changes lives

Our Holyoake Team provides a unique individual and group support program for people with problematic usage of alcohol and/or other drugs and for family members affected by addiction. One mother, whose daughter was using alcohol, attended our family program. In her own words: “The group changed how I saw things and I have learned new information and skills that have led to a dramatic change in my understanding and a dramatic change in my daughter. It has literally changed our lives and I feel so grateful.”

Services for the Community

We believe not just in strengthening families, but also in building communities to support people who may be vulnerable. Our broad range of community services help people with many of life’s challenges and opportunities.

From education and employment, through to health and daily wellbeing, our caring and understanding teams, staff and programs help many people, no matter their faith, to live full and meaningful lives.

To ensure vulnerable people in our community can access immediate support, we created our CCareline Team in January 2017. Providing a single point of access into all of our services through the 13 18 19 number, our team members take hundreds of calls every week, assisting families to navigate the social services systems to gain the help they really need. **Our CCareline Team** also visits elderly people needing assistance in their homes to tailor services to their unique needs, providing a single contact from first telephone call until services are established.

Last financial year our **GamblingHelp team** provided 517 sessions of phone-based and face-to-face counselling and support with 100% of clients reporting a reduction in their gambling. Our team is finding many more clients with serious mental health concerns and financial hardship

are getting in touch and referrals are provided to access further support. We also support people concerned about gambling in a club setting through **ClubCare** and provided 400 sessions to club patrons this year.

Our **Personal Helpers and Mentors (PHaMs) Program** supports people affected by mild to moderate mental illness, where their functioning is significantly impacted. PHaMs Case Managers provide case management and care coordination support and work one-on-one with participants to support them in their individual needs and goals. This intensive approach aims to help participants feel empowered and achieve independence from support services, in order to maintain their wellbeing and manage their mental health effectively.

In one instance, the program provided intensive support to help a participant back into paid employment after she had been out of the workforce for many years. We helped her to learn to organise her day with reminders to ensure punctuality at work whilst also attending to her

We support the wellbeing of the community with a broad range of services for health, education and employment.

other appointments during the week. She now feels proud of her independence and achievements.

In the last financial year the PHaMs Program team helped 84 individuals in Sydney City with 887 occasions of support, and 80 individuals in Liverpool with 886 occasions of support.

Our **Tree of Hope program** offers support, the opportunity to build relationships and organised activities for people with HIV/Aids and their family members. A total of 130 clients attended our Drop in Dinners during the year whilst 15 clients attended our Annual Retreat.



517

GamblingHelp provided 517 sessions



100%

of clients reported reduction in gambling



1,773

occasions of mental health support for 164 individuals



130

attended Tree of Hope drop of Hope drop in dinners



CASE STUDY

Volunteers and elderly share joy in connection

Our Community Visitors Scheme was twice featured in the media this year. In May 2017, SBS filmed a news segment detailing the importance of social connection to isolated older people and in June 2017 The Link, a news program on ABC Television, featured our client Janet and her volunteer visitor Rosa. Janet and Rosa gladly accepted the opportunity to be filmed for the ABC news program, hosted by Stan Grant. The program was designed to highlight the plight of some elderly people who have no connection to the community. Janet explained in the interview how being introduced to Rosa through CatholicCare's Community Visitors Scheme coordinator has resulted in a nine-year friendship, bringing renewed meaning and joy to both of their lives.

CASE STUDY

Ageing support key to life

Eighty-two-year-old Gloria has been a recipient of our Ageing Services for more than eight years and says she loves all the different aspects of her relationship with CatholicCare. In her own words: "Oh, it's wonderful, absolutely wonderful. I love CatholicCare and I always have because they've been very good to me. They do my housework and take me to the doctors, take me shopping and it's great." Gloria says that the support workers from CatholicCare have become an important part of her life.

Ageing Services

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

Research tells us that an absence of social interaction for older people is associated with higher levels of inflammatory factors that can lead to Alzheimer's, cancer and heart disease. We also know people fare better remaining at home for as long as possible and it is care workers who ensure support services are available on a daily, weekly or ad-hoc basis, depending on the needs of individuals.

Last financial year our **Ageing Services** teams assisted more than 2,000 older people providing 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 delivered almost 190,000 hours of ageing support throughout the year.

The role of a carer is extremely demanding and can diminish wellbeing, isolate the carer from friends and family and make it hard to maintain employment. Carers may be

looking after a family member who is frail, has dementia or has a disability, so our Ageing Services teams provide the support carers need to be able to take a much-needed break from their caring role. Over the year we provided support, group activities and referrals to services for carers aged from 14-82 years.

In the last financial year our team helped carers navigate government systems such as My Aged Care to gain services, helped gain referrals for mental health services, and organised fun activities for carers to come together, share their caring experiences and find friendship and support. In total we provided 330 individual carers with around 900 hours of support.

Many older people find it hard to get out into the community. Recognising the need for additional social support in the home, our passionate **Community Visitors Scheme** volunteers visit elderly people providing a much-enjoyed connection to the outside world.

We help older people to remain living in their own homes, with reliable care services that give independence and peace of mind.

Our **Ageing Volunteers Programs** gives 112 volunteers the opportunity to make an extraordinary difference to people's lives; people who otherwise may feel lonely or isolated from the community. The **Community Visitors Scheme** and **Neighbour Aid** together supported 286 people living at home or in aged care settings, providing 8,980 hours of companionship and connection to the wider world.



2,000+

older people supported



1,000

Care provided to approx. 1,000 people discharged from hospital



190,000

Almost 190,000 hours of ageing support provided



330

carers provided with 900 hours of support



112

volunteers provided 8,980 hours of companionship to 286 people



Services within the Catholic Community

Our vision of a society in which we all feel supported and that we belong directly reflects the belief of our founders; that the disadvantaged, distressed and devalued in society deserve the best possible professional care from the Church.

We have been walking in solidarity with individuals, families and communities for over 75 years and our mission, that ‘in the footsteps of Christ, we promote dignity, strengthen families and connect communities’, guides us in the work we do, and the way we do it, every day. A fundamental part of this work is serving Catholics throughout the Sydney Archdiocese.

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

The Community Engagement team is charged with the task of working more closely with Parishes and Schools; building connections with other Catholic agencies; opening up opportunities for collaborations with Catholic health and social services providers; and building 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 of their options for support.

We have 46 committed counsellors based in 82 **Catholic Schools** in the Sydney Archdiocese. Last financial year they provided support and counselling to 2,234 students aged 5-18 years, both individually and in groups. Common issues that students present with include mental health concerns, family issues and social skills. Counsellors also work with students to help manage study and exam stress. Our specialist **Student at Risk Program** in Eastern and Southern Sydney supported 148 students across 46 schools throughout the year. Additionally, our **Natural Fertility Educators** worked across 42 schools, providing seminars to students about puberty and relationships.

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

We also provide **Pre-marriage Education** and Relationship Enrichment for couples to help pave the way for a happy future. Our team of professional educators use the latest clinical research to enhance couples in the formation of their Sacramental marriage. Couples reflect on their relationship, build marriage and relationship skills and establish shared core values, goals and aspirations. Last financial year our team delivered 5,832 group-based and individual sessions to 972 couples across 13 locations within the Archdiocese.

We aim to help couples achieve or avoid pregnancy naturally, by providing natural, family-planning education, training and resources through face-to-face sessions and online services. Last financial year our **Natural Fertility Services** held 66 pre-marriage sessions with couples, providing them with a reliable, drug-free method to manage their fertility.



46

counsellors supported 2,234 Catholic school students



148

students at risk supported across 46 schools



5,832

marriage and relationship sessions delivered to 972 couples



66

pre-marriage natural fertility sessions



Supported employees have a place to work and social connections

Centacare Industries has a proud history of enriching the lives of its supported employees. It is a history firmly entwined with two particular employees who have their own proud history of friendship. For Sean and Joanne, born 4 days apart, work provides the daily opportunity to continue the more-than 40 years they have had enjoying each other's company.

Joanne and Sean have worked together since 1998 and Manager Brad Burridge says their relationship is typical of many that develop within the program. "The friendships here last a long time," Brad explains. "Work is also very much part of their social life. It is very rare that we have an employee start and leave quickly. The majority of our employees have been with us for more than 10 years."

For Sean and Joanne, now 48, meeting at Kindy began the relationship that sees them now sharing themed barbecues

and footy competitions that provide fun and variety to add to the work. "It's wonderful to see how much they care for each other," says Brad. "Sean may love his footy and hanging out with the other guys but he and Joanne are so close and Sean looks after her – he's like a big brother to her and she is very affectionate and caring too."

For the management team, Sean and Joanne's relationship epitomises what the program aims to achieve. "We strive always to achieve a balance between our mission of building skills and confidence for our supported employees and achieving results for the business and our customers," Brad adds. "The employees enjoy the work and the operation flows well when we are busy but we also focus on our employees, finding small ways to give back." The giving back this particular day meant a St Patrick's Day celebration and everyone arriving in green to celebrate. "Even I'm in green," Brad laughs.

Direct Employment Services

It is widely accepted that having a job builds an individual's dignity and wellbeing. Our Direct Employment service works to help people with disabilities to find satisfying and meaningful work.

In the words of Pope Francis, "where there is no work, there is no dignity." Many people feel empowered by being in the workforce but some face barriers to this crucial sense of inclusion. As research has consistently shown, people with disabilities are very much underrepresented in the workforce and the gap between employment rates for people without a disability compared to those with a disability is widening.

We know from psychological research that being out of the workforce, even for just a few months, significantly increases the chance a person will experience depression or anxiety and may also experience physical health issues. For people with a disability who may already be struggling with poor physical or mental health, not having a job adds to this burden.

Our **Direct Employment** organisation is a fee-free recruitment agency, providing specialist services to help people with disabilities overcome these barriers to find meaningful and sustainable work. For employers the service only introduces candidates with suitable availability, skills and ambitions. Similarly, candidates like Direct Employment because employment opportunities are well tailored to each person's skills, individual goals and the needs of employers.

In the last financial year Direct Employment placed participants into 678 jobs and assisted 193 into training. For one participant, gaining employment in the retail sector in a role she was passionate about, brought a sizeable change to her life. The Direct Employment consultant who helped bring about this change reflected, "She's talking a lot more about what she loves and she's happy. She makes me happy too!"

We help businesses with a social conscience to employ and support people with disabilities.



678

placements
of participants
into jobs



193

participants
helped into
training



People at CatholicCare

With a workforce over 700 strong and 130 volunteers, CatholicCare is a sizeable employer in Sydney. Many people choose to work and volunteer at CatholicCare because they believe in our mission, to promote dignity, strengthen families and connect communities.

CatholicCare's broad range of roles includes the delivery of frontline programs, such as youth work, social work, counselling, aged care and nursing, as well as administrative roles in finance, IT, human resources, communications, marketing, fundraising and many more. With such a diverse range of programs and hence a diverse workforce CatholicCare relies heavily upon our shared values to guide our team member's work and our culture.

Rapid change in the social services sector has placed unprecedented pressure to transform our organisation. The move from secure government funding to dynamic, client driven deregulated markets has meant that the CatholicCare team is working toward reshaping our organisation and how our people provide service to our clients.

At CatholicCare we're fortunate to have very loyal staff and volunteers. Many of our front-line staff as well as our executives have been with the organisation for long periods of time and we prize their dedication to our mission and commitment to the team.

Indeed, the spirit of CatholicCare is embodied in our magnificent volunteers. Many work with our ageing clients and some in family programs and our business operations areas. Volunteers contribute their time but just as importantly their passion, energy and life experience which provides an invaluable and rich addition to our resources and services. We are grateful and awed by their generosity and goodness.

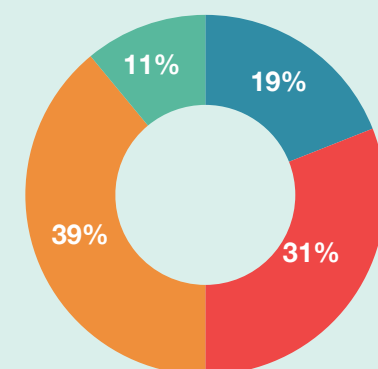
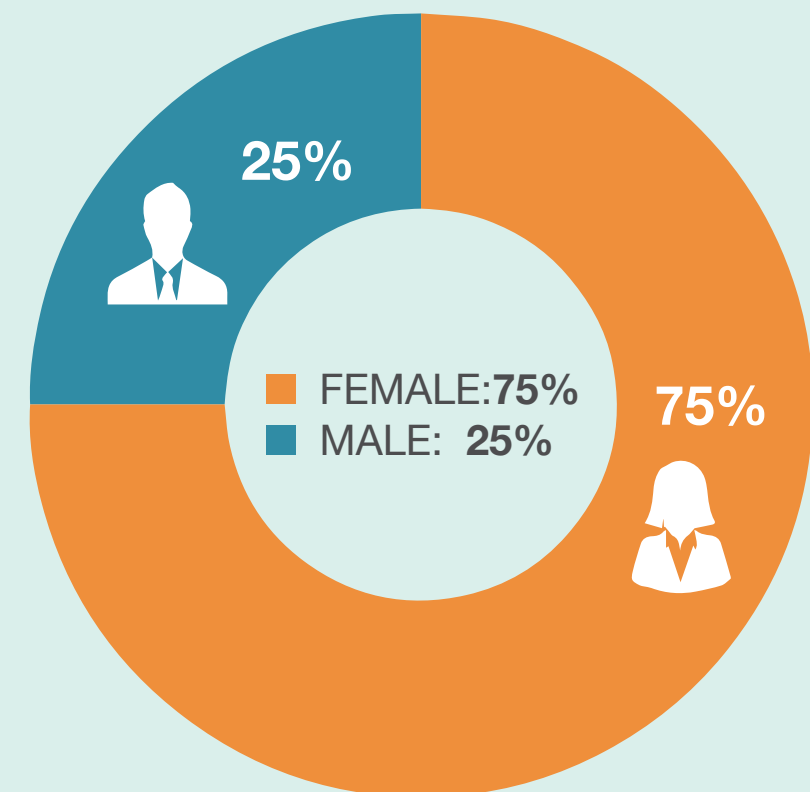
EMPLOYEES DEMOGRAPHICS



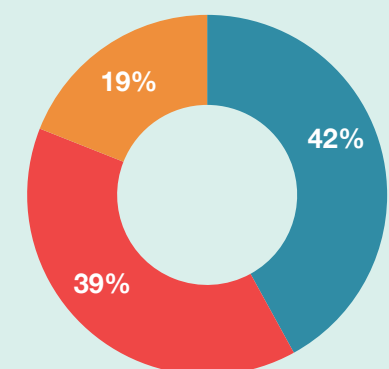
706

**TOTAL
EMPLOYEES**

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



■ In aged care: **19%**
 ■ In disability: **31%**
 ■ In families and children: **39%**
 ■ In supporting roles: **11%**



■ Full time: **42%**
 ■ Part time: **39%**
 ■ Casual: **19%**

Average length of service: **6.3 years**

Longest current service: **28 years**

Median: **4 years**

Age spread: **20 to 73 years**

Average Age: **46 years**

2016 Years of Service Recipients

25 YEARS

Angharad CandlinTrish Bennett

20 YEARS

Anne FairhallAnthony HilderChris WaterfordEdward HoRobyn NapierSue MorganYvonne Hall

15 YEARS

Amy EttridgeChanmony PhanDuc Minh Phan-VuJulie DunneJustin SinghKaren MikhaelKarolina FerkulaLucy LetnerMargaret GardinerMichelle LavingNaomi AbelPeter LindPeter McCarneySandra LiewSharon YoungVeronica Keane

10 YEARS

Arnold FernandezBrett WardCoralie BoagDaniel IaculloFrank HidalgoJane SingletonJohn HickryKim Loan DoanLesa MulhollandLjubinka BrkicMagda RaghibMaria RugieroMaria SmithMathew WaltersMichael SmithNasrin DelshadOlga TchernomorPeter CareyPhuong NguyenRomani GirgisSharyn WillisShona SmithStephen DesiraSuraj SuvarnaTroy BrownVesna Dawid

5 YEARS

Abner MataAlanna McGeeAnita KhouryAnnelieseAlexanderCarolyn BarrowCatherine BourneCharbel Abi-HannaChristina GalaniCourtney JacquesCraig BarronDaria CostagliolaDragana BozinovskiEugene PickerdFrancis VavasourHugo HuezoIndira HasanagicIrene WilsonJennifer SteeleJoanna ThyerMakayla WillingMargaret WisemanMarica FilipovicMarie TranMarie StewartMark SymondsMary BudweeMichele SilverMorag CavallaroNaomi EdwardsNichola MarsonetNicola SudirwanNova RaboyRebekah GattRichard WalkerRohena TasminSally RileySamanthaPattersonSamra AvdicSara ArenStephen WaltonTeresa ZygmundTuyet Nguyen

VOLUNTEERS

20 YEARS

Gladys BroudouRosa Cuciniello

15 YEARS

Malou AngelesRene FaulThuong Nguyen

10 YEARS

Giovanni CucinielloJean MilliganSuzie ChallitaTrinh Van Ly

5 YEARS

Anh LeMatthew VaeluagaParamita ChandaThi PhanThi Hoai LeTuyet Anh Thi LeXiomara Huezo

Our Supporters

BLACKMORES
SYDNEY RUNNING
FESTIVAL 2016

18
PARTICIPANTS

**\$3808.76**
DONATIONS
raised for
CatholicCare Sydney
Disability Support
Services

IN MEMORIAM

Mrs Gail McGill on behalf of the late Mr Paul McGill
Mr Lance Wright on behalf of the late Mrs Rosalind Wright

HAMPER DRIVE SUPPORTERS

PARISH, COMMUNITY AND CORPORATE SUPPORTERS

- ▶ AXIS Speciality Claims, Sydney
- ▶ Bethany College, Hurstville
- ▶ Catholic Commission for Employment Relations, Sydney
- ▶ Cheapest Load of Rubbish, St Peters
- ▶ Marist Sisters College, Woolwich
- ▶ NSW Land and Housing Corporation Strategy Group, Ashfield
- ▶ Our Lady of the Sacred Heart College, Kensington
- ▶ Sacred Heart Primary School, Mona Vale
- ▶ 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

- ▶ Australian Communities Foundation
- ▶ Betty Wade Charitable Trust
- ▶ Catholic Women's League, Archdiocese of Sydney
- ▶ CatholicCare Foundation
- ▶ Chappell Dean
- ▶ City Tattersalls Club
- ▶ Curran Access Children's Foundation
- ▶ Catherine DeMayo
- ▶ Lady of Grace Fraternity, Ryde
- ▶ Notre Dame University
- ▶ Parish of St Benedict, Broadway
- ▶ Phillips Family Foundation
- ▶ Property Industry Foundation
- ▶ Radio Community Chest
- ▶ The Anawin Society
- ▶ The Shrine and Parish of Our Lady Mt Carmel, Alexandria
- ▶ Waratah Signs of the Highlands, Colo Vale

The CatholicCare Board comprises:



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.



Carolyn Betts

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 startups.



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. She was recently named a member of the Executive Committee for the Plenary Council 2020. 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. 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 also serves as a member of the Good Samaritans Finance Council.

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)
Chief Operating Officer**

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



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.

Janet Jensen

**(2016-17)
Chief Financial Officer**

CA (SA)
Janet was appointed Chief Financial Officer in 2016. She left CatholicCare in 2017.



Fiona Hastings

**(2014-Present)
General Manager, Families, Children and Youth**

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



Daniel Culhane

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

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



Kerryn Tutt

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

BAppSc (Phty), 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.



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.

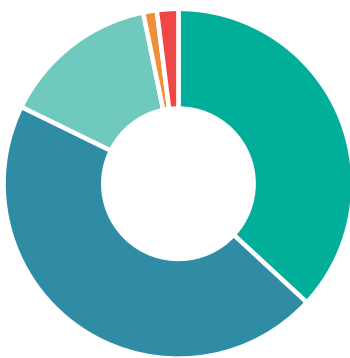
Financial Results

STATEMENT OF FINANCIAL POSITION

as at 30 June 2017

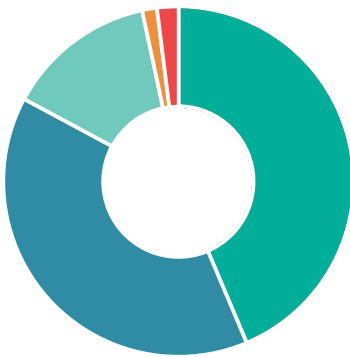
	30 June 2017	30 June 2016
CURRENT ASSETS	\$	\$
Cash and cash equivalents	11,212,718	11,740,032
Receivables	3,480,514	2,934,739
Prepayments	421,703	517,986
Total Current Assets	15,114,935	15,192,757
Property, plant and equipment	10,059,724	9,617,392
Equity accounted investees	3,103,481	2,698,379
Total non-current assets	13,163,205	12,315,771
TOTAL ASSETS	28,278,140	27,508,528
LIABILITES	\$	\$
Trade and other payables	3,039,057	3,439,280
Employee benefits	5,314,719	5,510,510
Other liabilities	4,773,271	5,802,804
Total current liabilities	13,127,047	14,752,594
Employee benefits	1,277,410	1,199,821
Other liabilities	1,266,400	1,425,800
Total non-current liabilities	2,543,810	2,625,621
TOTAL LIABILITIES	15,670,857	17,378,215
NET ASSETS	12,607,283	10,130,313
EQUITY	\$	\$
Accumulated funds	12,607,283	10,130,313
Total accumulated funds	12,607,283	10,130,313

SOURCE OF INCOME



2017

NSW Government	\$20,379,952
Commonwealth Government	\$25,071,097
Program and Other Income	\$8,026,526
Donations and Fundraising	\$695,174
CWF and other Catholic Entities	\$1,093,892
TOTAL FOR THE YEAR	\$55,266,641



2016

NSW Government	\$24,359,395
Commonwealth Government	\$21,881,329
Program and Other Income	\$7,734,902
Donations and Fundraising	\$763,525
CWF and other Catholic Entities	\$1,085,974
TOTAL FOR THE YEAR	\$55,825,125

EXPENDITURE



2017

Employment, Youth and Mental Health	\$21,258,281 ¹
Customer Service and Home Care	\$10,583,672 ²
Children and Families	\$20,580,494 ³
Corporate support and Fundraising	\$367,324
TOTAL FOR THE YEAR	\$52,789,771
NET SURPLUS/(DEFICIT) FOR YEAR	\$2,476,870

¹ Formerly Disability, Mental Health & Carers
² Formerly Accommodation and Home Support
³ Formerly Families and Community



2016

Disability, mental health and carers	\$22,947,208
Accommodation and home support	\$11,575,812
Children and Families	\$20,179,783
Corporate support and Fundraising	\$392,588
TOTAL FOR THE YEAR	\$55,095,391
NET SURPLUS/(DEFICIT) FOR YEAR	\$729,734

Independent Auditor's Report on Financial Statements

To the Archbishop of the Catholic Archdiocese of Sydney, Founder of CatholicCare Sydney Trust and Member of CatholicCare Sydney Limited

Opinion

In our opinion, the accompanying **Financial Statements** of the Reporting Entity are 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 Reporting Entity's financial position as at 30 June 2017, 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.

We have audited the **Financial Statements** of CatholicCare Sydney Trust (the Reporting Entity).

The **Financial Statements** comprise:

- i. Statement of financial position as at 30 June 2017.
- ii. Statement of profit or loss and other comprehensive income, Statement of changes in equity, and Statement of cash flows for the year then ended.
- iii. Notes including a summary of significant accounting policies.
- iv. Responsible Entities' declaration.

Emphasis of matter - basis of preparation and restriction on use

We draw attention to Notes 1 and 2 to the Financial Statements, which describes the basis of preparation, including the approach to and the purpose of preparing them.

The Financial Statements have been prepared for the purpose of fulfilling the Responsible Entities' financial reporting responsibilities under the ACNC Act 2012. As a result, the Financial Statements and this Auditor's Report may not be suitable for another purpose.

Our report is intended solely for the Responsible Entities of the Reporting Entity and ACNC and should not be used by any other party. We disclaim any assumption of responsibility for any reliance on this Auditor's Report, or on the Financial Statements to which it relates to any person other than the Responsible Entities of the Reporting Entity and ACNC. Our qualified opinion is not modified in respect of this matter.

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 Statements and the Auditor's Report. The Responsible Entities are responsible for the Other Information.

The Other Information we obtained prior to the date of this Auditor's Report was the Advisory Board's report.

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

In connection with our audit of the Financial Statements, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Financial Statements 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 Responsible Entities for the Financial Statements

The Responsible Entities are responsible for:

- i. Preparing the Financial Statements 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 Statements that gives a true and fair view and is free from material misstatement, whether due to fraud or error.
- iii. Assessing the Reporting Entity'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 Reporting Entity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Statements

Our objective is:

- i. to obtain reasonable assurance about whether the Financial Statements 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 these Financial Statements.

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 Statements, 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 Responsible Entities.
- v. Concluding on the appropriateness of the Responsible Entities' 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 Reporting Entity'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 Statements 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 Reporting Entity to cease to continue as a going concern.
- vi. Evaluating the overall presentation, structure and content of the Financial Statements, including the disclosures, and whether the Financial Statements represents the underlying transactions and events in a manner that achieves fair presentation.

KPMG

Kathy Ostin
Partner

Sydney
4 December 2017



CatholicCare Sydney

ABN: 38 841 427 747

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

 **13 18 19**

 connect@catholiccare.org

 catholiccare.org

 facebook.com/CatholicCareSydney



Are families in your community struggling or experiencing a crisis?

CCareline helps Sydney families find help for relationships, parenting, ageing, disabilities and mental health concerns.



CCareline
131819
CatholicCare.org