



ANNUAL REPORT 2020



CONTENTS

2	Archbishop’s Message
3	Chairman and CEO’s Letter
4	Our Purpose, Vision, Mission and Principles
6	Our Focus, Work and Approach
8	CCareline 13 18 19
10	Community Services
12	Parenting and Family Services
14	Children and Youth Services
16	Counselling and Relationship Services
18	Pastoral Services
20	Disability Services
22	Senior Services
24	#KeepCosy
26	Carer Gateway
28	Volunteering
30	Clinical Governance
32	Community Engagement - Fundraising and Philanthropy
34	Our Supporters
36	People at CatholicCare
38	The Board and Executive Leadership
40	Financial Summary

CatholicCare Sydney

2C West Street
Lewisham NSW 2049
ABN: 38 841 427 747

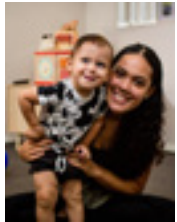
 **13 18 19**

 connect@catholiccare.org

 catholiccare.org

 facebook.com/CatholicCareSydney

 [@CatholicCareSydney](https://instagram.com/CatholicCareSydney)



Cover: When Lepeka first contacted CatholicCare, she was on the verge of homelessness. Thanks to the HOPE program, Lepeka and Kaleb are looking forward to the future.

Archbishop's Message



"Christ leads us to go out from ourselves more and more, to give ourselves and to serve others"

Pope Francis

CatholicCare is the social services agency of the Archdiocese of Sydney, with a team of caring professionals who lead and assist the Sydney Catholic community in works of love and charity, supporting those who are vulnerable or in need.

Its mission is to walk in the footsteps of Christ, to promote dignity, strengthen families and connect communities. Over the past 12 months, this work has been more important than ever, as we have all endured many challenges. The year began with one of the worst bushfire seasons on record and, of course, this was followed by the COVID-19 pandemic.

At CatholicCare Sydney, I am delighted to say that the staff, supporters and volunteers have all risen to the challenge with great dedication and compassion. They have delivered vital services to the community. Even when there was the elevated fear of catching the virus, CatholicCare staff worked out safe ways to continue helping older members of our community in their homes and providing counselling support for children in schools.

CatholicCare's work began almost 80 years ago. This work recognises that God's love in the world means responding with compassion to those in need, no matter their story or personal circumstance.

Today, the principles guiding the work of CatholicCare remain the same as they were 80 years ago:

- Preserving human dignity, affirming that each person is loved and has a role to play.
- Valuing subsidiarity, supporting people to make their own decisions about their lives.
- Nurturing the common good, fostering relationships so everyone has a sense of belonging.
- Acting in solidarity with others, walking in their shoes to understand their needs.

These are testing times but we know that, together and with the strength of Christ's love, we will endure and thrive.

May God bless the work of CatholicCare, those who undertake this work and the people and families who receive support and care.

Most Rev Anthony Fisher OP

Archbishop of Sydney

Chairman and CEO's Letter



No one could have predicted the disruption, loss, and anxiety that this year has delivered to people across Australia and the world. In addition to COVID-19, we had devastating bushfires and floods in our country and continued civil unrest in other parts of the world. Through it all, though, the resilience of the human spirit has been evident.

Due to the concerns of the pandemic our staff and volunteers needed to change how they did their work, at very short notice, to either maintain face-to-face services in a safe and healthy way, or to convert to delivering care and support online or via telephone. This was all done with compassion, good humour and perseverance and we owe them a debt of gratitude for their outstanding response. As an example of this, prior to the onset of the pandemic, about 17% of our family-based and pastoral services were able to be delivered via digital channels; this has now increased to 62%.

Our Centacare service supports people with an intellectual disability to find meaningful employment. As the pandemic took hold in Sydney, within days, we moved our onsite operations to a work-from-home model.

The Home Care team also had to be vigilant and nimble. Although physical distancing is a major strategy to fight COVID-19, for some it is also a major cause of loneliness, particularly for older members of our community who are already isolated. We responded by implementing new practices to ensure health and safety, whilst maintaining face-to-face care and support wherever it was needed.

Among other initiatives, CatholicCare has been instrumental in the formation of a collaboration aiming to end street sleeping in Sydney and across NSW. This collaboration involves state and local governments, all the major providers of homelessness services and philanthropists. Due to the collaboration, NSW became the first vanguard state in the world aiming to truly end street homelessness. This work is being done under the auspice and guidance of the Institute of Global Homelessness and over the past year, for the first time in NSW, a real time, by-name list of those sleeping on the streets and in overnight hostels has been created. By understanding the stories and the changing circumstances of the people sleeping rough, it becomes possible to identify the optimal housing for these people and to discern the policy and practice changes that are needed to prevent more people becoming homeless.

CatholicCare has been supporting young mothers and their children for some years via its HOPE program. This program receives no government funding and has only been possible thanks to the support of benefactors, including HOPE's largest supporter AccessEAP. We are now also working with parishes in Sydney to convert Church properties into transitional housing to increase the support offered by this program. This is one part of CatholicCare's commitment to working very closely with parishes to create 'Communities of Care'.

We would like to acknowledge and thank our staff, volunteers, members of the CatholicCare Board, our Clinical Advisory Group, donors, benefactors and our funding partners in both the state and federal governments. All have had a significant role to play over the past year and the services that we provide could not have been delivered without their commitment and support.

Richard Haddock AM

Chairman, CatholicCare
Sydney Board

Mark Phillips

CEO, CatholicCare



Our Purpose

Guided by the Archbishop, we lead and assist the Sydney Catholic community in works of love and charity, supporting those who are vulnerable or in need.

Our Vision

A society in which everyone is valued and supported.

Our Mission

In the footsteps of Christ, we promote dignity, strengthen families and connect communities.

Our Principles



We preserve human dignity, affirming that each person is loved and respected.



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.



We nurture the common good, fostering relationships so everyone has a sense of belonging.



Our Focus

- To care for people of all ages and all beliefs.
- To help people who are in the most vulnerable situations; those who are falling between the cracks and for whom the care they need is not otherwise available.
- To seek enduring, not temporary, improvements in people's wellbeing. We do this by providing strategies, tools and other assistance that enable people to support themselves and those in their care, and to be connected to community.
- Our principal focus is to help the people of Sydney. Increasingly, we will use technology and form partnerships to provide care and support to people across NSW and Australia.

Our Work

We fulfill our mission in a variety of ways.

- We provide direct care and support to people in need.
- Provide services that enhance the capacity of individuals, families and communities to care for and support themselves and each other.
- Collaborate, advocate and provide leadership for systemic change in support of the vulnerable and needy.

Our Approach

- The people we serve are at the centre of all that we do. We seek a shared understanding of what being person-centred means, including engaging clients in the co-design of services.
- To achieve best practice outcomes for our clients, which means being prevention focused and evidence and trauma informed.
- Our staff and volunteers are our most important assets. We engage and develop our people, including assisting them to acquire new competencies.
- We hold ourselves to account by measuring and reporting the impact we have on the wellbeing of the people we serve.
- When providing services, we are aware of the importance of offering value for money. It is a priority for funders and allows more people to access our assistance. We are alert for opportunities to lower our costs and to incorporate technology and innovative practices into our service delivery.
- To seek diverse sources of funding to ensure our sustainability.
- Increase our impact by using the capability present within the wider Catholic community. Wherever practical, we look to collaborate with parishes, schools and other Catholic agencies. We also partner with non-Catholic organisations where this provides the best support to our clients.
- We create pathways for volunteers and students to join us in our mission wherever practical.

“As the social services agency of the Archdiocese of Sydney, part of our purpose is to help the most vulnerable and to care for those that are lonely and forgotten. We want everyone to feel loved, and that they belong and have a role to play.”

Mark Phillips
CEO, CatholicCare

CCareline 13 18 19

When times are tough, most people don't know how to start solving their problems.

CCareline provides professional and caring phone-based advice, advocacy and referrals.



1,114 calls from seniors who needed companionship, practical in-home help or assistance navigating the complicated Aged Care system



346 calls from men who had been perpetrators of family violence and were looking to change



1,543 calls from people seeking help with parenting



255 calls from people needing to find specialist services for children with a disability



1,663 calls from people seeking counselling and family dispute resolution



420 calls for help with addiction or financial relief, or help finding shelter or food

For help finding help

For people seeking support through CatholicCare services, CCareline is often the first contact point. The help and referral service receives over 20,000 calls a year from those facing challenges in their lives.

This innovative service was established in 2017 to assist people who were having difficulty finding their way through the new government systems for aged care and disability services. Yet, once the phone lines opened, we found that people with all manner of problems called.

In response, we extended the CCareline service, developed a directory of social services across Sydney, and added crisis counselling to provide immediate support to those in need.

The counsellors, case managers and social services professionals at CCareline provide caring advice and up to date information to families navigating their way through the social service sector.

The CCareline team help with:

- Family and parenting support
- Counselling and relationship services
- Specialist services for domestic and family violence
- Addiction and mental health concerns
- Therapies and allied health services
- Guidance through the government's My Aged Care

"It's okay to feel scared, it's okay to feel frustrated, but if you feel like you need support, please reach out to CCareline, because we are here to help!"

Charlotte Day

Family and Relationships Counsellor,
CatholicCare



Louise's Story

Louise has only recently been diagnosed with a mental health disorder, but couldn't afford the support options that her doctor had recommended for her. Louise stumbled across a CCareline advertisement on Facebook and didn't hesitate to make contact directly through the website, hoping that CCareline could be the answer she was looking for.

"CCareline is a very good starting point for someone who has tried everywhere to get help, or if you are looking for more affordable support services," Louise said.

"Clement [CCareline worker] was lovely, calm and easy to talk to."

"He listened to my concerns and referred me to a Cognitive Behaviour Therapy program and mental health worker, which set me on my way to get the immediate support I needed."

Since the pandemic outbreak our helpline has experienced unprecedented demand from families and individuals who are looking for support with relationship concerns, parenting, financial worries, anxiety, depression and other mental health problems.

If you are struggling and don't know where to start to find help, call CCareline on 13 18 19.



Community Services

Our caring teams offer support within the community to help people live full and rewarding lives.



Support for 8,108 students across 126 schools



15 additional counsellors joined the team



566 occasions of service for the ClubCare Program



Launch of Communities of Care program supported by NSW Government "My Community" project grant

Schools are at the heart of our community

In the last financial year our School Counselling Program provided 77 CatholicCare Counsellors across 126 Sydney Catholic Schools (Sydney Archdiocese) and one Independent School (Wollongong Archdiocese).

The program provided support and counselling to 8,108 students aged 5-18 years, both individually and in groups. Common issues for students in both primary and secondary schools included mental health concerns, such as depression and anxiety, family issues and social skills. Counsellors also worked with students to manage study and exam stress.

CatholicCare and Sydney Catholic Schools strengthened their partnership to promote student wellbeing, with the full implementation of the School Counsellors in School Communities model, superseding the earlier Student at Risk and School Counselling models.

CatholicCare School Counsellors support all Sydney Catholic primary schools and a significant number of secondary schools with a full-time counsellor to student ratio of 1:1000 and an ongoing commitment to reduce this ratio further in the coming years. A further 15 counsellors joined the program this financial year.

In addition to the direct counselling service, CatholicCare has provided additional family support in schools and parent talks, to further support the health and wellbeing and build the capacity of the broader school communities.

Remote supervision for Lismore Catholic Schools

A Clinical Supervision and Professional Development pilot project was established between CatholicCare and the Diocese of Lismore Catholic Schools Office. The pilot reflects CatholicCare's commitment to sharing knowledge and expertise to support other school counselling programs where there are unmet needs. CatholicCare provided four days of targeted professional development and remote clinical supervision to 42 Lismore school counsellors each term who were working across 46 schools, supporting 18,000 students. The utilisation of video calls to connect isolated counsellors with students with complex needs, has proven to be an overwhelming success, with the partnership planned to expand over the next year.

Community support through clubs

The ClubCare Program takes an outreach approach to services aimed at vulnerable people in a club environment, giving easier access to services, especially for community members experiencing barriers. This year, the ClubCare team helped patrons on 566 occasions with issues such as, gambling related harm, financial stress and family and domestic violence.

Building Communities of Care

Thanks to funding provided by the NSW Government as part of the My Community project grant and in partnership with Our Lady of the Rosary in Fairfield and All Saints, Liverpool, CatholicCare has been working to strengthen families and support individuals in Fairfield and Liverpool through the Communities of Care program.

A Community Care Worker was employed to work from the parishes to help locals to access essential social services. When dealing with stressful situations, people often don't know where to turn for help and sometimes prefer to discuss their concerns in person. By offering support and someone to talk to within the community they live, we are removing the barriers to seeking help.

The Community Care Worker's aim was to understand the main cause of stress for each individual or family and to help them find solutions and gain support through local community services. For example, they may have been experiencing financial or health related problems, been in a domestic violence situation, or having communication issues due to English being their second language.

There was also assistance available to seniors, who needed help navigating the government's My Aged Care system and were looking to access home care support services or thinking about moving to a retirement village or care home.

Unfortunately, due to concerns raised with COVID-19, the support in parish had to pause, with the aim of recommencing in the new financial year, when the health crisis was over. However, from December 2019 to February 2020, the Community Care Worker interacted with over 520 clients, providing referrals, information, a listening ear and an open heart.

Parenting and Family Services

Supporting children, young people and their families to stay strong, safe and connected.



35 young mothers were supported through the HOPE program which continues to achieve 100% family preservation



7,918 calls from parents and carers to Parent Line NSW



982 people attended Parent Education programs across 21 locations



993 families from the inner west and south-west Sydney received Family Support services

Pregnancy Counselling Support Service

Pregnancy counselling is a free telehealth service that provides a range of services to pregnant women in the Sydney Archdiocese. The program recognises that while pregnancy can be a time of joy for some women and their families, it can also be a time of stress and difficulty for others.

The service works from an evidence based person-centred framework to ensure each client has individualised plans that meet their needs. The program provides both antenatal and postnatal support for women to help maximise opportunities for their future.

Each woman and her baby are supported through therapeutic counselling and parenting education and support. This may include:

- Confidential telephone counselling
- Advocacy to other organisations
- Pregnancy education
- Links to other support services
- Pregnant mother psycho-education groups

The service offers 12 sessions of counselling, at a pace suitable to the individual, whether it be weekly, fortnightly or monthly, plus an additional six sessions if required.

Giving hope to young mums

CatholicCare's HOPE program continues to offer specialist community-based pregnancy and parenting support. The program is for vulnerable young women aged 16-25 years who are pregnant or have a child under the age of two. The program works with young mothers who experience domestic violence, poor mental health, homelessness, substance misuse or have a history of complex trauma.

With homelessness being a key concern for young mothers, CatholicCare is working with parishes across Sydney to develop additional transitional housing support. By supporting young Mums with specialised support and education, we are equipping them to live more confidently, independently and productively. This leads to a reduction in poverty and reliance on welfare and a more thriving, resilient and cohesive community for all.

Online and telephone support for parents

Parent Line NSW provides immediate access to parenting help for families across NSW. This telephone and online service is available seven days a week for parents and carers with children 0-18 years and this year we also developed a website to make information more accessible for families.

Calls relating to parent stress almost doubled during the reporting period and there was an increase in calls regarding carers' mental health.

During the COVID-19 lockdown period many calls were received from parents struggling with competing demands such as maintaining employment, managing their child's education, relationship stress and social isolation. Parent Line counsellors supported many parents to manage their own anxiety and to contextualise children's behaviour which assisted families to develop strategies to manage during this difficult time.

Parenting courses

Our Parent Education team continued its work with parents across Sydney as well as training facilitators for My Kids and Me and Keeping Kids in Mind parenting courses. The team provided services to over 90 parents per month and 350 occasions of service per month. In Term 1 2020, it became apparent that COVID-19 was going to have a significant impact on the team's capacity to provide face-to-face groups for parents.

With no lead-up time, towards the end of Term 1 and during the Easter school holidays, the team re-wrote almost all of their suite of parenting courses to fit into an online video space and learned the intricacies of Zoom.

We are proud to say that there was no interruption of parent education services due to COVID-19 and in fact the program was inundated with requests from parents eager to participate in parent education using a remote learning style.

Client numbers have grown due to this new service delivery model and the consistent feedback from parents is that they prefer this model. The team has been able to offer services to parents who, because of work, disabilities or remote locations have previously been unable to participate in face-to-face parent education courses. The Parent Education team will now offer Telecare video parenting courses as their standard way of delivering services into the future.

Family services in south-west Sydney

Our Family Support Services, which operate in south-west Sydney, provided 6,831 occasions of service to families who have children 0-18 years. Key stressors for these parents include domestic and family violence, housing, financial issues and mental health concerns. There were 192 participants in the parenting skills focused groups and psycho-education groups such as educating women around domestic violence.

Our Intensive Family Preservation services in south-west Sydney 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.

Children and Youth Services

Children and young people need help to reach their full potential at all stages of development.



17 youth participated in the one-on-one Cook and Phillip Youth program and completed at least one workshop or course in work, study or self-care and resilience building skills



36 students completed workshops that provided them with strategies to stay engaged in school and assisted those completing Year 10 to prepare to take the next step in life



63 children were provided with 2094 hours of clinical therapy

Youth support

The Cook and Phillip Youth program offers key skills in work and study preparation, increasing resilience and self-care competence for disengaged youth.

The introduction of online delivery broadened the program's reach to young people across Sydney where they could attend classes regardless of location restrictions.

The schools program replaced the Youth Campus partnership that ended when COVID-19 forced the campus to close; five students completed a Certificate II in Business Skills prior to its closure.

The eligibility age was reduced to 13, and the Cook and Phillip Youth Program supported 31 young people to remain in school by building on their resilience and teaching them self-care strategies. Older students learned how to find work experience and prepare for starting a job.

Clinical Therapies

Clinical Therapies provides children living in south-west Sydney with therapies from our own occupational therapists and speech pathologists, either in our clinic at Liverpool or in their own homes. We also offer services for children with a disability and their families to meet their individual needs, including allied specialist services and supported group therapies.

This year the Clinical Therapies service saw 63 children across our services, providing 2,094 hours of service.

Growing up can be tough

Michelle's Story

"Growing up to become a young adult is difficult. They have to manage new relationships, responsibilities, feelings, new tasks and new roles, while also dealing with study or finding work. They also have to develop a new relationship with us parents. We most importantly have to lead the way there, and help them develop that new relationship. Letting go of control isn't easy, particularly if you're not sure how hard they will crash and burn."

"Last week my 14-year-old decided that he would speak during dinner. He laughed at his father's joke and even sat on the couch next to me and snuggled up whilst we watched TV. I have carried that with me all week.

"He was back to grunting this week, but I know that inside that growing adolescent body is my wonderful human being just trying to grow up. Having a chance to be present when the window opens and you see what's inside is an honour and a treat."

Counselling and Relationship Services

Throughout life, everyone is presented with challenges. Our experienced relationship and counselling team help individuals, couples and families to achieve positive changes in their lives. Telecare services ensured access to clients during COVID-19 restrictions.



1,115 counselling sessions for 328 individuals across five locations



579 new clients benefited from Family Dispute Resolution services



3,314 students participated in 34 different groups across 217 sessions



493 Sydney Children's Contact Service sessions for parents and children



155 new Men and Family Relationship service clients in 1,299 sessions



78% of adults who participated in Family Recovery reported a reduction in alcohol, drug or gambling use for their family



57 people supported by Gambling Help



115 clients assisted by the Financial Counselling Problem Gambling Program

Counselling and Family Law Services

These services offer support for individuals, couples and families experiencing relationship and parenting issues, domestic and family violence and mental health concerns.

Bankstown Family Relationship Centre (FRC)

The centre provided family dispute resolution, post-separation case management, counselling, information and referral to families with an integrated, cross-practice service approach. Child inclusive practice, including Our Kids Groups, supported children impacted by family separation. The FRC was one of eight sites nationally selected to pilot legally assisted, culturally appropriate mediation through our Culturally and Legally Assisted Family Dispute Resolution (CALA) pilot which concluded in June 2020.

Since July 2019, the FRC has expanded services to provide property mediations, as well as assisting parents to reach child focused resolution of parenting matters after separation. Over 2,300 occasions of service were provided.

Family Dispute Resolution (FDR)

Help with resolutions around parenting and property matters was provided to clients at our city, inner west and south-west sites, and also through Telecare video services, which ensured access to clients during COVID-19 restrictions. Over 1,000 sessions were provided including information and referral, intake, mediation, and advocacy and support. The online course Parents for Life was free for FDR clients and provided additional education and skills training for separated parents.

Sydney Children's Contact Service

The service supports parents and children in the family court system by providing supervised contact or changeovers through an integrated case management approach. The specialised team provided over 439 occasions of service, supporting families to develop and maintain safe and child focused parenting relationships. The service has also assisted families to move to self-managed parenting arrangements.

Counselling and addiction support

The Family Recovery service works with family members and significant others who are impacted by someone's substance use or problematic addictive behaviour. This year 94 adults and 56 children and young people took part in over 506 individual and 516 group counselling sessions. Eighty-six per cent of participants showed positive improvements in their lives, with 78% of adults reporting a reduction in alcohol, drug or gambling use in their family.

Fifty-seven people were supported with 331 counselling sessions as part of Gambling Help this year. The service assists people affected by their own or someone else's problematic gambling behaviour. Seventy-five per cent of those people who engaged with the service reported a reduction in their gambling behaviours.

The Financial Counselling Problem Gambling Program assisted 115 clients this year, providing 895 occasions of service. The program provides information, advice and advocacy to people in financial difficulty, especially those impacted by problem gambling. Financial Counselling also works with individuals and families who are impacted by another party's gambling use. The program uses a holistic approach to alleviate financial stress, addressing the underlying life factors contributing to the hardship. The program also strives to build long-term financial capability, with 97% of clients who engaged with the service reporting increased capacity to better manage their finances.

Our Men and Family Relationships team had 155 new clients in 1,299 sessions. The team works with men who are violent in their intimate relationships and who have committed an aggressive crime/act in the community or towards another family member. The service also supports women and their children whose relationships/lives have been impacted by violence. This work is undertaken through our accredited Men's Behaviour Change programs, Choosing Change and Defuse and where possible provides one-to-one sessions.

CatholicCare also offers the ENGAGE program, auspiced by NSW Justice. The program aims to reduce the number of domestic violence repeat offenders presenting at court before they are sentenced, by providing a one-day group program to equip men with skills and information to make better choices and keep themselves and others safe.

Pastoral Services

Our vision of a supported community directly reflects the values 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.



18 Chaplains provided 361 hours of weekly ministry, across 8 facilities



82 clinical sessions were delivered to couples across Sydney



3,314 students participated in 34 different groups across 217 sessions



Natural Fertility Services also provided 72 school presentations for Year 5 and 6 students and their parents/carers across 36 schools



4,038 group-based and individual sessions were delivered to 673 couples, across 11 locations within the Archdiocese and online



Since 1996, hundreds of clients have been supported by Tree of Hope

Tree of Hope

Our pastoral care program has been operating for over 20 years. The program provides opportunities for people living with HIV/AIDS to build relationships and organise activities along with family members, carers and loved ones. Our work includes community gatherings, excursions, annual retreats and an annual World AIDS Day celebration.

Chaplaincy Program

CatholicCare provides holistic support underpinned by the principles of respect, inclusion and compassion. The Chaplains serve, to provide pastoral and sacramental support to individuals from the Catholic and other faith traditions.

The program employs 18 Chaplains and has provided 361 hours of weekly ministry, across eight facilities (three general hospitals, two mental health units, three correctional centres).

Over the last 12 months CatholicCare Chaplains have provided spiritual and pastoral support to more than 25,000 individual clients and distributed Communion to 9,401 people.

Companions Matter

The program was established in 2020 as a pilot community chaplaincy program at St Mary's Parish, Eskineville. Companions Matter provides wide-ranging support for people caught up in the criminal justice system and involves companionship, community welcome, connection and belonging. Courses, workshops and social gatherings were offered in the parish hall as part of the program.

The key to the effectiveness of Companions Matter is accompaniment and walking alongside others. Volunteer companions offer support in a variety of ways, including supporting client attendance at courses, workshops or seminars, and at morning teas. Companionship may continue outside of these gatherings with a weekly phone call, coffee and/or walk if the client and volunteer feel comfortable with this arrangement. We are looking for volunteer companions who could commit to this, by companionship:

- people who are socially isolated due to age or chronic illness
- patients who need support post-hospital release
- people working through addiction
- people post trauma, grief and/or loss
- migrants and refugees
- people who have been caught up in the criminal justice system
- those who are vulnerable and isolated in other ways

Marriage and Relationship Education

Psycho-educational and sacramental input is provided for couples preparing for marriage or for those who are already married and would like some time to reflect on their relationship.

The program was offered across 11 sites throughout the Archdiocese as well as via Zoom. Couples look at the foundations of a successful and thriving relationship, learn skills to help them navigate normal relationship conflict, and reflect on marriage as a sacrament within the Catholic tradition.

The aim is to create space for couples during the busy and exciting time of wedding preparation, to consider their commitment to lifelong marriage.

This year we provided 4,038 individual and group sessions to 673 couples, facilitated by 20 professional and passionate educators.

Natural Fertility Services

Fertility awareness education for couples seeking an effective, natural and church informed method for managing their fertility.

The program facilitates community talks, pre-marriage education sessions and fertility clinics, as well as providing puberty talks to Year 5 and 6 students and their parents/carers, through a combination of face-to-face and online facilitation. We also offer accredited training for new Family Life Educators and educators in the natural family planning sympto-thermal method.

This year the program presented 55 fertility awareness sessions at CatholicCare's pre-marriage education groups, in addition to 82 clinical sessions delivered to couples at six locations across Sydney, and online. Natural Fertility Services also provided 72 puberty education presentations for Year 5 and 6 students and their parents/carers across 36 schools.

“As the pressures of modern society continue to challenge our mental, emotional and physical wellbeing, it is clear that supporting and caring for our community has never been more critical.”

Patrick O'Reilly

General Manager, Pastoral Services, CatholicCare



Disability Services

For over 20 years Centacare has helped people with intellectual disabilities find long-term meaningful employment. Our National Disability Insurance Scheme (NDIS) Coordinators also assist with future plans.

Our employees enjoy the sense of satisfaction that comes from meaningful work.



80 people participated in Centacare employment and training



4 schools participated in our Solidarity Program



50 students participated in the Life Skills Program and School Leaver Employment Supports (SLES) program for recent high school graduates



4,033 hours giving support to 95 individuals with NDIS services

Centacare: Work. Learn. Connect.

Over the past 12 months, we provided meaningful employment opportunities for 80 participants with intellectual disabilities and/or mental health issues.

We offered a variety of roles including packing, assembly and document destruction at our site at Belmore, plus garden maintenance and office cleaning at local Catholic institutions.

When COVID-19 sent Sydney into lockdown, we adapted our work program by moving our factory operations to a work from home model. Our supervisors took work to participants to complete in the safety of their own homes. Our participants kept in contact with the workplace and each other via daily meetings on Zoom. This allowed our cohort to remain in work and avoid the mental health issues that isolation creates.

The past 12 months was a period of consolidation of Centacare's training programs. Over 50 students attended our Life Skills classes for adults and School Leaver Employment Supports for recent high school graduates and we extended our work experience program to a fourth school. Before COVID-19 stopped all school outings, over

20 special needs high schools attended our site on a weekly basis. This program provides parents of the students simple post-school options.

Prior to the pandemic, our Solidarity Program continued to provide opportunities for high school students from Catholic Colleges to spend a day with our supported employees. We had students from four schools attend the program in Terms 3 and 4 of 2019 and were expecting another six schools in 2020. We are hoping to resurrect the program in 2021.

Other highlights of the year included our annual holiday program where participants attended events, trips to local landmarks and singing and dancing competitions. Two of the participants also attended a camp in Hong Kong.

NDIS Support Coordinators

Our Support Coordinators assist individuals with an NDIS plan to link to appropriate services, helping them to achieve their plan goals. This year, our Support Coordinators provided over 4,033 service hours working with over 95 clients at any one time.

Tom's Story

Centacare in Belmore offers a fresh start for many student leavers with special needs and an exciting pathway to becoming job ready. Centacare School Leaver Employment Supports (SLES) is run from Centacare's purpose-built facility, offering work and life experience.

The energy at Centacare is contagious and students like Tom are there every day, growing and developing their skills and confidence. Centacare's Executive Manager, Brad Burridge, says for parents and students thinking about getting job ready, the choice of where to go is often a difficult one.

"The job market today is very different to what it was in the past and SLES ensures that we continue to be innovative," Brad says.

SLES Training Manager, Sandra Younes says the program focuses on what each student is most passionate about and work experience at Centacare is a key part of the program. To keep the SLES students' work skills up-to-date, there's a new training department which covers life skills training, as well as domestic chores, budgeting, financial skills, travel training, numeracy and literacy. TAFE certificates in retail are also part of the program.

"The students who come to SLES are at the centre of everything we do," says Sandra. "It's about them reaching their potential and tapping into things that they didn't know they were capable of doing, like going to the gym."

According to father and son, Tom and Paul, SLES has offered a fresh start and a pathway towards a brighter future for Tom.

Tom has autism and has spent the past couple of years at Centacare's SLES program. After previously being unsure of his future work options, thanks to SLES he has found his feet. He wants to work in retail and also enjoys his passion for dancing inside Centacare's purpose-built dance studio.

"We became involved with SLES and had Tom involved through his school, in an aspect class with the Autism Spectrum Association," Paul said.

"When Tom was at school they organised work experience at Centacare and he loved it," Paul said.

You can also watch a video on the SLES program at <https://bit.ly/3jCijFD>

Senior Services

CatholicCare assists older people in their homes on a daily, weekly or ad-hoc basis, helping to maintain a vital sense of dignity and wellbeing.



2,150 seniors were assisted by our team this year



We currently have 135 active volunteers providing more than 200 hours of help to seniors each week



85 Seniors Ministry presentations were delivered in parish communities to more than 2,000 parishioners



5,500 'Wellbeing Calls' have been made by volunteers to existing clients



320 people helped through the Community Visitors Scheme and Commonwealth Home Support Program



89 seniors were supported by the various health professionals within the clinical therapies team



In all, we provided nearly 100,000 hours of ageing support this year

The COVID-19 pandemic has required the Home Care Team to be nimble in the way CatholicCare supports seniors.

All of our Home Care staff and Clinical Care team are trained in universal infection control procedures and are following the Commonwealth Government guidelines issued to Home Care providers. We are monitoring updates daily from government and related agencies in relation to COVID-19 and are taking all necessary precautions to keep staff and clients safe.

Social distancing, though a major strategy to fight COVID-19, is also a significant cause of loneliness, particularly when seniors may already have been somewhat isolated in the community.

Social connectedness is vital during the public health emergency and has been the focus for the Home Care team since the commencement of the pandemic. We have maintained regular communication in person, by phone and letter to clients and families reinforcing actions taken by CatholicCare to ensure safety. Our team has also provided seniors and their families with a phone number to call if there is any change to their health condition or circumstances.

To help seniors stay connected and mentally active during the pandemic we took more of a personal approach and provided our clients with activity packs that contained fun puzzles, crosswords, mindfulness colouring, recipes and useful COVID-19 information and the opportunity to take part in our poem writing competition. Feedback from clients and families has been positive.

Engaging seniors in social connection can be challenging, particularly when engagement means adopting technology that feels daunting. Through a step-by-step approach, we have supported a pilot group of 40 clients to commence using Wi-Fi enabled tablets to connect with friends and family.

Care staff received training in supporting older adults to use new communication technologies. Using an easy to read guide, care staff assisted clients to set up email addresses and practice the use of Zoom and communication apps such as Facebook.

Home Care Support

This year, our Senior Services team assisted more than 2,150 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 provided nearly 100,000 hours of ageing support.

The way the government funds these services has changed, and individuals must directly seek assessment and approval to receive funded services. Once approved, there is also a long waiting time for many of the funded services. The process of engaging with a government department can be daunting, particularly for seniors who don't have any family to help, where English is their second language or for those who have some early cognitive impairment.

With the endorsement of the Archbishop and the College of Consultors, a Seniors Ministry team of experienced staff has been supporting seniors with integrated care, assistance and advice. Through our Seniors Ministry we are utilising our resources to engage directly with the Catholic

community, taking our knowledge of how to support seniors to parishioners themselves and the seniors they may already be assisting through Parish Pastoral Care teams.

The key message is that we value our seniors, as well as our role as a church in providing care, support and community to people as they age.

"Social connectedness is vital during the public health emergency and has been the focus for the Home Care team since the commencement of the pandemic."

Kerryn Tutt

General Manager, Home Care, CatholicCare

Volunteer Support

Our Seniors Volunteer Program gives 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 Commonwealth Home Support Program assisted 320 people living at home or in an aged care setting, providing over 14,000 hours of social support.

Volunteer roles, not funded as part of government programs, have been established in response to the 'gaps' we are seeing in the aged care system. There are extensive waiting times for many of the in-home aged care services which means that when we are asked for help, we are unable to find timely government support for seniors. To date, 5,500 'Wellbeing Calls' have been made by volunteers to existing clients and those waiting to receive government funding.

Quality Care

The Aged Care Quality Standards require that providers offer clients access to personal care and clinical care that is safe and right for them.

In Home Care, we have imbedded more clinical staff in existing roles and have expanded the range of allied health and nursing services which can be provided to clients by our in-house Clinical Therapies team. Health disciplines represented in our Clinical Therapies team include registered nursing, physiotherapy, occupational therapy, speech therapy and podiatry.

Home Care clients have easy access to clinical services when required and the presence of the clinical staff as part of our seniors team provides staff development, training, supervision and mentoring opportunities which are improving the clinical knowledge and awareness of all staff.

#KeepCosy

Cosy Care is a recent volunteer initiative with the objective of creating community between volunteer knitters and seniors supported by CatholicCare, as a demonstration of kindness and care.

The Cosy Care knitters have set a target to provide a hand knitted blanket to each of CatholicCare's Home Care clients (currently 800 clients).

The knitters are coordinated by a volunteer, Kay Lee, who supports the group to complete their part of the

blanket, then to wrap, label and deliver to the Home Care team for distribution.

Earlier in 2020, the Community Engagement and Home Care teams held a socially distanced morning tea with the group. The resulting interviews, photos and video are now available on our Facebook page, and show the importance of kindness, especially during these challenging times.

You can watch the #Keepcosy video here - <https://youtu.be/ysemFD7N3uI>





Carer Gateway

Carer Gateway Services have been designed to support the 2.65 million unpaid carers in Australia to manage daily challenges as they care for loved ones who are frail, aged, have a disability, chronic illness or mental health concern.

The Australian Government introduced new digital services for carers in 2019, including two services proudly managed by CatholicCare, the Phone Counselling Service and Community Forum. In April 2020, the Australian Government launched new local Carer Gateway providers across Australia delivering in-person services to carers.

Carer Gateway Counselling Service

CatholicCare manages this telephone and online-based counselling service, operating nationally from 8am to 6pm weekdays, which commenced live service on 1 July, 2019. Staffed by a growing team of experienced, professional counsellors, carers are supported with evidence-based therapy and online self-care fact sheets to reduce stress and boost wellbeing.

From July 2019 to June 2020, over 900 carers have been supported with evidence-based therapy to reduce stress and boost wellbeing. The service has grown rapidly this year providing a total of 3,800 booked counselling sessions. It supports carers from every state and territory with phone counselling in the comfort of the carer's home, which has been especially valuable during the COVID-19 pandemic. Ninety-five per cent of carers reported satisfaction with the service, providing feedback that the support helped to reduce stress and isolation and improve their wellbeing.

Carer Gateway Community Forum

The Community Forum is an online community designed to connect carers to each other in a safe, anonymous space to share knowledge, support one another emotionally and feel connected. The Forum is moderated by a trained team of professionals who ensure the space remains safe and respectful. The service went through a period of Beta testing during the latter part of 2019 with the site going fully live in December 2019.

From July 2019 to June 2020, carers from all around Australia joined the Forum, posting 8,556 questions, messages of support to each other and tips and strategies for other carers. 12,842 carers visited the Forum, reading the threads and fact sheets designed to offer tips and evidence-based strategies to reduce stress. Carers have publicly posted that the online connection through the Forum helps them to feel less isolated and better resourced in their caring journey.

Carer Gateway Facebook Page

In late June 2020, CatholicCare Sydney took over the management of the Carer Gateway Facebook Page, on behalf of the Australian Government. Our team of skilled moderators ensure a safe, respectful community with information and referrals provided to those seeking support. Find out more about Carer Gateway at www.carergateway.gov.au.

Liz's Story

As a carer, it's important to know that you are not alone. There are more than 2.65 million carers in Australia. Just like you, they have hopes, challenges, happiness, sadness, frustration and success in their role.

Liz shares the care role of her father, who has paranoid schizophrenia, with her mother and other family members. Together they help each other cope, and when he can, he assists on her brother's farm in rural NSW.

"I find the hardest thing is walking the line between being the person dad turns to for help, and being his daughter. I need to set boundaries between the two roles.

"No matter how hard the day seems, the sun will always rise tomorrow. There's a new start every day and you shouldn't be afraid to reach out for help, whether that's to family or someone outside."

Our telephone and online based counselling service, as well as our online Community Forum allows us to assist more people around Australia.



Over 900 carers have been supported with evidence-based therapy to reduce stress and boost wellbeing



3,800 booked counselling sessions



95% of carers reported satisfaction with the service



8,556 questions were posted from carers around Australia



12,842 carers visited our Carer Gateway Community Forum



Volunteering

Volunteers are an essential part of CatholicCare's work, bringing the gift of their time and skills to services across the organisation every day.

Call us on 13 18 19 to find out how you can become a volunteer. We seek enthusiastic people to assist in various Sydney regions.



151 CatholicCare volunteers



Over 13,000 hours of volunteering

Volunteers are the lifeblood of the Australian community. They help to care for those who may have fallen through the gaps.

Volunteers make an enormous contribution to the lives of those most vulnerable.

Coming from many different backgrounds and age groups, from students to retirees, their role has never been more important, especially during COVID-19.

Take for instance Sue, who is awaiting her Home Care Package which will support her living her life to the full in her own home.

Whilst she is waiting, she is receiving visits from Peg, a CatholicCare volunteer, who shares a cup of tea with Sue, talks about her day and helps Sue to feel less isolated.

Or Karen, who is helping Lepeka in our HOPE program, a young mother without family or a strong social network. Karen helps Lepeka with her grocery shopping and also looks after her son.

Many of our volunteers who were unable to visit our Home Care clients when restrictions were in place, turned to making regular 'Wellbeing Calls'. In other words, phoning seniors to ensure they were okay during this period of isolation. This simple gesture provided much-needed human connection during this time.

Volunteers, through their time and generosity, help to build strong communities.

"Volunteers make an enormous contribution to the lives of those most vulnerable."

"On behalf of all of us here at CatholicCare we say thank you to our volunteers."

Illy Tohi

Executive Manager, Home Care, CatholicCare

Recognising our Volunteers

Nasrin Delshad

Nasrin visits two clients weekly for social support. Both ladies live alone and Nasrin is a wonderful support to them both.

She continued to check in on them during COVID-19 and went out of her way to visit them and purchase items they needed, like an electric blanket to ensure they stayed healthy and warm during the cooler months. Nothing is ever too much trouble.

Fran O'Donohoe

Fran comes into the office three days a week and makes 'Wellbeing Calls' to our clients. She has built some great relationships and makes the clients feel cared for and listened to. Even during COVID-19 she has been making the calls from her home to keep in touch with all her clients.





Clinical Governance

Our robust policies and procedures help to ensure that people have access to high quality and safe services.

Clients, the community, and the general public trust and expect to access high quality and safe services. Services are becoming more complex in how they are delivered and in order to meet the ever changing needs of clients.

Therefore, it is critical for CatholicCare to fulfil this trust and respond to changing service delivery by ensuring that robust clinical governance is in place. Clinical governance forms part of corporate governance to provide clear guidance and accountability for the delivery of high quality and safe clinical care services which are customer focused.

While traditionally considered a community service organisation, it is important to recognise that many of CatholicCare's services have components of clinical care and health care. This includes clinical services such as psychology, nursing, occupational therapy, speech therapy, physiotherapy and other allied health services.

CatholicCare also provides a broad range of clinical services to clients within the community and in-home contexts. CatholicCare supports clients via digital counselling and Telehealth, in schools and in-home with tasks of daily living to maintain independence and highly specialised child and family services. Over time, the services we provide change and evolve as our clients' needs change. This is particularly prevalent within the in-home aged care context and it is important that there is clear guidance for staff and clients.

CatholicCare Sydney Clinical Governance Framework

The Framework articulates the overarching principles and components for the delivery of clinical governance across our wide-range of services. It reflects CatholicCare's commitment to quality clinical outcomes and holistic service delivery.

Fundamental to this commitment is having systems in place which are integrated into the day-to-day practice of all stakeholders including board members, executives, senior management, allied health and health professionals, case managers, care workers, subcontractors and, where relevant, clients.

During the reporting period, a Clinical Care and Governance Manager was appointed to assist in upholding our safe and high quality clinical care standards and to lead some quality improvement initiatives, such as the critical clinical incident management procedure.

CatholicCare Clinical Advisory Group (CCAG)

This group is responsible for providing expert advice and strategic direction to the Executive Leadership Team and where required, to the Board. The CCAG brings a valuable perspective to the work we do in helping our community with relationships, parenting, ageing, disability, addiction and mental health concerns. The CCAG commenced in June 2018 and continues to play an integral role in CatholicCare's clinical governance.

We sincerely thank 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 – for her dedication and commitment as Chair of the group.

We warmly welcome three new expert advisors to the group in 2020:

- Dr Caroline Stevenson – Senior Clinical Psychologist in Private Practice, Northern Beaches
- Professor Steevie Chan – Associate Dean Sydney Clinical School and Head of Student Matters at the University of Notre Dame
- Dr Susan Heward-Belle – Associate Director of the Research Centre for Children and Families, Senior lecturer, University of Sydney

Clinical governance forms part of corporate governance to provide clear guidance and accountability for the delivery of high quality and safe clinical care services which are person-centred.

“We must ensure that we uphold safe and high quality clinical care to the people who we see across a diverse range of services.”

Natalie Healey

Clinical Care and Governance Manager, CatholicCare



Community Engagement

The Community Engagement team continued reaching out to the community to promote CatholicCare services.

The team works closely with parishes, schools, community groups, corporations and organisations, to build connections and collaborate to support those most vulnerable.

The Community Engagement Team's role is to build connected communities and create awareness of CatholicCare's social services within the wider Catholic and non-Catholic communities.

Backed by our 13 18 19 CCareline helpline, CatholicCare is working hard to ensure that anyone facing distress, crisis or disadvantage is aware that help is available.



Fundraising and Philanthropy

Curo: Care for Change, Innovate for Good

Curo is our philanthropy program that is focused on supporting our innovative programs that don't receive government funding, but have a proven model of change for the most vulnerable in our community.

CatholicCare, is working on solving some of Sydney's most persistent problems:

- How can we better support young disadvantaged mothers and their babies?
- How can we help the elderly suffering from isolation and loneliness?
- How can we help our whole community when they encounter crisis or disadvantage?
- How can we help people, and their families, when they're struggling with drug, alcohol and gambling addictions?
- How can we help end rough sleeping?

A donation to Curo will directly support the projects that address the needs of the most vulnerable in our community.

With your help, together we can innovate for real change in our communities and create a better tomorrow. curocareforchange.org.au

Gift of Goodness campaign

Established throughout Sydney Catholic Schools in Term 4 of 2019, this campaign is held to encourage charitable giving, something Bishop Brady is passionate about.

"It's part of the whole Christian message Jesus was always on about," says Bishop Brady.

"That we had to care for others on the margins and throughout history, there have always been situations that are much worse than what we're in now.

"We've got to keep our eyes open for each other, most importantly, ensuring that people don't fall through the cracks."

The Gift of Goodness campaign has been a beacon of hope in Sydney Schools. In 2019, 50 schools and 15,000 students supported the campaign and helped to raise more than \$32,000 for vulnerable families, allowing CatholicCare to provide more than 450 fresh food hampers to people in need, a result we hope to repeat in 2020.

Other fundraising efforts have included the Gift of Goodness barbeques, Blackmores Sydney Running Festival and the Sydney City2Surf.



Our Supporters

Blackmores
Sydney Running
Festival

 **98**
PARTICIPANTS

 **\$23,623**
RAISED FOR
CENTACARE

Gift of Goodness

 **44**
PARTICIPANTS

 **\$32,980**
RAISED FOR
CATHOLICCARE

Solidarity

 **4**
PARTICIPATING
SCHOOLS

 **\$18,000**
RAISED FOR
CENTACARE

Gift Hamper Supporters

School	Program
St Vincent's Potts Point	Family Spirit
St Patrick's Strathfield	Family Spirit
St Patrick's Mortlake	Family Spirit
Santa Sabina College	Early Intervention
Loreto Normanhurst Primary	HOPE
Our Lady of the Sacred Heart College Kensington	Family Support – Back to School
St Joseph's Hunters Hill	Centacare
Business	Program
Catholic Commission for Employment Relations	CCareline Counsellor

Donors (>\$1,000)

- Access Programs Australia
- Aged Persons Welfare Foundation
- Annie Danks Trust
- Betty Wade Charitable Trust
- CatholicCare Foundation
- Charitable Works Fund
- Challenge Sydenham-Bankstown Ltd
- City Tattersalls Club
- Club Burwood RSL
- Curran Access Children's Foundation
- Harris Farm Markets
- Makinson d'Apice
- Milton Corporation Foundation
- NSW Government My Community project grant
- Community Care in Fairfield
- Perpetual IMPACT Grants
- Phillips Family Foundation
- Radio Community Chest
- Tenix Foundation
- The Provincial Council of the Daughters of Our Lady of the Sacred Heart
- The Walter and Eliza Hall Trust



Teresa's Story

"Working in Aged Care wasn't something that I would have chosen, it was more something that chose me and I feel quite blessed for that. What I most enjoy about it is that it allows me to cultivate my Christian values and put my faith into action. That's definitely my motivation and my driving force."

"My colleagues are such a skillful, knowledgeable, passionate, compassionate and committed team. I often compare our team to a long chain, if one falls it will all fall, there is no weakest link. We hold each other up and I think it's a testimony to our managers who are great leaders and very empowering in their driving force."

Teresa Taouk, Home Care Specialist and Maronite Care Assessor, CatholicCare

People at CatholicCare

People are the heart of CatholicCare. Together we reach out and serve society's most vulnerable.

Are you interested in making a real difference? See our website for available roles.

Our team of over 550 staff and 150 volunteers are spread over a wide geographic area across Sydney. Together we unify around our common mission of valuing dignity, strengthening families and connecting communities.

CatholicCare is committed to an inclusive culture where all employees, volunteers and visitors feel valued, respected, accepted, fully able and empowered to contribute. We have a diverse workforce across our sites that reflect the community and clients we serve.

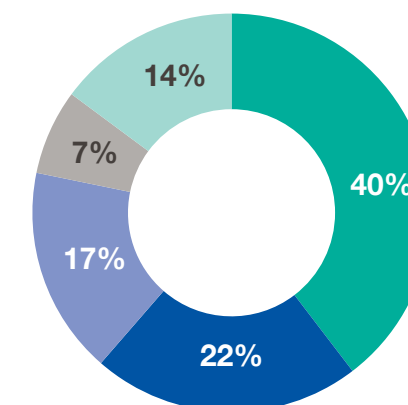
2020 has seen growth in our staffing numbers, as well as the creation of a new Pastoral Services division.

We offer a range of challenging and rewarding employment and volunteer opportunities for people who want to make a real difference. Our passionate frontline staff of youth workers, social workers, counsellors, aged care workers, nurses and more are backed by dedicated operational teams in areas such as finance, IT, human resources, marketing and fundraising.

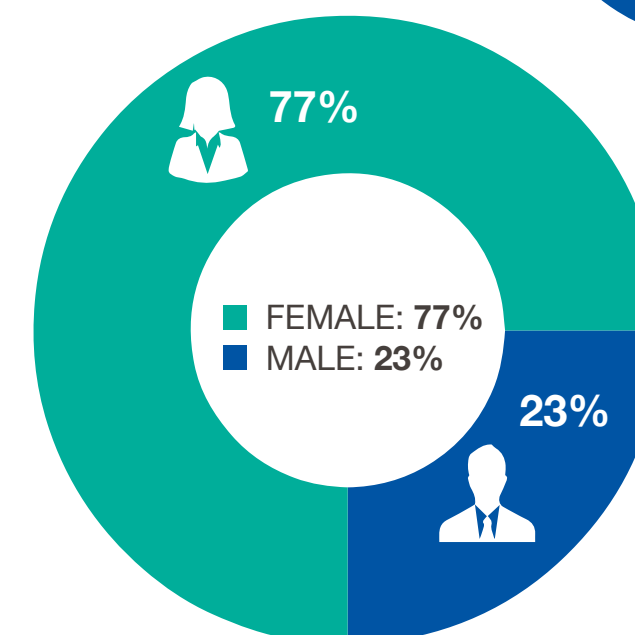
Employees Demographics



570
EMPLOYEES



■ In families and children: **40%**
■ In aged care: **22%**
■ In disability: **17%**
■ In pastoral: **7%**
■ In supporting roles: **14%**



Average length of service:

4.7 years

Longest current service:

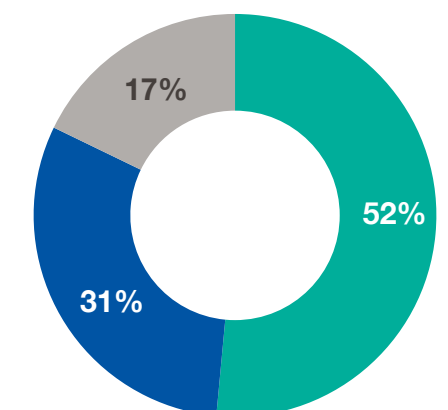
31 years

Age range:

20 to 77 years

Average age:

46 years



■ Part time: **52%**
■ Full time: **31%**
■ Casual: **17%**

The CatholicCare Board



Richard Haddock AO, KSG (Chair)

Richard began his professional life as a lawyer with Blake Dawson Waldron and went on to become Deputy General Manager at BNP Paribas. He is the Chair or Director of an extensive list of organisations including; the Trustees of Mary Aikenhead Ministries and St Vincent's Curran Foundation and Director of organisations including the University of Notre Dame.



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, he is a Director of Sydney Catholic Schools Limited and a Member of St John's College Council and the CDF Advisory Board.



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 FDNsc

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. She is a Director of the Daughters of Our Lady of the Sacred Heart (Australian Province), and a member of the Vocation Discernment Committee of Franciscan Friars. 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 Group 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 the Chair of Access Programs Australia Ltd and Director of organisations including Forager Funds Management Ltd and Saint Ignatius College Riverview Ltd.



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 and 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.



Sr Ailsa Mackinnon RSM AM

Sr Ailsa is a Sister of Mercy who has ministered in various roles in western Sydney. After many years in educational leadership, including Principal at Our Lady of Mercy College Parramatta, Sr Ailsa served as Congregation Leader for six years. She has recently retired from the position of Executive Director of Mercy Works after seven years of engagement in this development ministry. Sr Ailsa is also the Vicar For Consecrated Life, the Chancellor (Ministries) and a member of the Curia in the Diocese of Parramatta, as well as being a Director of Brigidine College, St Ives.

The Executive Leadership Team



Mark Phillips

(2016-Present)
Chief Executive Officer
BCom (Hons), MCom



Richard Melki

(2017-Present)
Chief Financial Officer
BCom (Hons), MCom



Anna Slowiaczek

(2016-Present)
Executive Manager People
BA (Hons), Cert IV Human
Resource Management,
Cert IV Work Health and
Safety



Luke Stevens

(2015-Present)
Deputy Chief
Executive Officer
Diploma of Law (SAB), BA
(Behavioural Science),
Diploma of Teaching (Early
Childhood)



Michael Everett

(2019 - Present)
General Manager Families
BAsc (Leisure & Health), Ms
Injury Mgmt, Grad Cert Org
Change Mgmt



Marcelo Steimbeisser

(2019 - Present)
General Manager Community
Development
B Eng



Raymond Pak

(2017-Present)
Chief Systems Officer
BSc, BCom, CAIB (Institute
of Bankers)



Kerrynt Tutt

(2016-Present)
General Manager Home Care
BAppSc (Phy), MBA



Jonathan Melrose-Rae

(2020)
General Manager
Community Engagement
BA Mkt, MFIA



Patrick O'Reilly

(2020)
General Manager
Pastoral Services
B.Ec (Merit), GradDipEd,
GradDipMin, MA (Merit),
MEdPol (International)



David Stefanoff

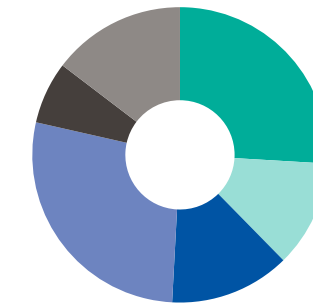
(2017 - Present)
Executive Manager
Strategy Management
BCom, BEcal

Financial Summary

STATEMENT OF FINANCIAL POSITION for the year ended 30 June 2020

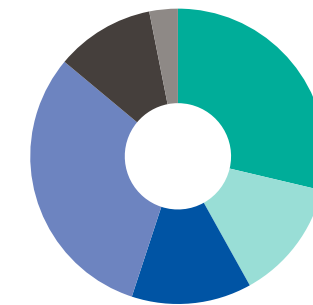
	2020	2019
CURRENT ASSETS	\$	\$
Cash and cash on hand	1,746,782	1,725,812
Fixed-term deposits at amortised cost	14,223,982	12,600,000
Trade and other receivables	9,086,588	7,933,961
Prepayments	177,076	319,586
Total current assets	25,234,428	22,579,359
Property, plant and equipment	5,674,061	6,033,528
Intangibles	112,925	381,936
Right of use assets	3,308,029	-
Equity accounted investees	3,409,138	3,366,135
Loans receivable	70,000	176,925
Other receivables	102,200	102,200
Total non-current assets	12,676,353	10,060,724
TOTAL ASSETS	37,910,781	32,640,083
LIABILITIES	\$	\$
Trade and other payables	2,338,839	2,146,348
Contract liabilities and other revenue received in advance	5,344,913	6,133,986
Lease liabilities	1,185,037	-
Employee benefits	4,028,585	3,575,860
Provisions	4,232,709	4,987,780
Total current liabilities	17,130,083	16,843,974
Lease liabilities	2,308,163	-
Employee benefits	892,816	853,754
Provisions	477,727	685,586
Total non-current liabilities	3,678,706	1,539,340
TOTAL LIABILITIES	20,808,789	18,383,314
NET ASSETS	17,101,992	14,256,769
EQUITY	\$	\$
Accumulated funds	17,101,992	14,256,769
Total equity	17,101,992	14,256,769

SOURCE OF INCOME



2020

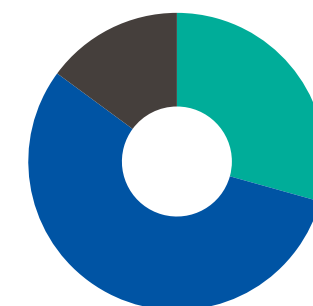
Department of Social Services	\$11,551,727
NSW State Funding	\$5,213,486
Client Directed Fund	\$5,877,253
Program Funded	\$12,333,878
Donations and Fundraising	\$3,033,505
Other Income	\$6,521,361
TOTAL FOR THE YEAR	\$44,531,210



2019

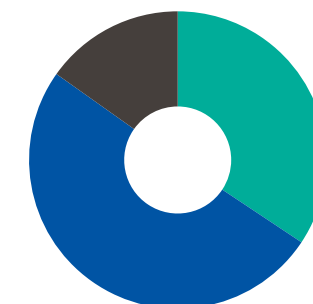
Department of Social Services	\$10,790,222
NSW State Funding	\$4,971,106
Client Directed Fund	\$4,943,030
Program Funded	\$11,658,583
Donations and Fundraising	\$4,071,092
Other Income	\$1,574,287
TOTAL FOR THE YEAR	\$38,008,320

EXPENDITURE



2020

Home Care	\$12,382,547
Family Support Services	\$23,532,334
Disability Services and Pastoral Support	\$6,293,071
TOTAL FOR THE YEAR	\$42,207,952



2019

Home Care	\$10,533,773
Family Support Services	\$21,279,958
Disability Services and Pastoral Support	\$6,065,955
TOTAL FOR THE YEAR	\$37,879,686



CatholicCare Sydney

2C West Street
Lewisham NSW 2049
ABN: 38 841 427 747

 **13 18 19**

 connect@catholiccare.org

 catholiccare.org