



ANNUAL REPORT 2021

 CatholicCare

| 80 *Years of Caring*



CONTENTS

2	Archbishop's Message
3	Chairman and CEO's Letter
4	Our Purpose, Vision, Mission and Principles
4	Our Focus, Work and Approach
6	Clinical Governance
8	Parenting and Family Services
12	Counselling and Relationship Services
18	Disability Services
20	Home Care
22	Our staff and volunteers
24	Pastoral Care
26	Community
28	Our Supporters
30	Directors of CatholicCare Sydney
30	The Executive Leadership Team
32	Financial Summary

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Archbishop's Message



CatholicCare is the social services agency of the Archdiocese of Sydney. As a team of caring professionals, they lead and assist the Sydney Catholic community in works of love and charity. Their mission is to walk in the footsteps of Christ, supporting those who are vulnerable or in need, promoting dignity, strengthening families and connecting communities.

I reflect on CatholicCare Sydney's establishment in 1941. Created by four visionary Catholic women, they could hardly have envisaged how the events of the past two years would have impacted, not just Sydney, but the world. I think that they would be proud of the way CatholicCare has responded.

Many families and individuals across the Archdiocese have experienced exceptional hardship due to this pandemic and have turned to CatholicCare for practical support and charity.

I am delighted to say that the staff, supporters and volunteers of CatholicCare have all risen to the challenge with great dedication and compassion. New technologies have allowed them to continue delivering vital services to the community when hard lockdowns restricted movements into and out of Local Government Areas. Where technology was not an option, and face-to-face support was required, CatholicCare staff worked in COVID-safe ways to continue helping older members of our community, vulnerable children and families in their homes.

As CatholicCare enters 80 years of operations as one of Sydney's largest social services agencies, our staff continues to serve thousands of people every day who are facing crisis or disadvantage: children and families; people with mental health or addiction problems; the elderly; and those with some form of disability.

Their work reminds us that God's love in the world means responding with compassion to those most in need. May God continue to bless those who serve and are served.

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

Pope Francis

Archbishop Anthony Fisher OP

Archbishop of Sydney

Chairman and CEO's Letter



The past year has seen the continued crisis of COVID-19 impacting our communities across Sydney. Rolling lockdowns, culminating in a state-wide lockdown, have challenged our resilience.

Through this challenging year, CatholicCare has continued to develop and deliver our COVID-safe practices, adapting to the nature of this pandemic and lockdowns. There is no greater evidence of this than the work of our school counsellors who, as an embedded part of Sydney Catholic Schools, have operated between in-person and online counselling across the year. This has ensured a constant presence for students and parents, no matter what the restrictions may have been.

COVID-19 lockdowns and social distancing meant many of our vulnerable seniors were experiencing isolation and loneliness. The Home Care team implemented COVID-safe practices to protect the health of both clients and staff. New technologies were introduced to our seniors, providing a digital connection through online social groups.

One example of this was our intergenerational partnership with the Year 6 class at St Ambrose Primary School, Concord West. Despite the challenges of COVID-19, our Home Care team worked with the students on a co-designed program to connect and share experiences with senior members of our community.

This was all done with compassion, good humour and perseverance, and we owe the teachers and students at St Ambrose a debt of gratitude for their outstanding efforts in support of our seniors.

Our teams have responded proactively and with great care and commitment to the various challenges that lockdowns and other COVID-related restrictions have presented. Over 60% of our services moved online during this period. The digital infrastructure at CatholicCare has allowed our staff to continue services during lockdowns and restrictions, no matter where our clients are located. It has also allowed our staff and volunteers to change how they do their work, at very short notice, maintaining face-to-face services in a safe and healthy way, or delivering care and support online or via telephone.

We have continued to grow our services over the past year. We were successful in being awarded contracts in three regions of Sydney for the NSW Gamble Aware program. Through this program, CatholicCare provides face-to-face, online and telephone-based counselling to those with a gambling addiction, in partnership with St Vincent's Health Australia and Sydney University. This complements our existing addiction work with our Family Recovery program for family members affected by another's drug and alcohol use.

Over the past year, we have also continued to play a role in support of the End Street Sleeping Collaboration. This Collaboration brings together government, the sector, philanthropists and the community with the aim of eliminating street sleeping across NSW.

The past year has also seen us achieve significant milestones in the development of a variety of new initiatives.

Our Ageing Well initiative aims to provide information and support to help people plan for a thriving older age. Our Living Well/Dying Well initiative aims to provide community-based support for people, and their family and friends, as they approach the end of their lives. Our Companions Matter initiative aims to provide accompaniment and connection for people on the margins of society, including those leaving prison, and their families. All of these initiatives are being developed in partnership with other agencies and organisations and we thank them for their support.

We have also continued our work converting under-utilised Church properties into forms of social housing. As a part of this work, we have developed a plan to significantly grow our HOPE program, which supports young mothers and their children.

We would like to take this opportunity to acknowledge the passion and commitment of our talented staff and volunteers. We express our gratitude to members of the CatholicCare Board, our Board committees and our Clinical Practice and Governance Committee for their guidance and generous contribution of time. We also thank our donors and benefactors, and our crucial funding partners in the state and federal governments. We could not have achieved so much in support of the community without their valuable contribution.

Richard Haddock AO

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 beliefs.
- To help people in the most vulnerable situations who are falling between the cracks because the care they need is not otherwise available.
- To seek enduring, rather than 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 the people of Sydney. Increasingly, we are using technology and forming partnerships to provide care and support to people across NSW and Australia.

Our Work

- Providing direct care and support to people in need.
- Providing services that enhance the capacity of individuals, families and communities to care for and support themselves, and each other.
- Collaborating, advocating and providing leadership for systemic change in support of the vulnerable and needy.

Our Approach

- The people we serve are at the centre of all 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 by focusing on prevention and being informed by evidence and trauma.
- Our staff and volunteers are our most valuable assets. We engage and develop our people, and help them acquire new competencies.
- To 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 value for money. It allows more people to access our assistance and is a priority for funders. We look for opportunities to lower our costs and incorporate technology and innovative practices into our service delivery.
- To seek diverse sources of funding to ensure our sustainability.
- To increase our impact by using all the capabilities within the wider Catholic community. We look to collaborate with parishes, schools and other Catholic agencies. We also partner with non-Catholic organisations where this provides the best support for our clients.
- We create pathways for volunteers and students to join us in our mission.



Clinical Governance

Community services organisations, like other caring institutions, benefit from client and community confidence in the high quality and safety of the services they provide. The robust policies and procedures that make-up our governance framework help ensure people using our services trust in their quality.

Over time, our clients' needs change and evolve, often becoming more complex, particularly with in-home aged care. CatholicCare understands the importance of giving both our staff and clients clear guidance across all the services we provide.

While traditionally considered a community service organisation, it's important to recognise that many CatholicCare services have components of clinical and health care. These include 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 their homes and schools. This includes supporting clients with tasks of daily living to maintain independence, as well as highly specialised child and family services, via digital counselling and Telehealth.

With the increase in both the complexity and breadth of services we provide, it's critical to fulfil trust by ensuring robust clinical governance forms the backbone of this care. This also forms part of our corporate governance to provide clear guidance and accountability that our services are person-centred and customer-focused.

CatholicCare Sydney Clinical Governance Framework

This 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.

CatholicCare Clinical Advisory Group (CCAG)

The CCAG is responsible for providing expert advice and strategic direction to the Executive Leadership Team and, where required, the Board. It 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, and the Chair in Clinical Pharmacy (St Vincent's Hospital) at the University of Sydney, for her dedication and commitment as Chair of the Group.

In 2020, we warmly welcomed two new expert advisors to the Group.

- **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.



Parenting and Family Services



8,309 calls to Parent Line NSW from parents and carers.



407 people attended Parent and Child Development programs.



1,300 families from the Inner West and south-west Sydney received support from Families Case Management Services.

It is normal for families to experience ups and downs, and for some, help may be as simple as having someone to talk to, whilst others need more coordinated intervention and support. Our dedicated parenting specialists offer practical assistance, emotional support and professional advice to help strengthen relationships and ensure all our children remain safe.

Lockdowns put enormous stress on parents and families as they struggled with the competing demands of maintaining employment, home schooling, relationships and social isolation. Our counsellors helped manage parents' anxiety and contextualise their children's behaviour to develop coping strategies.

Parent Line NSW - help for parents, any time

This 7-days-a-week, online and telephone support service for parents and carers with children up to 18 years of age, has never been more crucial than the past 12 months. Calls relating to parent stress almost doubled, and calls regarding carers and young people's mental health also increased.

Parenting and Child Development

Providing our parenting services online during COVID, allowed our team to offer services to parents who had been previously unable to participate in face-to-face courses and seminars because of work, disability or remote locations.

Parenting and Child Development Courses

Bringing Up Great Kids allows parents to reflect on their parenting style and enhance communication and respectful interactions with their children.

Tuning into Teens helps parents understand their teens' developmental stage and how to build better relationships with them.

No More Scaredy Cats helps parents with children experiencing anxiety by taking them through the neuroscience and giving targeted strategies to help.

Bringing Up Great Kids First 1,000 Days, from the developers of Bringing Up Great Kids, explores the first 1,000 days (conception to three years) covering areas, such as neuroscience and attachment, as well as the parents' experience.

My Kids and Me group is for parents whose children are in Out of Home or Kinship Care.

Keeping Kids in Mind (KKIM) is a group course for separated parents experiencing ongoing conflict. It helps them understand the effects the conflict has on their children, and encourages them to develop positive forms of communication with each other focused on their children's needs.



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

Family Support Service – acute support when it's needed most

Operating in the Inner West and south-west Sydney, this service specialises in families at risk of having their children placed in Out-of-Home Care, or living with an authorised carer due to placement instability. This may be due to domestic and family violence, housing, financial issues or mental health concerns. We also provide an intensive service for restoring children to their families.

In the past year, we've provided 14,000 occasions of service to families. Despite reduced numbers due to COVID, 50 parents still took part in our parenting skills-focused groups and psycho-education groups, such as educating women around domestic violence.

Pregnancy Counselling – support, education, advocacy

This work focuses on helping women and families across south-west Sydney protect the health and wellbeing of their unborn children and strengthen their relationships, both with each other and their babies. The issues affecting our expectant mothers range from struggles with mental health, relationship issues and social isolation to domestic and family violence.

We provide both antenatal and postnatal support to give our mums the best possible opportunity to build a more positive future for themselves and their babies. This may include:

- confidential telephone counselling;
- advocacy to other organisations and links to other support services;
- pregnancy education; and
- pregnant mother psycho-education groups.

Twelve sessions of counselling are offered at a pace that matches each mother's needs, plus an additional six sessions, if required.

HOPE – giving hope to young mums

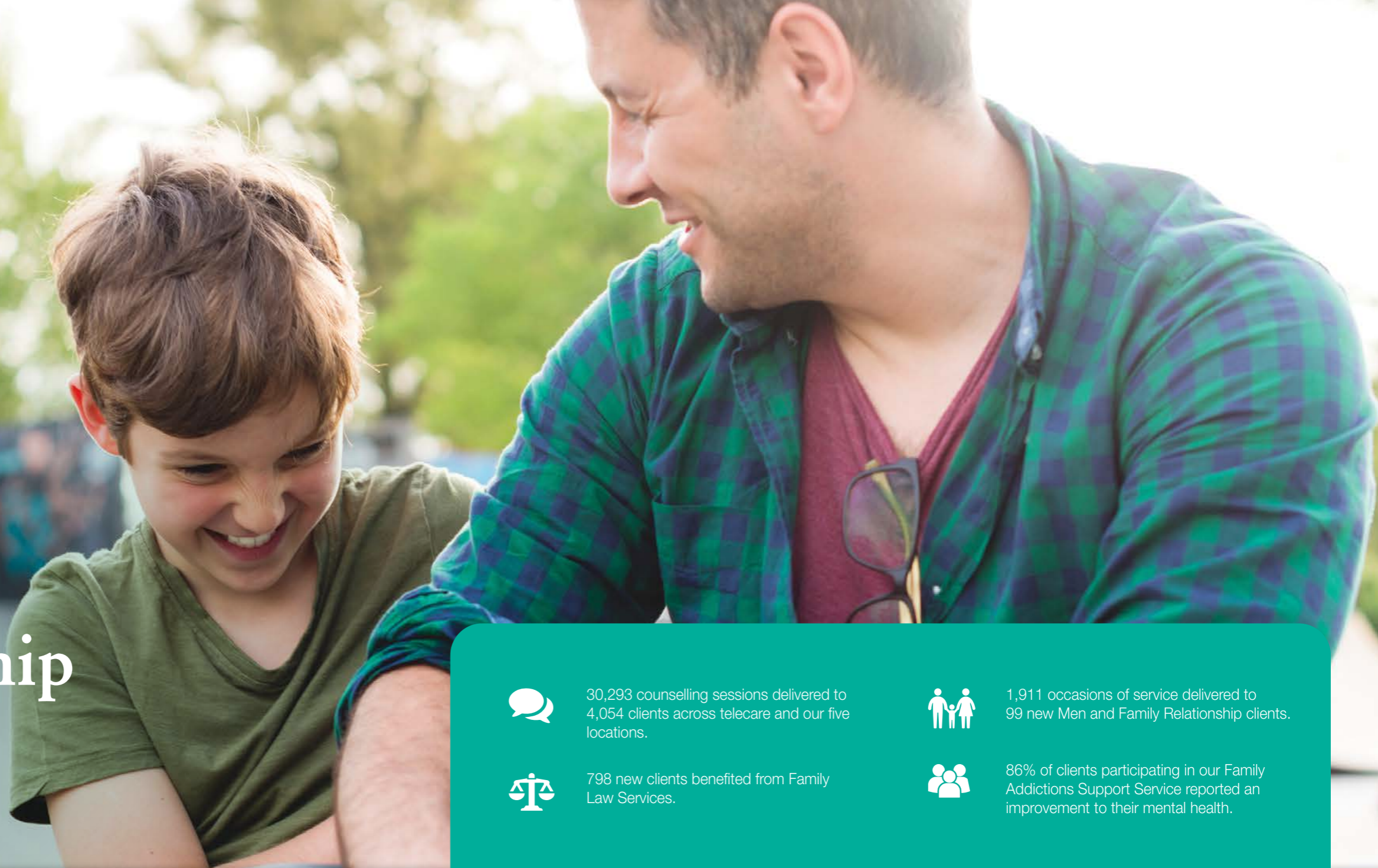
This highly-successful program continues to offer specialist community-based pregnancy and parenting support for vulnerable young women aged 16-25 years who are pregnant or have a child under the age of two. They may have experienced domestic violence, poor mental health, homelessness, substance misuse or have a history of complex trauma.

For many of our young mums, homelessness is a major concern. CatholicCare is partnering with parishes and Community Housing Providers across Sydney to develop more transitional housing support. Stable housing allows our mums to focus on the specialised support and

education they need to parent and live more confidently and independently within the community. This leads to better bonds within family, and with community, and reduces reliance on welfare, helping to create a more thriving and resilient community for all.

This year, 47 young women have been supported by HOPE. As in past years, 100% of our mothers and babies are still together as a family.

Counselling and Relationship Services



30,293 counselling sessions delivered to 4,054 clients across telecare and our five locations.



1,911 occasions of service delivered to 99 new Men and Family Relationship clients.



798 new clients benefited from Family Law Services.



86% of clients participating in our Family Addictions Support Service reported an improvement to their mental health.

Any of us can experience difficulties and challenges in our daily lives, at any time in our lives. It may be concerns about work/life balance, relationship conflict, family breakdowns, parenting children through a separation, or dealing with addiction or grief.

Our experienced relationship and counselling teams help individuals, couples and families to achieve positive changes in their lives. Even through COVID-19, our telecare services have been able to provide ongoing support for the community. We also continue to partner with the NSW Department of Justice and Corrections and domestic violence services to support women and children, as well as male victims of male violence.

Men and Family Relationships

This team aims to support the safety of women and children impacted by violence, while working with men who use violence in their intimate relationships and have committed an aggressive act in the community, or towards another family member. Help is given through the accredited Men's Behaviour Change program, Choosing Change, as well as Defuse, and includes one-to-one sessions where suitable.

CatholicCare also offers the ENGAGE program, along with the NSW Department of Justice, aimed at reducing the number of domestic violence repeat offenders presenting at court before they're sentenced. ENGAGE provides a one-day group program to equip men with skills and information to make better choices and keep themselves and others safe.

Counselling and Family Law Services

Family Law Services provide separated families with a range of support services. These include family dispute resolution, post-separation case management, counselling and courses for children and parents. We also help deliver family law information sessions, and have a strong partnership with community legal centres to help us provide parents with legally-assisted mediations.

Family Dispute Resolution (FDR)

Our specialist team assists families with parenting and financial arrangements, post-separation. This year, 566 new clients benefited from their expertise with 5,184 occasions of service provided.

Bankstown Family Relationship Centre (FRC)

This centre provides family dispute resolution, post separation case management, counselling, information and referrals to families in an integrated and culturally-appropriate cross-practice way. We also support children affected by family separation with services, such as Our Kids Groups.

Since its inception, the FRC has expanded its services to better meet the needs of families during and post-separation. These include property mediations and helping parents to reach child-focused resolutions of parenting matters after they separate.



Counselling and addiction support

The Family Recovery service works with family members and significant others impacted by addiction-related harm.

Due to COVID, one-to-one and group sessions were provided online via telecare to 95 adults and 55 children in over 1,257 sessions, with a positive improvement in 86% of participants.

The Financial Counselling Problem Gambling Program takes a holistic approach to alleviating financial stress by addressing underlying factors, striving to build long term financial capability. This year, we provided 1,186 occasions of service.

Supporting those dealing with gambling addiction

ClubCare is a community-based service that works within the club environment for easier access, especially for vulnerable people experiencing barriers.

While on-site gambling decreased this year due to lockdowns, the ClubCare team was still in demand, helping 213 patrons and 126 staff with issues, such as gambling-related harm, financial stress and family and domestic violence.

Talking to patrons, the general consensus appears to be that coming to these venues is an escape from issues at home or in the workplace, such as loneliness, grief or family and relationship problems.

The ClubCare program operated at Cabravale Diggers and across the Macarthur Care Consortium Clubs.

Counselling students through the toughest of school years

Schools are at the heart of our community. They've also been at the frontline of COVID-19. In the last financial year, our School Counselling Program provided 75 CatholicCare Counsellors across 136 Sydney Catholic Schools (Sydney Archdiocese) and one Independent School in the Sydney Archdiocese. The continued lockdowns and complexities of Home Learning challenged our students, resulting in an increase in issues, such as anxiety, depression, social skills development and gaming addiction resulting in an increase in outbound wellbeing checks via video conference.

Our School Counsellors quickly pivoted to a digital model via ZOOM to provide a continuous service and extend its reach to all school years.

Our School Counsellors support all Sydney Catholic primary schools and a number of secondary schools with a full-time counsellor to student ratio of 1:1000. With our ongoing commitment to reduce this ratio in coming years, a further 24 counsellors joined the program this financial year.

CatholicCare has also provided family support and parent talks to schools, either face-to-face or via webinars, extending health and wellbeing care to the broader school communities.

Support and Supervision to the School Counsellors team and School Principals in the Diocese of Lismore

As part of CatholicCare's commitment to sharing knowledge, building capacity and expertise in support of other counselling programs, a pilot to provide Clinical Supervision and Professional Development services was established in partnership with the Diocese of Lismore Catholic Schools Office.

CatholicCare provided four days of targeted professional development and remote clinical supervision to 42 Lismore school counsellors working across 46 schools and supporting 18,000 students. The support and supervision provided to counsellors and principals in the Lismore region continues to enable them to work with students with complex needs, and has been an overwhelming success, with plans to extend the partnership in the coming year.

"Students demonstrated varying degrees of resilience in response to the COVID lockdown. Some were referred to school counselling for the first time. These students normally thrived on interactions with their teachers and peers or enjoyed team sports, so struggled with the isolation and online learning. Conversely, some students who had been anxious about school, peer relationships or had poor school attendance, thrived with the removal of such external stressors. School Counsellors provided telecare to students, parents and school communities and created online games, worksheets and activities for students, as well as presentations for parents and school staff, tailored to meet their specific needs."

Lyne Cunneen
Senior Manager, School Counselling



207 clients were assisted by our financial counselling and problem gambling programs.



95% of clients reported that they are better able to manage their finances.



75 School Counsellors assisted 137 schools across Sydney.



1,365 Sydney Children's Contact Service sessions for parents and children.



11,218 sessions for carers supported through the Carer Gateway Counselling Service.

Sydney Children's Contact Service

This service supports parents and children in the family court system by providing supervised contact or changeovers. Our specialised team supports families to develop and maintain safe child-focused parenting relationships with the aim of helping them move to self-managed parenting arrangements.

Carers Gateway Services

There are 2.65 million unpaid carers in Australia who deal with challenges on a daily basis as they care for loved ones who are frail, aged, have a disability, chronic illness, or mental health concern.

In 2019, the Australian Government introduced a number of new digital services for carers. Two of these are proudly managed by CatholicCare; the National Phone Counselling Service and Community Forum.

Carer Gateway Counselling Service

Launched on 1 July 2019, this telephone and online-based counselling service operates nationally from 8am to 6pm, weekdays. Staffed by a growing team of experienced, professional counsellors, it helps carers reduce stress and boost wellbeing with evidence-based therapy and online self-care fact sheets.

Since reaching full operating capacity this year, our counsellors have taken more than 12,000 calls, providing information about services and support options, and conducted over 9,000 phone counselling sessions. From July 2020 to June 2021, almost 2,000 carers turned to us for help. Because the service allows carers to receive counselling in the comfort of their homes, it has been especially valuable during the COVID-19 pandemic. Their feedback tells us that it has helped reduce stress and isolation, with 96% of carers reporting satisfaction with the service.

Carer Gateway Community Forum

This online community allows carers from around Australia to connect with each other in a safe, anonymous space to share knowledge and support one another emotionally.

Moderated by a trained team of professionals who ensure the space remains safe and respectful, from July 2020 to June 2021, carers posted almost 10,000 questions, messages of support and tips and strategies. They have publicly posted that the connection the Forum provides helps them feel less isolated and better supported in their journey, with 26,000 carers visiting to read threads and fact sheets, tips and evidence-based strategies to reduce stress.

Carer Gateway Facebook Page

In late June 2020, CatholicCare Sydney took over the management of this Facebook Page, on behalf of the Australian Government, and by 30 June 2021, it had grown to 11,000 followers. Our skilled moderators ensure a safe, respectful community where carers can seek information and referrals.



Disability Services

Having a job helps build a person's sense of dignity and self-esteem. For over 21 years, Centacare has been providing people with intellectual disabilities satisfying and meaningful work, key life skills and a greater sense of connection within the community.



Despite COVID, five schools participated in our Solidarity Program.



34,612 hours were given in support of 94 individuals with NDIS services.



85 people participated in Centacare employment and training.



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



Our NDIS Support Coordinators provided over 3,500 service hours helping over 150 clients.

Centacare: Work. Learn. Connect.

Despite restrictions over the past 12 months, our Centacare employees showed great resilience and flexibility as they adapted to both on-site and remote work.

During the first lockdown in 2020, we adapted our work program by moving our factory operations to a work-from-home model. Our supervisors took work to employees' homes where they could complete their tasks safely. This allowed us to pivot back to remote working quickly with a proven model during the 2021 lockdowns.

It also helped our employees continue to feel connected during lockdowns. Ongoing one-to-one interactions with their supervisors and daily Zoom meetings with their co-workers allowed them to remain in work and avoid the mental health issues from sudden isolation.

Outside of lockdowns, we continued to offer garden maintenance and office cleaning at local Catholic institutions.

During 2021, our redevelopment of Centacare's training programs continued to provide valuable life skills and pre-work experience for adults, as well as School Leaver Employment Support for recent high school graduates.

Our Solidarity Program also continues to provide opportunities for students from Catholic high schools to spend a day with our supported employees. Students from four schools attended the program in Terms 1 and 2 of 2021.

Other highlights of the year included:

- transitioning from programs that offered either a full day of work or life skills training to a program that integrated work, training and social opportunities on the same day;
- developing and launching 14 new training classes;
- developing a new SLES program for school leavers at a moderate disability level;
- offering work experience opportunities to students from seven disability schools;
- transition to the new NDIS work funding model; and
- taking part in a pilot program developing new wages structure for supported employment.

NDIS Support Coordinators

Our Support Coordinators are a welcome guiding hand through the NDIS process. They help their clients achieve their goals with an NDIS plan that links them to the appropriate services.





Home Care

The services we deliver to seniors in our community have never been more critical than in this past year. COVID-19 continued to challenge us and our elderly as we worked to allay infection concerns, while still providing the support they needed, and finding ways to help alleviate their sense of isolation during lockdowns.



1,041 seniors were assisted by our team this year.



We currently have 100 active volunteers providing more than 206 hours of help to seniors each week.



4,464 'Wellbeing Calls' have been made by volunteers to existing clients.



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



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



In all, we provided nearly 198,495 hours of ageing support this year.

Supporting seniors during COVID-19

For many seniors in our community, their greatest concern is being able to live in their homes as independently as possible, for as long as possible. CatholicCare provides both practical and emotional support with a range of services. These allows us to tailor care to the individual's needs so they can live in the comfort of their own home, and continue to enjoy life to the fullest.

As this group were particularly vulnerable to COVID-19, our frontline teams were focused on their health and safety. All our Home Care staff and Clinical Care team are trained in universal infection control procedures. They also underwent training updates throughout the year as Commonwealth Government guidelines were updated.

All necessary precautions were taken, including social distancing, personal protection equipment, mandatory mask wearing, regular staff testing, risk assessments and vaccination promotion.

During the first wave, some clients cancelled services to minimise their risk of infection. This also led to a significant increase in loneliness, particularly as they may have already been feeling isolated.

While staying socially connected during a global pandemic can be difficult, our Home Care team reached-out to help reduce loneliness. We stayed in regular contact with clients and their families to reassure them of the steps CatholicCare was taking to ensure their safety. We also provided a phone number to call if there was any change to their health or circumstances.

To help our seniors stay connected and mentally active, we put together activity packs of fun puzzles, crosswords, mindfulness colouring, recipes and useful COVID-19 information.

Online technology was a great way to stay in-touch during the pandemic. Despite the challenge of learning new technology, using a step-by-step approach, a pilot group of 40 seniors began using Wi-Fi-enabled tablets to connect with friends and family. Our care staff were also trained to help them set-up email addresses and use Zoom and other apps, such as Facebook.

Home Care Support

We continued to provide vital support to seniors with presentations either in-parish, or via ZOOM, on how to navigate the My Aged Care system. This became necessary after funding changes by the government meant that individuals needed to directly seek assessment and approval to receive services. Once approved, there's also a long waiting time for many services.

It can be quite daunting to deal with a government department, particularly if you don't have family to help, English is your second language or you have some early cognitive impairment. CCareline has also been a key support, either over the phone or through an in-home visit.

"It has been a huge relief working with CatholicCare staff and volunteers who remain committed to keeping each other safe during a worldwide pandemic. I have confidence that our clients are receiving the best of care from these wonderful people."

David Fleming
General Manager, Home Care, CatholicCare

Volunteer Support

Our volunteers make an extraordinary difference in the lives of our seniors. Our Seniors Volunteers Program members, together with the Community Visitors Scheme and Commonwealth Home Support Program, provide social support to people living at home or in aged care.

These volunteer roles were created in response to the 'gaps' we saw in the aged care system due to extremely long wait times for many in-home aged care services.

Quality Care

We have employed more clinical staff in existing roles in Home Care and expanded the range of allied health and nursing services our in-house Clinical Therapies team can provide. These include registered nursing, physiotherapy, occupational therapy, speech therapy and podiatry.

Having clinical staff on our seniors' team also allows more staff development, training, supervision and mentoring opportunities, improving the clinical knowledge and awareness of all staff.



Our staff and volunteers

The gift of time and skills

Volunteers are the lifeblood of our community. They help care for those who may have fallen through the gaps and make an enormous contribution to the lives of our most vulnerable.

From different backgrounds and age groups, from students to retirees, volunteers have never been more important, especially during COVID-19.

Over 130 Volunteers give their time and expertise across our organisation, every day. They help provide social connections, support and companionship to our clients, and to each other. This year, CatholicCare volunteers have:

- supported our seniors in their homes or nursing homes;
- transported clients to hospital for appointments;
- helped with child-minding groups so parents can attend education and support sessions;
- made regular wellbeing calls to seniors to check-in, provide support and link them with services;
- assisted our support team with improvement projects;
- provided companionship to people in need in the community.

Through their time and generosity, volunteers help to build strong communities. We're always ready to welcome new volunteers willing to give their time, enthusiasm and care to vulnerable people living throughout Sydney. Please give us call on **13 18 19**.

Who we are

People are at the heart of CatholicCare. Our team of over 550 staff and more than 100 volunteers are spread across a wide geographic area of Sydney, united in our common mission of valuing dignity, strengthening families and connecting our communities.

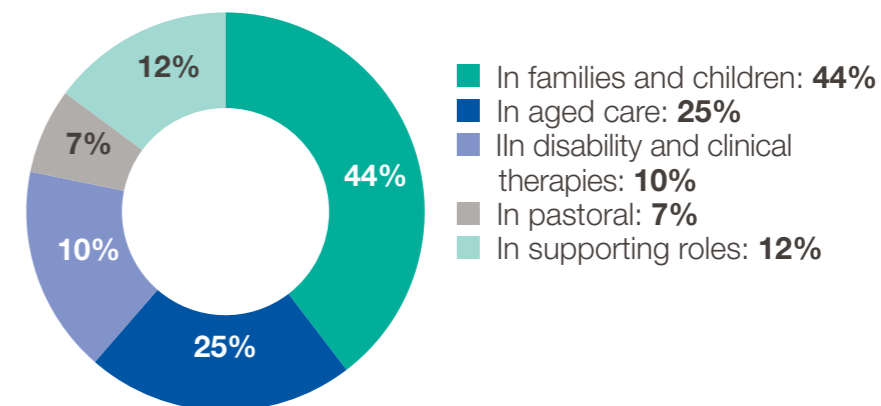
CatholicCare is committed to an inclusive culture where all employees, volunteers and visitors feel valued, respected, accepted and empowered to contribute. We have a diverse workforce that reflects the community and clients we serve.

2021 was another challenging year for our frontline staff as COVID-19 impacted the communities where our people work and live. Many of our staff adapted their practices to digital services, ensuring ongoing care for our community, while others continued working in the community, providing essential in-person services to those most vulnerable and isolated.

Our staff responsiveness and resilience in the face of the pandemic has been inspiring. These difficult times demonstrate our beautiful strength: we are a community connected by care and dedication to the people that we serve, as well as to each other.

Anna Slowiaczek
Director, People @ CatholicCare

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

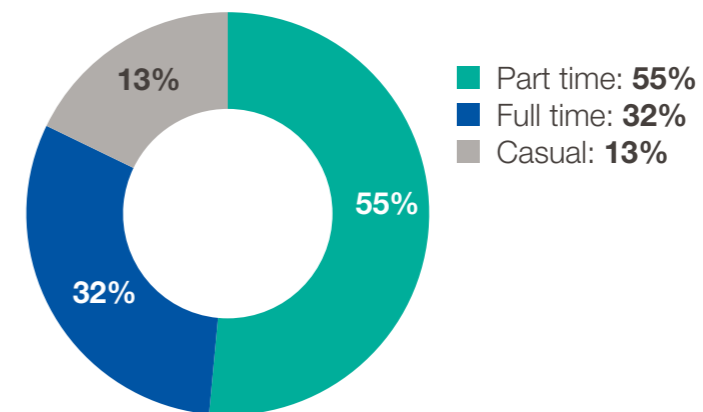


Average length of service:
4.7 years

Longest current service:
32 years

Age range:
20 to 78 years

Average age:
46 years



Pastoral Care

As a Catholic organisation, our values directly reflect Catholic Social Teaching. We believe that every person is of infinite value and worth; that those in need deserve the best professional care from the Church. Our pastoral services provide practical, spiritual and caring support and education to those in need throughout society.



14 (10.3FTE) Chaplains provided 1,876 hours of weekly ministry, across eight facilities.



70 clients participated in the Community Chaplaincy programs, Companions Matter and Tree of Hope.



40 new volunteer companions joined us to support people in the Tree of Hope and Companions Matter programs.



We delivered 43 group-based and 27 individual couple-based courses for Marriage and Relationship Education to 402 couples, across seven locations.



Natural Fertility Services provided 86 personal development presentations for Years 4, 5 and 6 and their parents or carers across 39 schools, reaching 2,868 students and 673 parents.

Chaplaincy – pastoral and spiritual care in hospitals, prisons and mental health units

CatholicCare Chaplaincy programs provide holistic support underpinned by respect, inclusion and compassion to those in need of spiritual, pastoral and sacramental support, regardless of faith.

While COVID restrictions limited our volunteers full participation this year, our Chaplains, including full-time, part-time, lay and religious, provided face-to-face services, while observing COVID regulations, to 33,028 clients.

We also gave sacramental support to 10,780 clients in prisons, hospitals and mental health residential units, with masses and Eucharistic services resuming once COVID restrictions were lifted.

Companions Matter – accompanying the isolated, vulnerable and marginalised

Established in 2020 as an 18-month pilot program, Companions Matter aims to help individuals reconnect with the community after their discharge from prison, hospitals and mental health units. It also welcomes other vulnerable people, including the homeless, people working through addictions, patients experiencing trauma, grief or loss, and the elderly.

The program provides someone who walks alongside our clients as they reconnect with the community. Our volunteers offer support in a variety of ways. They provide accompaniment and help build a sense of belonging, while also supporting attendance at courses, workshops and social gatherings.

COVID-19 has affected our services and intake, mainly with the support we give to those pre and post-prison release, and hospital discharge. Of our 40 Volunteer Companions, 23 are currently accompanying 42 clients finding their way back into the community.

Tree of Hope – accompanying those living with or affected by HIV/AIDS

Operating for over 20 years, the Tree of Hope program provides opportunities for people living with HIV/AIDS to build relationships and organise activities, together with family members, carers and loved ones. These include community gatherings, excursions, annual retreats and an annual World AIDS Day memorial service. During COVID, these gatherings continued online via ZOOM with supporting pastoral calls between sessions.

Currently, there are 17 active members, including residents from Yaralla Concord, a residential care facility for those neurologically affected by HIV.

Marriage and Relationship Education – supporting couples pre and post-marriage

CatholicCare's Marriage and Relationship Education programs are informed by best practice, evidence-based psycho-educational research, as well as Catholic sacramental beliefs.

Designed for couples preparing for marriage or married couples looking to reflect on their relationship, our programs look at the foundations of a successful relationship, teach skills to help navigate normal relationship conflict, and reflect on marriage as a sacrament within the Catholic tradition.

This year we provided 70 individual and group sessions to 402 couples, facilitated by 16 professional educators across seven sites, and via ZOOM, when needed.

Natural Fertility Services – education and awareness

Natural Fertility Services (NFS) provide fertility awareness education for couples seeking an effective and church-informed method for helping to achieve or avoid pregnancy, naturally.

Family planning education is provided face-to-face and via online clinics. We also offer community talks, pre-marriage education sessions, fertility clinics and personal development presentations to Years 4, 5 and 6 and their parents or carers. NFS also supports accredited training for new Family Life Educators and educators in the natural family planning sympto-thermal method.

During lockdowns, NFS continued to provide services via ZOOM. This year, we achieved 43 pre-marriage sessions and helped 36 couples achieve their fertility goals.

We also updated our Growing Towards Wholeness program with a more contemporary feel. Videos for use in online promotions were created with the help of staff, students and the parish priest of St Andrew's Catholic School and Church, Malabar. New presentation templates and illustrations were also designed. We delivered 86 sessions across 39 schools, to a total of 2868 students and 673 parents.



Community

Often the people who need help the most don't know where to turn to find it. CatholicCare ensures that we're a supportive presence within the community, ready to give the help and advice people need to lead full and rewarding lives.

CCareline - helping our community find help

Usually the first point of contact for those looking for support from CatholicCare, CCareline provides professional phone-based advice, advocacy and referrals. In the past year, over 8,000 calls were received from people facing challenges in their lives or experiencing additional hardship due to COVID-19.

Our caring professionals help families navigate their way through the social service sector with:

- family and parenting support;
- counselling and relationship services;
- specialist domestic and family violence services;
- addiction and mental health concerns;
- therapies and allied health services; and
- guidance through the government's My Aged Care and crisis support due to COVID-19.

Engaging with the community

The Community Engagement team was established in 2017 to provide outreach, marketing and fundraising support for CatholicCare. The team works closely with communities, parishes and schools to build connections and collaborate with Catholic and other organisations with the aim of assisting all people on the basis of need.

Fundraising and Philanthropy

Curo: Care for Change, Innovate for Good

The focus of Curo, our philanthropy program, is to encourage supporters to allow us the opportunity to confront some of the most pressing issues in our community. One example of this is the HOPE program, which aims to help young mums and their babies facing hardship to become a strong family who stay together.

We launched Curo in early 2021 to help us provide urgently needed support to the most vulnerable in our community who are affected by disadvantage.

Some of the most persistent problems Sydney faces and that CatholicCare is working to solve are how we can:

- better support young, disadvantaged mothers and their babies;
- help the elderly suffering from isolation and loneliness;
- help individuals in our community facing crisis or disadvantage; and
- help put an end to rough sleeping.

A donation to Curo allows us to quickly respond and provide urgently needed support for the most vulnerable. Together, we can innovate for real change in our communities and create a better tomorrow. www.curocareforchange.org.au

Gift of Goodness campaign

The Gift of Goodness campaign, which provides charitable giving opportunities for school students across Sydney Catholic Schools, raised funds to provide fresh food hampers for families and individuals who were struggling due to the impacts of COVID.

Congratulations to the 38 schools who helped raise more than \$32,000.

Communities of Care

Our Communities of Care program removes barriers to seeking help by giving people someone within their community to talk to.

By understanding the main cause of stress for each individual or family, our Community Care Workers are able to find solutions and support through local community services.

With the assistance of a NSW Government "My Community" project grant, over 3,000 clients have been supported in Fairfield and Liverpool since the program began in November 2019. Due to COVID-19, in-parish support moved online or by telephone, without compromising the quality.

This program has now been extended to All Saints Parish in Liverpool, Holy Spirit Parish in North Ryde and St Charles Borromeo Parish in Ryde, as well as the original site of Our Lady of the Rosary in Fairfield.



Our Supporters

We are deeply grateful to our supporters for their extraordinary generosity, allowing our work to be possible.

Charitable Foundations

Access Programs Australia
 Curran Access Children's Foundation
 Charitable Works Fund
 Challenge Sydenham-Bankstown Ltd
 Tenix Foundation
 Walter & Eliza Hall Trust

Corporate

Catholic Church Insurance
 Catholic Employment Relations

Partners

Australian Catholic University
 St Vincent's Care Services (Brisbane)

Government

NSW Government, Department of Premier and Cabinet, My Community Project
 NSW Government, Multicultural NSW, COVID-19 Community Support Grants Program

Individuals & Family Foundations

Betty Wade Charitable Trust
 Edwin and Nil Earnest
 Phillips Family Foundation

Pro and low bono supporters

Access EAP	Corrs Chambers Westgarth	Jumar Vencilao	St Vincent's Health Australia
Australian Catholic University	D'Leanne Lewis	Lara Kirk	St. Mary's Catholic Parish Erskineville
Bridget Phillips	Dennis Golding	Liz Phillips	Steven Buhagiar
Caterina Rizzo	Francine Pirola	Makinson d'Apice Lawyers	University of Notre Dame Australia
Catholic Cemeteries and Crematoria	Fiona Neilson	Paul Ninnos	
Catholic Healthcare	Harris Farm Markets	Richard Kaldasau	
Clare Phillips	Helen Gazal	Robert Tonkli	
	Ian Yard-Smith	Sarah Mullen	
	John Collins	Smorgasbord Creative	

Our Social Justice School Partners

Bethany College Hurstville	Our Lady of Mercy Catholic College Burraneer	St Anthony's Catholic Primary School Marsfield	St Mary's Catholic Primary School Concord
Clancy Catholic College West Hoxton	Our Lady of Mt Carmel Catholic Primary School Mt Pritchard	St Brendan's Catholic Primary School Annandale	St Mary's Star of the Sea Catholic Primary School Hurstville
De La Salle College Revesby Heights	Our Lady of the Rosary Catholic Primary School Fairfield	St Columba's Catholic School Leichhardt North	St Me's Catholic Primary School Campsie
Domremy College Five Dock	Our Lady of the Rosary Catholic Primary School Kensington	St Francis of Assisi Regional Catholic Primary School Paddington	St Michael's Catholic Primary School Lane Cove
Freeman Catholic College Bonnyrigg Heights	Saint Catherine of Siena Catholic Primary School Prestons	St Francis Xavier's Catholic Primary School Arncliffe	St Patrick's Catholic Primary School Mortlake
Galilee Catholic Primary School Bondi	Saint Ignatius' College Riverview	St Joachim's Catholic Primary School Lidcombe	St Patrick's College Strathfield
Good Samaritan Catholic College Hinchinbrook	Santa Sabina College Strathfield	St John Bosco College Engadine	St Patrick's College Sutherland
Holy Saviour School Greenacre	St Aloysius Catholic Primary School Cronulla	St Joseph's Catholic Primary School Como	St Raphael's Catholic Primary School South Hurstville
Holy Spirit Catholic College Lakemba	St Aloysius' College Milsons Point	St Joseph's Catholic Primary School Enfield	St Therese's Catholic Primary School Denistone
John the Baptist Catholic Primary School Bonnyrigg Heights	St Anthony's Catholic Primary School Clovelly	St Joseph's College Hunters Hill	
Marist College Kogarah		St Mary - St Joseph Catholic Primary School Maroubra	



Alongside the generous funders listed and our supporters who wish to remain anonymous, CatholicCare Sydney's staff provided invaluable contributions to our work through their individual fundraising efforts for the *Move for Your Mates Campaign* to support the Centacare program.

Directors of CatholicCare Sydney



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 Chairs or is a Director of an extensive list of organisations, including the Trustees of Mary Aikenhead Ministries, St Vincent's Curran Foundation and the University of Notre Dame.



Rev. Dr Gerald Gleeson

Fr Gerry was ordained a Priest in 1978. He has spent much of his ministry 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 numerous organisations, and is currently a Director of Sydney Catholic Schools Limited and a member of the Catholic Development Fund Advisory Board.



John Leotta

John is a partner at Deloitte and brings 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 is a member of the National Executive – Group 100, and has extensive experience leading audits of major corporations operating in diverse industries and expertise across strategy, operations and finance.



Greg Mackay

Greg has worked with the Macquarie Group in Australia, UK and Asia for over 20 years. During this time, he has worked in varied fields, such as derivatives trading and funds management. Greg is currently a partner at Alfred Street Investment Partners, the Chair of Access Programs Australia Ltd and a Director of organisations, including Forager Funds Management Ltd and Saint Ignatius College Riverview Ltd.



Madeleine Mattera

Madeleine is a partner and Head of Financial Services at Grant Thornton Australia with 25 years of business experience. 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.



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 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 a Director of Brigidine College, St Ives.



Jane McCormack

Jane is Head of Speech Pathology at the Australian Catholic University, and Acting Deputy Head of the School of Allied Health (NSW). Her clinical work has primarily been with children in community health, early intervention settings and schools. Jane brings almost 20 years' experience as a speech pathologist and academic in both Australia and the UK where she held leadership roles.



Pat Garcia

Pat is currently CEO and Company Secretary of Catholic Health Australia. He has sat on various boards, including the Youth Action Policy Association, St Vincent de Paul Society National Council, NSW, and SHINE for Kids. He is a qualified solicitor and has practiced in competition law, commercial litigation and corporate advisory. He has worked in the Strategy and Delivery Division of the Department of Prime Minister & Cabinet developing policy reform in acute health care, school and tertiary education and disability support.



Lance Brooks

Lance is a member of the Fundraising Institute of Australia and current Board member of the International Association for Public Participation, as well as a Nationally Accredited Mediator with the Australian Dispute Centre. As Founder of Communities for Communities, a not-for-profit charity, Lance has vast experience in funding, acquiring sponsorships and grants and establishing self-sustaining communities into associations. He has a Graduate Certificate in Community Management from UTS, and is a graduate of the Institute of Company Directors.



David Basseal

David has spent most of his 20-plus year career in the healthcare sector, working across multinational businesses, with a particular focus, in recent years, on developing strategies that benefit consumers whilst generating commercial success for the organisation. He has held executive leadership roles in the medical suppliers and manufacturing industry, is the Chair of Pathology Technology Australia and a member of their Finance and Risk Management and Marketing Communications Committees.

The Executive Leadership Team



Mark Phillips

Chief Executive Officer



Richard Melki

Chief Financial Officer
and General Manager,
Operations



Jonathan Melrose-Rae

General Manager,
Community Engagement



Anna Slowiaczek

Director, People@
CatholicCare



Kerryn Tutt

General Manager, Clinical
Therapies & Disability
Services



Michael Everett

General Manager,
Families



Nick McMenemy

Director, Systems@
CatholicCare



Anthony Hill

General Manager, Strategy
and Project Management



Meredith Lemos

Executive Manager,
Pastoral Services



David Fleming

General Manager,
Home Care

Financial Summary

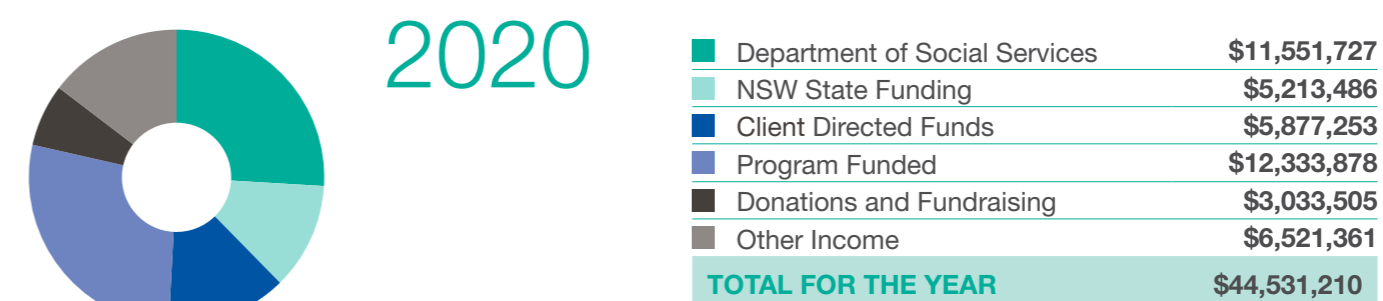
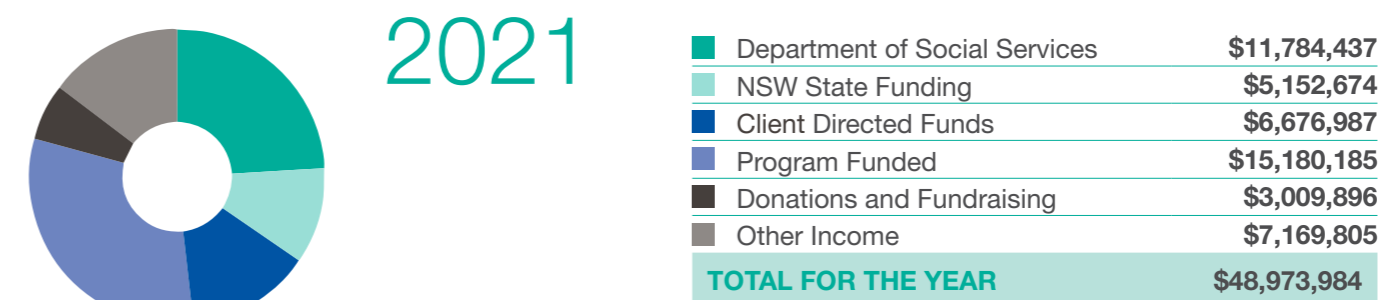
CATHOLICCARE SYDNEY TRUST STATEMENT OF FINANCIAL POSITION for the year ended 30 June 2021

	2021	2020
CURRENT ASSETS	\$	\$
Cash and cash on hand	1,821,396	1,746,782
Fixed-term deposits at amortised cost	17,200,000	14,223,982
Trade and other receivables	8,296,180	9,086,588
Prepayments	484,827	177,076
Total current assets	27,802,403	25,234,428
NON-CURRENT ASSETS	\$	\$
Property, plant and equipment	5,123,785	5,674,061
Intangibles	-	112,925
Right of use assets	2,302,587	3,308,029
Equity accounted investees	3,537,119	3,409,138
Loans receivable	-	70,000
Other receivables	2,568,975	102,200
Total non-current assets	13,532,466	12,676,353
TOTAL ASSETS	41,334,869	37,910,781

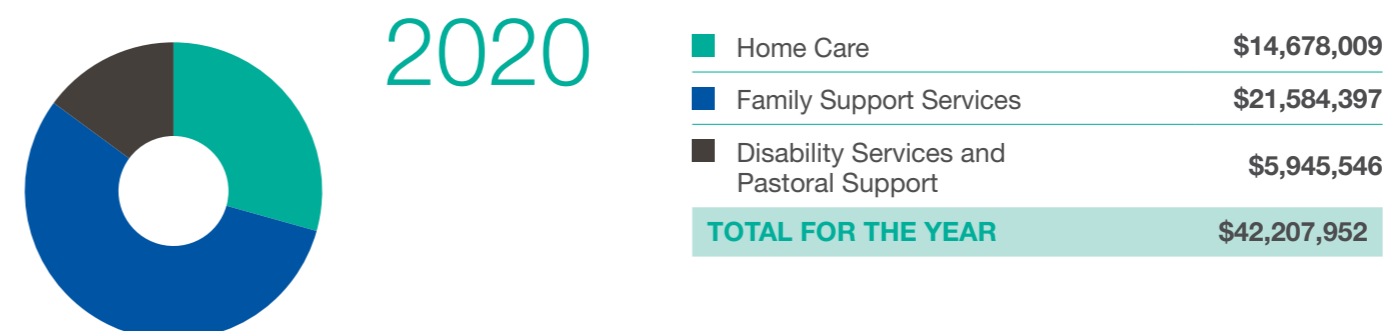
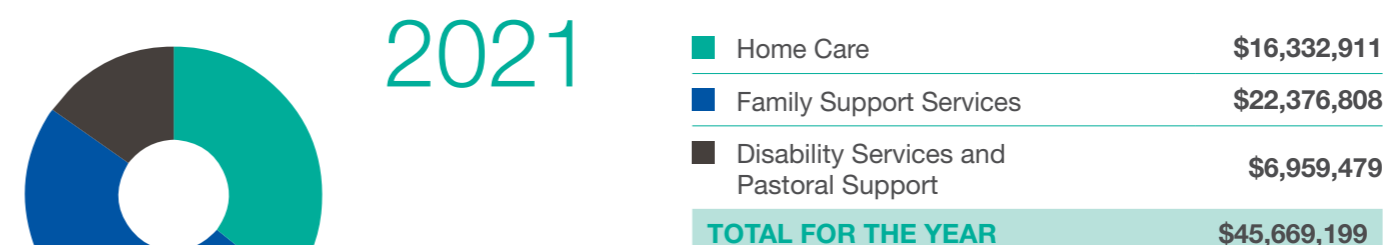
CURRENT LIABILITIES	\$	\$
Trade and other payables	2,504,004	2,338,839
Contract liabilities and other revenue received in advance	5,252,347	5,344,913
Lease liabilities	870,670	1,185,037
Employee benefits	4,196,981	4,028,585
Provisions	2,793,819	4,232,709
Total current liabilities	15,617,821	17,130,083
NON-CURRENT LIABILITIES	\$	\$
Lease liabilities	1,704,077	2,308,163
Employee benefits	962,021	892,816
Provisions	2,644,173	477,727
Total non-current liabilities	5,310,271	3,678,706
TOTAL LIABILITIES	20,928,092	20,808,789
NET ASSETS	20,406,777	17,101,992

EQUITY	\$	\$
Accumulated funds	20,406,777	17,101,992
TOTAL EQUITY	20,406,777	17,101,992

SOURCE OF INCOME



EXPENDITURE





CatholicCare Sydney

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

 **13 18 19**

 connect@catholiccare.org

 catholiccare.org