

ANNUAL REPORT FY2022



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CatholicCare Sydney

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

 **13 18 19**

 connect@catholiccare.org

 catholiccare.org

   @CatholicCareSydney



“ Love and charity, are service, helping others, serving others. There are many people who spend their lives in this way, in the service of others... When you forget yourself and think of others, this is love! ”

Pope Francis



I am proud of the work of everyone at CatholicCare and what they do to serve the community especially their support of the vulnerable and the needy.

health and many counselling, support and education related services, along with older adults seeking Home Care packages.

The COVID-19 pandemic has been a time of great change for many people and how they live their lives. The impact is still being felt across our community. CatholicCare has navigated its way through, thanks to the determination of its staff and volunteers and the commitment to providing charity and compassion to all who seek it. When care worker shortages hit the Home Care teams others answered the call and made home visits to ensure that people could still receive the care and support they needed. I am proud of the work of everyone at CatholicCare and what they do to serve the community especially their support of the vulnerable and the needy.

May God continue to bless CatholicCare and all those they serve.

Most Rev. Anthony Fisher OP
Archbishop of Sydney

CatholicCare Sydney is the social services agency of the Archdiocese of Sydney. Following in the footsteps of Christ, the dedicated team of professionals at CatholicCare promote dignity, strengthen families, and connect communities.

Providing support for those who are vulnerable and in need, CatholicCare serves those who are facing challenges in their lives: older people and those in need of companionship; people suffering with poor mental health, addiction, relationship breakdowns and those living with a disability.

Across the Archdiocese of Sydney, CatholicCare helps people at every stage of life: from babies and young families in the HOPE Program, children and young adults in the Schools Counselling program, individuals and families through allied

“Kindness is firm and persevering intention to always will the good of others, even the unfriendly.”
“We must restore hope to young people, help the old, be open to the future, spread love. Be poor among the poor. We need to include the excluded and preach peace”

Pope Francis



Chairman and CEO's Letter

It is an honour to lead CatholicCare Sydney's team in the delivery of social services which promote dignity, strengthen families and connect communities.

Our guiding principles which include preserving human dignity; supporting people to make their own decisions; fostering relationships and a sense of belonging; as well as being compassionate, inform the foundations of our work supporting people who are vulnerable or in need.

Highlights from the past year have included launching the Centre for Living Well Dying Well, the Integritas Allied Health partnership with the Australian Catholic University and the expansion of the HOPE program. Our track record of delivering high quality programs has also helped us secure funding for the national Carer Gateway, School Counselling, and the Men's Behaviour Change programs. The Centre for Living Well Dying Well incorporates support for people and their families through end-of-life care, Ageing Well, Bereavement, and Seniors Ministry – programs for which we should feel immense pride.

Since the HOPE program began in 2019, we have helped over 180 young families stay together, breaking the cycle of intergenerational disadvantage. Helping young families heal from trauma, build parenting skills and create a nurturing and safe home environment is core to our work at CatholicCare Sydney.

CatholicCare Sydney's innovative Men's Behaviour Change program assists men wanting to develop positive relationship and communication skills and helps establish safety for families affected by domestic violence.

CatholicCare Companions is a volunteer program designed to support isolated and lonely people in need of companionship. Our team of 66 volunteers assisted 152 people in the community last year including people recently released from prison.

As we move into the year ahead, CatholicCare Sydney's strategic direction will be focused on four key pillars:

- 1 Growing and enhancing our services to meet changing community needs.

- 2 Strengthening families and relationships by applying early intervention, trauma informed care and child inclusive practice.
- 3 Connecting communities, nurturing relationships and a sense of belonging.
- 4 Improving the wellbeing of vulnerable people in our community with innovative, person centred care.

Importantly, what we do will be characterised by innovation and collaboration, fulfilling unmet needs of the marginalised in our community, employing best practice to strive for excellence, as well as being evidence-based and outcome-focused.

A great way to gain insights into the lives of the wonderful people who make CatholicCare Sydney so special, is through the eyes of our participants, clients, and team members. Throughout the pages of this Annual Report, you'll find some beautiful, personal stories, bringing to life many of our services.

Thank you for the commitment, dedication and passion of our employees, volunteers and Board, and to a remarkable CEO, Mark Phillips for leading the organisation with steadfast dedication and commitment through six challenging but ultimately rewarding years. We are also incredibly grateful for the generosity of our benefactors and donors who provide us with the opportunity to support vulnerable people in need. Heartfelt thanks to all who have supported us, contributed to exceptional service delivery and enabled us to plan for another exciting year ahead.

A handwritten signature in black ink, appearing to read 'Richard Haddock'.

Richard Haddock AO, KSG
Chairman
CatholicCare Sydney Board

A handwritten signature in black ink, appearing to read 'Alastair McGibbon'.

Alastair McGibbon
Chief Executive Officer
CatholicCare Sydney

Our Purpose

Guided by the Archbishop, we lead and assist the Sydney 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 Guiding Principles



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.



Our Focus

- Care for people of all ages and all beliefs.
- Help people who are in the most vulnerable situations; those for whom the care they need is not otherwise available.
- 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

- Direct care and support to people in need.
- 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.
- Achieve best practice outcomes for our clients, which means being prevention focused and evidence and trauma informed.
- Our employees and volunteers are our most important assets. We engage and develop our people, including assisting them to acquire new competencies.
- 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.
- 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.
- Create pathways for volunteers and students to join us in our mission wherever practical.



We welcomed our new CEO – Alastair McGibbon and **159** new employees!



We celebrated **80** years of caring



A **Family Inclusive Workplace Certification** was received for the second year running.



CatholicCare supported over **48,000** children, young people, adults and families.



We piloted the first round of **Ageing Well Masterclasses** online and across three locations with over 150 people.



We renewed our contract with the Federal Department of Social Services for the management of the **Carer Gateway Counselling Service, the Carer Gateway Facebook Page, and the Community Forum** for a further two years.



Over 90% of the 686 **Family Law Counselling** sessions were accessed via telecare



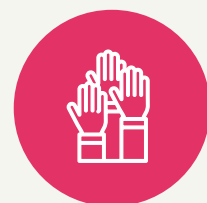
Families Services delivered 117,470 occasions of service to 21,762 clients.



Home Care delivered 119,775 hours of service, including 3,500 hours of wellbeing calls to older Australians.



Disability Services assisted 195 people including 3,952 hours of NDIS Support Coordination.



165 volunteers supported clients through Home Care and CatholicCare Companions.

Addiction Counselling

During the year we onboarded nine new team members to provide individual, group and family counselling for those experiencing the negative impacts of Gambling, Alcohol and other drugs.

- Delivered 1,693 **GambleAware** counselling sessions to 679 clients across three Sydney regions
- 736 financial counselling and advocacy sessions delivered to 108 clients
- 237 group and individual counselling sessions delivered by our **Family Recovery** program

“I have gambling under control and I’ve now got a part-time job – I’d like to thank you for all your help and for all your caring and patient assistance, you are my angels.”



Integritas Allied Health was launched in partnership with Australian Catholic University.



110 CatholicCare School Counsellors supported 136 Sydney Catholic Schools with over 60,197 occasions of service for over 6,000 students.



Clinical Supervision and Professional Services were provided to 49 School Counsellors in the Lismore Diocese across 46 schools, supporting over 18,000 students.



7,228 people in hospitals or prisons were supported by **Chaplaincy services**.



NSW Parentline received 7,678 calls for help and advice



Natural Fertility Services assisted 483 couples and 2,737 primary aged children across 95 Personal Development programs held in Sydney Catholic Schools, along with 900 parents.



Our **social media** posts reached more than one million people.

We were successful in a tender to the Department of Communities and Justice for **Men’s Behaviour Change Programs** which will allow our current service to double in size and reach. The program provides men with the opportunity to break their cycle of violence and build new skills for developing respectful, non-coercive and non-abusive relationships with their partners, children, families and community. It also offers support for victims/survivors through a Family Support Worker, offering case management and referral to specialist Domestic Family Violence services.

Sydney Children’s Contact Service provided virtual visits for some families during the stay-at-home directive, enabling children to maintain meaningful relationships with their parent, along with 199 supervised and supported visits, and changeovers to support 19 families.



HOPE

for Amelia and her son

Looking like every other home lived in by a small child, Amelia's has toys, freshly washed laundry, wet wipes, healthy snacks, and a 17-month-old bundle of energy and love occupying the living room. It's a common lament – children take over every room and all a parent can do for a few years is enjoy the chaos!

For some young families learning to accept and understand the changes when a baby comes into the equation can be difficult, and when this is coupled with their own experiences of trauma, financial difficulties, homelessness, family violence, mental health challenges, or substance use the uncertainty can become quite overwhelming.

The HOPE Program provides one-on-one support for young mums under 25 years, their children and families, to keep them safe and together. Support for the young families may start during pregnancy, offered from as early as 20 weeks gestation. During the 2022 financial year this 12-month therapeutic program was also open to young families with a child under two years. In 2023 it will be expanding to incorporate young families with a child up to the age of five years to help even more families lay the foundations in these crucial early years for life-long improved learning, wellbeing, mental and physical health.

Amelia learned, through the HOPE Program, that the trauma she had experienced within her family was not normal, and she desperately wanted to make sure her son's childhood was different and that he was living in a loving and nurturing environment.

"He's just so beautiful," Amelia says as she watches her little boy run in and out of his toy tunnel, laugh, and give everyone the cheekiest of grins.

"He doesn't deserve a life of trauma and uncertainty, I'm proud of myself for giving him a safe environment and a good home," she says.

A big fan of motorbikes and cars, running around with other children in the park, swimming lessons, trying to build forts with cushions, and enjoying pasta for dinner, he is hitting his developmental milestones and thriving.

Like all children, he also needs a safe home, a strong family unit, and a mum who is confident, happy, and capable of responding to his needs. And this is exactly what he is getting thanks to the decision Amelia made to reach out to HOPE for support.

Amelia was referred to the HOPE Program in August 2021 and through the weekly visits and regular contact, soon began to build a supportive relationship with Janelle, her Family Worker.

"The program has helped me as a person and as a mum and given me the confidence to know that I can do this. I can be a great mum and I have a future to look forward to, one that excites me."

HOPE assisted Amelia to find a safe place to live and help with essential items, sourcing childcare, accessing support groups and training, and helping her heal from the trauma of her past. HOPE has helped Amelia to understand the responsibility of raising a happy and healthy child, and anyone who spends time with Amelia and her son can see she is doing an incredible job. She is determined to give her little boy all the love and guidance he needs to enjoy a happy childhood and to secure a positive and rewarding future for them both.

It costs \$25,000 to assist each young family supported by HOPE. To find out how you can help and learn more about the program please visit our website catholiccare.org/givehope



In FY22: HOPE reached **73** young families with **81** children. **97%** of participants remained as a preserved family unit



A safe place for carers to share and connect

Acknowledging the need to assist the 2.65 million unpaid carers in Australia, the Australian Government launched Carer Gateway in 2015, providing free services and support for those who care for a family member or friend with a disability, a medical condition, mental illness, or who are frail due to age. Two of these services have been managed by CatholicCare Sydney since 2019 – the Carer Gateway Counselling Service, the Carer Gateway Facebook Page, and the Community Forum since 2020.

The Carer Gateway Counselling Service provides telephone and online-based support offering evidence-based therapy and online self-care fact sheets.

The Facebook page is monitored by CatholicCare's skilled moderators, ensuring a safe and respectful community for those seeking support.

Anonymous and private, the Community Forum provides a safe space for carers 18 years and over to connect with others in a similar situation, and to receive real-life assistance, empathy and support. Open 24 hours a day, seven days a week it helps to reduce isolation and is monitored by CatholicCare moderators who have training in mental health first aid. Community Builders are also an important part of the team, sharing their lived experiences to help facilitate online conversations.

Carers can post about their experiences, and services they may have found helpful, or share tips that have helped them in their caring role. It is also a space to take a break and share easy conversations about common interests and can be accessed at any time that suits them.

Thomas*, is a CatholicCare moderator working with the Forum, tasked with keeping an eye not only on the community but also on the technical side of things.

"Moderating communities requires great attention to detail," says Thomas. "You need to ensure a safe, helpful and respectful space for everyone to share."

Thomas has an extensive range of real-world experience to bring to his role as a moderator. He was a teacher before segueing into a more creative role running workshops and mentoring young people from difficult upbringings and circumstances. With a career history working with people from diverse backgrounds, people living with disability, migrants, and those struggling to find their identity, Thomas is enormously respected within CatholicCare and the Carer Gateway program and is highly regarded for his commitment, creativity, and his strong adherence to the organisation's mission to promote dignity, strengthen families and connect communities.

"As a team (of moderators) we make sure every member is welcomed and feels valued and heard, this sets the tone and general feeling of the Forum," Thomas explains.

"Our job is also a combination of making sure things run smoothly from a technical perspective, troubleshooting, noticing things that are amiss, or intervening when conversations become awkward or if someone appears to be feeling unsafe."

The role does affect Thomas and the other moderators and Community Builders, as the stories they deal with can be immediate and raw.

"There are days when I need to reset, re-think and take a break for a few minutes," he says.

"However, there are also lots of simple and beautiful moments – those who come not knowing whom to talk to, or afraid to admit their frustrations and fears who find the anonymity of the Forum community gives them an opportunity to voice their true feelings for the first time."

To find out more about Carer Gateway and to access the Forum please visit carergateway.gov.au. For over-the-phone support, call 1800 422 737 8am to 6pm, Monday to Friday.



In FY22: Carer Gateway Counselling answered **23,694** calls and conducted **10,037** counselling sessions



Supporting Catholic schools in regional Australia

Navigating childhood and the teenage years is difficult enough without the added pressures of a global pandemic and devastating weather events. Fortunately for school students in the Diocese of Lismore not only do their school counsellors provide the help they need to learn how to cope with stress and other challenges that impact their wellbeing, but the local counsellors themselves are receiving assistance from CatholicCare to aid them in providing the best care possible.

School Counselling

Answering the request to address the sense of isolation felt by those living outside the traditional metropolitan catchment, remote Clinical Supervision and Professional Development Services have been provided by CatholicCare Sydney to school counsellors in the Northern Rivers region in partnership with the Diocese of Lismore Catholic Schools Office since 2019. To assist the Lismore Diocese, the School Counselling program was able to draw on over 30 years of experience providing counselling and professional assistance in Sydney Catholic Schools.

Targeted and remote assistance for 49 Lismore school counsellors working across 46 schools and supporting over 18,000 students is addressing a need for coaching and mentoring whilst also supporting the clinical practice and wellbeing of the counsellors.

Taking advantage of technology, the program can reach counsellors online using videoconferencing technology, providing face-to-face assistance from a distance of 728 kilometres, and negating the need for unnecessary travel.

Lyne Cunneen, Senior Manager, School Wellbeing Services, believes the opportunity to not only network with other specialists but to seek solutions and a better understanding of specific case presentations has been invaluable for the counsellors and ultimately the students.

“All school counsellors have qualifications in psychology, social work, or counselling and are registered with their professional associations. Whilst their professional bodies can and do offer support, we believe offering targeted mentoring and direct access to clinical supervisors who have a firm knowledge of providing school counselling in the Catholic school system helps them explore new avenues and enhance their skill sets.”

Leadership support and reflective supervision is also offered for school principals in the Lismore Diocese. CatholicCare’s Principal Wellbeing program offers solution-focused sessions to new and transferring school principals to support them in their roles.

Reflective supervision helps individuals to examine the influence of events in their own lives, on their professional role and to learn how to separate or compartmentalise to lessen the impact.

Hit by the biggest flood in modern Australia in February 2022, the emotional and psychological impact on the Lismore community is difficult to measure.

The importance of supporting school personnel who in turn support the mental wellbeing of students is understood by CatholicCare and the program has evolved to better meet the needs of the community. This flexibility has meant the help offered is relevant, timely, and welcomed.

The ability to be a metro partner to regional Australia supporting children and young people’s mental wellbeing has been an unexpected bonus from the digital advances delivered in response to pandemic-enforced travel bans and the forces of nature. In addition, offering the same professional support opportunities to regional clinicians as received by metropolitan-based school counsellors helps with regional workforce retention.

The scope for remote Clinical Supervision and Professional Development Services to grow and spread to wider regions is now enormous, allowing CatholicCare to develop and expand all offerings for school counsellors.



In FY22: Clinical Supervision and professional services were provided to 49 Lismore School Counsellors across 46 schools, supporting over 18,000 students.



There's no place like home

Because there's no place like home, the CatholicCare Sydney Home Care team goes above and beyond to help keep clients safe, happy and living independently in their own homes.

The importance of enabling older Australians to remain at home and in their community - for those aged 65+ (or from 50 for those who identify as Aboriginal and/or Torres Strait Islander) – is underscored by the range of services and levels of care offered by CatholicCare's Home Care program.

All clients have the option to choose services to

suit their needs, from help with housekeeping and meal preparation to social support and outings, assistance with medications, allied health therapies including physiotherapy as well as counselling and respite for carers.

The strengths of CatholicCare's Home Care program come from the importance the team places on making positive differences in people's

lives, building relationships and delivering one-on-one personal service.

"CatholicCare has a great sense of compassion and provides individual 'meet & greets' with all clients. I have seen firsthand the lengths my colleagues go to assist," says Care Manager Tania.

"There have been countless times when I or other Care Managers have provided face-to-face services when our frontline team was not available. I believe that our management team has fostered a culture that allows us to provide a range of support services outside our allocated roles which in turn creates bonds and builds relationships."

Tania joined CatholicCare as a Care Manager in 2021. Her role involves coordinating the supports that each client has requested and providing information about Home Care packages to potential clients. This includes a lot of home visits and is where relationships - and friendships - are formed.

"There are some situations and people that pull at my heartstrings. I believe that to be a great Care Manager or worker within this space you need to have a level of emotional attachment and the ability to foster relationships, connect with families, and do so following the footsteps of Christ."

Personal involvement or attachment is inevitable, and this was particularly noticeable when the global pandemic forced people into their homes and limited all contact with the outside world. During the initial lockdown period, Tania and other Care Managers joined with Community Service Workers to increase phone contact with isolated older Australians and fulfil the fundamental needs of care and communication.

"The isolation of our clients was difficult to navigate, particularly those who had no family or other contact. Care Managers, our scheduling team, and our Community Service Workers were sometimes their only source of interaction and companionship over this period. I highly commend our team for a job well done and I'm proud to have been a part of this."

Tania acknowledges it can be difficult to switch off at the end of the day and not worry about her

clients whose lives she is so closely entwined with. Her sense of compassion and the faith that she carries in her heart means she values the role she plays in their daily lives, but she also has her own family, and her own emotional wellbeing to consider and works hard to maintain a healthy balance.

The emotional support CatholicCare offers to its clients is also extended to employees. Colleagues regularly check in with each other and discuss issues to help find the best solutions. Working together not only makes their roles a little easier but also helps us to continue to evolve and improve.

Tania believes working in aged care has its challenges but overall, it is incredibly fulfilling,

"I am happy in my work and personal life and feel blessed I am working in this field with such great people."



In FY22: Home Care delivered **119,775** hours of service, across **532** Home Care packages, **382** Commonwealth Home Assistance Scheme clients, wellbeing calls made by **99** volunteers with **2,529** occasions of service through the Community Visitors Scheme.



Making dreams a reality with CatholicCare Disability Services

Like so many young adults who leave school and start planning a trip overseas, Ryan was keen to stop dreaming about it and start earning money to make it a reality.

Coming through CatholicCare's Disability Services School Leaver Employment Supports program, Ryan received the training and support he needed to prepare for and participate in paid employment. Skills development, work experience, time management, and understanding expectations all formed part of the training.

A regular participant in the social programs offered by Disability Services, Ryan has a particular interest in talking to others in the group who speak more than one language. He has an ear for picking up new words and phrases and enjoys learning how to speak in different languages.

Perhaps these conversations contributed to his dream of travelling overseas, but once he was bitten by the travel bug, he was eager to take up paid employment. Undertaking two months of training to join the cleaning team with CatholicCare's Supported Employment, Ryan's energy, positive attitude, and enthusiasm stood out.

Initially needing written instructions for his new duties, which include vacuuming and mopping as well as meticulously cleaning surfaces and removing rubbish, Ryan is now in a great routine and has enormous pride in his work. Each day working with the cleaning crew brings Ryan another step closer to his trip.

Ryan's work and the opportunities it gives him to meet new people and build solid relationships have also helped bring him out of his shell.

The program has developed his self-confidence. He has learned incredible new skills including using equipment safely, time management, professional presentation, how to receive feedback, and how to build relationships. Ryan is happiest when he is being productive and is eager to work more days, earn more money, and build a solid reputation as one of the best.

Ryan's supervisor Walid is proud of the effort and determination Ryan brings to his role and has great faith in Ryan's ability to tackle new duties.

"Ryan takes time to do each job properly and is always ready for me to come and check on his progress. He takes feedback well and is eager to do his job even better," says Walid.

Walid travels across four sites with the cleaning

crew, taking them to CatholicCare Sydney offices in Lewisham, Lakemba, Fairfield, and Cabramatta West, and guides each member through the steps of the work.

"Walid is a great supervisor and I like him to see the work I am doing, I have learned so much from him, but my favourite parts of the job are vacuuming and mopping," says Ryan.

Ryan looks to Walid for guidance, approval, and praise, and would shadow him all day if he could whilst Walid is inspired by the energy and laughter Ryan and every other member of the crew bring to work.

The ability to learn a skill and work in a role you enjoy should never be taken for granted by anyone, and thanks to the training and guidance offered by the School Leaver Employment Supports and Supported Employment programs it is becoming a wonderful reality for many young women and men.



In FY22: 60 clients participated in the **Disability Services' Supported Employment program** which doubled its workforce during the period, providing cleaning and gardening services to parishes, schools, local businesses and individuals.



A commitment to education and holistic care

CatholicCare Sydney and the Australian Catholic University (ACU) joined forces in 2021 to create an innovative model of allied healthcare. Integritas Allied Health offers holistic care whilst also providing placement experiences for healthcare students. The joint initiative currently focuses on the allied health disciplines of speech pathology, occupational therapy and physiotherapy, and specialises in care for children, older Australians, people recovering from surgery or injury, and those with a disability.

The clinic, purpose-built in Cabramatta West, is not only an ideal environment for young graduates to finesse their skills whilst benefitting from professional and specialised mentoring but also an incredible service for the local community.

The clinic, purpose-built in Cabramatta West, is not only an ideal environment for young graduates to finesse their skills whilst benefitting from professional and specialised mentoring but also an incredible service for the local community.

Integritas has a focus on building relationships and trust between clinicians and clients in a far more personalised environment than that found in hospitals, making it an attractive option for graduates. The Integritas Allied Health Graduate Program is not only open to ACU graduates, it welcomes graduates from all universities and offers an extensive range of benefits including a kick-off bonus and financial support for professional development and external training (find out more at catholiccare.org/graduate)

After completing her Bachelor of Applied Science (Occupational Therapy, Honours) at The University of Sydney, Jacinta applied for a position at Integritas, attracted by the notion of working for a large not-for-profit organisation.

Admitting she fell into Occupational Therapy (OT) almost by accident through a process of elimination, Jacinta describes OT as the perfect mix of science, humanities and creativity.

Occupational Therapists work to help people who are having difficulty with everyday tasks – the tasks that occupy them, including dressing, preparing food, and even holding a pencil – by identify the client’s strengths to work out practical solutions.

Typically, OTs work in hospitals, rehabilitation facilities, and aged care facilities, with a small and targeted group of clients. However, for those at Integritas, the client base ranges from children to older Australians, from those with a disability to patients recovering from surgery or following an accident.

“I enjoy working with children with complex needs, the non-verbal, or those with difficult behaviours. I find I can connect with these clients more through play, and exploration of the sensory world,” Jacinta says.

“With all of my clients I aim to make them smile

or laugh at least once in every session; and with this group, I find it even more rewarding because it means you’re actually connected when they are often so disconnected from people in their world.”

The difference in people’s lives and ability to get on with regular things like feeding themselves, playing with toys, and walking through the park has a tremendous impact on the people in their life and provides enormous satisfaction for OTs.

Whilst the job is not all hands-on, as time must be allocated for report writing, progress meetings, supervising team members, and scheduling, her connection to her clients and advocacy for greater outcomes means Jacinta devotes more than half of her week to working directly with them – at their school, in their homes, or at the Integritas clinic.

“Working with people from different age groups, cultures, family dynamics and who have many different goals is fantastic.”

The anticipated growth for Integritas is enormous, in terms of clients, programs and recruitment. Allied health is an ever-expanding area and one that CatholicCare is well-placed to serve, particularly with a successful interprofessional collaborative model already in place.



In FY22: Integritas Allied Health delivered **426** occasions of service across the disciplines of Speech Pathology, Occupational Therapy, Physiotherapy, Nursing and Oedema, and provided **20** university students with placements.



Offering support, connection and belonging

The CatholicCare Companions program offers companionship for anyone who is vulnerable and isolated and in need of support, ensuring those who fall are not alone, whether that fall is emotional, physical, or mental. Providing someone to walk alongside vulnerable people, to help them reconnect with the community and build a sense of belonging directly connects with CatholicCare's purpose and vision.

“Whilst companioning is not the same as a friendship, it does include real warmth and a comfortable rapport and empathy between the two individuals,” says Paige Bullen, Project Manager, Community Chaplaincy.

“There is a lot of learning and strength to be derived for both people.”

The ability to reach out and help another, to give time and an open heart to a stranger is an enriching act of generosity, particularly today when we are time-poor and dealing with our own struggles.

This is a journey that has been taken by Yasher and Douglas through the CatholicCare Companions program. Yasher was seeking a companion to help overcome social isolation and the experience of trauma, and depression after being imprisoned in his home country of Egypt for converting to Christianity from a Muslim background. On release, he was forced to leave his friends and family behind for his own safety and start over in Australia.

“I found the idea of having a companion marvelous and since the beginning I’ve felt so engaged and it made a real difference in my life,” says Yasher.

Douglas began volunteering after seeing a brochure in his local library and admits he was previously unaware of the impact of social isolation,

“This shared humanity that we’re all part of is that we all have friends, and we all have networks and we’re all part of a social thing. But then it became obvious to me that there’s a lot of people that don’t feel that way and that really just struck a chord with me, I guess, on that really deep level,” explains Douglas.

After the training period Douglas stood out for his sense of innate understanding and capacity to empathise - important traits for the role which provides support, connection, and belonging for people who are navigating times of challenge and transition.

Douglas began his role as a companion around eight years ago and has developed tremendous respect for the privilege of being in the same space as another person, to be walking alongside them, and providing a connection with someone who began as a stranger. Meeting Yasher he felt an instant sense of familiarity despite an absence of shared experiences,

“We do get on really well and it’s just easy conversation...”

Yasher enjoys the engagement with Douglas and the difference it has made in his life,

“Around the time I met Douglas I was very low with depression; I would sit for weeks at home by myself. I was a bit hesitant before meeting him, but once we met, I felt very comfortable. It was very important to have someone asking about me and encouraging me,” says Yasher.

The program was initially designed to be a bridge between Chaplaincy in institutional settings and in the community. Whilst people in institutions receive care through Chaplaincy, they may return to the community with little or no support networks. This space of transition is where a companion can be of enormous benefit.

Paige shares that the benefits are not just for those being companioned but also for those in the role of companion,

“They learn more about themselves and their capacity for exploring their own lives and expressing their experiences,” says Paige.

“I have an incredible admiration for our team of companions and for those that demonstrate immense courage in seeking the help they need.”



In FY22: 34 new CatholicCare Companions joined, bringing the total number to **66**. They assisted **152** people, including **72** individuals on post-prison release.



Our volunteers

Volunteers are an important part of our service provision at CatholicCare and make an enormous contribution to the lives of our clients. Volunteers come from all walks of life, from students to retirees from many different cultures, age groups and backgrounds. However, they all have one thing in common, the desire to make a positive contribution to another person’s life.

At CatholicCare we are fortunate to have the assistance of 165 volunteers across two core areas:

Home Care: providing wellbeing calls and home visits to older Australians, with volunteers engaging in 3,500 hours of wellbeing calls in FY22.

CatholicCare Companions: Taking the time to be present for someone who is navigating life’s challenges. Many of these people have no one else to turn to and the support of a volunteer companion is invaluable.

Thank you to all of our wonderful volunteers

Our People

At CatholicCare Sydney, we are committed to our purpose of helping individuals, families and communities thrive. For our employees, this means a commitment to an inclusive culture that drives excellence and client outcomes, as well as enabling our people to be their best selves both at work and at home.

We believe in bringing our whole selves to work, and in sharing, teaching and supporting one another wherever we are at in life, professionally and personally.

Our diverse and dedicated workforce is values-driven and makes a real difference every day in their local communities and in digital communities across Australia.

2022 was a year of continued growth, innovation and collaboration for CatholicCare services,

thanks to the collective clinical, therapeutic and professional excellence across our workforce.

CatholicCare is also proud to have received certification as a Family Inclusive Workplace for a second year running. Certification comes from Family Friendly Workplaces, a partnership with Parents At Work and UNICEF Australia, established to improve work life wellbeing, inclusion and equity outcomes for families by assessing organisations against National Work and Family Standards.

Our People in numbers



Total Employees: 553



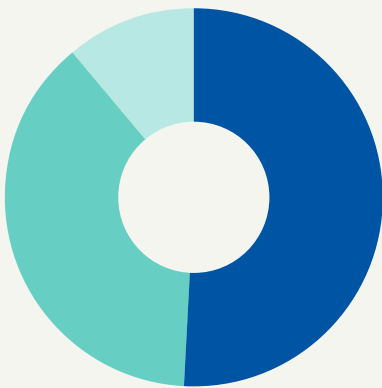
Age Range: 18-79

Average Age: 45



Average Length of Service: 4.4 yrs

Longest Current Service: 33 yrs



Part Time	51%
Full Time	38%
Casual	11%

Engaging with our community

During FY22 the Community Engagement team provided outreach, marketing, communications and fundraising support for CatholicCare and CCareline. CCareline is the first point of contact for those looking for support, offering professional phone-based advice and referrals. The team works closely with communities, parishes and schools to build collaborative connections to assist the most vulnerable.

We reached more than one million people through digital channels including Facebook, LinkedIn and Instagram and more than 105,000 people visited our website to find out more about our services.

The team works closely with Sydney Catholic Schools on the Gift of Goodness charitable giving campaign raising funds to provide grocery vouchers for vulnerable families at Christmas. Thanks to the students, families and staff who contributed, with 26 schools participating, helping to raise \$25,000.

Informative “Let’s Talk About Community” webinars were also held during lockdown to give our supporters and stakeholders a chance to learn more about issues facing vulnerable Australians during a period when we were unable to come together in person. Topics covered included Foster Care, Overcoming Gambling, Communities, Homelessness and Families.

Collaborations supporting the community
CatholicCare launched a number of new collaborative projects during FY22, including:

- Integritas Allied Health
- Joy of Love
- Ageing Well
- Living Well Dying Well
- Seniors Ministry Program

Integritas Allied Health is a partnership with Australian Catholic University offering holistic care for clients as well as educational and placement opportunities for students – read a detailed story in this report or visit catholiccare.org/alliedhealth

Joy of Love, a directive of the Archdiocese of Sydney, supports life-long healthy relationships and commenced with Healthy Friendship Week 21-25 February 2022 with over 9,800 school students participating. Programs are developed in collaboration with other Catholic organisations and relationship specialists, find out more at joyoflove.org

Ageing Well was developed in collaboration with Catholic Healthcare, Grief Care and with support from the NSW Trustee and Guardian. It offers six informative masterclasses covering everything from social connection and physical wellbeing, financial and legal decisions, identifying elder abuse, and more. Visit ageing-well.org to find out more or register for a masterclass.

Living Well Dying Well seeks to provide support and companionship for people and families during a time of grief and loss. This service was developed in conjunction with CatholicCare Broken Bay, Catholic Cemeteries & Crematoria, Grief Care, University of Notre Dame, St Vincent’s Health Australia and Catholic Healthcare. Find out more at livingwelldyingwell.org.

Our **Seniors Ministry Program** works with Catholic parishes to care for older people in their community. It incorporates bereavement support, health and wellbeing talks, technology workshops, companionship training, grief, loss and palliative care workshops and links to the Ageing Well program. Find out more at catholiccare.org/seniorsministry.

Thank you

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

CHARITABLE FOUNDATIONS

Betty Wade Charitable Trust
Challenge Sydenham-Bankstown Ltd
Charitable Works Fund
Curran Access Children’s Foundation
Eureka Benevolent Foundation
Tenix Foundation
The Danks Trust
Walter & Eliza Hall Trust

CORPORATE

Access EAP
Club Marconi
Jemena

PARTNERS

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

GOVERNMENT

Australian Government Department of Health and Aged Care
Australian Government Department of Social Services
Be Connected – an Australian Government initiative
Inner West Council, Sydney NSW
Multicultural NSW
NSW Department of Communities and Justice
NSW Health
City of Sydney

INDIVIDUALS & FAMILY FOUNDATIONS

D’Leanne Lewis
Nil and Edwin
Karen and Matthew Hope
Phillips Family Foundation
The Harris Family

PRO BONO SUPPORTERS

Access EAP
Australian Catholic University
Catholic Cemeteries and Crematoria
Catholic Employment Relations
Catholic Healthcare
Dandelion Support Network
Givit
Harris Farm Markets
Helen Gazal
Jumar Vencilao
Mummies Paying It Forward
The Reconnect Project
Bequests
The Estate of the Late Bishop Bede Heather

OUR SOCIAL JUSTICE SCHOOL PARTNERS

Clancy Catholic College West Hoxton
Eileen O’Connor Catholic College Lewisham
John the Baptist Catholic Primary School
Bonnyrigg Heights
Marion Catholic Primary School Horsley Park
Marist College Kogarah
Marist Sisters’ College Woolwich
Mary Mackillop Catholic College Wakeley
Mount St Joseph Milperra
Our Lady of Mercy Catholic College Burraneer
Our Lady Star of the Sea Catholic School Miranda
Regina Coeli Primary School Beverly Hills
St Anne’s Catholic Primary School Strathfield
St Clare’s College Waverley
St Ignatius’ College Riverview
St Joachim’s Catholic Primary School Lidcombe
St John Bosco College Engadine
St Joseph’s College Gladesville
St Joseph’s Catholic Primary School Rockdale
St Mary - St Joseph Catholic Primary School Maroubra
St Mary’s Catholic Primary School Concord
St Mary’s Star of the Sea Catholic Primary School Hurstville
St Narsai Assyrian Christian College Horsley Park
St Patrick’s Catholic Primary School Kogarah
St Patrick’s College Strathfield
St Paul of the Cross Catholic Primary School Dulwich Hill
St Vincent’s Primary School Ashfield
Trinity College Auburn
Villa Maria Catholic Primary School Hunters Hill

Alongside the generous funders listed and our supporters who wish to remain anonymous, CatholicCare Sydney employees provided invaluable contributions to our work through their individual fundraising efforts to support the Disability Services 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 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.



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.

VERY 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.



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.



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 audits of major corporations operating in diverse industries with expertise across strategy, operations and finance.



PAT GARCIA

Pat is currently CEO and Company Secretary of Catholic Health Australia. He has sat on various boards including 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.

GREG MACKAY

Greg worked with the Macquarie Group in Australia, the UK and Asia for over 20 years. His time with the 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.



DAVID BASSEAL

David has spent most of his 20-plus-year career in the healthcare sector. David has worked across multinational businesses in the healthcare sector, with a particular focus in recent years on developing commercial 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 is a member of their Finance and Risk Management and Marketing Communications Committees.



Thanks and farewell: Jane McCormack – August to December 2021. Lance Brooks - October 2021 to April 2022. Sr Moya Hanlen – 2014 to October 2021



ALASTAIR MCGIBBON
Chief Executive Officer
(since Jan 2022)

Alastair is an experienced senior executive who has spent 25 years in senior roles in banking and social finance both in Australia and overseas. He was formerly CEO and Managing Director of Social Enterprise Finance Australia which focuses on funding and advising NFP social enterprises and social services organisations.

Alastair was appointed the CEO of CatholicCare Sydney Limited in January 2022.

Alastair has been a volunteer with Cana Communities at their Redfern shelter for homeless men and women, with St Ignatius College in their mentor program for First Nations children, and bread delivery service to the Matthew Talbot Hostel in Darlinghurst. Alastair is also a member of the social justice group in the St Michael's Lane Cove parish.

Alastair has a Bachelors Degree in Economics from La Trobe University and is a graduate of the Australian Institute of Company Directors.

Clinical Governance and Practice Committee

While CatholicCare Sydney is a community service organisation, many of our services include clinical and healthcare components, such as psychology, nursing, occupational therapy, speech therapy and physiotherapy. Clinical services provided also include supporting clients with tasks of daily living to maintain independence, as well as highly specialised child and family services, via digital counselling and telehealth.

We sincerely thank the current independent clinical expert panel members for Home Care, Clinical Therapies and Allied Health CGPC who are Greer Jones, Professor Jo Brien and Christine McQueen.

CatholicCare Sydney Trust Statement of Financial Position

For the year ended 30 June 2022

CURRENT ASSETS	Note	2022	2021
Cash and cash on hand	4	965,275	1,821,396
Fixed-term deposits at amortised cost	5	14,300,000	17,200,000
Trade and other receivables	6	5,216,366	8,296,180
Prepayments		511,424	484,827
Total current assets		20,993,065	27,802,403

NON-CURRENT ASSETS

Property, plant and equipment	7	4,869,083	5,123,785
Right of use assets	8	3,225,279	2,302,587
Equity accounted investees	9	3,537,119	3,537,119
Other receivables	6	2,446,255	2,568,975
Total non-current assets		14,077,736	13,532,466
TOTAL ASSETS		35,070,801	41,334,869

CURRENT LIABILITIES

Trade and other payables	10	1,658,535	2,504,004
Contract liabilities and other revenue received in advance	11	1,778,192	5,252,347
Lease liabilities	8	1,009,686	870,670
Employee benefits	12	3,793,127	4,196,981
Provisions	13	1,938,095	2,793,819
Total current liabilities		10,177,635	15,617,821

NON-CURRENT LIABILITIES

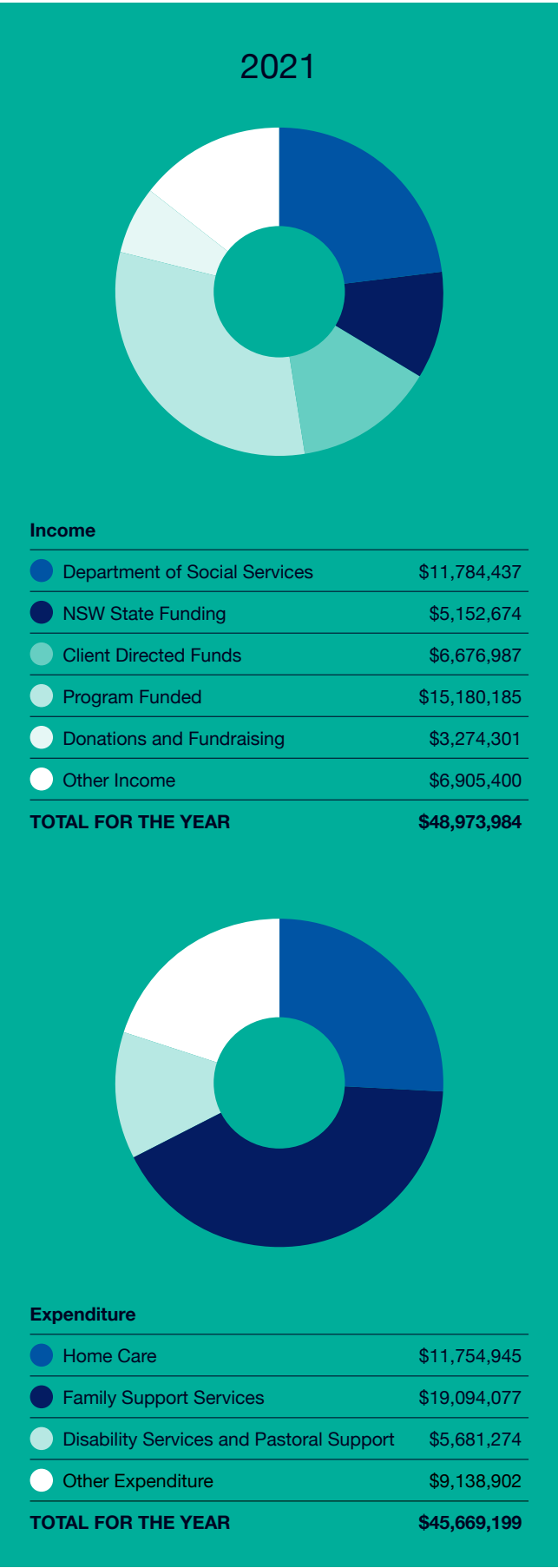
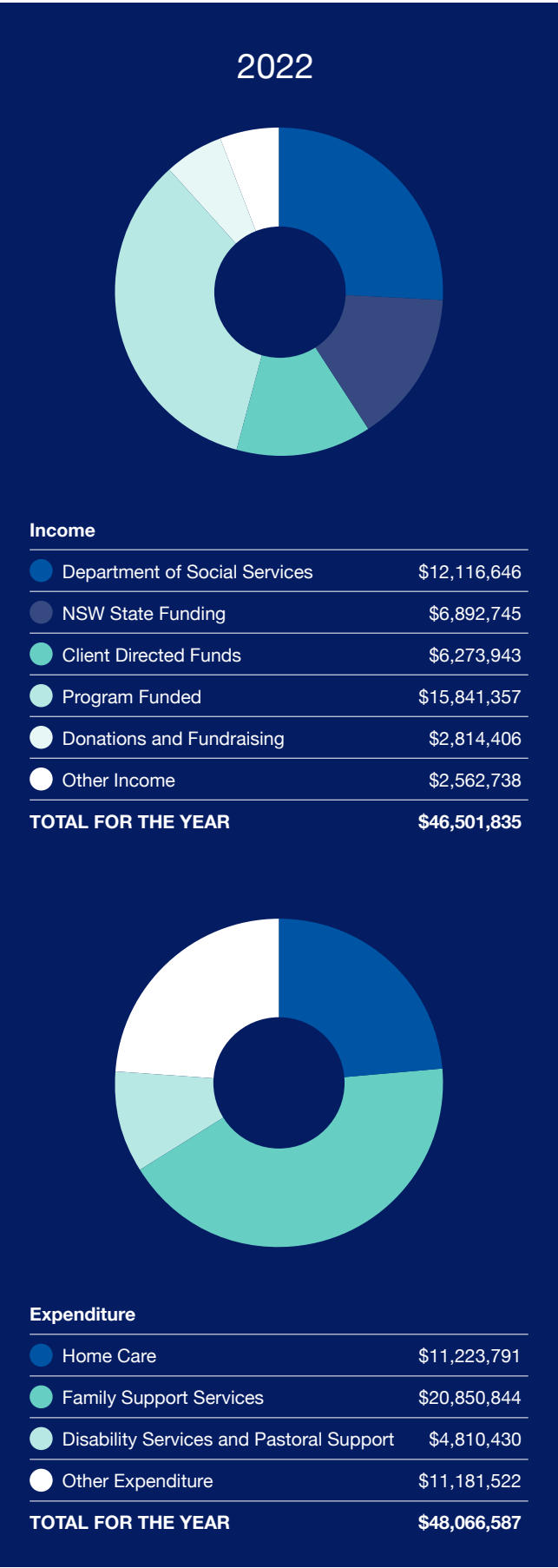
Lease liabilities	8	2,395,444	1,704,077
Employee benefits	12	999,026	962,021
Provisions	13	2,656,671	2,644,173
Total non-current liabilities		6,051,141	5,310,271
TOTAL LIABILITIES		16,228,776	20,928,092

NET ASSETS		18,842,025	20,406,777
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EQUITY

Accumulated funds		18,842,025	20,406,777
TOTAL EQUITY		18,842,025	20,406,777

The notes following the financial statements form part of the financial report.



BANKSTOWN

8 Jacobs St, Bankstown 2200

- Family Dispute Resolution
- Family Counselling & Separation Services
- Wellbeing and Family Relationship Service (recent name change)

CABRAMATTA WEST

625 Cabramatta Rd, Cabramatta West 2166

- Integritas Allied Health
- NDIS Support Coordination

FAIRFIELD

Suite 6, Level 2, 54 Smart St, Fairfield 2165

- Men and Family Relationships

LAKEMBA

9 Garrong Rd, Lakemba 2195

- Family Support
- Intensive Family Preservation
- Child and Adolescent Sexual Assault Counselling

LAKEMBA (DISABILITY SERVICES)

1/112 Benaroon Rd, Lakemba 2195

- Supported Employment
- Life Skills Education and Workplace Training
- Social Connection programs
- NDIS Support Coordination
- School Leaver Employment Supports

LEWISHAM

2C West St, Lewisham 2049

- CEO Office
- Finance
- People & Culture
- Community Engagement
- Mission & Strategy
- Child and Family Services Management
- School Counselling Management
- School Wellbeing Services Management
- CCareline 13 18 19
- Carers Gateway Counselling and Community Forum
- Family Recovery
- GambleAware
- Financial Counselling
- Wellbeing and Family Relationship Service
- Parent Line NSW
- HOPE Program
- Child & Adolescent Sexual Assault Counselling
- Marriage and Relationship Education
- Natural Fertility Services
- CatholicCare Companions
- Family Dispute Resolution
- Family Counselling & Separation Services

LIVERPOOL

Level 3, 203-209 Northumberland St, Liverpool 2170

- Clinical Therapies & Disabilities Services
- Home Care
- Family Support
- Intensive Family Preservation
- HOPE Program
- Family Dispute Resolution
- Family Counselling & Separation Services
- Wellbeing and Family Relationship Service
- GambleAware

SYDNEY

Polding Centre, Level 8, 133 Liverpool St, Sydney 2000

- Wellbeing and Family Relationship Service
- Family Dispute Resolution
- Sydney Children's Contact Centre management

SUTHERLAND

Shops 10 & 11, 838 Old Princes Hwy, Sutherland 2232

- Gamble Aware
- Family Dispute Resolution

CatholicCare Sydney

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



13 18 19



connect@catholiccare.org



catholiccare.org



@CatholicCareSydney

