



Annual Report

2022 - 2023

CatholicCare
SYDNEY



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CatholicCare Sydney is the social services agency of the Archdiocese of Sydney, supporting the community in the areas of home care, disability services, family support including child and relationship counselling, chaplaincy, school counselling, and allied health services.

CatholicCare Sydney supports all members of the community with high quality care and wellbeing services with a vision to create a thriving, inclusive society where everyone finds support, purpose and belonging.

With a mission to follow the example of Jesus, CatholicCare Sydney promotes human dignity, strengthens families, connects communities, and welcomes those on the margins of society.

"In everything I have shown you that, by working hard, we must help the weak. In this way, we remember the Lord Jesus' words: 'It is more blessed to give than to receive.'"

Acts 20:35

With increasing cost of living pressures, the need for social service agencies to provide support for those in need is increasing, with children and families most at risk. CatholicCare Sydney provides practical programs and support walking beside people in need with dignity and compassion.

We are grateful for the contribution made by all employees, supporters, volunteers, and the board of CatholicCare Sydney for their dedication and commitment. The energy and courage to selflessly work serving people on the margins brings out the very best in many of us, and I am blessed to lead a community that values and supports this work.

I also commend CatholicCare Sydney on their commitment to *Laudato Si*, Pope Francis's encyclical on caring for our common home – planet Earth. Our daily actions and decisions are shaping the future of the planet and we each have an obligation to care for God's creation and each other.

A sense of duty, blessed by God, guides the work carried out by CatholicCare Sydney and I thank them for honouring the unique stories of all members of the community.

A handwritten signature in black ink, reading "Anthony Fisher, OP".

Most Rev. Anthony Fisher OP
Archbishop of Sydney



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

CatholicCare Sydney's mission under the direction of Archbishop Anthony Fisher and the Catholic Church in Sydney, is to support 'those on the margins of society.' Our response to everyone who walks through our door must be 'we've got you and you're safe with us'. Giving people comfort in the knowledge that we provide personalised care with the qualified expertise and training to deliver the required support. We recognise the courage it takes to call our 13 18 19 number to ask for assistance. It is our duty to use every skill at our disposal to alleviate the fear and issues that our clients may have when they present to us.

A key strength of CatholicCare is the breadth of community services we provide given the complexity of needs in today's society. The range of circumstances our clients face demands us to be focused on solutions and outcomes including:

- Supporting children to have safe, supported and meaningful relationships with their family system after separation and ensure children's needs are heard
- Young people with multiple complex issues seeking support through our school counsellors or allied health professionals

- Families requiring support and mediation through our Family Relationship Centre
- Educating the perpetrators of domestic violence, including guidance on self-reflection, through our Men's Behaviour Change services
- Supporting individuals who present to our GambleAware program in a state of total desperation and despair
- A young woman who is pregnant or with a child referred to our HOPE program to support her in keeping her child
- Our volunteers and chaplains delivering companionship and spiritual support for prisoners, hospital and palliative care patients, people living with HIV/AIDS
- Providing services to older people in their homes who are often lonely, isolated and vulnerable.

Our clients find their path to us from all walks of life and circumstances. We must give them the support, care, and treatment they need, importantly without judgement and ensuring their dignity. We metaphorically take them by the hand and walk with them. This is the example Jesus Christ set for us and expects of us. This is the work we have been called to do through the Holy Spirit.

A verse from John O'Donahue's poem, 'For a Leader' resonates so well with our work:

*May you know the wisdom of deep listening
The healing of wholesome words
The encouragement of the appreciative gaze
The decorum of held dignity
The springtime edge of the bleak question.*

CatholicCare Sydney strives to be that springtime edge to the bleak questions confronting our clients. Our duty is to provide light and comfort whilst attempting to answer those questions.

We continually aim to demonstrate leadership and provide best practice in everything we do. This includes our move towards sustainable practices in adhering to Pope Francis' encyclical 'Laudato Si' and his 'cry for the Earth' alongside our ESG objectives.

CatholicCare achieved a number of highlights in FY23, including supporting more than 18,000 clients in over 75,000 occasions of service in Children & Families Services, achieving an average satisfaction result of over 95% in the majority of these services. We increased our Carers Gateway delivery for the Commonwealth Government by approximately 50% and doubled the number of clients in our Men's Behaviour Change and GambleAware programs to meet the growing demand. Crucially, we renewed our contract for student counselling services with our key partner Sydney Catholic Schools. We continue to

focus on developing our systems, governance, and processes whilst working closely with partners and stakeholders.

We would like to acknowledge the incredible work of our support teams in Finance, IT, People and Culture, Marketing and Communications, Philanthropic Engagement, the Client Care intake team, Practice, Impact, Partnerships & Innovation, and Risk, Operations and Legal teams. The commitment of our support teams and our frontline professionals comes from the unity in our mission..

As we sign off on FY23, we are inspired to be leading CatholicCare Sydney and our executive team is equally inspired. Every day, we are motivated to be the best leaders we can be, driven in part by witnessing the amazing work of our people and the difference we are making in clients' lives.

Reflecting on the four amazing women who recognised unmet community needs leading to the foundation of CatholicCare, some 80 years ago, looking down on us now, would they be proud of us? Given the thousands upon thousands of people we have assisted and the many more we are yet to help, we believe so.

On behalf of the Archdiocese of Sydney and CatholicCare Sydney's Board, we thank all who work alongside us and all who support CatholicCare Sydney.

Richard Haddock AO
Chair

Alastair McGibbon
CEO

Our Purpose

As the social services agency of the Catholic Church in Sydney, we deliver high quality care and wellbeing outcomes for all members of the wider community who seek our services.

Our Vision

A thriving, inclusive society where everyone finds support, purpose, and belonging.

Our Mission

Following the example of Jesus, we promote human dignity, strengthen families, connect communities and welcome those on the margins of society.

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 the 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 for 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.

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.

FY23 Highlights



We welcomed **145** new employees



CatholicCare supported over **32,000** children, young people and adults



We launched our flagship magazine - **Pathways**



The foundational leadership program, Leading with Integrity was offered to more than **70** employees



Children & Family Services provided **70,000+** occasions of service



Home Care delivered **470** packages, with **6,000+** instances of attendance



Disability Services provided more than **3,000** hours of Supported Employment



School Wellbeing Services supported **6,000** students and school leaders at **200** schools



Chaplains provided face-to-face service to **9,300+** clients in prisons, hospitals and mental health units



The Executive Leadership Team developed a **three-year** agency-wide Strategic Plan



We provided **65** students with experience in placements across our service areas



786,270 people were reached through our social media platforms

Environmental, social, and corporate governance

A commitment to looking after our planet, in line with the messages contained in Pope Francis' *Laudato Si'* – to care for our common home – saw the establishment of CatholicCare Sydney's Environmental, Social, and Governance Committee (ESG). Investigating social and environmental performance, the Committee's initial focus is on sustainability and modern slavery, concerning CatholicCare Sydney offices and suppliers.

A responsible ESG position will deliver benefits for our employees, clients, community, and the planet.

Signing up to the *Laudato Si'* Action Platform compels us to act on seven goals to fulfill the purpose of 'concrete actions to protect our common home':

- In response to the cry of the earth – we are investigating carbon offset projects, a new policy regarding recycled paper, PIR time sensors, LED lighting, and introducing sustainability representatives across all locations
- In response to the cry of the poor – we are encouraging greater awareness of eco-justice for vulnerable groups including Indigenous communities and children at risk, and continuing to prioritise the impact outcomes of our social service programs
- Ecological economics – we are sourcing sustainable products and moving away from disposable supplies including single-use items where possible
- Adoption of sustainable choices – we have introduced more recycling bins and received suggestions for the installation of bicycle racks, and moved towards greater awareness of the use of energy across all locations
- Ecological education – we have increased communication internally and invited input from all employees – encouraging ecological leadership and activities
- Ecological spirituality – we are working with other Catholic agencies building upon our Christian understanding of the divine origin of all created things. We recognise



the indigenous heritage of the First Nation people who speak on behalf of nature, ensuring we respect this creative design and gain spiritual harmony by living in sync with the cosmos

- Community resilience and empowerment – we are exploring ways to involve the community, including schools, with advocacy and sustainability initiatives and supporting Sydney Catholic Schools through our provision of counselling services, supporting their efforts in eliminating modern slavery across their Catholic education system.

We have engaged with the Australian Catholic Anti-Slavery Network and ESG Committee members have completed the ACAN Modern Slavery e-learning program. We are included in the Modern Slavery Statement prepared by the Catholic Archdiocese of Sydney, with a commitment to dismantling the structures and behaviours that uphold modern slavery.

A Modern Slavery Liaison Officer (MSLO) was appointed to coordinate the implementation of the ACAN Modern Slavery Risk Management Program. This has led to the establishment of a Modern Slavery Working Group (MSWG) comprised of employees from Pastoral Care, Finance, People and Culture, Communications and Risk.

We are reviewing our procurement processes via the Supplier Ethical Data Exchange (SEDEX) – a global not-for-profit membership organisation supporting businesses to manage and improve social and environmental performance in supply chains.

Children and Family Services

We believe that every child, young person, family, and individual deserves to feel safe and supported through life's challenges. Our Children and Family Services team provides crucial support to those in need, helping them to improve their wellbeing, connect with their community, and build resilience.

Our programs support individuals, children and families in at-risk situations including those experiencing neglect, family and domestic violence, mental health concerns, substance misuse, addiction, housing, and financial problems.

Children and Family Services comprises 21 different programs that range from primary prevention through to tertiary interventions.

Children and Family Services supports clients in Sydney, across New South Wales and nationally. Programs can be accessed in person and via telecare – video and telephone enabled – from CatholicCare Sydney offices located in Lewisham, Bankstown, Liverpool, Fairfield, and the Sydney CBD.

Highlights

In partnership with St Vincent's Health and the University of Sydney, CatholicCare Sydney

runs **Gamble Aware** – this program offers free counselling service for people affected by gambling and their loved ones. Individual appointments are available, as well as support groups, family workshops, outreach groups and community engagement. Currently in the third year of a five-year contract with the Office of Responsible Gambling, the service has grown with an increase in referrals and community engagement.

With incidents of domestic violence increasing, more than half involving intimate partner violence and one-third involving family violence, our **Men's Behaviour Change Program** secured additional targeted funding to double its reach and impact.

Family Law Services are using industry-leading, custom-built outcome measurement tools to capture insights from clients about the change they experience in their lives after partnering with us for support as part of a pilot. The tools, developed by our Practice, Impact, Partnerships and Innovation (PIPI) team in collaboration with Family Law Services teams, are based on contemporary research-evidence and knowledge from practitioners. By keeping client outcomes at the centre of our work, we can clearly show the impact our services are having as well as continuously learn and improve. This also provides an opportunity to share learnings with the government and broader family law sector.

The numbers

13,000+
new clients

17,000+
total clients

70,000+
occasions of service

54 evidence-based Parent & Child Development Groups were run across Sydney and online for **463+** participants

Moderated **93,657** posts



In recognition of the outstanding services we are delivering, agreements were extended for Financial Counselling, Family Law Services, the National Carers Program, Family Relationship Services – Local Support Services.

These agreements represent predominantly block-funded services we deliver with support

from the Department of Communities and Justice, Department of Social Services, Attorney-General's Department, NSW Department of Health, and the Office of Responsible Gambling. We also receive funding from 'fee for service' and philanthropic donations.

We continue to run Carer Gateway, Gamble Aware, and Local Support Service as white-labelled services for the Department of Social Services, Office of Responsible Gambling, and Department of Communities and Justice respectively. We co-brand NSW Parent Line and Attorney-General's Family Relationship Centre.

Our relationships with the University of Sydney, St Vincent's Hospital, and the Australian Catholic University grew, as did our presence at inter-agency events including the National Helpline Forum, Family and Relationship Services Australia, and the Greater Sydney Family Law Pathways Network.



HOPE Program

The **HOPE Program** hosted a Board Room Lunch, presented at the annual AccessEAP offsite providing their Client Relationship Management Team with greater insight into the good work carried out, and held a Philanthropic Roundtable event to share expert advice and garner support with thanks to the Australian Catholic University and Dentons – the largest multinational law firm in the world.

During the year HOPE reached **111 families** and their **157 children**.

The numbers

86%

of families completed as a preserved family unit

71%

of families were homeless or at risk of homelessness

74%

of mothers experienced domestic or family violence

83%

of mothers have mental health needs

90%

of families experienced financial stress

17%

of mothers have experienced the Out-Of-Home-Care System in their childhood

29%

have a history of substance misuse

The average age of mother at referral was **20 years**

64%

of women were pregnant at referral

21%

of mothers identified as Aboriginal or Torres Strait Islander

Home Care

We understand the importance of allowing older adults to age well in the comfort of their own homes, and support them to maintain their independence, health, and wellbeing.

We provide comprehensive in-home support services, clinical support, and volunteer connections to ensure that clients can live safely and comfortably in their homes. We provide tailored support to clients with specific needs, with different levels of care provided by our compassionate and experienced team.

Highlights

CatholicCare Sydney is the lead agency of a consortium that successfully tendered for the Federal Government's **Aged Care Volunteer Visitors Scheme** (ACVVS). The scheme supports volunteer visits to provide friendship and companionship for older people, with funding for recruitment, training and support provided to the CatholicCare Consortium by the Department of Health and Aged Care. The consortium is made up of CatholicCare Sydney, Broken Bay, Western Sydney & Blue Mountains, New England/Armidale, and Bathurst.

The **Care Finder Program** provides support for older people to interact with My Aged Care and access aged care services and support. CatholicCare Sydney joined the program this year and has the remit to cover all of Bankstown, Fairfield, and Liverpool local government areas with a particular focus on older people at risk of homelessness. The Care Finder program aligns with our mission and values and allows us to walk side by side with Care Finder clients until they are fully connected to community or residential aged care services. The program helps those who otherwise may have fallen through the cracks.

The development of a strong partnership with the **Chinese Catholic Community** will deliver improved access to home care services for

members of this community. Many practical realities have impacted the traditional Chinese way of looking after older family members – house prices and the lack of large family homes to house three generations, families spreading across the globe for careers, work demands, and the pressures of the cost of living have seen the Chinese community consider other options. Chinese family members are now more open to aged care and value the importance of remaining connected to the community.

The partnership helps us familiarise ourselves with the specific cultural needs of the Chinese Catholic Community and provides the Chinese Catholic Community with a more comfortable understanding of home care services.

The Home Care team received a Certificate of Nomination from the HESTA Australian Nursing & Midwifery Awards.

The numbers

Serviced **450** Home Care packages

Received **86%** Consumer Experience satisfaction and **88%** Family Member satisfaction

School Wellbeing Services

We are committed to supporting the wellbeing of children and young people in school communities across NSW. Our School Wellbeing Services aim to provide students, families, and school communities with the skills and knowledge they need to thrive.

Our team of experienced counsellors, psychologists, and social workers works closely with schools to provide support and resources for teachers and staff. We equip schools with the skills and knowledge needed to promote positive mental health in the classroom. Services include School Counselling, Onsite Critical Incident Support, Family Support in Schools, Remote Clinical Supervision, and Thriving Leaders.

Highlights

Close to 200 schools across Sydney and New South Wales are now being supported by CatholicCare Sydney including primary and secondary schools. The partnership agreement with **Sydney Catholic Schools** for counselling and critical incident support was extended this year for a further five years.

Developed the **Thriving Leaders** program, specifically designed to support school leaders - principals and vice principals - encouraging resilience, reflection, and the opportunity to debrief with a professional who understands the nuances of working in schools. The program helps school leaders engage in proactive dialogue to develop greater self-awareness and build self-care strategies to support career longevity and wellbeing. Thriving Leaders offers a confidential outlet to manage work/life balance and mitigate stress drivers with school leaders benefiting from a solution-focused, strengths-based approach to challenges they encounter in an increasingly complex work setting.

Working with the whole family, Family Support in Schools meets a student's needs by addressing barriers to learning within a wider social context. This enables the student to participate fully in their learning and development.

Barriers impacting the student or family may include relationship conflict, family violence, challenging behaviours at school or home, housing issues, substance abuse within the family, poor health, developmental issues, or financial concerns. This year the program extended its support to another five communities.

The numbers

Our services reached over **6,000** participants (students, families, caregivers, and education professionals) in close to 200 schools

We provided over **46,000** occasions of service

Our students achieved **85%** of their goals identified in counselling

Practice, Impact, Partnerships & Innovation (PIPI)

A support area that works across all CatholicCare Sydney, PIPI was developed this year to strengthen clinical practice, innovation, impact focus, and collaboration.

PIPI has examined all services to determine their individual strategic needs, identify common needs across services that point to organisation-wide solutions, and prioritise those solutions for action.

Highlights

The establishment of an **Agency Outcomes Framework** aligned to state and federal initiatives has ensured we are best placed to meet funding requirements. The Framework guides decisions, service delivery, and program evaluation – the ability to articulate outcomes and achievements with clients supports applications for targeted funding.

Increasingly, government funding is provided for specific purposes aimed at delivering outcomes that support government programs and policies.

We implemented a **Safe and Together Framework** across Children & Family Services, providing an integrated domestic violence approach that prioritises the safety and

wellbeing of our clients and families. All employees in Children & Family Services have undergone essential training to provide a skills-oriented foundation for domestic-violence informed practices and upskill with tools to improve assessment of risk, impact on children, protective efforts, and essential decisions.

We joined the **National Aged Care Workforce Alliance**, an initiative facilitated by the Australian Catholic University to address the chronic workforce challenges experienced in the Aged Care sector. The Alliance will be a driving force in shaping the future of the care sector, providing evidence-based approaches to workforce solutions, helping shape government policy, and supporting a care sector that is prepared to face the future workforce challenges.

The numbers

- The Gamble Aware agreement working in partnership with St Vincent's Health has been extended
- We have been invited to begin Agency Safe & Together certification – enabling CatholicCare Sydney to offer training to partners and external social service agencies
- Data analysis shows that the majority of our clients are seeking improved mental wellbeing, healthy relationships, and improved safety.

The numbers

Over **70%** of CatholicCare Sydney programs have established Program Logics

Collaborative Goal Setting has been implemented with **83%** of Client Goals achieved

Disability Services

We provide quality services to people living with disabilities, their families, and carers. Our services are tailored to meet the unique needs of each individual, our team provides meaningful work opportunities, social engagement, and educational programs to help build practical life skills and qualifications.

Highlights

The launch of the **BariStars** mobile coffee trailer this year, thanks to a donation from the Estate of Bishop Bede Heather and support from Bankstown Sports Club and Vittoria Coffee, elevated the NDIS Supported Employment pathways offered by CatholicCare Sydney's Disability Services.

Every participant from the Supported Employment program receives full barista training and on-the-job support to learn the required hospitality skills to prepare and serve a variety of coffee orders, along with real-life experience five mornings a week servicing a local business.

Joining **Clean Up Australia Day** for the first time, the Disability Services team took to the streets around Parry Park in Lakemba armed with official bags and gloves, earning praise and publicity from the teams at Clean Up Australia, Canterbury Bankstown Council, and The Torch newspaper. Not only did the activity tie in with the Science and the World Around Us education program run at Disability Services, but it also provided an incredible opportunity for the participants to lead the way as activists in their community and play a role in a national initiative. It also served as an opportunity to promote the services of the Gardening Crew and remind all of us that people living with disabilities are making a valuable contribution supporting a cause that benefits the entire community.

Building on the sense of community and achievements, **Belmore Broadcast** was launched this year. This weekly newsletter is a wrap-up of events and activities for those involved with the Group and Social Program and highlights the friendships and achievements of all participants. Distributed by email, the Broadcast ensures that information flows seamlessly to all team members, carers, participants, and families.



The numbers

More than
11,000 instances of
attendance in the Group
and Social Program

More than **3,000**
hours of employment
support provided

Allied Health

Under the **Integritas Allied Health banner**, a partnership between CatholicCare Sydney and the Australian Catholic University delivers an interprofessional allied health service that caters to children, young people, and adults. The service places an emphasis on holistic, person-centred care.

Our allied health professionals and clinicians are an essential part of the team that enables people of all abilities to function well physically, socially, and emotionally and supports them to exercise choice and control over their lives.

Highlights

A new **Graduate Campaign** was launched, working with the Australian Catholic University, exploring the insights gathered from university students regarding employment preferences.

Tailoring the recruitment campaign based on this, six new graduates joined Integritas – three physiotherapists, two speech pathologists, and one occupational therapist.

Client Satisfaction survey responses were positive regarding intervention planning, believing that clinicians know best and revealed a high level of trust regarding children in therapy programs. The Allied Health team has a renewed focus on involving families and carers in determining therapy goals and providing family-centred support that is culturally inclusive, responsive, and strengths-focused.

Client wait times for referrals via the **CatholicCare Sydney Client Care Team** (13 18 19) were assessed through a student-led project, examining the timeliness of the system for both the time between initial referral to response and then from response to the actual provision of service. The resulting data assisted the team in initiating improvements in efficiency and the provision of a responsive quality service.

The NDIS Client Satisfaction Survey was translated for the first time into Arabic and Vietnamese in response to changing demographic needs in the local community. CALD clients have previously had difficulty understanding some questions, impacting the validity of past results. Working with students to translate the survey, the results now better reflect the service and satisfaction of participants.



The numbers

158 recurring clients,
many receiving
multiple services

55% of clients are
NDIS funded

5,682 occasions
of service

45% of clients are
CatholicCare Sydney
Home Care clients

People & Culture

Providing a meaningful and positive employee experience is at the heart of what People & Culture does. Partnering with people across CatholicCare Sydney, People & Culture's goal is to support the growth of our workforce to improve client outcomes in the community whilst also nurturing a safe and inclusive workplace for all team members.

Highlights

Receiving **Family Inclusive Workplace accreditation** for the second year running, CatholicCare Sydney was recognised for its culture of care, inclusivity, and commitment to supporting employees and their families. Certification comes from Family Friendly Workplaces™, a partnership between Parents at Work and UNICEF Australia, established to improve work-life wellbeing, inclusion, and equity outcomes for families. Organisations are assessed against National Work + Family Standards and must make a commitment to continual improvements for parents and carers in the workplace.

The introduction of **improved and extended leave benefits** this year introduced a broader definition of 'family' for the purpose of leave access, label-free parental leave, and greater compassionate, personal, and graduation leave. Gifted leave was also added, encouraging employees to enjoy the benefits of more time at home, and reducing the risk of burnout.

Annual CatholicCare Sydney Awards were presented to 16 employees

Collaboration – Simon Denny & Rotanak Chau, CCareline Team: Greg Handcock, Carmen French, Helen Hoang

Community Impact – Anthony Hilder & Terrie-Anne Bolger, Meher Banu

Innovation – BariStars team

Inspirational Spirit – Suraj Suvarna, Amber Thompson

Making changes like this allows for a balanced combination of work and family life and reduces work-life conflict, resulting in people who are happier and more engaged.

One-on-one coaching with peer and group mentoring workshops was introduced, **Leading with Integrity** was delivered by our Leadership and Coaching partner MAP Coaching to more than fifty of program and service leaders. An investment into the strengths of the leadership teams at CatholicCare Sydney reaps rewards for not only the workshop participants but all team members, stakeholders, and clients. Learning to harness strategic thinking and creative solutions, with an authentic voice and a clear focus, along with self-awareness cultivates a culture of innovation and connection.



The numbers

Employee growth from
550 to **580**

We celebrated two
team members reaching
20 years of service,
and one achieving
25 years

Fundraising & Philanthropy

We engage with the community to increase and sustain the financial support required to help those in need. From Parishes and Catholic schools across Sydney, to trusts and foundations, and the generous support from major donors and regular givers, CatholicCare Sydney has enormous gratitude for all who assist us in our role as the social service agency for the Archdiocese of Sydney.

Funds raised from appeals including the annual tax appeal, Christmas appeal, Gift of Goodness, and Move for Your Mates go directly to support Sydney families with relationships, parenting, ageing, disability, addiction, homelessness, and mental wellbeing concerns. Thanks to the generosity of our donors, we can help more families and individuals to sustain, regain, and thrive.

Highlights

A **Thank You Morning Tea** was held at the Australian Catholic University, also providing an opportunity to introduce the new CEO Alastair McGibbon to regular and ongoing donors and volunteers. The morning tea highlighted two programs that benefitted from our generous supporters - the School Leaver Supports (SLES) program for youth with a disability, and the HOPE program supporting young families to stay together and thrive.

Supporters of the HOPE Program were invited to a **Boardroom Lunch** for the delivery of the 2022 Impact Report. Retired Family Court

Judge, the Hon. Jennifer Boland AM, addressed the room and further emphasised the benefits of early intervention and the positive long-term effect this has. The Impact Report highlighted the role played by HOPE in breaking the cycle of intergenerational disadvantage and the importance of a strong bond and sense of nurturing in the early days, weeks, and months of a child's life.

The impact this has on their long-term happiness and success is invaluable.

Traditionally a forum for an organized conversation with a breadth of perspectives, Roundtable events also provide an opportunity to share expert advice and garner support. The **HOPE Roundtable** hosted by the Philanthropy team did exactly that. Expert speakers Kirsten Mead, Director Children & Family Services along with Evidence, Impact & Research Manager Melissa McSeveny, and Vivien Cinque from the Australian Catholic University's Stakeholder Engaged Scholarship Unit presented compelling cases for HOPE and the impact it has on keeping young families together. An audience of philanthropists and supporters, along with generous hosts Sylvia Alcarraz and John Dalzell of Dentons - the largest multinational law firm in the world - left the event in no doubt of the importance of the program and the significant importance of philanthropic funding.

The numbers

- We ran five major appeals - Move for Your Mates, Gift of Goodness, Christmas appeal, Lent appeal, and the tax appeal
- We held six events for donors and prospective donors
- We partnered with Safewills to encourage bequests

The numbers

We ran five major appeals and raised

\$1,713,780

in support of those most in need

Pastoral

We provide pastoral services to individuals and families in need, regardless of their faith or background.

The Pastoral team offers a listening ear, prayer, and support to those facing challenging situations which may include addiction, domestic violence, incarceration, palliative care, and mental health challenges. We ensure those facing difficult times have a safe and welcoming space to find comfort and support.

Highlights

Finding moments to visit those who are isolated and lonely, sitting by the side of those in challenging circumstances, assisting those transitioning from a period of incarceration or illness, and providing an interlude of kindness and caring during an overwhelming time is all in a day's work for our compassionate and generous CatholicCare Sydney volunteers. Celebrating **National Volunteer's Week** this year a twilight masterclass followed by evening refreshments was hosted by CatholicCare Sydney, honouring those who give their time and are best described as the light in people's lives.

The incredible number of volunteers registered with CatholicCare Sydney is a tribute to the team and means they can also offer support to local Parishes.

The ability to enhance the capacity of local Parish communities to make home visits, and offer support and companionship aligns with our mission and allows us to continue supporting those in the community who are most in need.

A **Memorandum of Understanding** was signed with **Guthrie House**, a community-based drug and alcohol support and transitional service for women involved in the criminal justice system. The MOU allows CatholicCare Sydney to conduct small group programs at Guthrie House, and due to the considerable number of Aboriginal and/or Torres Strait Islander women at Guthrie House we chose to begin with Seasons for Healing. This is a grief and loss education program supporting ATSI adults dealing with issues of loss and grief. CatholicCare Sydney's Chaplaincy in the Community Project Manager, Paige Bullen received training in Seasons for Healing and worked in partnership with the Aboriginal Support Worker at Guthrie House to create a space where all participants felt safe and comfortable.

Living life to the Full, an evaluation of the **Ageing Well** masterclass series was carried out in a partnership between CatholicCare Sydney and the Australian Catholic University. Ageing Well was developed to provide masterclasses with an education focus for older adults run in conjunction with aged care providers Grief Care and Catholic Healthcare. The evaluation findings recommended that classes continue, we expand the content, and target older adults in need of social connections.



The numbers

106 companions
walking alongside
106 clients

Volunteers from a
diverse range of
occupations including
lawyers, doctors,
financial industry
leaders, social workers,
and school teachers

The youngest
volunteer is **23**, and
the oldest is **84**

Chaplains provided
face-to-face service
across eight facilities
to over **9,300** clients
in hospitals, prisons,
and mental health
units

Our Supporters

Thank you

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

CHARITABLE FOUNDATIONS

Anawim Society
Betty Wade Charitable Trust
Challenge Sydenham-Bankstown Ltd
Charitable Works Fund
Sally Foundation
Walter & Eliza Hall Trust

CORPORATE

Access EAP
Club Marconi
Liverpool Catholic Club
Newell Brands
St John's Park Bowling Club Group

PARTNERS

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

GOVERNMENT

Australian Government Department of Health and Aged Care
Australian Government Department of Industry, Science and Resources
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

Nil and Edwin
Charles Curran
Richard Haddock
Phillips Family Foundation
The Harris Family
Judith Beswick
Paul Beswick
Mary Reemst
Hamish and Judith Flett

PRO AND LOW BONO SUPPORTERS

Access EAP
Australian Catholic University
Catholic Cemeteries and Crematoria
Catholic Employment Relations
Catholic Healthcare
Dandelion Support Network
Givit
Helen Gazal
Mummies Paying It Forward
The Reconnect Project
Dentons Lawyers
Deloitte Partners

BEQUESTS

The Estate of the Late Thomas John Hayes

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
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
St Ambrose Catholic Primary School
St Anthony of Padua Catholic School
St Anthony's Catholic Primary School
St Bernards Catholic Primary School
St Ignatius' College Lane Cove
St Joachim's Catholic Primary School Lidcombe
St Joseph's College Gladesville
St Martha's Catholic Primary School
St Mary's Star of the Sea Catholic Primary School Hurstville
St Michael's Catholic Primary School
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

Alongside the generous funders listed and our supporters who wish to remain anonymous, CatholicCare Sydney's 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 to 31 December 2023)

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.

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.



JOHN LEOTTA (CHAIR from 1 January 2024)

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.

GREG MACKAY

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



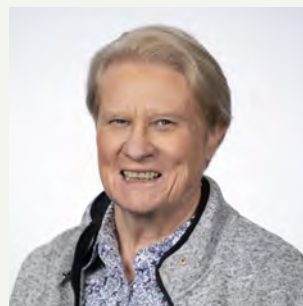


MADELEINE MATTERA

Madeleine is currently Principal at PFS Consulting and has over 25 years' experience helping financial services clients with their risk, regulation, governance and audit challenges. Her career spans banking, superannuation, insurance, asset management and fintech. She has held executive positions for major consulting firms including as National Practice Leader, Senior Partner, and as Chief Internal Auditor and Chief Risk Officer. 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 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.



PAT GARCIA

Adj Prof Pat Garcia is Group General Manager, Public Affairs and General Counsel at St Vincent's Health Australia. He is a lawyer, policy expert and political strategist whose previous roles include CEO of Catholic Health Australia, Director of Policy in the Office of the NSW Premier, and Senior Adviser in the Department of Prime Minister and Cabinet. Pat has degrees in Law, Finance and Marketing, Public Policy, International Law and Security, as well as postgraduate qualifications in health administration, military law and legal practice.

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.



SIMONE CONSTANT

Simone is currently ASIC Commissioner, a role she commenced in November 2023, and has more than 23 years' experience in financial and legal services, markets, and risk management, most recently as Chief Risk Officer (CRO), Institutional Bank and Markets at the Commonwealth Bank of Australia. She has held senior roles in Australia and internationally at multinational investment, capital management and law firms. She holds Bachelor's degrees in Economics and Law from the University of Sydney.



ALASTAIR MCGIBBON

Chief Executive Officer

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 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 2023

CURRENT ASSETS	Note	2023	2022
Cash and cash on hand		2,150,176	965,275
Fixed-term deposits at amortised cost		10,400,000	14,300,000
Trade and other receivables		7,616,449	5,216,366
Prepayments		464,462	511,424
Total current assets		20,631,087	20,993,065

NON-CURRENT ASSETS

Property, plant and equipment		5,319,938	4,869,083
Right-of use assets		2,264,026	3,225,279
Equity accounted investees		3,642,543	3,537,119
Other receivables		2,108,139	2,446,255
Total non-current assets		13,334,646	14,077,736
TOTAL ASSETS		33,965,733	35,070,801

CURRENT LIABILITIES

Trade and other payables		1,709,484	1,658,535
Contract liabilities and other revenue received in advance		1,911,077	1,778,192
Lease liabilities		866,535	1,009,686
Employee benefits		4,261,509	3,793,127
Provisions		1,887,255	1,938,095
Total current liabilities		10,635,860	10,177,635

NON-CURRENT LIABILITIES

Lease liabilities		1,424,958	2,395,444
Employee benefits		1,091,150	999,026
Provisions		2,368,543	2,656,671
Total non-current liabilities		4,884,651	6,051,141
TOTAL LIABILITIES		15,520,511	16,228,776

NET ASSETS		18,445,222	18,842,025
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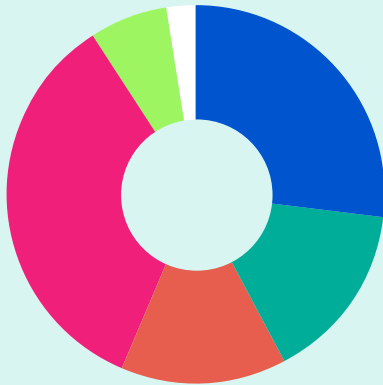
EQUITY

Accumulated funds		18,445,222	18,842,025
TOTAL EQUITY		18,445,222	18,842,025

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

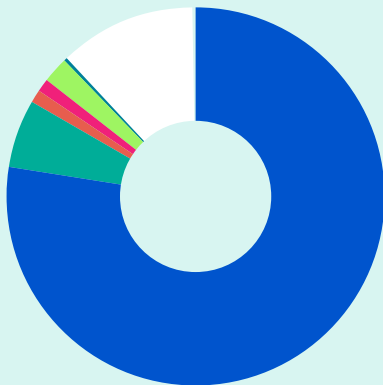
Our Financials

2023



Income

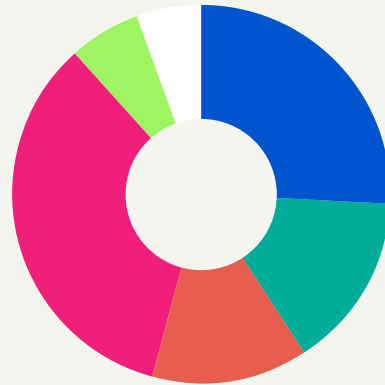
Department of Social Services	\$14,220,587
NSW State Funding	\$7,935,876
Client Directed Funds	\$7,308,239
Program Funded	\$18,026,675
Donations and Fundraising	\$3,474,246
Other Income	\$1,273,328
TOTAL FOR THE YEAR	\$52,238,950



Expenditure

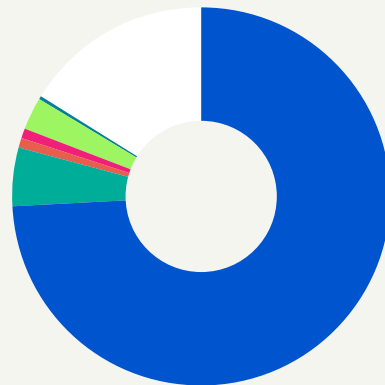
Labour costs	\$40,897,629
Client costs	\$3,034,226
Occupancy costs	\$641,526
Marketing costs	\$487,047
Depreciation & amortisation expense	\$1,173,987
Finance costs	\$117,498
Administration costs	\$6,283,840
TOTAL FOR THE YEAR	\$52,635,753
(DEFICIT)/SURPLUS FOR THE YEAR	(\$396,803)

2022



Income

Department of Social Services	\$12,116,646
NSW State Funding	\$6,892,745
Client Directed Funds	\$6,273,943
Program Funded	\$15,841,357
Donations and Fundraising	\$2,814,406
Other Income	\$2,562,738
TOTAL FOR THE YEAR	\$46,501,835



Expenditure

Labour costs	\$35,678,727
Client costs	\$2,400,570
Occupancy costs	\$400,677
Marketing costs	\$439,376
Depreciation & amortisation expense	\$1,360,469
Finance costs	\$140,744
Administration costs	\$7,646,024
TOTAL FOR THE YEAR	\$48,066,587
(DEFICIT)/SURPLUS FOR THE YEAR	(\$1,564,752)

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

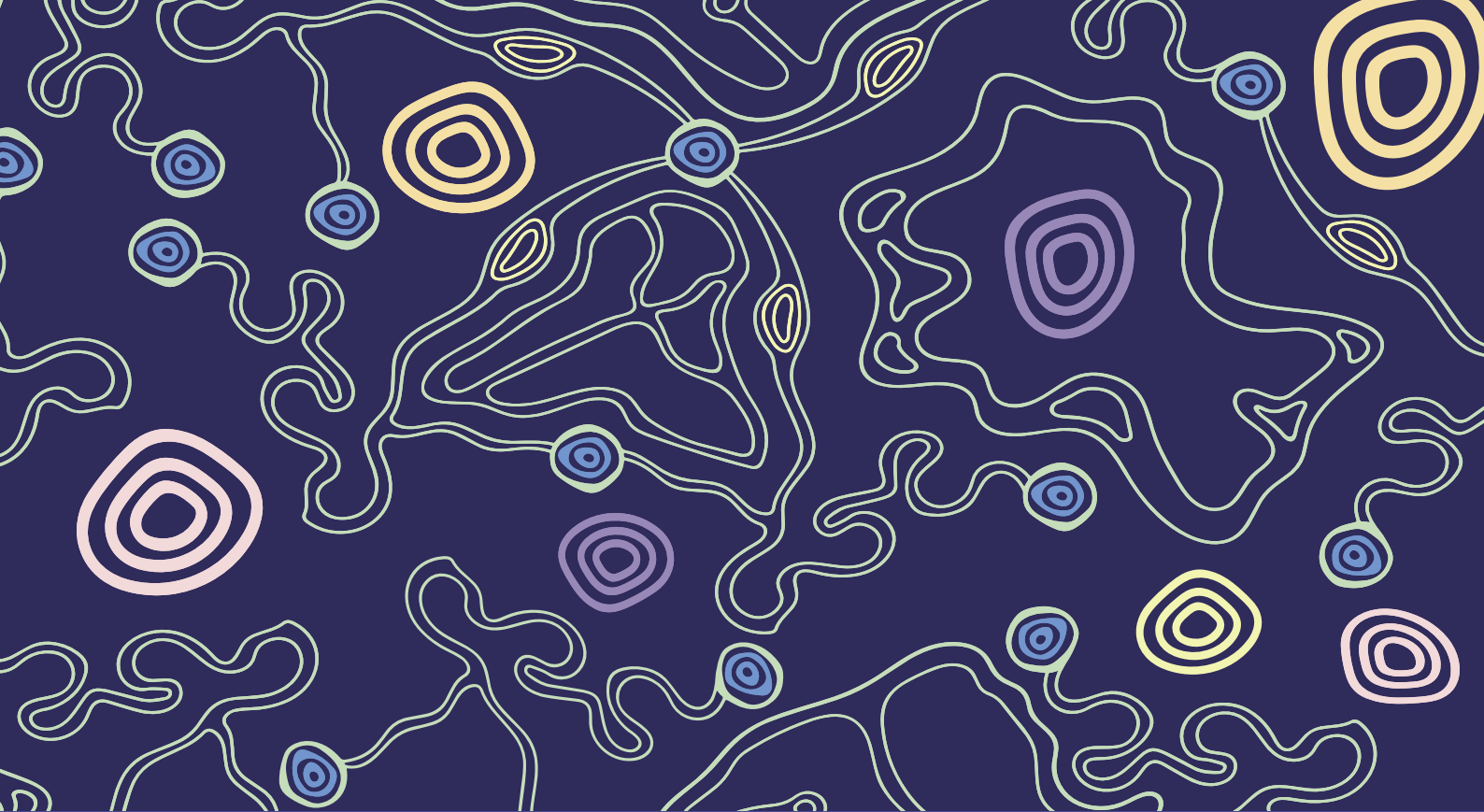
Suite 10, Level 14 ,
329 Pitt St, Sydney 2000

- Wellbeing and Family Relationship Service
- Family Dispute Resolution

SUTHERLAND

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

- Gamble Aware
- Family Dispute Resolution



Acknowledgement of Country

In the spirit of reconciliation, CatholicCare Sydney acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

CatholicCare Sydney operates on the lands of the Darug Country and the Eora Nation, and on lands that were also accessed by Tharawal and Gundungurra people.

CatholicCare Sydney

2C West Street
Lewisham NSW 2049

ABN: 38 841 427 747

📞 13 18 19

✉ connect@catholiccare.org

🌐 catholiccare.org

CatholicCare
SYDNEY