

Annual Report 2015-16



Catholic Social
Services **Australia**



Catholic Social Services Australia

Catholic Social Services Australia acknowledges that our community ministries are built on the traditional lands of Aboriginal and Torres Strait Islander people. We pay our respects to their elders past and present.

We commit to working with our Aboriginal and Torres Strait Islander partners in a spirit of reconciliation, especially by providing community services. We renew our pledge to walk the journey of learning and healing together.

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ABOUT CATHOLIC SOCIAL SERVICES AUSTRALIA

Catholic Social Services Australia (CSSA) is the Catholic Church's peak national body for social services in Australia. For 60 years, CSSA has worked with member organisations towards a fairer, more inclusive society that reflects and supports the dignity, equality and participation of all people. Each year, our 52 member organisations provide social services to hundreds of thousands of Australians in metropolitan, regional and remote communities.

OUR VISION

Catholic Social Services Australia wants to see a fairer, more inclusive Australian society that reflects and supports the dignity, equality and participation of all people.

OUR MISSION

Catholic Social Services Australia advances the social service ministry, which is integral to the mission of the Catholic Church in Australia.

OPERATIONS

Catholic Social Services Australia works with Catholic organisations, governments, other churches, and all people of good will to develop social service policies, programmes and other strategic responses that work towards the economic, social and spiritual wellbeing of Australians.

Catholic Social Services Australia is a commission of the Australian Catholic Bishops Conference, and reports to the Conference through a Board of nine people. Member agencies elect three Board members, Catholic Religious Australia appoints one member, and the Conference appoints the others.

CATHOLIC SOCIAL TEACHING

In pursuing our mission, we seek to embody and promote the core principles of Catholic Social Teaching.

Dignity of the person

Our vision for society recognises the fundamental dignity, sanctity and worth of every human life.

Common good and community

People are fundamentally social beings, and the way we organise socially, politically and economically affects our capacity to grow in community.

Preferential option for the poor

The most important measure of our community's success is the manner in which we direct our resources to assist people most in need.

Rights and responsibilities

Our participation in community brings with it rights and protections, and duties and obligations.

CHAIR'S REPORT

DR MARIA HARRIES AM



Unquestionably, Australia's moral compass has been in the spotlight in the past year.

Our nation's policies, practices and community support structures have been scrutinised extensively, including:

- + our ongoing failure to ensure our Aboriginal and Torres Strait Islander communities live in decent conditions
- + the record number of Indigenous children in out-of-home care
- + the desperate plight of our refugees on Manus Island and Nauru
- + the detention and abuse of our children and young people
- + our unacceptable rates of domestic and family violence
- + our failure to address homelessness, poverty and health inequalities in our wealthy country
- + the rise of racism
- + the terrible and shameful history of sexual abuse of children in our institutions and other care arrangements.

The flip side of this is how very proud I am to chair an organisation that has not lost its moral compass, but has, along with its members, remained focused on its vision:

A fairer, more inclusive Australian society that reflects and supports the dignity, equality and participation of all people.

For 60 years, we, and our members, have stood firm amidst the turbulent policy commotion and political vicissitudes, and have kept our focus on the principles of Catholic Social Teaching. These are embedded in all of our policy reviews, submissions, advocacy, and practices.

And we have held on to value-based decision making, alongside fellow faith-based organisations, colleagues in the community sector and government, academia and business with whom we have worked closely. I applaud the modelling this provides to a changing Australian community much in need of support in staying true to important human values, while also bringing about much-needed changes as we embrace the challenges of past failures and future needs.



There was a profound openness on the part of the Pope in particular to connect with the reality and frailty of human life, church life and family life - the place for all the work we all do!

I was privileged to represent CSSA at the Family Synod in Rome late last year. Catholic social services unpaid and paid staff work with families who are distressed and wounded, and who struggle (generally successfully) to provide for the complex needs of children, other kin and communities.

What was so significant about this presence at the Synod was the opportunity it provided to convey that family life in all its richness and poverty, its strength and weaknesses, and in all of its complicated forms is and must be central to our work.

We rarely work with, let alone live in, the model family symbolised in some popular and church images. In the workings of the Synod, the myriad tensions facing families—in war torn countries, in refugee camps, in dire poverty, in poor and rich countries, and in complex relational mixes across much of our contemporary world—were held in delicate balance with stories of the persistence of love, compassion and care, and the ideals of relatively uncomplicated marriage and family life.

There was a profound openness on the part of the Pope in particular to connect with the reality and frailty of human life, church life and family life—the place for all the work we all do!

The resultant document, *Amoris Laetitia*, is worth much more than a passing glance—it provides a rich well of reassurance about the work we do and the tradition on which our work is founded.

On an intensely more difficult subject—the Royal Commission into Institutional Responses to Child Sexual Abuse—for all of us sitting on the Truth, Justice and Healing Council of the Catholic Church, the steadying hands of faith, hope and solidarity have been vital. As all CSSA members will know, despair has no place when coming to grips with the inexplicable gravity of past criminal activity within our Church and elsewhere, while hoping for healing for those who have suffered and for a future without such suffering.

Led by Marcelle Mogg, CSSA has responded on behalf of, and with many of our membership, in this complex arena, where past practices have been found desperately inadequate. Many members provide child care and other services for children, vulnerable adults and families—some have been investigated, some have accepted the responsibility for services from past providers who have been investigated, and all feel the complicit pain of the shame and failure of our Church.



After 60 years, CSSA remains a strong network of Catholic agencies working together to develop services to vulnerable Australians, and inform national policies from a Gospel-based social justice platform of principles.

I have been heartened by the responses of our members, many of whom already have robust standards to keep children safe, with some of them providing model frameworks for others. More difficult is the task of accepting the past, assisting survivors and those around them who are affected, and determining how to make sense of past failures. We, as lay leaders, have a vital role to play in future thinking about governance and practices. In the coming year we hope to work collectively on these important matters as we await the 'Catholic wrap-up' of the Royal Commission early next year.

After 60 years (albeit in its various forms), CSSA remains a strong network of Catholic agencies working together to develop services to vulnerable Australians, and inform national policies from a Gospel-based social justice platform of principles. No doubt our CSSA structure will continue to evolve into the future, as new organisational arrangements are adopted by members, and as governance challenges appropriately require us to be increasingly accountable to those we serve.

Finally, a thank you. Apart from the continuing contributions of fantastic members, so much of the work we have done this year is due to the amazing professional capacity of Marcelle Mogg, her outstanding small team and the invigorating board.

As I ponder sometimes as to why I take on roles such as Chair, I remind myself of the wisdom of some anonymous sage who said 'we are the students of those we serve'. The entire team at CSSA has been inspirational. In particular, I thank Marcelle Mogg as she leaves us to take on other challenges. I also express deep gratitude to Micaela Cronin, who concluded her appointment on the Board in March 2016, to Bishop Gerard Hanna for his great support during what was regrettably only a short time, and to Bishop Paul Bird CSSR, who so graciously stepped in to the role when ill health resulted in the premature resignation of Bishop Gerard.

CEO'S REPORT

MARCELLE MOGG



This year, CSSA has realised some long-planned projects, and bedded down some change that will ensure the organisation thrives, as it fulfils its mission of advocacy and support to Catholic social service agencies.

The release of the *Dropping off the edge 2015* report was a key milestone in our history of advocacy for vulnerable Australians. The launch of the research, detailed later in this annual report, provided a sound platform and significant credibility, as we sought to influence how leaders in Australia think about entrenched disadvantage. Too often leaders look at issues—such as unemployment—in isolation, neglecting the myriad of factors that keep people from entering, or re-entering the workforce—be it training, child care, transport or the availability of jobs.

In light of the *Dropping off the edge 2015* report, CSSA has advocated with all levels of government, Parliamentarians, business leaders and community groups for working together to address entrenched social and economic disadvantage, drawing on the expertise and strengths of local communities.

Too often individuals and communities experiencing disadvantage are the targets of solutions, rather than being partners in designing social and economic change. The findings of *Dropping off the edge 2015*

are evidence that our 'business as usual' approach to alleviating disadvantage consistently fails those in greatest need. A new approach is needed that addresses issues in context, rather than focusing on individuals in isolation from their environment.

CSSA also looked at the model of social investment developed by the New Zealand Government, given this is a direction the Australian Government is likely to follow. This move was foreshadowed in the major report into social welfare reform authored by Patrick McClure, *A new system for better employment and social outcomes*, released in February 2015. The report was commissioned in 2013 by the first Coalition Minister for Social Services, Kevin Andrews, released by the second Minister, Scott Morrison, and is being implemented by the third Minister, Christian Porter. But a common theme has been the need for significant reform of the social services system, which embraces:

- + implementing a simpler and sustainable income support system
- + strengthening individual and family capability
- + engaging with employers
- + building community capacity.



To understand the implications of the social investment model, CSSA participated in a study tour to New Zealand in December 2015, to meet with key leaders driving the approach, which has inspired the Australian Government's Priority Investment Approach.

It was valuable to hear the perspective of both the New Zealand Government and service providers on the impact of this approach, which involves identifying and targeting services to 'at-risk' populations and shifting funding to services with demonstrated effectiveness. This approach will have significant implications for the Australian not-for-profit sector and the people and communities our agencies serve. The New Zealand experience will inform CSSA's ongoing advocacy as we call for a prioritisation of the wellbeing of people. It will

help build up disadvantaged communities, rather than simply focusing narrowly on reducing an individual's 'liability' on the welfare system, while ignoring the web of relationships within which individuals live.

The past year has also afforded welcome opportunities for me to visit many member agencies in their local setting, to better understand the particular challenges that communities face, and see firsthand the innovative solutions Catholic social service agencies are developing in partnership with those they serve.

This also provided an opportunity to meet with staff, members of boards and advisory councils, and clients. The extraordinary diversity of services delivered across the Catholic social services network is



Like the member agencies that it represents, CSSA seeks to remain responsive to the increasing complexity of social disadvantage, while continuing the Church's mission of service, advocacy and solidarity .

staggering. Common across the board is the strength of commitment and the priority placed on serving people in a way that promotes human dignity with respect—especially towards those who are vulnerable—and working towards more just and equitable solutions to give everyone access to the opportunities that life in Australia provides.

CSSA is committed to supporting the vital work of Catholic social service agencies across Australia. To this end, we have been reviewing our own national office governance and structure to ensure not only current effectiveness and efficiency, but to identify a sustainable model for the future.

This review, due to conclude in the second half of 2016, will enable us to better articulate an organisational model that reflects the desire of members for a national Catholic voice that:

- + advocates for a more just and equitable society
- + advances the situation of Catholic social service providers
- + reflects the diversity of social services provided by Catholic agencies across the Church in Australia.

As CSSA reaches its 60-year milestone of advocacy

and support in 2016, it is fitting to consider this next chapter of a national body acting on behalf of, and in support of, the social services ministries of the Church in the context of an ongoing evolution. Like the member agencies that it represents, CSSA seeks to remain responsive to the increasing complexity of social disadvantage, while continuing the Church's mission of service, advocacy and solidarity.

I extend my sincere thanks to the directors of CSSA member agencies across the country for their support, engagement, and commitment to CSSA and to those they serve. I thank the members of the CSSA Board, particularly our Chair, Dr Maria Harries, and Deputy Chair, Peter Selwood. CSSA is privileged to be able to draw on the unfailing support, commitment and expertise of wonderful Board members who share so deeply in this mission of the Church. I also thank the CSSA National Office team: Mary Jamieson, Liz de Chastel, Joe Zabar, Kylie Burgess, Lil Bryant-Johnson, Ingrid Hatfield, Catherine Adcock and Kerry Wensing. The team consistently works above and beyond the call of duty, and are unfailing in their commitment to supporting members and the clients they serve.

Thank you!

MISSION AND SOCIAL IMPACT



Expert panel discussion at the CSSA Leadership Forum.

We have created the new role of Director of Mission and Social Impact as part of a national office restructure. While acknowledging that mission has always been at the heart of our work, the Board and Chief Executive Officer made the decision to support a dedicated mission resource to highlight the importance of continually renewing and strengthening the Catholic mission and identity of Catholic social service agencies. Kylie Burgess is delighted to take on this new role, bringing together her experience from her previous role

in member and network support and her passion for mission and formation.

CSSA members expressed that the ongoing formation of current and emerging leaders is important, as is articulating and demonstrating the value of Catholic social services.

There is great potential to share resources and experience among members, including in the way they embed Catholic mission and identity across their

organisations, and help staff connect with the core values underpinning Catholic social services.

The outcomes of the Royal Commission into Institutional Responses to Child Sexual Abuse will have implications for the governance and leadership of all Church ministries. Strengthening the network's capacity to form and equip leaders into the future will be an important part of the Catholic Church's response to the recommendations. The social impact team will support the network to work together to progress formation pathways for leaders and staff.

A significant focus for the team to date has been working with Catholic Health Australia to develop an Australian formation course for Catholic health and social service leaders, drawing on the expertise of the Ministry Leadership Centre (USA). This type of programme is not available in Australia, and will provide a holistic approach to the formation of leaders.

A highlight of the year was the conference led by Catholic Social Services Victoria with support from CSSA, *Review, reimagine, renew—mission making a difference in a changing world*. Many CSSA members participated in this gathering, and several led workshops and presentations, encouraging delegates to think about how we keep our focus on mission in the delivery of social services across Australia.

The time was rich in both content and discussion. Issues ranged from our response as a Church to survivors of sexual abuse, to keeping a mission focus in our

governance and strategic priorities, and negotiating the influence of our stakeholders—be they government or philanthropic—to avoid our focus being diverted from our work with people at the margins.

Pope Francis's declaration of an Extraordinary Jubilee Year of Mercy offered a significant opportunity to celebrate and reflect on the role of Catholic social service organisations as an expression of God's love and mercy in the world. In supporting members to celebrate this Holy Year, CSSA developed a webpage with resources and ideas for staff reflections, and called for members to plan a particular time of reflection during the Lenten period. CSSA published a prayer for Catholic social services during the Year of Mercy, which has been used by many agencies throughout the year during staff reflections.

The mission and social impact team has developed a formation pathway for CSSA staff, including an induction process. CSSA hosted valuable roundtables with experts such as Bishop Pat Power and Father Bruce Duncan CSSR on applying Catholic Social Teaching to our advocacy and policy work. The rich heritage of Catholic Social Teaching and its application in Catholic social service agencies has also been the focus of a new CSSA webpage.

The team looks forward to continuing to work with members in articulating the impact of Catholic social services, and furthering our shared mission as expressions of the ministry of Christ.

POLICY, ADVOCACY AND GOVERNMENT RELATIONS

One of our key priorities for the 2015–16 financial year was to strengthen our national social and economic policy advocacy to improve the lives of poor and vulnerable Australians.

The operating environment for social services has been, and continues to be, challenging. This made the decision to invest in strengthening our work in these areas of policy all the more critical.

In January, we welcomed Joe Zabar to fill our newly created position of Economic Policy Director, working alongside Director of Social Policy Liz de Chastel. The primary focus of this role is to influence government policy and decision makers who are responsible for and control the economic levers that affect the social and economic wellbeing of people in Australia, and that support the viability and sustainability of social services.

Dropping off the edge 2015 launch

In July 2015, CSSA and Jesuit Social Services Australia launched the *Dropping off the edge 2015* research. The report was authored by Professor Tony Vinson and Associate Professor Margot Rawsthorne from the University of Sydney, and follows on from earlier research into social and locational disadvantage,



Jesuit Social Services Australia CEO Julie Edwards with DOTE authors Professor Tony Vinson and Associate Professor Margot Rawsthorne, and CSSA CEO Marcelle Mogg.

including the highly regarded *Dropping off the edge 2007* report.

The incredibly successful dissemination of the findings and recommendations from the report was a crucial platform for our social policy advocacy efforts. It put our organisation, and the concerns of our members, squarely in the minds of key policy and decision makers in Canberra.

Dropping off the edge 2015 maps disadvantage across the country, based on 22 indicators, including

long-term unemployment, criminal convictions and domestic violence. The analysis of the indicators showed a small number of communities across Australia have disproportionately high levels of unemployment, low family income and education, housing stress, domestic violence and prison admissions.

The nature and interrelationship of these indicators combine in people's lives to severely limit life opportunities, placing significant social and economic costs on individuals and the broader community. A major finding of the report was that localities identified as extremely disadvantaged in 2015 were generally those similarly ranked in earlier studies.

Following the release of the report, CSSA and Jesuit Social Services Australia provided 13 major briefings across the country (between August and November 2015) to communicate and generate local discussion about the implications of the findings. Close to 340 people attended the briefings, representing 91 organisations from the social services sector, 64 government organisations or political representatives, and 18 other organisations. In addition, 51 targeted briefings were held with key stakeholders, including government representatives.

The report received extensive media coverage.

Its findings and recommendations have been considered and used by governments and community sector organisations. They inform CSSA advocacy efforts with government, including with our election priorities.

CSSA members have also used the findings to advocate for improved services in their areas.

Federal Budget and election

The 2016 Federal Budget was an election Budget, and again poor and vulnerable Australians became an easy target for so-called budget savings, with cuts to welfare payments and new punitive measures a feature of the papers. CSSA provided a comprehensive overview of the Budget measures to members on Budget night.

Soon after, a double dissolution election was called. Together with our CSSA members, we identified three major policy areas as our focus during the election: adequacy of income, affordable housing and refugee and asylum seekers.

With the Australian Government deciding not to provide continued funding for the drought relief counselling services - a highly successful community mental health, and family and relationship counselling service - we added the establishment of a national Rural Resilience Program to our advocacy focus for the election campaign.

Addressing income adequacy and income inequality is a critical advocacy priority for CSSA. This agenda has at its core a commitment to increase welfare payments, especially for those on Newstart, which has not been increased in real terms for more than 20 years. However, as the Australian Government focuses on reducing spending,



CSSA Director of Corporate Services Mary Jamieson, Director of Economic Policy Joe Zabar and Director of Social Policy Liz de Chastel.

funding of these income distribution mechanisms - in particular Family Tax Benefit - is becoming less certain. In February 2016, CSSA and the Australian Catholic Council for Employment Relations appeared before the Senate Community Affairs Legislation Committee to argue against the drastic cuts to Family Tax Benefit, which would have the most impact on low-income households.

Research

In support of this advocacy priority, CSSA, the Social Policy Research Centre at the University of New South Wales, the Australian Council of Social Services and United Voice have been involved in the *Healthy living minimum income standards* research project, expected

to be finalised in the second half of 2016. This report has the potential to provide policy makers with a basis from which to make proper assessments of the income levels households need to meet their daily living needs. This report, and our call that the Australian Government should establish an independent commission to advise on the appropriate level of welfare payments, were key features of policy development this year. It will form a strong platform for our advocacy on income adequacy and income inequality for the term of this Parliament.

Membership and networks

Unlike the more public-facing advocacy of economic policy reform, advocacy on sustainability of social services is far more relational and focused on key departmental officials and processes. The departmental agencies in focus have included the Australian Tax Office (ATO), The Treasury, the Department of Finance, the Department of Social Services, and the Australian Charities and Not-for-profits Commission (ACNC). CSSA has maintained a visible and vocal presence in key areas that benefit the interests of our members and our advocacy efforts, including:

- + co-chairing the Australian Taxation Office/Not-for-profits Stewardship Group, which is the key advisory body to the ATO on matters relating to the charity tax law and administration
- + active membership of the Department of Social Services' Community Services Advisory Group and its three working groups focused on addressing various issues with the department's grant administration process and reform agenda

- + direct engagement with the Department of Finance on the *GrantConnect* programme and grants terms and conditions
- + ongoing engagement with the ACNC on its annual information statement review process.

To promote our policy positions, CSSA is an active member of several peak bodies that increased our advocacy reach, profile and mutual understanding of the issues.

In 2015–16, we participated in Mental Health Australia's Policy Forum, and maintained relationships with Mental Health Australia on important mental health reform. As a member of the Australian Council of Social Services, we participated in advocacy campaigns, including the Federal Budget and election campaigns.

We also presented the findings from the *Dropping off the edge 2015* research at the Family Relationships Services Australia conference in Brisbane in September. Many CSSA members continue as active participants in Family Relationships Services Australia governance committees.

CSSA is also a member of the Social Determinants of Health Alliance and the National Rural Health Alliance, participating in events throughout the year.

CSSA played a leading role in two Catholic alliances—one promoting the development of affordable housing by Catholic agencies and dioceses, and the other calling for better treatment of refugees and asylum seekers.

The Australian Catholic Housing Alliance met throughout the year, sharing experiences and challenges in providing housing to meet the increasing shortfall of affordable housing for vulnerable people. Many members of the alliance are also members of CSSA. The Catholic Alliance for People Seeking Asylum aims to challenge Australia's harsh detention policies, treatment and negative views of people seeking asylum. It has established a website and advocacy plan, and external funding has provided staffing resources.

CSSA Scholarship

As the inaugural recipient of the two-year CSSA Scholarship in 2013, Romaine Moss, from Catholic Care Broken Bay, presented the findings of her research—*Hidden trauma hidden cost: ameliorating the effects of vicarious trauma in the workplace*—to the CSSA Board and the CSSA Leadership Forum.

The scholarship aims to provide an opportunity for individuals from member agencies within the CSSA network to apply their knowledge, skills and experience to do research that will benefit CSSA network members. Romaine's presentation can be found on the [CSSA website](#).

Student support

Two Masters of Social Work students from the Australian Catholic University did their compulsory 500-hour placements with CSSA. Julian Anczewski investigated

housing affordability and Felix Bloomfield researched the CSSA archives. The CSSA team benefited from the different perspectives of the students, and we wish Julian and Felix well in their future careers.

Major submissions

In 2015–16, CSSA made several submissions to Parliamentary committees and government departments. We provided:

- + a submission to the Senate Rural and Regional Affairs and Transport References Committee for the *Future role and contribution of regional capitals to Australia* inquiry, and attended hearings in Geraldton (October 2015), South Townsville (February 2016), and Canberra (4 March 2016)
- + a submission to the Senate Community Affairs Legislation Committee for its review of the *Social Services Legislation Amendment (Family Payments Structural Reform and Participation Measures) Bill 2015* (November 2015)
- + a pre-Budget submission to the Australian Government Treasury (February 2016)
- + a submission to Senate Community Affairs Legislation Committee's Inquiry into the *Social Services Legislation Amendment (Family Payments Structural Reform and Participation Measures) Bill (No. 2) 2015*, and attended the Melbourne hearing (February 2016).

CATHOLIC SOCIAL SERVICES NEW SOUTH WALES/AUSTRALIAN CAPITAL TERRITORY

Catholic Social Services New South Wales/Australian Capital Territory Branch works to further CSSA's mission and vision at state and territory level. The Branch provides a forum for members to share expertise and experience, raise local social service issues, and contribute to local (New South Wales and Australian Capital Territory) debate and policy development.

This year's highlights included hosting the national launch of the *Dropping off the edge 2015* report, leading CSSA network discussion on the National Disability Insurance Scheme, and holding two successful strategic planning days.

National Disability Insurance Scheme presentation

In October 2015, CatholicCare Canberra and Goulburn and CatholicCare Hunter–Manning presented a session each on their experience of the National Disability Insurance Scheme (NDIS) at the CSSA leadership forum in Canberra.

The two presentations focused on the organisational and resource challenges of transitioning from block funding of existing disability and mental health services to the NDIS's individualised funding model. Opportunities were also highlighted, particularly where agencies can demonstrate flexibility and the capacity to test new products to respond to emerging needs.

Strategic planning

The Branch held two planning days in early 2016 to determine priorities, objectives and key projects for the coming years. The result was a revitalised operational plan for 2016–18, which will focus on:

- + building relationships with internal and external stakeholders, to support the Branch's profile and influence, and increase collaboration
- + improving formation and mission activities and professional development, by providing opportunities for increasing knowledge, sharing expertise and accessing training and other resources
- + demonstrating a preferential option for disadvantaged Australians, by planning and implementing a collective impact project in an area of entrenched disadvantage.

These three strategic priorities will be supported by a new Project Coordinator position.

School counselling programme

The school counselling project seeks to strengthen the existing school counselling and school wellbeing programmes delivered by the New South Wales and Australian Capital Territory members of the network, in partnership with their respective diocesan Catholic education or schools office.

The main goal is to support resource sharing among members to grow together and improve efficiency in service delivery and professional practice.

A forum of interested members was held in April 2016. Stage 1 of the project—collecting information about programmes and funding models in use—has been completed. The next stage involves collating that information, and making it accessible to the broader network.

Project Francis

Project Francis uses the research from the *Dropping off the edge 2015* report to focus on a regional response to entrenched disadvantage. The project seeks to make a tangible difference in a selected region, through better collaboration among Catholic Social Services New South Wales/Australian Capital Territory members and other community stakeholders. Initial planning was completed

in the first half of 2016, with detailed project planning and implementation to follow in 2016–17.

Quality Assurance Working Group

The Quality Assurance Working Group continued to educate and share information on the implementation of ISO and other standards relevant to social services. Convened by Ms Lesa Mulholland, Manager of Quality Assurance at CatholicCare Sydney, and comprising representatives of 15 CSSA member agencies, the group meets four times each year.

Changing roles

Eight people were appointed to the Catholic Social Services New South Wales/Australian Capital Territory Executive Committee at the Branch annual general meeting in December 2015:

- + Ms Lyn Harrison, St Francis Social Services (Chair)
- + Mr Paul Jensen, Centacare South West New South Wales (Deputy Chair)
- + Ms Joanna Najdzion, St Anthony's Family Care
- + Ms Anne Kirwan, CatholicCare Canberra and Goulburn
- + Mr Robert George, Centacare Bathurst
- + Ms Claire Bloor, Marist Youth Care
- + Bishop Terry Brady (*ex officio*)
- + Ms Marcelle Mogg, CSSA (*ex officio*)

Outgoing Committee members, Fergus Fitzsimons and Bernard Boerma, were thanked for their contributions over several years.

The Branch's Executive Support Officer, Ms Sandra Sutalo, left in June, after five years in the position. Sandra provided various communications, networking and project support to the Branch, including support for five working groups. Sandra also played a lead role in arranging regular New South Wales Parliamentary forums, branch events—such as book launches and opportunities to meet with guest speakers—and regular branch and Executive Committee meetings and teleconferences. Huge thanks to Sandra for her dedication and service, and best wishes for the next stage in her career.

Also in June, long-standing Branch member and previous Executive Committee member Bernard Boerma announced his retirement as CEO of CatholicCare Sydney. Bernard's contribution to the Branch has been substantial, and his support greatly appreciated.

Networking

During the year, the Branch worked with key stakeholders on priority policy issues, notably:

- + homelessness and social housing (New South Wales Council of Social Services, Forum of Non-Government Agencies)
- + disability (National Disability Insurance Agency)
- + mental health (Mental Health Coordinating Council)
- + education (Catholic Education Social Services Coordinating Council).

Guest speakers

Our Branch meetings featured various speakers, including:

- + The Hon. Linda Burney MP, then Deputy Leader of the New South Wales Opposition, who spoke about government engagement with the not-for-profit sector (July 2015)
- + Ms Anna Bligh, CEO of YMCA and former Premier of Queensland, who spoke about effective engagement with politicians (September 2015)
- + Ms Jocelyn Bignold, CEO of McAuley Community Services, who spoke about the intersection between mental health, domestic violence, and homelessness (March 2016)
- + Peter Burgoyne and Roseanne Plunkett, CatholicCare Wollongong, who spoke about the School Counselling Forum planned for April 2016 (December 2015)
- + representatives from the Catholic Commission for Employment Relations, who spoke at several branch meetings on industrial issues relevant to the social services sector.

CATHOLIC SOCIAL SERVICES AUSTRALIA

SUMMARY FINANCIALS

FOR PERIOD ENDED 30 JUNE 2016

The financial result for CSSA for the 2015–16 financial year is sound, producing an operating surplus of approximately \$45,000. A solid net asset and cash position has also been maintained.

CSSA membership contributions represent 61 per cent of operating revenue. This strong support from the membership base is essential to our operations. It is deeply appreciated and has enabled CSSA to achieve many of the results outlined in this report. Contributions from Catholic Social Services (Australia) Ltd, representing 5.8 per cent of revenue, funded special projects in the areas of communications, policy and research, including the *Dropping of the edge 2015* report. The long-term funding support from the Australian Catholic Bishops, representing 20 per cent of revenue, is also a significant contribution to our operations.

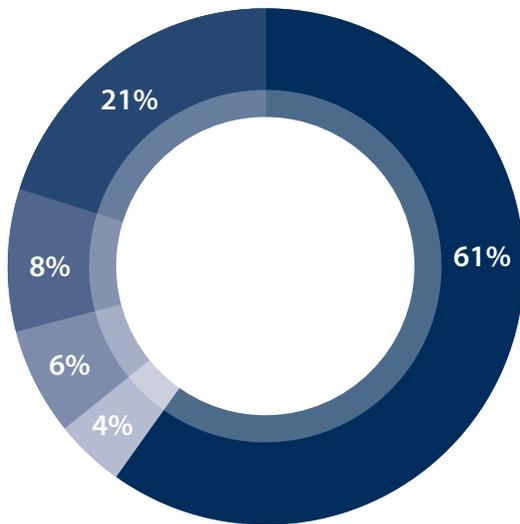
During the financial year the Board has given much attention to future governance and funding models to ensure the sustainability of CSSA into the future. This work is continuing in close consultation with our member base and broader stakeholders. Thanks are extended to our members for their contributions to this process thus far.

Thanks also to Catholic Church Insurance for sponsoring our CSSA Annual Awards and Catholic Super for sponsoring our Leadership Forum this financial year. A special thanks also to the members of the Finance, Audit and Risk Committee, to the Board members and the national office staff for their support and work throughout the year.

A full set of financial statements will be made available [online](#), following the CSSA 2016 annual general meeting in October.

REVENUE

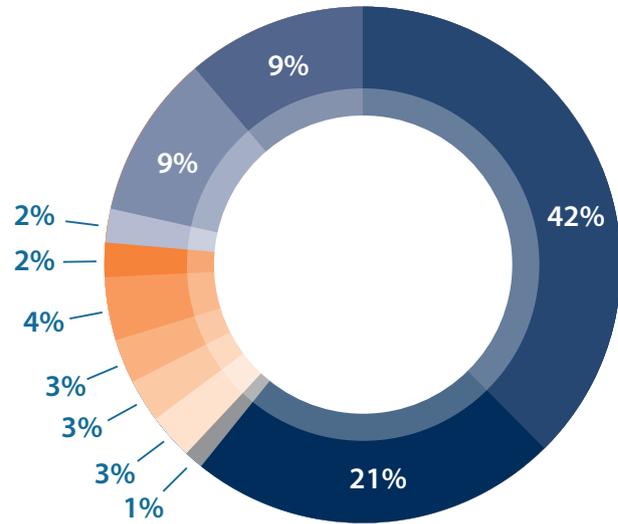
TOTAL REVENUE: \$1,707,603



- ACBC funding
- Membership contribution
- Special projects
- Member events
- Other operating revenue

EXPENDITURE

TOTAL EXPENDITURE: \$1,664,208



- Administration
- Consultancies
- Travel
- Promotion, printing, telecommunications
- IT expenses
- Occupancy costs
- Board
- Member engagement
- State allocation
- Special projects
- Staff expenses

OPERATING SURPLUS: \$43,395

BOARD MEMBERS

AS AT 30 JUNE 2016



Dr Maria Harries AM – Chair

Appointed by the Australian Catholic Bishops Conference



Mr Peter Selwood – Deputy Chair

Executive Director, Centacare Brisbane member organisation elected representative



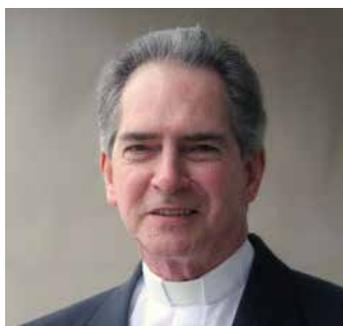
Mr Jack de Groot

Appointed by the Australian Catholic Bishops Conference



Sr Margaret Mary Flynn ibvm

Province Leader Loreto Sisters Catholic Religious Australia Representative. Appointed by the Australian Catholic Bishops Conference



Most Reverend Paul Bird CSSR

(appointed May 2016)
Bishop of Ballarat
Appointed by the Australian Catholic Bishops Conference



Ms Barbara Hingston

Appointed by the Australian Catholic Bishops Conference



Ms Paula La Rosa

Deputy Director, Centacare North Queensland
Member organisation elected representative



Mr Paul Vane-Tempest

Appointed by the Australian Catholic Bishops Conference

Board meetings

25 August 2015

4 December 2015

24 February 2016

7 June 2016

Strategic Governance Workshop, 7 March 2016

Board members whose terms concluded

Most Reverend Gerard Hanna DD (November 2015)

Ms Micaela Cronin (March 2016)

Annual general meeting

20 October 2015

Board committees

The CSSA by-laws authorise the Board to establish committees from among its members and others.

Committees meet face to face on the day prior to Board meetings.

The composition and operations of each of the committees during 2015–16 include the following:

Standing committees

Finance, Audit and Risk

- + Mr Peter Selwood (Chair)
- + Dr Maria Harries
- + Mr Paul Vane-Tempest
- + CSSA Chief Executive Officer, Ms Marcelle Mogg
- + CSSA Director Corporate Services, Ms Mary Jamieson

Consistent with the mission and values of CSSA and CSSA Ltd, the committee assists the Board ensure the organisation and the company:

- + have effective risk management systems, and achieve legal compliance in their operations
- + achieve and maintain a high level of internal control and security over their assets and financial operations, according to relevant accounting standards and requirements of other regulatory authorities
- + have an effective external and internal audit function.

Mission and governance

- + Ms Barbara Hingston (Chair)
- + Sr Margaret Mary Flynn ibvm
- + Dr Maria Harries
- + Jack de Groot
- + Marcelle Mogg, CSSA Chief Executive Officer

The committee promotes the ministry of Catholic social services as an integral element of the mission of the Catholic Church, and advises the CSSA and CSSA Ltd Boards on effective governance of the organisation, by:

- + fostering CSSA's Catholic identity into its structures, functions and practices and among CSSA's member organisations
- + considering strategic issues and priorities as part of CSSA's planning cycle
- + developing and reviewing governance policies and procedures
- + overseeing the selection, appointment, induction and training programmes for Board members
- + regularly reviewing the performance of the Board, and evaluating the contribution of individual members.

Membership

- + Ms Paula La Rosa (Chair)
- + Ms Micaela Cronin (until March 2016)
- + Dr Maria Harries

- + Marcelle Mogg, CSSA Chief Executive Officer

The committee develops and considers CSSA membership policy, and is currently managing a major membership review project according to the project implementation plan as approved by the Board.

Ad hoc committees

Scholarship Panel

- + Professor John Warhurst AO (Chair)
- + Professor Patrick McArdle
- + Sr Margaret Mary Flynn ibvm

The panel administers the CSSA Scholarship Scheme, including assessing scholarship proposals, and awarding the scholarship. The panel is made up of two independent people and a CSSA Board representative. The Panel Chair supervises the recipient throughout the scholarship.

Advisory groups

CSSA 2015 Leadership Forum Advisory Group

- + Dr Maria Harries
- + Ms Paula La Rosa
- + Ms Micaela Cronin
- + Ms Anne-Marie Corbett (Centacare Brisbane)
- + Ms Marcelle Mogg, CSSA Chief Executive Officer

This group provides direction for the CSSA 2015 Leadership Forum.

Royal Commission into Institutional Responses to Child Sexual Abuse Advisory Group

- + Dr Maria Harries
- + Ms Barbara Hingston
- + Sr Margaret Mary Flynn ibvm
- + Ms Marcelle Mogg, CSSA Chief Executive Officer

This group advises the Board on the role CSSA might play in ensuring that Church ministries working with children provide safe, transparent and accountable services.

Bishops Commission for Health and Community Services

- + Bishop Donald Sproxton DD (Chair)
- + Bishop Gerard Hanna DD (until November 2015)
- + Bishop Robert McGuckin DD MCL LCL
- + Bishop Chris Saunders DD
- + Bishop Paul Bird CSSR (appointed May 2016)

The commission promotes the life and mission of the Catholic Church in Australia in the areas of social services, health and aged care.

CSSA assists the commission in fulfilling its tasks and provides secretariat support services.

NATIONAL OFFICE CONTACTS

AS AT 30 JUNE 2016

**GPO Box 1947
Canberra ACT 2601**
Phone: 02 6285 1366
Email: admin@cssa.org.au
Website: www.cssa.org.au

Chief Executive Officer

Ms Marcelle Mogg

Director, Corporate Services

Ms Mary Jamieson

Director, Social Policy

Ms Liz de Chastel

Director, Economic Policy

Mr Joe Zabar

Director, Communications

Ms Lil Bryant-Johnson

Director, Mission and Social Impact

Ms Kylie Burgess

Mission and Social Impact Officer

Ms Ingrid Hatfield

Administration Officer

Ms Kerry Wensing

Librarian

Ms Fay Padarin

MEMBER ORGANISATIONS

AS AT 30 JUNE 2016

In accordance with CSSA's by-laws CSSA Members are convened into one of five specific branches.

New South Wales/Australian Capital Territory

CatholicCare Canberra and Goulburn

CatholicCare Diocese of Broken Bay

CatholicCare Social Services Hunter–Manning

CatholicCare Diocese of Parramatta

CatholicCare Sydney

CatholicCare Wollongong

Centacare Ballina (St Francis Xavier's Parish)

Centacare Bathurst

Centacare New England North West

Centacare Port Macquarie

Centacare Wilcannia–Forbes

Daughters of Charity of St Vincent de Paul

Dunlea Centre, Australia's Original Boys' Town

Good Grief Ltd

Marist Youth Care

MaroniteCare

Marymean

Good Shepherd Australia New Zealand

Sisters of Charity Community Care Limited

Sisters of Mercy of Australia and Papua New Guinea

Sisters of the Good Samaritan

Sisters of Saint Joseph of the Sacred Heart New South Wales Congregation Leadership Team

St Anthony's Family Care

St Francis Social Services

St Joseph's Cowper Limited

Trustees of Mary Aikenhead Ministries

Trustees of the Sisters of Mercy Parramatta

Central

CatholicCare NT

Centacare Catholic Family Services

Centacare Catholic Family Services Country SA

Mary MacKillop Care SA

Sisters of St Joseph of the Sacred Heart Centre West
Region South Australia

Southern

Cabrini Health Ltd

CatholicCare Archdiocese of Melbourne

Catholic Society for Marriage Education

Centacare Catholic Diocese of Ballarat inc

CatholicCare Sandhurst

CatholicCare Tasmania

MacKillop Family Services

Marriage Education Programme Inc

Sacred Heart Mission

Western

Catholic Marriage and Fertility Services

Centacare Family Services Geraldton

Centacare Kimberley

MercyCare

St John of God Healthcare Inc, Social Outreach and
Advocacy Services

St Patrick's Community Support Centre

Queensland

Centacare Brisbane

Centacare Cairns

Centacare North Queensland

Centacare CQ

CatholicCare Social Services Toowoomba

North West Queensland Indigenous Catholic Services

Sisters of Mercy Brisbane Congregation Leadership Team



**Catholic Social
Services Australia**

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