

# ANNUAL REPORT 2014-15



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 nearly 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 59 member organisations provide social services to more than one million Australians in metropolitan, regional and remote communities.

## Our vision

Catholic Social Services Australia envisages 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, while the Conference elects 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 springs from an understanding of the fundamental dignity, sanctity and worth of every human life.

### ■ Common good and community

People are fundamentally social beings, and how we organise socially, politically and economically has implications for our capacity to grow in community.

### ■ Preferential option for the poor

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

### ■ Rights and responsibilities

Our participation in community brings with it both a range of rights and protections and a range of duties and obligations.

# CHAIR'S REPORT



## > DR MARIA HARRIES AM

Recognising, among other things, the ever-changing external environment, the CSSA Board has been building on the solid foundations of the past, and working to re-position our organisation into the future. In this past year we have focused on:

- + continuing to refine governance processes so that we remain accountable and loyal to purpose
- + supporting our new CEO and her excellent team to position CSSA in the best possible place to achieve our strategic goals
- + networking with our membership, the political arena, the community sector and the Church.

A focus on these important matters helps the organisation fulfil its Gospel-based mission to support agencies in their pursuit of justice for those who suffer and face hardship in its many forms. It will also enable us to work well with our internal and external networks, and to advocate from a well-informed position of authority as we promote and fight for the human values we share.

In the past year we have thanked and farewelled our long-term and committed Board member Bishop Terry Brady. His legacy of truthful confrontation about where our priorities should lie has a permanent place in our deliberations.

We warmly welcome Bishop Gerard Hanna with the knowledge he will help spiritually inspire our passion for justice. We again have a full board, following the election of Ms Micaela Cronin, the appointments of Mr Jack de Groot and Mr Paul Vane-Tempest, and the re-election of Ms Paula La Rosa and Sr Margaret Mary Flynn, alongside the ongoing directors, Barbara Hingston and Peter Selwood.

I thank the Australian Catholics Bishops Conference for endorsing these nominations so speedily.

The diverse skills and knowledge of our Board members positions us well to take on present and future ventures, and to embrace the inevitable challenges that these turbulent times bring.

The many changes in our external environment at local, national, and international levels continue to test our members and organisation. In particular, a new funding philosophy for government services has generated much disturbance.

Our responses to these changes—so energetically informed by our members—are detailed in this report. The generous participation of members and kindred spirits, at a time when their resources have been stretched, shows the strength of our sector, and the strong relationships in it.

Whenever I think of the challenges we face in our organisations, it helps to remind myself of the human face of those who really suffer— those who are homeless, who are refugees, who are destitute, whose poverty is relentless, who experience multiple and complex problems. And of course, it helps to remind myself of the generous people who walk and work with them daily.

We must continue to celebrate and be invigorated by the strength of so many, and the values of our Catholic tradition, which keep us grounded in the importance of our duties to our fellow human beings. The significance of *Evangelii Gaudium*, which is the source of so much inspiration about the importance of our mission, has grown even more by the latest Encyclical, *si'*, which reminds us of the sacredness and vulnerability of all life, and indeed of our world.

Working together is crucial to our work to bring about a more just society that believes in the dignity of every individual. The links we have forged and continue to grow show their deep value. There are too many to mention here—and a lot more are discussed in the body of this report—but I would like to highlight:

- + the 2014 Leadership Forum, in which so many of our members took part with exuberance, refine our policy direction and strategic plan, and galvanised investment in areas such as housing and homelessness and mental health
- + the collaboration with Jesuit Social Services on the *Dropping off the Edge* research, which clearly shows how many communities are relentlessly disadvantaged, and which will help inform our advocacy and policy platforms, and our advice



CSSA Chair, Dr Maria Harries AM, CSSA Board Member, Barbara Hingston, and former Minister for Social Services, the Hon. Kevin Andrews MP.

- + our imminent co-location with Catholic Health Australia (CHA), which will give us more opportunity to share knowledge and wisdom, particularly on health inequalities
- + the vitally important engagement with the groundbreaking and heart-breaking Royal Commission into the Institutional Responses to Child Sexual Abuse, which has confronted us as individuals and agencies, particularly around reasons why, what can be done to help and heal, and ways to prevent from it recurring—there is much to do together.

Finally, huge thanks to past and present Board members, to our Chief Executive Officer, Marcelle Mogg and her fantastic team, and to all of our members and supporters as we continue to develop our voice for the dignity of people in public discourse, debates, policy, planning and services.

I look forward to a year in which political debates and public policy planning put people's value and humanity before the economic bottom line.

# CEO'S REPORT



## > MARCELLE MOGG

The opportunity to join Catholic Social Services Australia (CSSA) and serve as its CEO this past year has been nothing less than a privilege. Despite the significant challenges that the network has faced, the resilience of members in their unwavering commitment to serve our community's most vulnerable has encouraged me and the national office team in our own endeavours on behalf of our members.

One of the key challenges CSSA's member agencies faced in the first half of the year was the complex tender process led by the Department of Social Services (DSS) following a major restructure of the department. The restructure resulted in considerable change in the programmes and services the department oversees, and this meant that agencies were not only responding to one of the largest tender rounds conducted by the federal Government, but were also trying to align important existing programmes and services to a new model.

Members worked incredibly hard to ensure that no person, family or community would fall through the cracks of the new model. Regrettably, the old and new models did not always match, and many member agencies are still identifying service delivery gaps, and negotiating for additional funding.

For its part, CSSA played a significant role in liaising with the department on behalf of our members both during and after the tender process. This meant that member agencies had access to the most accurate information possible, and the department understood the impact on individuals and families arising from the tender process and outcomes.

We have further developed our relationship with the department through the year to ensure that the concerns of members are heard and taken into account. This relationship has been important as the department develops its data exchange strategy to capture information about service delivery outcomes linked to its programmes and contracts.

We have highlighted the concerns of members about protecting client privacy, particularly in smaller communities where they might be more easily identified. And we stressed the burden this change will place on our members as they adapt their business systems and reporting processes at considerable cost to provide the information required.

Another area in which we have advocated on behalf of our members was the federal Government's review of Australia's welfare system—A new system for better employment and social outcomes. The review, led by



Patrick McClure, endeavours to present a more streamlined and simplified system of payments to individuals.

The report also outlines a new architecture for social service delivery that aims to address some of the influences that can trap people in situations of disadvantage, such as limited training and work opportunities. While this holistic view of the person and the integration of service delivery are welcome, the social services sector is a long way from realising the ambitions outlined in the report.

While the report has been public since late February, the federal Government has yet to formally respond to its proposals. While the Government welcomed the report, it acknowledged the infrastructure that supports a new model of payments, the new processes to capture data, and integrated service delivery represents a significant cost that is as yet unfunded.

The Minister for Social Services, Scott Morrison, has also flagged his intention to explore more closely the New Zealand Government's new model of social service delivery—*Investing in services for outcomes*. This model focuses on early intervention, where individuals and families at risk of needing long-term support are identified before crisis point. By investing in intervention and preventative services the models aim to reduce the cost over the long term, and help individuals and families build a better life.

Any reform that gives rise to more effective and preventative support for people in need is to be welcomed. The challenge for governments at local, state and federal level is to work with business, community leaders and service providers to create greater equity for all Australians.

As Catholic social service providers we are particularly mindful that individuals and families live in community with one another, and that where these communities are safe, supportive and cohesive individuals and families thrive. Community is not an aggregate of individuals, and measures that target individuals in isolation from the communities in which they live will fall well short of their intent.

Similarly, the exceptional efforts of individual Catholic social service agencies are amplified when we work with one another. The breadth and depth of support provided by our member organisations is breathtaking. The Church and Australian community broadly can be justifiably proud of the impact our services have in the lives of individuals, families and communities.

I look forward to continuing to work closely with CSSA's member organisations in the service of those experiencing vulnerability in its many forms: economic, social and physical.

Centred on our common mission to follow in the way of Christ in serving those made poor and marginalised, we seek to bring about experiences of hope and dignity in their lives. Invariably the people we serve shape us too, influencing our view, and opening our hearts to new ways of understanding the communities in which we live.

In this same spirit of mutuality, I extend my sincere thanks to the staff of the national office, the members of the Board, and the leaders and staff of our member organisations for your support, your resilience, your insight and your generosity of spirit.

It is a privilege to serve alongside you, and I look forward to the year ahead as we continue to bring Christ's example of love and compassion to all of those with whom we work.

# CASE STUDY

The credibility of CSSA to speak as a national advocate on behalf of Catholic social service providers relies on the innovation and excellence of member organisations in responding to the needs of individuals, families and communities. We have included stories in this annual report from across our network to provide a snapshot of some of the exceptional work done by our CSSA member agencies.

## School's in at Ltyentye Apurte, Northern Territory

Before the Australian Government's Remote School Attendance Programme started in Ltyentye Apurte more children were hanging around the shop than going to school.

Before the programme began, the school attendance officers described scenes of children wasting their lives sitting around.

Seven months on things have changed considerably.

Ltyentye Apurte now has one of the highest school attendance rates in the area, averaging 79 per cent attendance during term 4 in 2014, and recently becoming the first school in that region to reach 81 per cent attendance. It's a vast improvement from the 72 per cent attendance rate that existed when CatholicCare Northern Territory became involved earlier this year.

Eight school attendance officers work throughout the day, helping families get their children to school and making sure they stay all day. Raymond Palmer, Ltyentye Apurte's programme supervisor says it has been a hard journey, and in the beginning, both parents and children would question what they were doing.

'It's important that we help kids get to school. They are our future, they need to learn, be educated, and get a real job,' Raymond said.

The crew starts at 7am, and it is not uncommon to see students en route waiting to be picked up.

'They like to eat breakfast at school and get a good start to the day,' Raymond said.

'Some others are a little harder to get motivated and are picked up on the second bus run for the morning.'

Mary Malladad, one of the school attendance officers, sees good changes happening.

'The kids are happier,' Mary said.

'In the beginning it was hard. I would sit at the shops in the morning and see too many children.

'So I would talk to the parents and encourage them to take their kids to school first; they eventually listened.'

The shop was also her first port of call during recess and lunch breaks. But now Mary describes things as being much better.

The school attendance officers want to continue to challenge any excuse for not sending children to school, and to continue to beat their own records.

# POLICY ADVOCACY AND GOVERNMENT RELATIONS

Throughout the year, CSSA connected nationally with federal politicians and departments, peak bodies and the media about our concerns with welfare and related policies.

The year began with continued fallout from the 2014 federal Budget, which saw extensive cuts to social service spending and welfare payments. We continued to raise concerns that these cuts most affected our community's most vulnerable.

While the 2015 federal Budget had fewer surprises for the social services sector, it did little to repair the damage done by the previous Budget. The Government's position—that the best form of welfare is a job—was sadly not supported by job creation measures, but continued to rely on punitive measures for welfare recipients, including the reduction of support services.

In the first half of the year, the Coalition Government continued with major reviews into welfare reform, reform of the Federation (with a particular focus on housing and homelessness services), employment services, and the tax system.

We made submissions to these reviews, requesting that all people be treated with respect and given the opportunity to fully participate in social and economic opportunities. While some of these reviews—such as welfare reform and the earlier review of the mental

health system—were finalised and given to the federal Government, the Government has yet to publicly announce its position on the recommendations.

We kept a particular focus on housing and homelessness during the year. In jointly auspicing with Catholic Health Australia the Australian Catholic Housing Alliance, we worked closely with the Alliance, representing its interest to Government through direct advocacy and public submissions. We prepared a discussion paper, and used it as the basis for a submission to the Federation White Paper on Housing.

In December 2014, the Honourable Scott Morrison MP was appointed as Minister for Social Services, after the former minister, the Honourable Kevin Andrews MP, became Minister of Defence. We have established a productive working relationship with Minister Morrison and his staff, providing advice and feedback on social services and policies.

We have further strengthened the relationship with the Minister through our relationship with the other major church providers—Anglicare Australia, UnitingCare Australia, BaptistCare and The Salvation Army—which enables us to jointly advocate on common issues and shared concerns about social services policy and programmes.



Speaking at the Senate Inquiry into the Department of Social Services funding process (L to R) Lieutenant Colonel Kelvin Alley, The Salvation Army; Sheree Limbrick, CatholicCare Archdiocese of Melbourne; Ian Holland, UnitingCare Australia, Kylie Burgess, CSSA; Joe Zabar, UnitingCare Australia; and Sue Ludwig, CSSA.

We worked very closely with our members to draw on their insights into the 'on-the-ground' implications of government policies, and to showcase the many examples of good practice developed by CSSA's member organisations. Being able to draw on the depth, experience and geographic coverage of the services in our network strengthens our policy and advocacy work. Throughout the year we also worked closely with stakeholders relevant to arising issues to develop our response and advocacy positions.

Together with Jesuit Social Services, we developed the research and advocacy material for the Dropping

off the Edge 2015 report led by Professor Tony Vinson and Associate Professor Margot Rawsthorne (University of Sydney), which updates the 2007 report. The report provides an evidence base that supports our advocacy efforts to improve opportunities for people in communities with entrenched disadvantage.

The findings from the research will be used through the second half of 2015 as an engagement and advocacy platform to support those communities who, through no fault of their own, remain trapped in a cycle of disadvantage.

The report, and the insights we gain from working with our members and their local communities, will also form an important basis for our advocacy work ahead of the next federal election due in 2016.

Our renewed membership of the Australian Council of Social Services continues to improve our advocacy and policy capacity, providing access to research and thinking in response to current issues and policy positions. While we will always keep our own voice, informed by our Catholic tradition, teaching and Gospel-values, access to more information through our engagement with other bodies is invaluable. We have also established an ongoing relationship with the Australian Catholic University (Canberra Campus), welcoming an inaugural social work student, Megan Brinsmead, to work with us as an intern for three months. Megan's research on the implications of the National Disability Insurance Scheme for agencies and clients is available to our members to help them adapt to the new model.

## MAJOR SUBMISSIONS

<b>June 2014</b>	Productivity Commission inquiry into the efficacy of current national natural disaster funding arrangements
<b>August 2014</b>	Reference Group on Welfare Reform
<b>August 2014</b>	Green paper on Northern Australia—Northern Australia Taskforce, Department of the Prime Minister and Cabinet
<b>August 2014</b>	Exposure draft for employment services 2015–20
<b>February 2015</b>	Pre-Budget submission to 2015–16 federal Budget
<b>March 2015</b>	Roles and responsibilities in housing and homelessness: issues paper 2, Reform of the Federation White Paper Taskforce, Department of Prime Minister and Cabinet
<b>April 2015</b>	Senate inquiry into the Indigenous Advancement Strategy tendering process
<b>April 2015</b>	Senate inquiry into the future role and contribution of regional capitals of Australia

## MAJOR ADVOCACY

<b>August 2014</b>	Presentation to long-term unemployment conference
<b>March 2015</b>	CSSA position statement on income management and the Healthy Welfare Card
<b>May 2015</b>	Analysis of the federal Budget, including briefings to members in New South Wales, Victoria, Queensland, Western Australia and the Australian Capital Territory.
<b>June 2015</b>	Presentation at the Australian Council of Social Services national conference, foreshadowing Dropping off the Edge 2015 report findings.

# CASE STUDY

## Photo exhibition highlights heartbreak and resilience of drought-stricken farmers

A heart-rending photographic display of life on the drought-stricken properties of western Queensland is both a celebration of resilience and a reminder to city folk not to forget their fellow Australians on the land who are struggling to survive.

The Drought – what next? exhibition is a project of Centacare Central Queensland, which has travelled to centres right across Queensland, including Longreach, Emerald, the Fraser Coast, Brisbane and the Whitsunday coast.

It is part of Centacare Central Queensland's drought assistance programme, funded under the Australian Government's Drought Assistance Package.

Dr Ricki Jeffery, Diocesan Director of Centacare Central Queensland, said the idea arose during 2014, when many families and communities lived through devastating change and challenges because of the prolonged, wide-spread drought.

'We have had the great privilege of being invited to take images on drought-affected properties and hearing the stories of individuals, families and their communities as they deal with 'a drought like this—a drought, as our ancestors would say, the mother of all droughts', Ricki said.



One farmer declared this drought 'the toughest time of my life—a drought where it creeps up, slowly zapping the energy from you like the surrounds you live in'.

Families and communities are facing unwanted change and potential loss of lifestyle, livelihood and identity, while living through individual and relationship pressures, and financial stress.

'The images in this exhibition are a tribute to the 'life in drought', and Centacare Central Queensland's attempt to increase awareness and understanding of the impact of this 'mother of all droughts' on our western communities', Ricki says.

Tragically, during the project, one of the farmers photographed in the images suicided, and the exhibition offers an opportunity to talk about this issue and remind people that help is available.

Centacare Central Queensland offers information, support, referral and counselling to individuals, families and communities affected by drought, working to build community resilience and help people maintain relationships under challenging circumstances.

# MEMBER AND NETWORK SUPPORT

## A YEAR OF CHANGE IN SOCIAL SERVICES

It seems like every year we report on the changing nature of the social services landscape, and how our member and network support has helped respond to the resulting challenges. 2014–15 is no exception.

While we continued working with our members to help strengthen the network's responsiveness to vulnerable and disadvantaged people, we also directed significant energy and resources towards helping our members apply for the largest social services funding round ever held by the federal Government.



Ms Megan Mitchell, National Children's Commissioner and Natasha Sumner and Lyn Niemz from Centacare Adelaide working on a shared artwork at the 2014 FRSA Conference.

Changes to the way the federal Government administers social services had been flagged over the past years, and we expected competition for funding to increase. On Budget night 2014, the Government announced significant cuts to the new look Department of Social Services. But no one predicted the considerable confusion and destabilisation of services that would result from the new competitive funding process.

CSSA helped the network share insights, experiences and the way they were approaching this funding process, including for applications for Indigenous services through the Indigenous Advancement Strategy round of tenders. The sector is still feeling the effects of the funding cuts and changes to the service system landscape.

As part of our advocacy efforts to highlight our member's concerns about the funding processes, and most importantly, the impact on vulnerable clients and communities, Sue Ludwig, Director Member and Network Support, and Sheree Limbrick, Director of Operations, CatholicCare Archdiocese of Melbourne, represented CSSA at the Senate Inquiry into the Department of Social Services funding process in April and May 2015.

CSSA appeared alongside other major church providers, and collectively they highlighted the unprecedented challenges the process imposed on the sector and clients.

We continued to work with the Department of Social Services throughout 2014–15, and were pleased to host several network events involving senior departmental officers.

The Leadership Forum Workshop in October 2014—*Hope, dignity and civil Society: measuring the difference we make*—and a Family Support Programme Collaboration event in March 2015 brought together Department of Social Services staff and CSSA members to explore the new grant agreement reporting system and data exchange, and implications on our clients.

## **CSSA family support collaboration achieves its goals**

The CSSA Family Support Programme Collaboration brought its work to a close this financial year. Over the past three years, the collaboration—involving 32 CSSA Family Support Programme providers—achieved its goals to strengthen the network's visibility and influence in the national family support arena, and to strengthen partnerships and relationships among member organisations.

This has resulted in more opportunities for members to work together and share information.

The centrepiece of the collaboration's work was a framework to help members measure and demonstrate social outcomes. The framework's signature measures are 'hope' and 'dignity'. The framework offers Catholic social services a method to demonstrate the positive social impact of the support and services they provide to vulnerable clients and families. It can be adapted across all social services, and many CSSA members have been using it to introduce new reporting processes.



We celebrated the collaboration's achievements at a CSSA networking event in March. The network's commitment to working together and enthusiastic involvement from so many staff from member organisations with support from national office—as well as financial contributions—were key to the collaboration's success.

The collaboration creates a great legacy as successful model for future collaborative efforts in other domains. The increased presence at national sector gatherings and the outcomes framework provide a sound base for the future.

## Families and relationships

The CSSA national office and about half of all CSSA member agencies are members of Family and Relationship Services Australia, the national peak for community based services that work with families, children and communities.

CSSA works with Family and Relationship Services Australia on policy, advocacy and research relating to the wellbeing of children, families and communities. In November 2014, Michael Austin (CatholicCare Wollongong) and Dr Ricki Jeffrey (Centacare Rockhampton) were re elected for a second two-year appointment to the Board, with Michael continuing as Chair.

The Family and Relationship Services Australia and the Marriage and Relationship Educators Association of Australia conferences were held in Adelaide in November. We took the opportunity to showcase the network's efforts



Karolyn Ellis, Phil Brown, Steven Lendrum, Bernie Victory and Peter Richardson at the CSSA booth at the FRSA Conference.

to support hope and dignity for families, by being a Silver Sponsor of the Family and Relationship Services Australia conference. About one in five of the 500 delegates were representatives from CSSA member agencies.

The central message of influencing community through social connection validated what CSSA members inherently know and live out, and the conferences affirmed the capacity that CSSA agencies have to inspire hope and dignity by influencing social norms.

We worked with many members to prepare for, and put into practice, the Australian Government's Stronger Relationship Trial. CSSA members partnered with the Department of Social Services, and invested significant time, expertise and resources to make the business and service changes needed to give the trial the best chance of success.

The CSSA network has a long history of providing relationship support, particularly through marriage preparation and early intervention services, and welcomed the trial as recognition of the value of these services to strengthen couples and families.

Unfortunately, the newly appointed Minister for Social Services, Scott Morrison, withdrew funding for the trial eight months into the anticipated 12-month period, before an evaluation could take place.

Although this decision was disappointing for the network, it will not change the commitment and value that agencies place on preparing couples to invest in strong and hope-filled relationships.

## **Royal Commission into Institutional Responses to Child Sexual Abuse**

We continue to work closely with the Truth, Justice and Healing Council to ensure member agencies attend to the issues arising from the Commission's work, to that ensure children and all vulnerable people are safe in the care of Catholic agencies. Catholic social services agencies will have a lead role to play in shaping the Church's response to the findings of the Royal Commission.

In responding to the Truth, Justice and Healing Council's Green Paper, we drew on the expertise and insight of member agencies in creating safe environments (through policies, process, standards, reporting and accreditation strategies), and on their experience in providing counselling services to people who have been abused or experienced trauma.

### **Memberships—national bodies and forums**

- + Mental Health Australia
- + Family and Relationship Services Australia
- + Australian Council of Social Services
- + The Child Support National Stakeholders Engagement Group
- + Non-Government Coalition on Protecting Australia's Children (under the umbrella of Families Australia)
- + Catholic Society for Marriage Education
- + Catholic Alliance for People Seeking Asylum
- + Australian Catholic Housing Alliance (jointly auspiced by CSSA and Catholic Health Australia)
- + National Rural Health Alliance

# CASE STUDY

## Helping refugees settle into Australian life

Moving to any new country can be a bumpy ride at times. But for one family in Mirrabooka, Western Australia, the support of MercyCare has ensured a smooth transition into Australian life.

Since settling in Australia as refugees from Ethiopia about three years ago, Ghion Chlla, his wife Meaza Woldeyes, and their three children have developed a strong relationship with the team at MercyCare Mirrabooka, where they have accessed several services.

'Many of the clients we work with have fled their homelands with limited possessions,' MercyCare Chief Executive Officer Chris Hall said.

'After arriving in Perth it can be really challenging to do the things many of us take for granted, like getting a drivers licence, renting a home, or finding a job to help pay the bills, all while adapting to a new language and culture.

'Through the Workforce Development programme, we helped Ghion and Meaza prepare resumes and search for jobs.

'We were thrilled when both of them successfully found work with a local residential health and aged care organisation, where Meaza works as carer and Ghion as a cleaner.'



Having a job is one thing, but being able to get there is another, so MercyCare arranged a loan through MercyCare's Lending Service, enabling Ghion and Meaza to pay for driving lessons and both gain their drivers licenses.

Meanwhile the Rental Ready course gave Ghion and Meaza the skills to find their own rental home. Now, they've just turned their home ownership dream into a reality, recently buying a home of their own.

Ghion and Meaza say they are enormously grateful for the support of the team at MercyCare.

'MercyCare has helped us a lot with day-to-day life and all the other barriers we have found as new migrants,' Meaza said.

'When we meet other new arrivals to Australia we always advise them to come to MercyCare where they will get so much support and answers for all their questions. We are very grateful for everything.'

# 2014 LEADERSHIP FORUM

## *Shaping civil society*

The CSSA Leadership Forum's theme, *Shaping civil society*, offered CSSA members, Board and staff the opportunity to wrestle with what 'civil society' means for us as Catholic agencies.

The term has been well-used in political language, and means many things to many people. The landscape for civil society is changing both at the federal and state and territory government level, with increasing competition among service providers, including:

- + more competition with for-profit organisations
- + a preference to negotiate contracts with fewer and larger organisations
- + reduced funding for programmes and services
- + requirements to demonstrate outcomes.

Our collective mission is indeed to express, create and sustain a society that is inclusive, hope-filled and upholds the dignity of all.

Catholic social teaching provides a strong foundation for Catholic social service to participate in civil society by assisting those who need it, and pursuing the common good. The forum explored the notion of civil society through the lens of Catholic Social Teaching to better

prepare CSSA member organisations to live out and shape the civil society agenda. This also meant exploring the opportunities and challenges facing the network, and how we can work together to respond to these to help shape a better future for those we serve.

The forum was an opportunity to share the wisdom of those who have been shaping civil society through their work in the sector for many years, and the observations and experiences of those who are new to CSSA.

The richness of this experience was boosted by the speakers, who drew on their practice, research, and expertise to challenge each of us, broaden our view and discover new energy to address the challenges we face.

Eighty delegates and invited guests attended the forum dinner, which featured the McCosker Oration delivered by Michael McGirr who spoke on hope.

Seven Members of Parliament from Government, Opposition and independent parties met with 60 CSSA delegates to discuss their vision for supporting Australia's most vulnerable people and communities.

# CASE STUDY

## Pete's Place offers students on the margins hope for the future

*'I've never really liked school, and I'm actually excited for the future now thanks to Pete's Place!'*

This is the life-changing and hope-filled assessment of a young student from Pete's Place, an initiative of Marist Youth Care, which offers an alternative education setting for students who have been doing it tough in school life.

Students at Pete's Place have faced barriers at school, including mental health issues, behavioural disorders, psychosocial issues, and educational and learning difficulties.

Registered and accredited with the New South Wales Board of Studies Teaching and Educational Standards, Pete's Place to provide opportunities to students who have the most difficulty, providing them with a pathway to formal educational qualifications, and hope for a brighter future.

Pete's Place offers Year 7–10 enrolment for students in the New South Wales Record of School Achievement, and currently has 20 students, five of whom are in out-of-home care.

The small setting and individualised learning programmes enable the staff to connect with the student, and enables the student a chance to succeed in their education.



This helps to restore dignity, and provides a strong foundation to achieve the traditional educational requirements of the Board of Studies. At the same time, the complex needs of these young people are being met.

'My motivation towards school work has improved significantly,' one student said.

'I am calm here, and I am a lot happier about doing my work,' another said.

Parents are also overjoyed at the difference Pete's Place is making in the life of their child.

'I have never seen her apply herself this much. She is so excited to go to school now,' one parent said.

'I would recommend Pete's Place to anyone who has a child with problems. Pete's Place has been a blessing for our family,' another said.

# ANNUAL CSSA AWARDS

The 12th Annual Catholic Social Services Australia Awards were announced during the 2014 leadership forum. The awards pay tribute to the outstanding programmes, organisations and people, who work tirelessly and often quietly for a better life for vulnerable people in our communities.



Tomasa Morales (Left) CatholicCare Melbourne with Christine Milne (Right) former Australian Greens Leader and Senator for Tasmania

The 12th Annual Catholic Social Services Australia Awards were announced during the 2014 leadership forum.

The awards pay tribute to the outstanding programmes, organisations and people, who work tirelessly and often quietly for a better life for vulnerable people in our communities.

CatholicCare Sydney and CatholicCare Wollongong were the joint winners of the Norma Parker Award for Most Innovative Programme for *My Kids and Me*.

*My Kids and Me* is a unique seven-week programme offering therapeutic and educational assistance to parents whose children have been removed and placed

in out-of-home care, to build and maintain connections and positive relationships with their children.

Unlike many parent education programmes where parents learn to improve their parenting skills, *My Kids and Me* is tailored to the needs of parents not living with their child/children. It allows parents to share, in a non-judgmental setting, the experience of having their child/children removed, to understand the reasons the child/children might have been removed, and to come to terms with the real possibility that restoration might not be an option. It helps parents acknowledge the loss of the child who was removed, and recognise the changes needed in their parenting of other children.

Centacare Community Services Brisbane's *Vintage Voices Choir* won the Award for Excellence in Service by an Organisation.

The 60-member choir offers a chance for older people to participate in arts and cultural events as active community members, rather than being passively entertained. Choir members enjoy a positive, healthy and mentally challenging activity in a stimulating and socially-inclusive setting. The social networks created have significant benefits for their mental health and wellbeing, and helps them stay connected to the community.

# CATHOLIC MISSION AND IDENTITY

The choir also provides opportunities for professional music teachers to develop and expand singing programmes in the community.

Margaret Pirotta, the Coordinator of CatholicCare Sydney's *Tree of Hope* programme, was the 2014 winner of the Perkins Award for Excellence in Service by an Individual.

Across Sydney, *Tree of Hope* provides emotional and practical outreach support to people living with HIV, their family and supporters.

Based in Lewisham in Sydney with outreach in Surry Hills, *Tree of Hope* provides a confidential, non-judgmental environment for people living with HIV, their family and support people, to connect with others who understand the challenges and issues they face.

While the award winners were stand out achievers in their fields, all the entrants demonstrated how to live out our mission by building on our strong Catholic social teaching foundations.

We are once again grateful to Catholic Church Insurances, who have sponsored this important event for many years.

We embrace our Catholic identity and mission by:

- + advocating for people who are poor, vulnerable and disadvantaged
- + developing and strengthening the Catholic social services ministry in Australia
- + reflecting and celebrating the Catholic Church's mission of charity and social justice.

We are leading a discussion with a core group of members about how agencies can better identify and articulate their Catholic identity. This will enable CSSA member agencies to better nurture the development of this identity among their staff. It will also help members in their advocacy efforts with Government, by showing the difference Catholic agencies make in the lives of vulnerable people in the community.

We are partnering with Catholic Social Services Victoria to sponsor a 2016 Conference—*Review, re-imagine, renew: mission that makes a difference in a changing world*. The conference will mark the 50th anniversary of one of the key documents of the Second Vatican Council, *Guadium et spes*. This document will be the starting point to reflect on the current challenges the social services sector faces in living its mission.

CSSA CEO Marcelle Mogg represented member organisations at the 2015 Catholic Mission and Catholic Religious Australia Conference *Mission: one heart many voices*. Appearing on a panel with colleagues from the social services and advocacy sector, Marcelle contributed to a discussion on living the joy of the Gospel and leading mission in social services.

## Catholic Social Services

# NEW SOUTH WALES

# AUSTRALIAN

# CAPITAL TERRITORY

The Catholic Social Services New South Wales/Australian Capital Territory Parliamentary forum was the highlight of a year that included: campaigning for more social housing, affordable accommodation, and greater rights for vulnerable young people; hearing a plea to work harder for reconciliation with Aboriginal and Torres Strait Islander people; and a book launch.

### **New South Wales Parliamentary forum**

Directors, senior staff and parliamentarians from New South Wales came together at the Parliamentary forum in Sydney, hosted by the Hon Kevin Anderson MP, the Nationals member for Tamworth. With 45 attendees, the event was a perfect opportunity for networking, advocacy and lobbying, and to build the profile of Catholic Social Services members and their work.

The Hon Gabrielle Upton MP, then New South Wales Minister for Family and Community Services, officially opened the forum after a Welcome to Country by Gadigal elder Uncle Madden.

The Minister outlined her ideas for helping disadvantaged people by improving service planning and collaboration between health services, police and education.

Since then, 15 new districts have been created that

align boundaries with New South Wales health districts, bringing together services in the related portfolios of ageing, disability and home care, community services, and housing.

Keynote speaker Professor Alan Rosen AO, Clinical Director of the Royal North Shore Hospital and Community Mental Health Services, made a plea for mental health reform. He recommended establishing one-stop hubs that give holistic care close to shopping centres, and he emphasised the need for greater community involvement.

He said the lack of resources meant the current system was failing clients, who had inadequate accommodation, family support and ongoing care by community health professionals.

The second speaker, Associate Professor Paul Fanning, formerly of the Centre for Rural and Remote Mental



Health, Newcastle University, said local health districts must not discriminate against those with mental illness by focusing instead on popular issues.

Both speakers argued that, to be effective, services helping individuals and families struggling with mental illness need to be much more community-centred, and delivered in partnership between the public, community organisations, and fee-for-service sectors.

Both speakers praised the efforts of Catholic Social Services New South Wales/Australian Capital Territory member agencies in partnering with the public sector to give hope and dignity to people with mental illness and their families, as well as providing for their human and legal rights. They highlighted that the continuing loss of community mental health positions in New South Wales made the services of Catholic Social Services agencies more important than ever.

Members of parliament who addressed the forum included:

- + the Hon John Robertson MP, then Leader of the New South Wales Opposition
- + the Hon Gabrielle Upton MP, then New South Wales Minister for Family and Community Services
- + the Hon John Ajaka MP, New South Wales Minister for Disabilities
- + the Hon Brad Hazzard MP, then New South Wales Minister for Justice, now Minister for Family and Community Services and Minister for Social Housing
- + the Hon Victor Dominello MP, then New South Wales Minister for Citizenship and Communities, now Minister for Innovation and Better Regulation
- + the Hon Linda Burney MP, then Shadow New South Wales Minister for Family and Community Services, now Deputy Leader of the Opposition, Shadow Minister for Education and Shadow Minister for Aboriginal Affairs.

Members held private meetings with the Hon Jai Rowell MP, then New South Wales Minister for Mental Health, and the Hon Sophie Cotsis MP, then Shadow New South Wales Minister for Homelessness, now Shadow Minister for Ageing, Disability Services, and Multiculturalism.

Members also held an informal lunch session with the Hon Barbara Perry MP, then Shadow New South Wales Minister for Disabilities, Mental Health and Ageing to discuss the National Disability Insurance Scheme (NDIS).

## Book launch

Catholic Social Services Victoria (CSSV) and New South Wales/Australian Capital Territory launched *Listening, learning and leading: the impact of Catholic identity and mission on what we do and how we do it* in September 2014. About 30 people attended, including members of the branch and representatives of Catholic agencies such as Caritas, Catholic Mission, the Academy of the Word and the New South Wales Catholic Education Commission.

The book was compiled following the Listening, learning and leading conference in October 2013. Conference presentations were of such high calibre that the conference sponsors published the transcripts to make them more widely available to anyone interested in leadership of faith-based organisations.

Denis Fitzgerald, Executive Director, Catholic Social Services Victoria Chief Executive Officer, opened proceedings, and Ms Marcelle Mogg, CSSA Chief Executive Officer, launched the book.

## New South Wales pre-election campaign

Branch representatives met state ministers and their advisers in the lead-up to the state election to raise awareness about young people who are disengaged from education, employment and training, and to send a clear message that more needs to be done.

Mrs Lyn Harrison, Chief Executive Officer of Good Shepherd Youth and Family Services, and Sandra Sutalo, Executive Support Officer for Catholic Social Services New South Wales/Australian Capital Territory, talked about the impact on young people after the federal Government cut funding for Youth Connections.

The pair discussed the programme's successes and held up the Good Shepherd's alternative education programme as an example. Members also talked about Indigenous incarceration, methamphetamine usage, work development orders, and the gap in support for young people leaving school.



Senator the Hon Concetta Fierravanti-Wells and Fr Frank Brennan JS AO at the launch of 'Listening, Learning and Leading'

Mrs Harrison, Mr Paul Jensen, Mr Ian Smith and Ms Sandra Sutalo shared the opportunity to meet with the Hon Luke Foley MP, Opposition Leader, the Hon Linda Burney MP, Deputy Opposition Leader, the Hon. Sophie Cotsis MP, then Shadow Minister for Homelessness, the Hon Ryan Park MP, then Shadow Minister for Education and Training, the Hon Jillian Skinner MP, Minister for Health, Brad Scutella, Special Adviser to the Minister for Police, and Kristin Cimeno, Adviser to Mental Health.

## Submission paper

The branch submitted a response to *Social Housing in NSW*, a discussion paper released by the Department of Family and Community Services.

Branch members expressed their key concern that the proposed reforms—around providing pathways for client independence, transparent priority and allocation processes and a sustainable system—would fail unless there was a vibrant rental market with more rental stock for those leaving social housing.

Members highlighted the importance of increasing landlords' willingness to accept young people and young families on low to moderate incomes as tenants.

## Guest speakers

Judge Matthew Myers, Australia's first federal Indigenous magistrate, was guest speaker at the September branch meeting.

Judge Myers has previously served as a family dispute resolution practitioner with CatholicCare, Diocese of Broken Bay.

He urged member agencies to look at an overarching branch Reconciliation Action Plan to work more closely with Indigenous communities.

Under the Reconciliation Action Plan programme, organisations develop business plans that show how they will contribute to reconciliation in Australia. These plans outline practical steps to build strong relationships and increase respect between Aboriginal and Torres Strait Islander people and other Australians.

Members agreed to form a working party of cross-congregational and cross-diocesan agency representatives to develop the branch's Reconciliation Action Plan. This will help the branch advance its social ministry, by giving members opportunities to work with Aboriginal and Torres Strait Islander communities.

In March, Tracy Howe, Chief Executive Officer of the Council of Social Service of New South Wales, addressed the branch meeting. The branch will work more closely with the council to better serve clients in need.

## Special interest working groups

The branch has five special interest working groups:

- + Marketing and Communications Network
- + Quality Assurance Working Group
- + Youth Services Network
- + NDIS Discussion Group
- + National Mental Health Standards Working Group.

Branch members, especially in regional areas, report that the groups help with sharing ideas, problem solving, building skills and networking.

The branch supports the NDIS Discussion Group, which helps members share experiences and resources as agencies plan for the new system of disability and aged care services. Due to the broad interest in the NDIS, the discussion group recently expanded to include CSSA members from across Australia.

# CASE STUDY

## The family that cooks together grows closer

It was the simple act of cooking together that helped breathe fresh hope and joy into the father–daughter relationship of Kevin and Milla\*.

Kevin was having fortnightly supervised contact visits with his four-year-old daughter Milla, but his diagnosed mental health condition initially had a negative impact on the visits.

Milla always appeared happy to attend the visits, but never connected with her father.

Milla's grandparents started attending the visits to help increase the positive interactions between Kevin and his daughter, with the added benefit that Milla got to spend some time with her extended family.

For some time, Kevin would connect on and off with Milla, but, although they appeared comfortable and content in each other's company, there seem to be no real attachment.

The CatholicCare Wollongong case worker suggested that Kevin and the grandparents do some cooking with Milla. At first, Kevin was a little resistant, but agreed to try it at the next visit.

When Kevin told Milla about the cooking, her eyes lit up. She jumped up and down, and was obviously keen to start. As they started cooking, Kevin stood behind



his daughter with his arms around her, assisting her to roll the cookie dough. This was one of the first physical interactions that occurred between the two. The visit was full of interactions and physical affection, and the beginnings of an attachment started to form.

On the next visit, the first thing that Milla said when she walked in was 'Are we cooking today?' as she gave her father a hug and kiss.

The family continued to grow and bond, and have since left the service as self-managing clients.

*\* Not their real names.*

# FINANCE REPORT

> MR PETER SELWOOD

Chair - Finance, Audit and Risk Committee

Ongoing support from the Catholic Social Services Australia membership base saw the organisation produce good financial results in 2014-15. Total income grew by 2% producing an operating surplus of approximately \$95,000. The surplus result is less than that produced for the previous financial year largely due to a fuller complement of staff and the investment in research for the Dropping off the Edge report. It should also be noted that the contribution from Catholic Social Services (Australia) Ltd was reduced in line with reduced expenditure on special projects.

A sound net asset and cash position has been maintained.

I take this opportunity to thank board members and in particular members of the Finance, Audit and Risk Committee for their work throughout the year and I particularly acknowledge the hard work and diligence of Marcelle Mogg, CSSA CEO, and Mary Jamieson, CSSA Director Corporate Services.

Finally I convey my sincere gratitude to all Catholic Social Services Australia members for their financial support that has underwritten the vital work of Catholic Social Services Australia during the year.

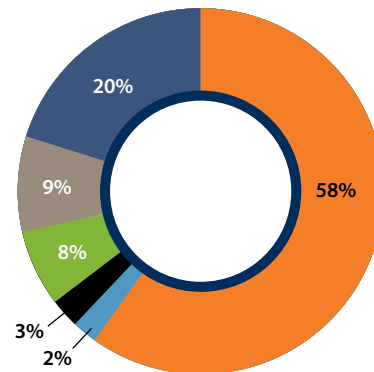
A full set of financial statements will be made available online ([cssa.org.au](http://cssa.org.au)) following the CSSA 2015 AGM in October.

## CATHOLIC SOCIAL SERVICES AUSTRALIA SUMMARY FINANCIALS

FOR PERIOD ENDED 30 JUNE 2015

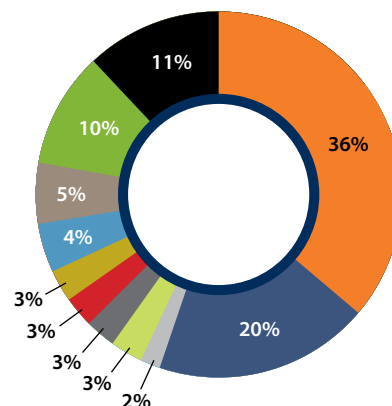
### Revenue & Expenditure

Total Revenue:	\$1,725,087
Total Expenditure:	\$1,632,868
Operating Surplus:	\$92,219



### REVENUE

- ACBC funding
- Membership Contribution
- Special Projects
- Family Services Program
- Events
- Other Operating Revenue



### EXPENDITURE

- Administration
- Consultancies
- Travel
- Promotion & Printing & Telecommunications
- IT expenses
- Occupancy costs
- Board
- Events
- State Allocation
- Special projects
- Staff Expenses

## Catholic Social Services

# BOARD

# MEMBERS

as at 30 June 2015



**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



**Ms Micaela Cronin**

(from November 2014)

Chief Executive Officer, MacKillop Family Services  
Member organisation elected representative



**Mr Jack de Groot**

(from May 2015)

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 Gerard Hanna DD**

(appointed May 2015)

Bishop of Wagga Wagga  
Bishops Commission for Health and Community Services  
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 May 2015)  
Appointed by the Australian Catholic Bishops Conference

## Board meetings

- 12 August 2014
- 11 November 2014
- 24–25 February 2015
- 24 June 2015

## Board members whose terms concluded

- Mr Dominic Kelly (August 2014)
- Most Reverend Terence Brady DD VG (May 2015)
- Ms Cate Sydes (November 2014)

## Annual General Meeting

24 October 2014

## Board committees

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

The composition and operations of each of the committees during 2014–15 include the following.

## Standing committees

### Finance, Audit and Risk (established in 2014)

- + Peter Selwood (Chair)
- + Dominic Kelly (until August 2014)
- + Dr Maria Harries
- + Paul Vane-Tempest (from May 2015),
- + CSSA Chief Executive Officer, Marcelle Mogg
- + CSSA Director Corporate Services, Mary Jamieson

## Board standing committees (continued)

### Finance, Audit and Risk

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 (established in 2014)

- + Barbara Hingston (Chair)
- + Sr Margaret Mary Flynn ibvm
- + Dr Maria Harries
- + Cate Sydes (until November 2014)
- + Jack de Groot (from May 2015)
- + 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 (established in 2014)

- + Paula La Rosa (Chair)
- + Micaela Cronin (from November 2014)
- + Dr Maria Harries
- + Dominic Kelly (until August 2014)
- + Cate Sydes (until November 2014),
- + 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 (established in May 2013)

- + Professor John Warhurst AO (Chair)
- + Professor Patrick McArdle (from June 2015)
- + 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 (established in February 2015)

- + Dr Maria Harries
- + Paula La Rosa
- + Micaela Cronin
- + Anne-Marie Corbett (Centacare Brisbane)
- + 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 (established in 2014)

- + Dr Maria Harries
- + Barbara Hingston
- + Sr Margaret Mary Flynn ibvm
- + 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 Terence Brady DD VG (term complete May 2015)
- + Bishop Gerard Hanna DD (appointed May 2015)
- + Bishop Robert McGuckin DD MCL LCL
- + Bishop Joseph Oudeman OFM Cap DD, (term complete May 2015)
- + Bishop Chris Saunders DD (appointed May 2015)

The Bishops Commission for Health and Community Services 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.

## Catholic Social Services Australia

# NATIONAL OFFICE

# CONTACTS

### Catholic Social Services Australia

PO Box 326  
Curtin ACT 2605

Phone: 02 6285 1366  
Fax: 02 6285 2399

Email: [admin@cssa.org.au](mailto:admin@cssa.org.au)  
Website: [www.cssa.org.au](http://www.cssa.org.au)

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#### Chief Executive Officer

Ms Marcelle Mogg

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#### Director, Membership and Network Support (until June 2015)

Ms Sue Ludwig

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#### Membership and Network Support Officer

Ms Kylie Burgess

#### Senior Policy Officer

Ms Liz de Chastel

---

#### Communications Manager (from May 2015)

Ms Lil Bryant-Johnson

---

#### Director, Corporate Services

Ms Mary Jamieson

---

#### Administration Officer

Ms Heather Grant

---

#### Administration and Research Officer

Ms Ingrid Hatfield

---

#### Librarian

Ms Fay Padarin

### Catholic Social Services NSW/ACT Branch

#### Executive Support Officer

Ms Sandra Sutalo

# Catholic Social Services Australia

# MEMBER

# ORGANISATIONS

as at 30 June 2015

**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 Social Services 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 South West NSW

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

Marymead

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**

CatholicCare Archdiocese of Melbourne

Catholic Society for Marriage Education

Centacare Catholic Diocese of Ballarat Inc.

CatholicCare Sandhurst

CatholicCare Tasmania

Jesuit Social Services

MacKillop Family Services

Marriage Education Programme Inc.

Sacred Heart Mission

Sts Peter and Paul Centacare, North Melbourne

## **Western**

Catholic Marriage and Fertility Services

Centacare Family Services Geraldton

Centrecare Inc. Perth

Centacare Kimberley

MercyCare

Personal Advocacy Service

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

Centacare Toowoomba

Mercy Community Services – Family Services

North West Queensland Indigenous Catholic  
Social Services

Sisters of Mercy Brisbane Congregation  
Leadership Team



**Catholic Social  
Services Australia**

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