

ANNUAL REPORT



Catholic Social
Services **Australia**

2013-14



ABOUT CATHOLIC SOCIAL SERVICES AUSTRALIA

Catholic Social Services Australia (CSSA) is the Catholic Church's peak national body for social services in Australia. For over 50 years, CSSA has been working towards a fairer, more inclusive society that reflects and supports the dignity, equality and participation of all people. Our 60 Member Organisations provide social services to over a million Australians a year, delivering services in local communities in metropolitan, regional and remote Australia.

OUR VISION

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

OUR MISSION

CSSA advances the social service ministry which is integral to the Mission of the Catholic Church in Australia.

OPERATIONS

CSSA works with Catholic organisations, governments, other churches and all people of good will, to develop social service policies, programs and other strategic responses that work towards the economic, social and spiritual wellbeing of the Australian community.

CSSA is a commission of the Australian Catholic Bishops Conference (ACBC) and reports to the ACBC through a Board of nine persons.

CATHOLIC SOCIAL TEACHING

In pursuit of 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.



Catholic Social
Services Australia

ACKNOWLEDGMENTS

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 in the provision of community services. We renew our commitment to walk the journey of learning and healing together.

NATIONAL OFFICE

PO Box 326, CURTIN, ACT 2605

22 Theodore Street

Curtin ACT 2605

Phone: (02) 6285 1366

Fax: (02) 6285 2399

Email: admin@cssa.org.au

Website: <http://www.cssa.org.au>

CONTENTS

2013–14

ANNUAL REPORT

i	—	About Catholic Social Services Australia
1	—	Chair’s Report
3	—	Executive Director’s Report
7	—	Policy and Government Relations
12	—	Member and Network Support
16	—	Catholic Social Services NSW/ACT
18	—	Catholic Social Services Victoria
21	—	Finance Report
23	—	CSSA Scholarship
24	—	United Kingdom Study Tour
26	—	CSSA Board
30	—	CSSA National Office Contacts
30	—	Member Organisations



CHAIR'S REPORT

Dr Maria Harries AM



“I have been repeatedly reminded of, and witnessed, the heroic leadership—past and present—of those within our community of services.”

This is my first Annual Report for Catholic Social Services Australia (CSSA) and I write it with deep gratitude for the opportunity to accept the baton of leadership from Fr Joe Caddy and to continue his work and the work of previous leaders of our Church in the service of the community. Thank you Fr Joe and Board Members; thank you Paul O’Callaghan, CSSA’s Executive Director to November 2013; and thank you Jackie Brady and all the National Office staff who have carried the work over this last year.

In the six months since being formally endorsed as Chair, I have been repeatedly reminded of, and witnessed, the heroic leadership—past and present—of those within our community of services.

Once again CSSA looks back on a year of challenges, successes and celebrations as simultaneously we look forward to consolidating our work on this important service journey with fellow travellers where we face more challenges and more excitement together and separately.

How comforting it has been to travel this route with so many frontline providers and friends whose lives remain committed to the people in our community who generally have the least of life’s blessings. As we hear of a world in which we witness what is being called, ‘an epidemic of narcissism’, we are blessed with the selflessness of so many people whose focus is on others rather than themselves.

Thank you to all of our members and your constituents for the work

you do to help those most in need in our otherwise affluent country. Collectively we all do the work that Pope Francis calls us to do as, whatever our individual faith bases we all, “Say no to an economy of exclusion” and “Yes to the challenge of a missionary spirituality”—and as we confront what it means to so many who are vulnerable, perhaps homeless and often tragically unwelcome in society today. Your ongoing support has enabled us to achieve all that is described in this Annual Report and gives us much needed hope for the fulfilment of our aspirations for the future.

We have recently reviewed the comprehensive strategic plan and strategic intent that were framed via extensive consultations with members over the past years. And we remain on course, with the addition of some necessary detours to address emerging issues, many of which remain with us in the year ahead! The National Disability Insurance Scheme (NDIS), changes in Federal and State funding formulae and social policies and continuing vagaries in the articulation of government and non-government service delivery models are but some of the big issues we face. As the political landscape moves in unpredictable ways, we need to

discern pathways that best assist those with whom we work—to both lessen their burden and to augment their wellbeing.

Added to this are the many challenges we confront within the Church—particularly as we grapple with the process and findings of the Royal Commission into Institutional Responses to Child Sexual Abuse. How our Church and our services respond to the needs of those who are hurt and scarred; how we work together to frame and deliver safety for children and all vulnerable people; and, how we tighten our structures to demonstrate our ongoing commitment to accountability, will determine our collective trustworthiness, integrity and credibility. We are fortunate to be working at the interface with representatives of the Australian Catholic Bishops Conference, the Catholic Religious of Australia, the Truth, Justice and Healing Council and so many reconfiguring Catholic and other faith-based and like-minded service organisations. It is the hope and expectation of the CSSA Board that we

will make even stronger links and strengthen our networks with allied colleagues in areas such as health and education in the coming year. It is also our hope and expectation that in doing this we continue to build on the richness of our spiritual tradition as a source of guidance.

I am confident that CSSA can meet these challenges ahead. The work of the past, the continued support of our membership, the unflagging commitment of our Board and team and the new leadership of Marcelle Mogg see us in a robust space. I thank the outgoing members of the Board for their outstanding contribution: Fr Joe Caddy, Cate Sydes, Dominic Kelly and Trevor Murphy. Without your wise input CSSA would not be in as strong a place to continue the work of the Gospel. And we look forward to electing new members to the Board at the Annual General Meeting in October. Again, on behalf of all, I thank Jackie Brady and the National Office staff who have enabled the CSSA leadership transitions to be so smooth and welcoming.



EXECUTIVE DIRECTOR'S REPORT

Ms Jackie Brady (Acting)



“This strength as a peak agency is but a reflection of the fine and outstanding role and mission being lived out each and every day by the members of the CSSA network within their local communities.”

The achievements you will see reported in the pages of this Annual Report have been delivered in a period of significant change for Catholic Social Services Australia—for the Board, the National Office, and the network—as well as for the nation as a whole. Throughout, CSSA has remained a strong and robust voice for poor and disadvantaged people and communities in Australia and for our members.

This strength as a peak agency

is but a reflection of the fine and outstanding role and mission being lived out each and every day by the members of the CSSA network within their local communities. It is this that strengthens our credibility with Government at all levels, with other stakeholders and with the Australian community more generally.

A change of Government at the Federal level in 2013 marked the beginning of change in Government policy and programming. I would reflect that the shake-up of social

services foreshadowed under the new Abbott Government and under the direct leadership of the Minister for Social Services, the Hon Kevin Andrews, could be the most significant for the sector in well over ten years.

While the majority of Federally funded family services were spared the more radical changes that formed the shake-up of Commonwealth Discretionary Grants offered to the sector, many in our network have begun to think differently



Fr Joe Caddy, previous CSSA Board Chair, speaking at Parliament House.

about the services they offer and the clients they serve. The 2014 Budget signalled significant shifts in Federal Government funding for the delivery of services to the most disadvantaged, the most marginalised and the poorest people and children in society. With less money in the pot and more competition in the market place, there is no doubt the social services sector will look somewhat different by June 2015.

This structural reform of the sector is part of the Federal Government's Civil Society discourse and CSSA has been actively engaging with the Government and others in the sector to shape the meaning of this concept and the role CSSA's member

organisations will play in future. The Federal Government has repeatedly stated that they intend to let charities and Not-for-Profits 'get on and do what they do best'. While reducing some of the funding to the sector the Government also intends to promote philanthropic opportunities for the sector through the re-establishment of the Community Business Partnerships Board.

The Government is also working towards red-tape reduction in the business and community sector to the value of \$1 Billion per annum across Government. Minister Andrews remains firm in his commitment to abolish the Australian Charities and Not-for-Profit Commission with a

view to simplify arrangements for the charities and Not-for-Profit sectors by establishing a Centre for Excellence to empower and build-on the existing strengths within the sectors.

Through all this change, CSSA has also experienced its own changing landscape. After ten years, Fr Joe Caddy finished his term as Chair of CSSA in November 2013 and his legacy in this role will live on for many years to come. CSSA has been very fortunate to have had as its Chair a passionate advocate for the poor and disadvantaged who has worked tirelessly to ensure a fair representation of the entire CSSA membership and those we exist to serve at all levels.

In November 2013 the CSSA Board welcomed a new Chair. Dr Maria Harries, AM was endorsed as Chair by the Australian Catholic Bishops Conference and tasked to lead the organisation into the future. Maria brings with her a strong commitment to the Catholic faith and the Catholic Church, and has strong links across the Catholic social services and health sectors, including ten years as Chair of CSSA member agency MercyCare Inc. Maria is also held in high regard as an academic specialising in the area of vulnerable children and families and works with a number of state and national organisations involved with mental health, child, adult and family welfare, and workforce.

November 2013 also marked the departure of CSSA Executive Director, Mr Paul O'Callaghan, to take up the position of CEO of Caritas Australia. Paul's background as a diplomat and his considerable career and academic experience in the area of international aid will greatly benefit the Church as a whole as he leads the Australian Catholic Church's international aid agency. As they say in the classics, 'our loss was certainly their gain'. I have been privileged to act in the Executive Director position over the eight months from Paul's departure to the end of June 2014. This report also marks my final page in the life

of contemporary Catholic Social Services Australia. I am grateful for the opportunities afforded to me personally and professionally through my work with CSSA, the CSSA network and the very broad range of stakeholders with whom we have shared relationships over the last 14 years. I cannot fail to acknowledge the significant role of previous Executive Directors at CSSA, Paul O'Callaghan, Frank Quinlan and Toby O'Connor, for their leadership, support and encouragement, as well as the guidance and support of the Board. To the many gracious, giving, talented and wonderful people in the CSSA network—past and present—thank you for sharing of yourselves and for enabling me to be a more knowledgeable, better person as a result.

I leave the network with full confidence in the committed and dedicated team of professional people at the CSSA National Office—Mary Jamieson, Sue Ludwig, Liz De Chastel, Kylie Burgess, Heather Grant, Don Arthur, Ingrid Hatfield, and Fay Padarin, and in the new Chair, Dr Maria Harries and newly appointed Chief Executive Officer, Ms Marcelle Mogg. Together and with the support of 60 Member Organisations, the team is well positioned to continue the Church's mission and action for poor and disadvantaged people and communities in Australia.

PRIORITIES FOR 2013–14

Catholic Social Services Australia prioritises its work in three areas:

1. Advocating for people who are poor, vulnerable and disadvantaged, recognising the particular circumstances of many Indigenous people
2. Developing and strengthening the Catholic social services sector in Australia in order to improve the provision of social services to all Australians who are poor, vulnerable and disadvantaged
3. Reflecting and celebrating the Catholic Church's mission of charity and social justice

Our mission underpins all of our work.

CATHOLIC IDENTITY AND MISSION

Catholic Social Services Australia embraces its Catholic Identity and Mission by:

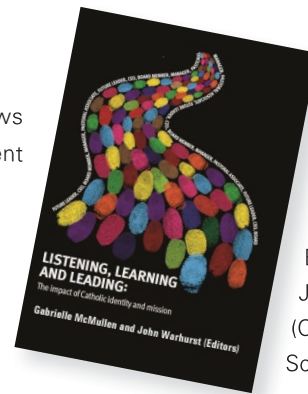
- ▶ Advocating for people who are poor, vulnerable and disadvantaged
- ▶ Developing and strengthening the Catholic social services sector in Australia
- ▶ Reflecting and celebrating the Catholic Church's mission of charity and social justice.

CSSA partnered with Catholic Social Services Victoria to present the 2013 *Listening, Learning, Leading*

conference which examined the impact of Catholic identity and mission on what we do and how we do it. The conference drew leaders from a range of Catholic social service, health, aged care, education and parish settings. Representation from CSSA member agencies was high, in terms of both participation and presentations. CSSA took the opportunity to meet with Catholic social service staff attending the

conference to seek their views about longer-term engagement in mission and identity.

Following the success of this gathering, and the richness of the material presented, CSSA has partnered with CSSV to publish the Conference proceedings. The publication *Listening, learning and leading—the impact of Catholic*



Identity and mission on what we do and how we do it was edited by Emeritus Professor John Warhurst (Chair of the CSSA Scholarship Committee) and Emeritus Professor Gabrielle McMullen. The publication was launched in May 2014.

“The *Listening, Learning, Leading* conference examined the impact of Catholic identity and mission on what we do and how we do it.”

GOVERNMENT AND PUBLIC RELATIONS

*Ms Jackie Brady, Director, Government and Public Affairs,
Ms Liz de Chastel, Senior Policy Officer (from August 2013)*

The election of a new Federal Government in September 2013 signalled major changes to programs and policies affecting vulnerable and disadvantaged individuals and families. Two immediate objectives were to reduce the budget deficit and streamline government services, resulting in reduced spending on social support and services.

Early in its term, the Federal Government commenced a number of major reviews. Most relevant to the CSSA network were reviews of the National Commission of Audit, the Welfare System, Indigenous Training and Employment Programs and the Mental Health System. At the same time, Government departments began to change the way grant-funded programs are administered. CSSA devoted considerable time to engaging with the Department of

Social Services in particular, in an effort to bring our network's concerns and recommendations to the policy and program planning table.

A key theme of CSSA's public advocacy statements and submissions to Government is that spending cuts should not further undermine the position of people who are the most vulnerable and disadvantaged. CSSA has cautioned against short term savings measures at the expense of long-term investment in programs and services that will, over time, provide sustainable benefits and significant savings to individuals, governments and communities.

DEBATING THE BUDGET

The National Commission of Audit had a brief from the Government to address the structural budget deficit by assessing the scope of government services and the



efficiency of spending. CSSA made a major submission to the Commission in November 2013 and appeared before a related Senate Inquiry. Rather than seeking cost savings through cutting support to those who are already disadvantaged, CSSA recommended an early intervention approach, better integration of services across portfolios and a reduction in the red tape associated with tender processes.

The Federal Budget in May 2014 provided funding to continue the roll out of the NDIS, but disappointingly contained harsh measures affecting the most vulnerable, such as a Medicare co-payment and a stipulation that unemployed people under the age of 30 would not be eligible for income support until six months after registering with Centrelink. The Government also reduced its role in affordable housing provision as well as reducing funding

a deeper divide between rich and poor, with the greatest burden falling on young people and those already struggling to find work. CSSA warned against a loosening of the safety net and called for a broadening of the debate about taxes and transfers.

REGULATION OF THE NFP SECTOR

CSSA has been an active contributor to Not-for-Profit Reform discussions over many years. CSSA supported

reinforced its long-held view that the ACNC be abolished and a new Centre of Excellence would be established. Legislation to repeal existing ACNC legislation was subsequently introduced in March 2014.

The abolition of the ACNC remains a highly charged political issue. In early 2014 CSSA met with the Minister for Social Services, the Hon Kevin Andrews, to reinforce our commitment to openness and transparency in the Not-for-

CSSA warned against a loosening of the safety net and called for a broadening of the debate about taxes and transfers.

or abolishing funding for a number of social service programs.

On Budget night, CSSA provided members with a detailed overview of Budget measures relevant to their services and subsequently published opinion pieces in *Eureka Street* and *The Power to Persuade* weblog following the release of the Budget. CSSA noted that while the Budget did not mark the end of the “age of entitlement”, it did set the scene for

the establishment of the Australian Charities and Not-For-Profit Commission in December 2012 in recognition of the Commission’s potential to make a positive difference to the operating environment of the Not-for-Profit Sector over time, especially if measures such as reducing red tape and streamlining regulatory requirements could be achieved. In August 2013 the newly elected Federal Government

Profit Sector and to reiterate our recommendation for streamlined, light-touch regulation of the sector as well as reduced red tape. We will continue to engage with Government officials, contributing constructively to policy and debate, and work towards an outcome that balances the proper requirement for public transparency and accountability, while recognising the reporting resources available to agencies in the Not-for-Profit Sector.



The Hon Kevin Andrews MP with Emeritus Prof John Warhurst and Mrs Joan Warhurst at the June 2014 Canberra launch of the CSSA and CSSV publication Listening, Learning, Leading.

ENGAGEMENT WITH GOVERNMENT

CSSA was one of a number of organisations consulted by the Reference Group on Welfare Reform ahead of the release of its interim report. The group, headed by Mr Patrick McClure AO, is looking at ways to make the income support system simpler and more sustainable as well as supporting better employment outcomes for the unemployed. CSSA has consistently stated that no person should be worse off under a new welfare system.

CSSA engaged constructively with government on a wide range of issues throughout the year, and the addition of a new senior policy officer enhanced CSSA's capacity to make submissions and undertake policy research. Engagement included written submissions, discussions with Federal politicians and bureaucrats and joint advocacy with the other Major Church Providers. During the year, CSSA made submissions on public transport, the development of northern Australia, reducing violence against women and their children, mental health services and programs,

children in immigration detention and natural disaster funding. In preparing submissions, CSSA drew on the experience and expertise of our member organisations. CSSA remains concerned about the adequacy of the safety net and the need to focus on long-term investment to support people's capacity. CSSA will continue to advocate for our recommendation that an Independent Body be established to set adequate payment levels for income support. This position has received support from other major Church Community Service Providers.

RESEARCH PARTNERSHIPS

CSSA currently has a key role in two formal research partnerships, both inspired by CSSA's vision for a fair and inclusive Australia.

Together with the Australian Council of Social Service (ACOSS) and union United Voice, CSSA has part funded the Social Policy Research Centre at the University of New South Wales to develop: 'A new healthy living minimum income standard for low-paid and unemployed Australians'. Findings from this research will inform debates over the adequacy of income support payments and help underpin CSSA's advocacy work. The research report is due to be released in late 2015.

CSSA has once again joined forces with Jesuit Social Services and Professor Tony Vinson to update the joint 2007 report *Dropping off the Edge*. In the 2007 report, Professor Vinson's original research mapped the indicators of disadvantage at the postcode level. It was used by State and Federal Governments to inform the development of targeted place based initiatives and provided evidence in support of the formation of the Social Inclusion Board (later disbanded by the current Federal Government). The update, using ABS and State/Territory data, will show changes over time at the postcode level, and be an important tool for our

advocacy work. The results should be available in the first half of 2015.

COLLABORATION

CSSA pursues its mission at several levels and with various collaborating partners. With other community organisations, governments, sectors of the Catholic Church and Member Organisations, CSSA has striven to bring a strong social justice voice to social policy, public opinion and service delivery. Our advocacy and policy work aims to enhance the human dignity of every person and promote the economic, social and spiritual well-being of the Australian community.

CSSA has continued to work with the peak bodies of other major church providers, primarily Anglicare Australia, Baptist Care Australia, the Salvation Army, and UnitingCare Australia, on a range of common issues.

The treatment of people seeking asylum, especially children, in offshore detention centres has remained a major human rights concern under the current Federal Government and its predecessor. During 2013–14 CSSA partnered with Anglicare Australia, the Australian Catholic Migrant and Refugee Office, the Australian Catholic Social Justice Council, Jesuit Refugee Service, the Salvation Army, and UnitingCare Australia to develop a set of shared policy principles promoting a more

balanced community understanding of, and approach toward, refugees and people seeking asylum. The principles are drawn from a shared faith-based commitment to treating all people with respect, dignity and compassion. These principles were developed to assist members of this collaboration in their own communications within their Church communities and member organisations. Each organisation draws on this material as it sees best for its own purposes. CSSA has used these principles in representation to Government as we seek better outcomes for the treatment of refugees and people seeking asylum.

CSSA has also supported an initiative to increase the supply of social housing on underutilised Church land. The consortium, led by Marist Youth Care and involving several CSSA members, also provides employment and training opportunities in the construction industry for unemployed young people.



CSSA's Pre-Budget Submission.

POLICY AND MEDIA OUTPUT

SUBMISSIONS

26/11/13	National Commission of Audit
23/1/14	Senate Inquiry into Public Transport
31/1/14	2014–15 Pre-Budget Submission
17/2/14	Joint Select Committee on Northern Australia
24/3/14	Second Action Plan under the National Plan to Reduce Violence against Women and their Children 2010–22
14/4/14	Mental Health Commission Review of Mental Health Services and Programs
30/5/14	Human Rights Commission National Inquiry into Children in Immigration Detention
6/6/14	Productivity Commission's Public Inquiry into Natural Disaster Funding

OPINION PIECES

13/5/14	Budget more slow-burn than big bang <i>Eureka Street</i>
30/5/14	Beyond the budget: What would a fairer tax and transfer system look like? <i>The Power to Persuade</i>

MEDIA RELEASES

1/8/13	Much Promise for Vulnerable and Disadvantaged Families in Government's Family Services Announcement
9/8/13	Election time—let's reclaim the "fair go"
18/9/13	Hidden Trauma, Hidden Cost—the CSSA Scholarship 2013
24/10/13	Bushfire Appeal—Diocese of Parramatta
19/2/14	CSSA appears before Senate Inquiry into Commission of Audit
20/2/14	Reflecting the World Day of Social Justice
26/2/14	Drought funding will bring welcome relief to struggling people and families
2/6/14	Divisive Federal Budget hits most vulnerable—Joint Media Release with Australian Catholic Social Justice Council

PUBLICATIONS AND COMMUNICATIONS

▶	Daily News
▶	Network News Publication
▶	Website Development
▶	Social Media

MEMBER AND NETWORK SUPPORT

Ms Sue Ludwig, Director, Member and Network Support

CSSA's 60 member organisations benefit from involvement in our national network in several ways. Member engagement is an important prerequisite for meeting the CSSA network's advocacy, policy and research objectives, and for inter-agency cooperation and communication in various national and localised contexts.

Over 2013–14, member and network support has focused on strengthening the network's responsiveness to vulnerable and disadvantaged families, people with a mental illness, and people with a disability in the face of significant change in the national social services landscape.

FAMILIES

Thirty-two CSSA member agencies have over the past two years pursued opportunities for collaboration to strengthen their individual and



Paul O'Callaghan, Executive Director CSSA (until November 2013) speaking at the FRSA Conference 2013.

collective impact as providers of federally funded Family Support Program (FSP) services across the country. The first stage of this collaboration, which focused on increasing our network's visibility and national profile in family support, was completed by the end of 2013. The result has been closer national engagement with the Department

of Social Services with more regular opportunities to meet with senior officials and contribute to developing policy, as well as a strong message to the wider family support sector of our network's national breadth and local impact.

The CSSA network's high level sponsorship of the Family and

“The CSSA network’s high level sponsorship of the Family and Relationship Services Conference held in Canberra in November 2014 was an opportunity to showcase our strong national profile and that of individual member agencies in ‘supporting families everywhere’.”

Relationship Services (FRSA) Conference held in Canberra in November 2014 was an opportunity to showcase our strong national profile and that of individual member agencies in ‘supporting families everywhere’. The CSSA booth was a hit with all conference delegates, consistently receiving large numbers of visitors from among the 500 people in attendance. A giant collage of images and logos contributed by our members was a stand-out backdrop to the display of agency promotional material and innovative resources for supporting families; and an interactive, online map allowed conference delegates the opportunity to access information about the 32 CSSA FSP providers, their 118 locations and the range of services they deliver. In addition, an attractive ‘take home’ ‘infographic’ captured the range of our network’s FSP service delivery and client groups and pointed to the high level of customer

satisfaction levels across the country in graphic form.

Stage 2 of the Collaboration commenced in early 2014. The focus has been the development of a CSSA family support outcomes framework to assist member agencies to measure outcomes in a changing social service context and in doing so reflect the distinctive characteristics of the network’s suite of family support and related services.

The resulting Framework offers members a nationally consistent and locally adaptable approach to interpreting and measuring government-defined ‘family support’ outcomes. The approach is compatible with the Department of Social Services’ (DSS) Performance Framework, evidence informed, and supported by meaningful performance indicators with pointers to relevant measurement methodologies. CSSA Member Organisations can apply

and integrate this approach into their own contexts, as well as drawing out national ‘Catholic social service’ characteristics that can be reliably compared across the network.

The project was developed under the leadership of the CSSA-FSP Steering Committee and undertaken by the Australian Research Alliance for Children and Youth (ARACY).

CSSA-FSP Steering Committee:

- ▶ **Peter Burgoyne** (co-chair), CatholicCare Wollongong
- ▶ **Paula Washington** (co-chair), Centacare North Queensland
- ▶ **Dorothee Crawley**, CentaCare Wilcannia-Forbes
- ▶ **Francesca Gerner**, CatholicCare Victoria-Tasmania
- ▶ **Sandi McGowan**, Marymead
- ▶ **Ann O’Brien**, CatholicCare Parramatta
- ▶ **Catherine Spini**, Centrecare Perth

“The focus has been the development of a CSSA family support outcomes framework to assist member agencies to measure outcomes in a changing social service context...”



The CSSA booth at the FRSA Conference 2013.

FAMILY AND RELATIONSHIP SERVICES AUSTRALIA (FRSA)

The CSSA National Office and approximately half of all CSSA Member Organisations are also members of Family and Relationship Services Australia (FRSA), the national peak for community based services that work with families, children and communities. CSSA works collegiately with FRSA on policy, advocacy and research pertaining to the wellbeing of children, families and communities and supports our members' engagement in FRSA activity.

A highlight for 2014 was involvement in the annual FRSA Senior Executive Forum held in Canberra in March. Forty people from the CSSA Network attended the Forum, and also took the opportunity to gather at a CSSA-specific workshop beforehand to work on the next stage of the CSSA-FSP Collaboration.

Two Directors of CSSA Member Organisations, Michael Austin (CatholicCare Wollongong) and Ricki Jeffrey (Centacare Rockhampton) played prominent leadership roles in the FRSA Forum in their respective

capacity as Chair and Member of the FRSA Board.

MENTAL HEALTH

NATIONAL ENGAGEMENT

CSSA is member of Mental Health Australia (known as the Mental Health Council of Australia until August 2014), and a participant in the Council of Non-Government Organisations on Mental Health. National Office staff contribute to related annual policy forums and events that focus on improving the mental health system in Australia.

In early 2014 CSSA coordinated a network-wide submission to the National Mental Health Commission's Review of Mental Health Programs and Services in Australia. Our submission included completion of an online questionnaire that sought feedback on programs, and recommendations for a person-centred recovery approach that ensures a seamless continuum of care. We also emphasised the important role of community-managed prevention and early intervention services, noting that this sector is under-resourced and could play a much stronger role in a national system. CSSA also forwarded the main themes of our response to

the Federal Ministers for Health and Social Services.

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

CSSA has been keeping a watching brief on NDIS developments and sharing information with the network on specific issues and concerns. This includes liaising closely with agencies operating in the NDIS pilot launch sites and those with an interest in the impact of the roll-out of the NDIS on their services and clients. CSSA has also participated in a Mental Health Australia Capacity Building Project which is considering interface of the NDIS with existing community mental health programs and implications for clients and service providers.

LOOKING FORWARD TO A CHANGING SOCIAL SERVICE LANDSCAPE

In 2014, collaboration across our Catholic social services network has become even more important than ever, especially if, collectively and individually, CSSA members are to remain relevant and sustainable into the future. Such collaboration is likely to require new ways of working across Diocesan, state and regional



Forty CSSA Member agency staff gathered for a CSSA-FSP Collaboration Workshop in March 2014.

boundaries, and a more streamlined approach to utilising systems and resources to support service delivery.

In 2014 the National Office has focused in particular on changes to way the Federal Government funds and administers grants within the Social Services portfolio.

This 'new way' will have significant implications for most agencies within the CSSA Network, and indeed, for the way agencies collaborate with each other and/or with other organisations in the future. The National Office has focused on assisting member agencies

to prepare for changing funding models and reporting requirements in the immediate future and for the longer term. We had been expecting a push toward open competition, including opening the doors to for-profit agencies, for some time, but the speed at which several Departments are locking this into place is daunting for many in our network. The CSSA National Office intends to refocus resources for the short and medium term in order to facilitate agency assistance, with a view to prioritising long-term sector sustainability into the future.

CATHOLIC SOCIAL SERVICES NSW/ACT

Ms Sandra Sutalo, Executive Support Officer

Catholic Social Services NSW/ACT operates as a Branch of CSSA in accordance with the CSSA By-Laws. CSS NSW/ACT works with member organisations, non-government organisations, peak bodies and governments to develop a fairer, more inclusive society. It has several roles: social policy development, advocacy, government relations, sector development and member support at the state level, as well as fostering a strong Catholic ethos and identity among members.

BRANCH MEETINGS

Branch meetings were held four times in the past financial year with Diocesan and Congregational agencies continuing to be evenly represented.

Among the Guest Speakers during the past year, Francis Sullivan, CEO of the Truth, Justice and Healing Council presented at the October meeting to talk about the role of the Council and developments to date.

Standing items for the agenda, such as updates from Social Services Employment Relations Committee,



Mr Tony Davies, Director Centacare Port Macquarie, Mr Bernard Boerma, CEO CatholicCare Sydney and former CatholicCare Wollongong Director Ms Kath McCormack.

Forum of Non-Government Agencies, Catholic Education Commission Social Welfare Coordinating Committee and the CSSA update continued over the course of the year.

Members marked the retirement of long-time Branch member Kathleen McCormack AM, Director of CatholicCare Wollongong, with a lunch celebrating Kath's significant contribution to Catholic social services over many years. Ms McCormack was subsequently honoured by Pope Francis who declared her Dame of

the Order of St Gregory the Great by Pope Francis in recognition of her 34 years of service to CatholicCare, including 29 as Director.

SPECIAL INTEREST WORKING GROUPS

Five special interest working groups meet regularly to facilitate capacity building through collaboration and knowledge sharing. These include the Youth Services Network, the Quality Assurance Working Group, the Marketing and Communications Network, the National Mental Health Standards Working Group, and the NDIS Discussion Group. Discussions are often lively, however, participants invariably come away revitalised, with new ideas to consider and a greater understanding of the complexities of the environment in which they work. Guest speakers are regularly invited to speak on a range of issues, which this year included:

- ▶ New Zealand's model of individualised funding
- ▶ Practical use of social media in Not-for-Profits

- ▶ Comparing accreditation systems
- ▶ Program research and evaluation
- ▶ Risk management
- ▶ Digital storytelling

COMMUNICATION WITH STAKEHOLDERS

Regular meetings have been held with external stakeholders including several forums and committees at which the Branch is formally represented: the Council of Social Service of NSW (NCOSS), the Forum of Non-Government Agencies (FONGA), the Catholic Commission for Employment Relations (CCER), and the Catholic Education Commission Social Welfare Coordinating Committee (CECSWCC).

FORUM OF NON-GOVERNMENT AGENCIES

In the current environment the sector is facing a period of unprecedented change in terms of regulatory and program reform at both State and Federal Government levels. The NSW/ACT Branch provided input to creating a survey to identify the strengths, future challenges and priorities of NSW community sector organisations

and to assist NCOSS to use this information to advocate on behalf of the sector.

CATHOLIC EDUCATION COMMISSION SOCIAL WELFARE COORDINATING COMMITTEE

This committee has been proactive in identifying positive Catholic sector child protection initiatives, influencing cultural change in schools and making recommendations to schools to promote discussion and review of practice.

ANNUAL GENERAL MEETING

CSS NSW/ACT held its Annual General Meeting on Tuesday 17 December 2013, and three new members were elected to the Executive Committee for 2014 as office bearers. They are:

- ▶ **Lyn Harrison**, CEO, Rosemount Good Shepherd Youth & Family Services
- ▶ **Joanne Najdson**, CEO, St Anthony's Family Care
- ▶ **Claire Bloor**, Executive Manager Education and Support Services, Marist Youth Care

Current executive members who continue to serve on the committee are:

- ▶ **Most Reverend Terence Brady DD** VG, Bishops Commission for Health and Community Services
- ▶ **Fergus Fitzsimons**, Chairman CSS NSW/ACT, CEO, Centacare New England North West.

Continuing office bearers are:

- ▶ **Bernard Boerma**, CEO, CatholicCare Sydney
- ▶ **Hilary Martin**, CEO, Marymead
- ▶ **Otto Henfling**, Deputy Chair, Executive Director, CatholicCare Social Services—Diocese of Parramatta

The CSSA representatives were:

- ▶ **Paul O'Callaghan**, Executive Director, Catholic Social Services Australia (until November 2013)
- ▶ **Jackie Brady**, Acting Executive Director, Catholic Social Services Australia (from November 2013)

CATHOLIC SOCIAL SERVICES VICTORIA

Mr Denis Fitzgerald, Executive Director

Catholic Social Services Victoria helps the Church in Victoria to respond to the Gospel imperatives of service and work for justice. We do this as a peak body for Catholic social service organisations in Victoria.

We have around 55 organisational members, some of which are also members of Catholic Social Services Australia. Relations with Catholic Social Services Australia are strong, and CSSA is very supportive of our work, ensuring that there is complementarity and no overlap or duplication.

Catholic Social Services Victoria is auspiced by our Member Organisations, the Bishops of Victoria, and Catholic Religious Victoria. We are guided by a Council, chaired by Ms Patrice Scales, and a network of Council Committees and working groups. Under our current strategic plan, our work continues to be organised under three strategic priorities:

- ▶ Policy and advocacy on behalf of those who are disadvantaged



Attendees at the 2013 Listening, Learning, Leading conference.

- ▶ Network development and member support
- ▶ Fostering a Catholic ethos and identity

LISTENING, LEARNING, LEADING

Our flagship activity for the year in review was a conference, in partnership with Catholic Social Services Australia, in Melbourne on 9–10 October 2013. Entitled *Listening, Learning, Leading*, the conference explored the impact of Catholic identity and mission on what

we do and how we do it.

The event brought together around 200 leaders and others associated with our collective endeavours, to explore these themes through a mix of plenaries, workshops, discussion, liturgies, etc. Keynote speakers at the Conference were Chris Lowney, American writer and speaker on leadership and Ignatian spirituality; Sr Margaret Mary Flynn ibvm, a Board member at Catholic Social Services Australia; Julie Edwards, CEO of Jesuit Social Services; and Bishop Eugene Hurley of Darwin. At the



Mr Denis Fitzgerald, Executive Director CSSV with Mr Chris Lowney, keynote speaker at the Listening, Learning, Leading conference 2013.

Conference Dinner, noted author and raconteur Michael McGirr delivered a Mary MacKillop Oration where he effectively conveyed to the audience that part of Mary's enduring gift to us was her light-hearted spirit even in the heaviest of circumstances.

The conference message was one of hope, challenge and enthusiasm. These themes have also been captured in a book, edited by Gabrielle McMullen and John Warhurst, which includes the key papers from the conference. Also entitled *Listening, Learning, Leading*, and including a foreword by the Hon Tim Fischer, the book includes papers that offer reflections and dialogue on such topics as engagement with the Aboriginal community, the challenges of responding to victims of institutional child sexual abuse, Gospel-inspired leadership, the

implementation of sound human resource practices and the impact of changing demographics within our church and society. Book launches in various cities throughout 2014 have provided further forums for reflection and dialogue on the hope and challenge of leading our sector to respond effectively to our Gospel mandate.

CATHOLIC SOCIAL TEACHING: A GATEWAY TO MISSION- INSPIRED ORGANISATIONS

Over the course of the years Catholic Social Services Victoria has continued to build a program of workshops on Catholic Social Teaching. These three-hour workshops are now offered to people from Member Organisations each quarter, and have been well received—staff, managers and Board members, whether or not of Catholic background, seem to find

in Catholic Social Teaching a way of engaging with the Gospel message that resonates with the issues and challenges that they face today. The workshops have also been delivered, in one form or another, to several members in the organisation's own setting.

Complementing this program has been a series of deeper reflections on particular aspects of Catholic Social Teaching, including a Breakfast Briefing by Archbishop Diarmuid Martin of Dublin. A longer program being developed for leaders in our sector on *Orientation for Mission* also includes one evening on Catholic Social Teaching.

NETWORK DEVELOPMENT AND MEMBER SUPPORT

The establishment of a community of shared identity is an integral element

“...dialogue on such topics as engagement with the Aboriginal community, the challenges of responding to victims of institutional child sexual abuse, Gospel-inspired leadership, the implementation of sound human resource practices and the impact of changing demographics within our church and society.”

in our engagement with members, and in this context over the past year we conducted a range of gatherings and briefings on matters of interest and concern to members.

Our two major annual events are the Annual General Meeting and Commissioning Mass, and our Annual dinner. Over 300 people attended the 2013 dinner to hear Mr Bernie Geary, Victorian Commissioner for Children and Young People, graciously accept his Life Membership of Catholic Social Services Victoria. John Falzon, national CEO of St Vincent de Paul Society, spoke at the AGM on 'left out in the lucky country'.

We also hosted gatherings on developments in the National Disability Insurance Scheme; sector reform and tendering issues; the continuing challenge to respond effectively to the findings of the Royal Commission into Institutional Responses to Child Sexual Abuse;

and a series of workshops entitled *Pathways to Partnership* to enhance and resource collaboration across our member organisations.

POLICY AND ADVOCACY

During the past year policy and advocacy had a particular focus in the areas of criminal justice reform and community sector structural reform matters in Victoria.

A range of submissions and consultations in the criminal justice space sought to advocate for a safer and more just Victorian community. A major work on the abolition of suspended sentences, by Dr Karen Gelb, was released in early December 2013. A brochure for congregations in the various Christian Churches and a letter from heads of Churches to members of Parliament on restorative justice have been the fruits of our ecumenical work on justice issues. A publication on prison chaplaincy is

approaching finalisation.

Other policy and advocacy work over the course of the year was undertaken on Victorian budget priorities in the areas of human rights, disability issues, housing and the needs of asylum seekers. A major project is planned to bring the face of poverty in our society more to the fore; and material for use of parishioners in the lead-up to the 2014 Victorian election is under development.

Our Asylum Seeker Parish Support Project works to empower and encourage parishes to do more to assist asylum seekers in the community, building on the expertise of our member organisations, and on the great work that is already underway in many parishes. This work is also designed to complement the more direct advocacy work of several Member Organisations.

FINANCE REPORT

Mr Peter Selwood, Chair Finance, Risk and Audit Committee



“...the work of Catholic Social Services Australia can only occur and be meaningful with the solid support of the membership base and in turn, the ongoing support of the Australian Catholic Bishops Conference.”

Catholic Social Services Australia enjoyed a sound result in financial terms for the year ended 30 June 2014 with income increasing on the back of ongoing support from our members. While expenses increased due to special project expenditure, a funding allocation from Catholic Social Services Australia Limited allowed the surplus for the year to increase to \$175,000.

Major project work included the finalisation of our website and enhancement of our communication,

policy and membership services capacities. During the period a strong cash position was maintained and the revaluation of the Curtin premises increases net worth to \$1,771,000.

During the year, a Finance, Risk and Audit Committee of the Board was established to not only focus on financial performance but to establish and monitor a risk management framework. I believe the committee is providing good support to the Board and I thank the staff for their facilitation of the committee's work.

In November 2013, we farewelled

Trevor Murphy from the Board following six years of highly dedicated service to the organisation. Trevor's skills and insights were invaluable and I convey my sincere appreciation to him on behalf of the Board and members.

Finally, the work of Catholic Social Services Australia can only occur and be meaningful with the solid support of the membership base and in turn, the ongoing support of the Australian Catholic Bishops Conference. We are deeply grateful for this support and will continue to work prudently and positively for our members.

SUMMARY FINANCIALS

REVENUE & EXPENDITURE

TOTAL REVENUE \$1,690,599

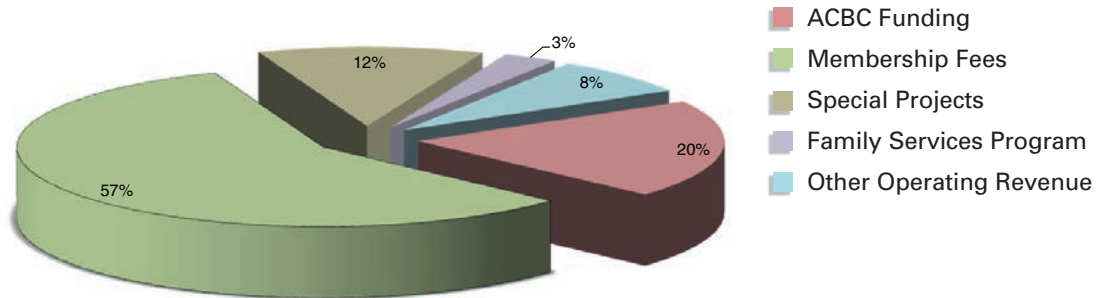
TOTAL EXPENDITURE \$1,515,580

OPERATING SURPLUS \$175,019

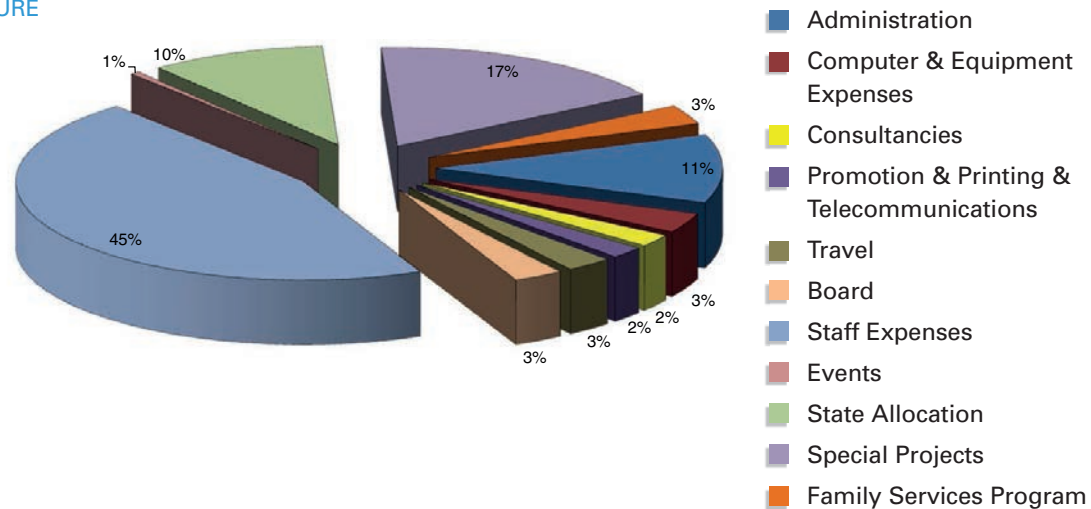
For period ended 30 June 2014

A full set of financial statements will be made available at Catholic Social Services Australia's 2014 Annual General Meeting.

INCOME



EXPENDITURE



CSSA SCHOLARSHIP

The CSSA Scholarship scheme was launched in April 2013 with the aim of promoting and funding research leading to a fairer, more inclusive Australian society. The Scholarship provides \$20,000 across two years to a chosen applicant from the CSSA network. The scheme provides the opportunity for member agency staff to apply their knowledge and experience to develop research to the benefit of both the CSSA network and the broader Australian community.

The inaugural Scholarship was awarded in September 2013 to Ms Romaine Moss of CatholicCare Diocese of Broken Bay, for her proposal *Hidden Trauma, Hidden Cost: Ameliorating the effects of vicarious trauma in the workplace*. Ms Moss' proposal was based on preliminary research showing that people who are exposed to traumatic information as part of their work often suffer vicarious trauma symptoms. This issue is particularly relevant for staff in caring professions and those who work with the vulnerable and disadvantaged. As such, the Scholarship Selection Panel



Mr Trevor Murphy, CSSA Treasurer (until November 2013) presents the CSSA Scholarship Award 2013 to Ms Romaine Moss, CatholicCare Diocese of Broken Bay.

felt Ms Moss' research would have widespread benefit across the CSSA network.

Since being awarded the scholarship, Ms Moss has commenced her study with permanent residential staff working with vulnerable children who have experienced abuse. The study will examine symptoms of vicarious trauma in these staff over time, as well as assessing the effectiveness of different self-care strategies in reducing vicarious trauma

“...Ameliorating the effects of vicarious trauma in the workplace”

symptoms and in-turn reducing levels of compensation claims, sick-leave and resignations. The first stage of research has been completed, with positive trends emerging.

As one of the first Australian studies into vicarious trauma, there is significant interest in this research with Ms Moss presenting at both local and international conferences. The study is expected to conclude in 2015, following which the research findings and recommendations will be shared with the CSSA network.

The CSSA Scholarship will again be open for nomination in 2015.

UNITED KINGDOM STUDY TOUR



From left to right: Joe Zabar, Director Services Sustainability UnitingCare Australia; Cate Sydes, CEO Marist Youth Care; Helen O'Brien, Chief Executive Officer Caritas Social Action Network UK; Chris Hall, CEO MercyCare; and Jackie Brady, CSSA.

In October 2013 a small delegation from CSSA and UnitingCare Australia took part in a study tour to London in order to gain a greater understanding of the United Kingdom charitable and Not-for-Profit (NFP) sector at a time of significant change in Australia's own policy and program landscape. The

delegation comprised Jackie Brady, of CSSA, Chris Hall, CEO of MercyCare, Cate Sydes, CEO of Marist Youth Care and Joe Zabar, Director of Services Sustainability at UnitingCare Australia.

Over a nine-day period, the group had 23 meetings with individuals representing Government

Departments, NFP and Charitable organisations (both church and non-church), think tanks and individual consultants. Discussions focused on trends emerging in the UK in relation to social policy reform, work with the NFP and charitable sector and alternate models of funding for social services.

“Due to austerity and broader sector reform measures, the UK has seen significant and concerning reductions in Government funding for the social service sector, as well as a push towards outcomes-based funding and significant welfare reforms.”



Lessons learned from this trip are particularly relevant given the many similarities between government policies developed in the UK and those being planned or implemented in Australia at this time. Due to austerity and broader sector reform measures, the UK has seen significant and concerning reductions in Government funding for the social

service sector, as well as a push towards outcomes-based funding and significant welfare reforms. Through meetings with Charity and NFP organisations it was found that the sector in the UK responded with greater collaboration, increased use of volunteers, and pursuit of social enterprise models of funding.

The knowledge and experience gained from the trip will continue to inform CSSA's policy and advocacy agenda as we engage with government and seek to influence social policy to better meet the immediate and longer term needs and opportunities of those who are currently most vulnerable or disadvantaged.

CSSA Board

1 July 2013 – 30 June 2014



Dr Maria Harries AM—Chair
(November 2013 onwards)
Appointed by the Australian
Catholic Bishops Conference



Fr Joe Caddy—Chair
(until November 2013)
CEO, CatholicCare Archdiocese of
Melbourne
Appointed by the Australian
Catholic Bishops Conference



Most Reverend Terence Brady DD VG
Auxiliary Bishop of Sydney
Bishops Commission for Health
and Community Services
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



Ms Barbara Hingston

Appointed by the Australian Catholic Bishops Conference



Mr Dominic Kelly

Appointed by the Australian Catholic Bishops Conference



Ms Paula La Rosa

Deputy Director, Centacare North Queensland
Member organisation elected representative



Mr Trevor Murphy—Treasurer
(until November 2013)

Appointed by the Australian Catholic Bishops Conference



Mr Peter Selwood—Deputy Chair

Executive Director, Centacare Brisbane
Member organisation elected representative



Ms Cate Sydes

CEO, Marist Youth Care
Member organisation elected representative

BOARD MEETINGS

13 August 2013

12 November 2013

24 February 2014

17 June 2014

ANNUAL GENERAL MEETING

4 September 2013

BOARD COMMITTEES

The CSSA By-Laws provide authority for the Board to establish Committees from amongst its members and other persons co-opted by the Board. The composition and operations of each of the committees during the 2013–14 Financial Year include:

STANDING COMMITTEES

FINANCE, RISK AND AUDIT

Members: Peter Selwood (Chair), Dominic Kelly, Maria Harries, CSSA Executive Director

Established by the Board in 2014, the Finance, Risk and Audit Committee has replaced the role of the Treasurer. Consistent with the Mission and values of CSSA and CSSA Ltd, the primary objectives of the Committee are to assist the Board in ensuring the organisation and the company: has effective risk management systems and achieves legal compliance in its operations; achieves and maintains

a high level of internal control and security over its assets and financial operations in a manner consistent with the relevant accounting standards and requirements of other regulatory authorities; and has an effective external and internal audit function.

MISSION AND GOVERNANCE

Members: Barbara Hingston (Chair), Sr Margaret Mary Flynn ibvm, Maria Harries, Cate Sydes, CSSA Executive Director

Established by the Board in 2014, the Mission and Governance Committee exists to promote the ministry of Catholic social services as an integral element of the mission of the Catholic Church and to advise the CSSA and CSSA Ltd Boards on effective governance of the organisation, through:

- ▶ fostering of 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
- ▶ development and review of governance policies and procedures
- ▶ overseeing the selection, appointment, induction and training programs for Board Members

- ▶ regular review of the performance of the Board as a whole and evaluation of the contribution of individual members

ADHOC COMMITTEES

MEMBERSHIP

Members: Paula La Rosa (Chair), Cate Sydes, Dominic Kelly, Maria Harries, CSSA Executive Director

The Membership Committee was established by the Board in 2014 to undertake a review of CSSA membership policy and to bring recommendations to the Board for decision. The review will include; Membership Categories, Membership Fee arrangements, State Structures, Membership benefits and Membership recruitment strategy.

SCHOLARSHIP PANEL

Members: Emeritus Professor John Warhurst AO (Chair), Professor Peter Whiteford, Sr Margaret Mary Flynn ibvm

The Scholarship Panel was established by the Board in May 2013 to administer the CSSA Scholarship Scheme, to assess Scholarship proposals and to award the CSSA Scholarship. The Panel is made up of two independent persons and a CSSA Board Representative. The Panel Chair has ongoing supervisory contact with the CSSA Scholarship recipient for the duration of the Scholarship period.

ADVISORY GROUPS

CSSA 2014 LEADERSHIP FORUM

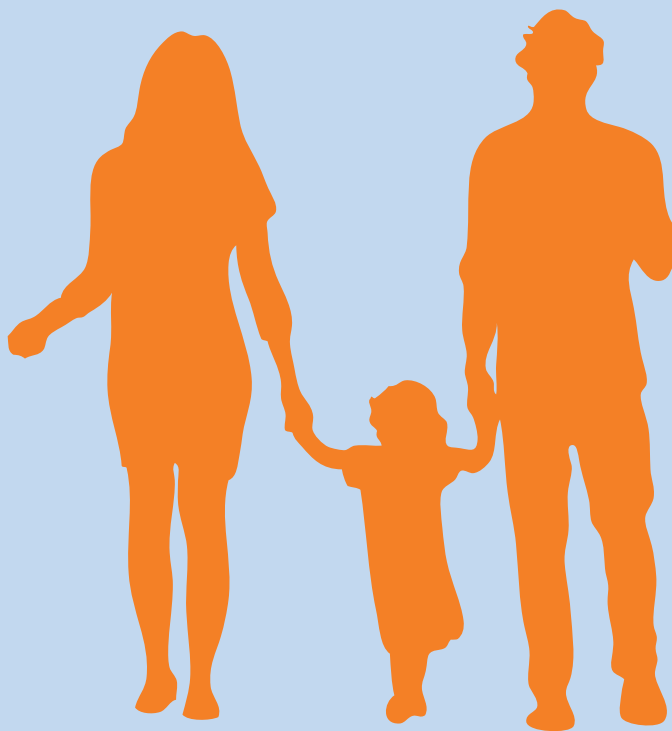
*Members: Sr Margaret Mary Flynn
ibvm, Paula La Rosa, CSSA Chief
Executive Officer*

This advisory group was established by the Board in 2014 to provide direction for the CSSA 2014 Leadership Forum.

ROYAL COMMISSION INTO INSTITUTIONAL RESPONSES TO CHILD SEXUAL ABUSE

Members: Maria Harries, Barbara Hingston, CSSA Executive Director

This advisory group was established in 2014 to provide assistance to the Board on the role that CSSA might play in ensuring that Church ministries engaged in working with children are providing services that are safe, transparent and accountable in their practice.



BISHOPS COMMISSION FOR HEALTH AND COMMUNITY SERVICES

The Bishops Commission for Health and Community Services, a Commission of the Australian Catholic Bishops Conference, promotes the life and mission of the Catholic Church in Australia in the areas of social services, health and aged care. CSSA is the Secretariat for the Commission and continues to assist the Commission in fulfilling its tasks. Membership of the Bishops Commission for Health and Community Services comprises:

Bishop Donald Sproxton DD (Chair),

Bishop Terence Brady DD VG,

Bishop Robert McGuckin DD MCL LCL (appointed May 2014)

Bishop Joseph Oudemans OFMCap DD,

Bishop David Walker DD MTh (Lon) (retired November 2013).



CONTACTS

CSSA NATIONAL OFFICE STAFF

1 JULY 2013 – 30 JUNE 2014

Catholic Social Services Australia

22 Theodore Street, PO Box 326, CURTIN, ACT 2605

Phone: (02) 6285 1366

Fax: (02) 6285 2399

Email: admin@cssa.org.au

Website: <http://www.cssa.org.au>

Executive Director

Mr Paul O'Callaghan (until November 2013)

Ms Jackie Brady (acting from November 2013)

Director Government and Public Affairs

Ms Jackie Brady (until November 2013)

Communications Officer

Mr Sam Edwards (until May 2014)

Director, Membership and Network Support

Ms Sue Ludwig

Membership and Network Support Officer

Ms Kylie Burgess

Research and Administration Officer

Ms Ingrid Hatfield (from January 2014)

Senior Policy Officer

Ms Liz de Chastel (from August 2013)

Policy and Research

Mr Don Arthur

Director, Corporate Services

Ms Mary Jamieson

Administration Officer

Ms Heather Grant

Librarian

Ms Fay Padarin

CSS NSW/ACT Executive Support Officer

Ms Sandra Sutalo

MEMBER ORGANISATIONS

NSW/ACT

CatholicCare Canberra & 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

Conference of Leaders of Religious Institutes in NSW

Daughters of Charity of St Vincent de Paul

Dunlea Centre, Australia's Original Boys' Town

Good Grief Ltd

Marist Youth Care

MaroniteCare

Marymead

Rosemount Good Shepherd Youth and Family Services

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 NSW Congregation Leadership Team

St Anthony's Family Care

St Francis Social Services

St Joseph's Cowper

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—Ain Karim

South Australia Province of the Sisters of St Joseph

SOUTHERN

CatholicCare Archdiocese of Melbourne

Catholic Society for Marriage Education

Centacare Catholic Diocese of Ballarat Inc

Centacare Sandhurst

Centacare Tasmania

Jesuit Social Services

MacKillop Family Services

Marriage Education Program (Inc.)

Sacred Heart Mission (St Kilda)

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 Rockhampton

Centacare Toowoomba

Mercy Community Services—Family Services

North West Queensland Indigenous Catholic Social Services (NWQICSS)

Sisters of Mercy Brisbane Congregation Leadership Team

