

CATHOLIC WELFARE AUSTRALIA

ANNUAL REPORT

2001 - 2002

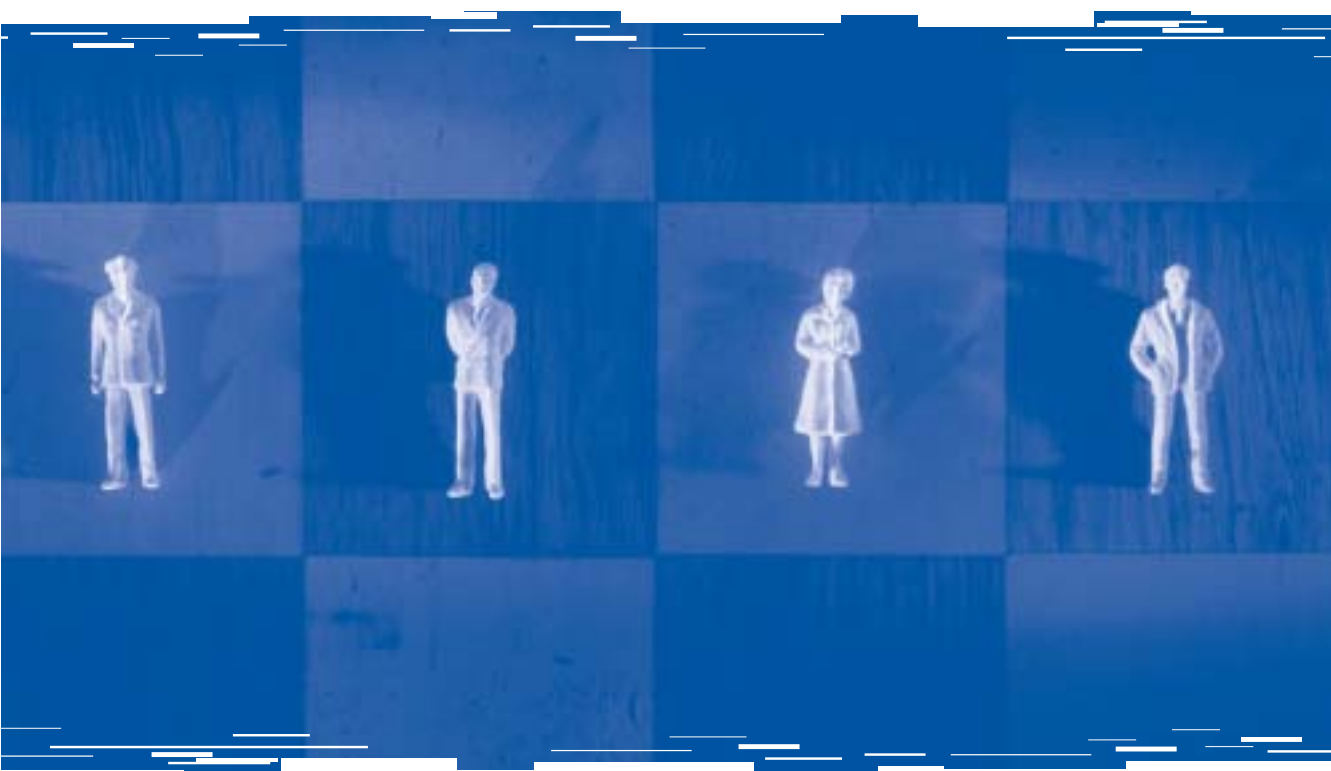


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Mission Statement

Catholic Welfare Australia strives to promote and advance the ministry of Catholic social welfare as integral to the mission of the Catholic Church in Australia.

It carries out this mission by interacting with Catholic organisations, governments, other churches and all people of good will, to develop social welfare policies, programs and other strategic responses that enhance the human dignity of every person and work towards the economic, social and spiritual well-being of the Australian community.



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Message from the Chairperson

David Beaver

It is 12 months since Catholic Welfare Australia became a reality. This first report covers the activities undertaken over the past year by the new entity under the guidance of the Board. The first year anniversary of operation provides an excellent opportunity to reflect on the progress Catholic Welfare Australia has made towards achieving its mission which is:

“To promote and advance the ministry of Catholic social welfare as integral to the mission of the Catholic Church in Australia.”

This mission calls the Board and the whole membership of Catholic Welfare Australia to work towards developing a socially just community in which all people are treated equally with justice, respect and dignity.

Many people are saying that in Australia today we do not have a just society. Refugees are imprisoned. Growing numbers of employees are being retrenched. Underemployment is growing while corporate mismanagement goes unchecked. People are being required to work longer hours at a high cost to their families.

While Australia’s recent economic progress is important to securing our economic future, there is no doubt that within Australia much of this progress has resulted in creating deeper divisions and underlying tensions within and between our communities. Many believe there is growing inequality in the collection of wealth and the distribution of income across families. The top 10% of Australians own 52% of household wealth compared to the bottom 50% of Australians who own just 3 – 4% of all

household wealth. The top 20% of Australian households receive almost half of all income.

There is increasing inequality between the over-employed and the unemployed or underemployed. There is growing division and inequality between rural and urban communities and it is now recognised that locational disadvantage exists within our urban communities. There are increasing rates of homelessness at the same time as decreasing availability of public and social housing. There is disagreement within our society on our treatment of refugees. There is a lack of compassion being evidenced by our political leaders – being altruistic is considered passé. Dissent is raging all around us!

All these instances have implications for the continued well-being of families – the building blocks of our democracy. They also present significant challenges to and hold significant ramifications for our society and for peak bodies like Catholic Welfare Australia. More so, however these contemporary social issues present ever increasing and complex problems for families living in poorer communities serviced by our Members Organisations.

How should we respond at a national and at a local level? There is a single answer to this question. Our response must be to assist local communities find their own solutions to the problems confronting them and, when requested, to deliver these solutions with local participation. In these instances, consultation with the community is the key, not the imposition of solutions developed in isolation by government or by the Church.

Throughout the past year the Board of Catholic Welfare Australia has sought to respond to the needs of local communities by implementing many of the projects outlined in the 2001-2004 Strategic Plan. The Strategic Plan was presented and endorsed by the membership in October 2001.

A major governance task attended to by the Board was the resolution of the operational paradox that is Catholic Welfare Australia. It is a network with a strong emphasis on mutual trust, co-operation, and empowerment of its Member Organisations. Through its company Centacare Australia Ltd., it also has major contractual requirements that the Board has to manage and for which liability exists whenever these requirements are not met. In the past, sometimes there has been tension created when the interests of the Board and those of a Member Organisation involved in the delivery of contracted services partnership are not similar.

The Board has also found that the requirements of servicing the contracts and the need to achieve uniformity at the operational level across the national network have, at times, caused it to be distracted from its strategic and governance roles. In order to resolve this tension, the Board of Centacare Australia Ltd and its role has been restructured. Earlier this year, the Directors of the company were given a mandate from the Board of Catholic Welfare Australia to pursue the development of a 10 year Strategic Business Plan.

I am pleased to be able to indicate that significant work has been undertaken to develop this comprehensive plan. The final strategic plan will necessitate a new partnership arrangement between the company and those Member Organisations seeking to be involved in the future delivery of contracts held with the Commonwealth in order that the Church's agencies can continue to

respond to the needs of those people who remain unengaged in the life of their local community.

The Board of Catholic Welfare Australia sees the new arrangements concerning the ongoing operation of the company as providing the necessary separation of strategic functions from the operational work. This separation of responsibilities will allow Catholic Welfare Australia to be free to pursue the mandate entrusted it by the Catholic Bishops and the membership as evidenced through the Mission articulated in the 2001-2004 Strategic Plan. These include:

“To speak prophetically as the representative of the Church for those families and individuals in the Australian community who suffer injustice or disadvantage.” (Vision 1)

and

“To facilitate collaborative networks which respond to the needs of Member Organisations and to the needs of their local communities.” (Vision 4)

The importance of these tasks cannot be overstated given the rapidly changing times in which we live. The first of these tasks is perhaps the hardest. What does it mean to speak prophetically?

I think Professor John Molony expressed what it means and what we are called to do in the words he used in the 2002 Ozanam Lecture:

“The voice of dissent, the voice that says no human being can be degraded, the voice that insists on the acceptance of a fair go for all, is a gentle voice. It is nonetheless a sacred voice that must not be stifled because any society in which it is not heard will soon wither and die. It is a voice full of firmness and dignity, which is not made effective by clamorous repetition, but by acts of respect and love.”

To be such a “sacred voice” is the task that falls to Catholic Welfare Australia.

There is a price to be paid for speaking the truth and this is nowhere more keenly sensed than by the fact that the Church uses government moneys to help meet the needs of struggling families and communities. Are we, collectively and individually, up to the task of being true to our mission?

In conclusion I would like to record my thanks to the members of the Boards of Catholic Welfare Australia and Centacare Australia Ltd. They have all contributed a great deal to the progress Catholic Welfare Australia has made in achieving its mission. I also wish to record my

thanks to the staff of the National Secretariat and especially to Mr Toby O'Connor, the National Director, for their continued excellent work in a period of transition and consolidation and, for their assistance to both the Board and to the Member Organisations.



Mr David Beaver
Chairperson



Report from the National Director

Toby O'Connor

When we walk with the Lord, we leave with him all our burdens, and this confers the strength to accomplish the mission he gives us. He who takes from us gives to us; he takes upon himself our weakness and gives us his strength. This is the great mystery of the life of the disciple and apostle. It is certain that Christ works with us and within us as we "put out into deeper waters", as now we must. When times are difficult and unpromising, the Lord himself urges us "to cast our nets once more (Lk 5:1-11)"

Pope John Paul II *Ecclesia in Oceania* (2001) n.3

July 2001 marked the official commencement of Catholic Welfare Australia. The new chapter of the national story of the Australian Catholic Church's social welfare apostolate was the culmination of more than two years of collaborative dialogue between the former Australian Catholic Social Welfare Commission and Centacare Australia.

During the preceding 12 months, the National Secretariat worked alongside the Board of Catholic Welfare Australia to implement the 2001-2004 Strategic Plan. There are a number of activities contained in this report that I draw to the attention of the membership.

First, an active strategy to engage all Catholic social welfare agencies in the national network saw meetings convened in New South Wales, Queensland, South Australia and Victoria. These initiatives reflected the strong desire by the Board and the original members to actively pursue an inclusive approach to other Church agencies outside the national network. As such, the meetings opened dialogue with religious orders, congregations and lay associations. Communication mechanisms are now established between the national body and a growing number of local initiatives operating under the auspice of religious orders.

The past 12 months saw the membership grow. Five new church bodies were welcomed into the national network which now stands at 47 Member Organisations. The expanded membership included a number of agencies owned by religious orders and is a significant step and clearly reflects the diversity of agencies involved in this ministry. It is anticipated that more agencies will join Catholic Welfare Australia as the benefits of being part of a national peak body become known across the Catholic welfare sector.

A joint initiative with the Australian Catholic University will see the first comprehensive survey of the sector take place in late 2002. Although it may come as a surprise to many, there is no definitive census data covering the Church's welfare sector. It is to be hoped that the uncovering of any unknown services operating in Australia will finalise the contact information collated by Catholic Welfare Australia, and its predecessor, over the past 20 years.

The essence of Catholic Social Teaching continued to be a defining feature of all the activities performed by the National Secretariat on behalf of the Board. The Board has taken a strong stewardship role to ensure that all the initiatives conducted by the staff are underpinned by Gospel values.

As can be read in the report from the Research Division, a number of policy initiatives were addressed with particular attention to unemployment and related activities being pursued by the Federal Government. The membership of the Social Policy and Research Standing Committee, drawn from practice and policy backgrounds, ensures that the Division focuses on the application of social policy and research to the challenges facing Australia's local communities. Much of this work seeks to respond to the aspirations of Member Organisations and to service a facilitative and supportive role in the life of citizens requiring assistance to become active participants in the life of their local communities. Finding solutions to the needs of local communities is the bread and butter of Catholic Welfare Australia and its Member Organisations.

Contact with Government Ministers and Departmental Officers is one of the avenues available to the Board and the National Secretariat to establish linkages with and to foster collaborative partnerships between government and the membership. The quality management work conducted with the Department of Family and Community Services, reported elsewhere in greater detail, illustrated a maturing of the relationship between funders and providers – this has resulted in better outcomes for clients.

This partnership will be strengthened in the coming months when all parties develop a new approach to the outmoded funding paradigm used to determine the location and funding of family relationship services across the nation.

The membership and the welfare sector in general has been slow to realize the challenges issued by the Federal Government's announcement of its macro policy initiative known as *Australians Working Together*. Much attention was given by the Board and the National Secretariat to those Member

Organisations delivering contracted services over the past 12 months.

This attention was primarily concerned with satisfying government funders that the membership was capable of delivering quality services in line with the standards required by the Commonwealth. In March, the Board directed that the National Secretariat shift its focus from a compliance agenda towards a strategic agenda that integrated the strengths of individual Member Organisations.

A deal of planning was undertaken by the Board and by the Directors of Centacare Australia Ltd, the entity used by Catholic Welfare Australia to enter into contractual agreements with the Commonwealth, to assist the National Secretariat prepare a 10 year strategic vision to assist disadvantaged individuals engage or re-engage in the life of their local communities.

This strategic vision relies on a reframing of many of the disparate government funded programs operated and administered by Member Organisations in order to provide better and more integrated services to individuals and families and to maximize available resources. The goal of this vision is to deliver seamless services across the life-cycle and ever changing life styles encountered from birth to old age.

The provision of timely and high quality advice to the Board and to the membership on the implication of government policy and the introduction of new programs was a significant task undertaken by the National Secretariat. These core activities seek to ensure that the Church and its agencies are kept abreast of new policy initiatives in order to make informed decisions about supporting and actively engaging in the implementation of policy.

A revised operational model was introduced at the end of this reporting period following an audit of the National

Secretariat undertaken by the Board. The audit was necessitated as part of the Strategic Plan as well as being a timely response to the growing complexity of demands and ambit of responsibility entrusted to the staff within the national office. This revision saw the National Secretariat adopt a 'project approach' to the work required of it by the Board and the membership.


The movement away from the old 'program approach' to task completion reflects the need in the modern environment to adopt systems and practices that are more conducive to using the vast cross section of skills and expertise available through all of the staff working in the National Secretariat. It is anticipated that the modeling of this approach to the membership will see an institutional shift to best practice across Member Organisations in the next two years.

It was a busy year – again. The coming year looks just as full and presents new challenges to the national body and its membership as the landscape continues to evolve. It is an exciting time to be working in the sector because change

always brings new opportunities. The ability of the National Secretariat to stay refreshed in the face of constant change speaks of the commitment of the individuals who work as an integral part of the bigger mission of the Church.

On behalf of the Board and the Member Organisations I extend my deepest gratitude to each and every person working in the National Secretariat.

Finally, I extend my thanks to the members of the Bishops' Committee for Social Welfare (Archbishop Adrian Doyle, Bishops Jeremiah Coffey, Eugene Hurley and Patrick Power) for their ongoing support and encouragement of the work of Catholic Welfare Australia. The considerable time given and interest shown by Archbishop Doyle and Bishop Power is very greatly appreciated by the Board and the National Director.



Mr Toby O'Conner
National Director



Social Policy and Research

John Daniel Ferguson

It has been a busy year for the Social Policy and Research Division. This was also a period of consolidation as Catholic Welfare Australia established itself in the public domain as a peak body and a new organisation of the Australian Catholic Bishops' Conference.

Over the year, this Division has increasingly addressed service delivery issues faced by Member Organisations. It has undertaken projects and produced work in many areas including the following highlights.

Rural and regional development

In the lead-up to, and during, the National *Year of the Outback*, Catholic Welfare Australia issued a number of media statements on rural issues — including the principles document, *Seven steps towards regional equity and development*, and commentary on regional policy during the 2001 Federal Election.

Following the 2001 AGM, there was strong interest in establishing a Rural Working Party of Directors of Member Organisations. A Task Group, chaired by Sr Margaret Flynn, ibvm worked with the Secretariat to draft Terms of Reference that were approved in March 2002. The role of the Working Party is to: facilitate a forum of rural and remote Member Organisations; advise the Board on issues of concern to agencies and their communities; and, facilitate collaboration among participating Directors.

Federal Election 2001

In October 2001, a Joint Election Special, *Searching for the Common Good: Federal Election 2001*, was launched in collaboration with the Australian Catholic Social Justice Council. This document highlighted key social issues facing the electorate including: justice for Indigenous Australians; the needs of asylum seekers; regional equity and development; employment and the national economy; and, closing the wealth divide. Catholic Social Teaching was promoted as a basis for judging the relative merits of election policies. The document was widely distributed and received significant media coverage.

2002-03 Federal Budget

The National Secretariat made substantial public comment on the 2002-03 Federal Budget. Media interest was generated around the issues of: the Treasurer's Intergenerational Report; a need for a national job creation strategy; the Government's welfare reform credentials; reforms to the Disability Support Pension; Commonwealth/State disability funding; and massive increases in budgetary allocations to border protection and the so-called 'war on terror'.

Employment policy and programs

Documents produced on employment policy and programs were based on consultation with Member Organisations and the Employment Services Team. Written submissions were made to inquiries on: Breaches and Penalties in the Social Security System; the Independent Review of Job Network; and, Employment Services — An Active Participation Model.

Media statements were released on issues of welfare reform relating to employment programs. Discussion papers and presentations on the subject of 'Employment services, breaching and ethics' were delivered to Directors and Program Managers. A paper was published in the *Economic and Labour Relations Review* entitled 'Long-term unemployment and the employment services system: value adding or a trade in damaged stock?'

Child welfare issues

Catholic Welfare Australia continued its involvement in the Joint Liaison Group on Child Migration. This group has been instrumental in background research on Church involvement in child migration, making formal representations to Senate inquiries and developing family tracing avenues for former child migrants. Over the past year, the need for additional independent research regarding the after care provided to child migrants has been promoted.

In May 2002, a submission was lodged with the Human Rights and Equal Opportunity Commission (HREOC) *National Inquiry into Children in Immigration Detention*, focusing on the two issues of: the impact of detention on the well-being and development of children; and, the measures and safeguards required to protect the human rights and best interests of child asylum seekers and refugees residing in the community.

Privacy legislation

In December 2001, amendments to the *Privacy Act 1988* were introduced concerning the protection of personal information by organisations in the private sector. These amendments have significant ramifications for Church organisations. Catholic Welfare Australia has provided substantial support to Church agencies through information

sessions and the posting of material on the website. Discussions commenced with the Federal Privacy Commissioner regarding consultations to determine if there is a justification for a Public Interest Determination concerning the collection of social and medical histories. Catholic Welfare Australia holds that the provision of counselling services should not be compromised by concerns over potential access rights of third parties.

Catholic social services sector

There are three projects of relevance to the broader Catholic social services sector being undertaken by this Division. Work continued with the University of Queensland's School of Social Work and Catholic Health Australia on the project: *State and Civil Society — The Catholic Church in Australia*. This research concerns the changing relationship between Church and State in the delivery of health and welfare services — particularly those aspects of competition policy which undermine the sector's mission and ethics.

This Division has continued work funded by Catholic Church Insurance Ltd. to produce a *Guidebook for Parish Pastoral Ministries* in support of basic standards of ministry and risk management in the provision of pastoral care. The Guidebook is being finalised and its distribution and promotion is being considered.

Considerable work has also been undertaken in conjunction with the Australian Catholic University to establish the *Mapping Catholic Social Services* project. This project is a response to a dearth of information on the Church's social programs. Based on the ground work undertaken by this Division, the ACU will administer a survey that maps the size, scope and identifiable needs of the sector.

Acknowledgements

The Social Policy and Research Division undertakes its work in accordance with the principles of Catholic Social Teaching.

It is accountable to the Board through the National Director and the Social Policy and Research Standing Committee which includes: Fr Joseph Caddy; Bishop Patrick Power; Ms Myolene Carrick, AM; Fr John Usher; Mgr David Cappelletti; Prof. John Warhurst; Mr Neil Harrigan; and, Sr Daphne McKeough, rsm.

This Division is grateful to the members of this Standing Committee for their continued guidance and encouragement in meeting the demands of social policy and research.

Many thanks also to Sr Helen Anderson, rsm and Mr Jerome Brown for their great efforts and commitment to the work of Catholic Welfare Australia through this Division.



Mr John Daniel Ferguson
Director



Centacare Employment

Phil Murray

'...human work is a *key*, probably the *essential key*, to the whole social question, if we try to see that question from the point of view of man's (human) good.'

Pope John Paul II, *Laborem Exercens* (1981) n.3

These often-quoted words of Pope John Paul II continue to resonate their truth into the third millennium. More than ever, the personal dislocation arising from the triple thrust of resultant unemployment, under-employment and over-work affect Australia's people and its families in many negative ways.

Many studies link these issues, either as causes or as consequences, with other conditions such as poor physical, psychological and mental health, family and relationship breakdown, crime and homelessness. Failure to deal with them will simply increase the incidence of personal and social dysfunction and ultimately increase the demand on other welfare services, including those offered by Member Organisations.

During 2001-02, a total of 20 Catholic Welfare Australia Member Organisations worked as Delivering Agencies to provide services covering the Job Network and the Community Support Programme in local communities. The year was a frantic one for both programs for different reasons.

Job Network

During 2001-02, ***Centacare Employment*** assisted over 12,000 job seekers into paid employment. In Intensive Assistance, the service for the most disadvantaged job seekers, just over 10,000 job seekers commenced employment with more than 3,200 gaining Interim Outcomes (worked for a minimum 13 weeks,

mostly in full-time jobs). This result is more than a 50% improvement over the previous year.

Job Network is contracted out by the Commonwealth Department of Employment and Workplace Relations ('DEWR') and consists of three employment services: Job Matching, Job Search Training and Intensive Assistance.

Nationally, through 11 participating Member Organisations, ***Centacare Employment*** offered Job Matching services at 25 sites, Job Search Training at seven sites and Intensive Assistance at 24 sites. A Specialist Intensive Assistance service is provided for non-English speaking job seekers in Perth.

Throughout 2001-02, ***Centacare Employment*** maintained a strong focus on improving its performance in the lead up to the next Job Network tender, expected to open in October 2002. In successive releases of DEWR's "star ratings" performance indicator, overall national performance continued to improve in relation to its competitors. Considerable energy has gone into sharing best practice and adopting performance improvement strategies in order to lift performance.

The Federal Budget in May 2002, announced the Government's plans for the third Job Network contract from July 2003 to June 2006, entitled *An Active Participation Model*. Catholic Welfare

Australia lodged a substantial submission in response to the Government's proposals. The next contract represents a substantial departure from the approach to date. Rather than consisting of a set of discrete services, the new approach will see each job seeker assigned to a single provider for their complete period of unemployment.

In response to continuing performance challenges in a number of sites the National Secretariat commenced work in late 2001 with Delivering Agencies to develop an improved approach to the management and delivery of future Job Network services. This approach seeks to achieve defined service and management standards as prerequisites to future participation in the contract. The approach clarifies respective national and local roles and provides stronger guarantees regarding the service to clients, future performance, survival and expansion, the viability of Delivering Agencies and the risk exposure of the national body.

During the reporting period, increased interaction between the Directors of Delivering Agencies and National Secretariat was initiated to improve Directors' understanding of the demands of the Job Network contract and the differences between this contract and other welfare service models. In addition, there was increased communication between the National Secretariat and the Boards of a number of Delivering Agencies.

Community Support Programme

During 2001-02, the average number of Community Support Programme ('CSP') participants assisted at any one time by ***Centacare Employment*** nationally was approximately 2,200. During the year almost 1,900 new commencements were recorded. Unlike Job Network, there are very limited objective performance measures available for CSP that indicate the degree of success of client services.

The Community Support Programme catered for job seekers with severe barriers to employment such as substance addiction or psychological conditions. The programme was contracted out by DEWR and clients in this market represent the most disadvantaged of job seekers.

Nationally, through 19 participating Member Organisations, ***Centacare Employment*** offered CSP services in 41 locations. ***Centacare Employment*** held around 16% of nationally contracted CSP places, and was the equal largest CSP provider. On 30 June 2002, CSP ceased operation.

From 1 July 2002, the federal Government will launch the new Personal Support Programme ('PSP') which will be administered by the Department of Family and Community Services ('FaCS'). PSP responds to a broader area of community need than CSP did and offers the scope to address unmet demand more satisfactorily. The improvements in this Programme respond to many of the concerns and proposals put to FaCS by Catholic Welfare Australia in consultations conducted as part of the development of the Programme.

On behalf of 28 Member Organisations, Centacare Australia Ltd tendered for PSP services with tremendous success. Centacare Australia Ltd was successful in all 68 Employment Services Areas contested. ***Choices PSP*** (the new identity of this national initiative) will be delivered from 23 Member Organisations across 52 sites. Delivering Agencies of ***Choices PSP*** were offered business in 44 Employment Service Areas across 52 sites. The remaining MOs achieved membership of the PSP Panel of organisations to which services may be offered over the next two years. ***Choices PSP*** won 15% of the nationally available business making it the largest provider of PSP services in Australia.

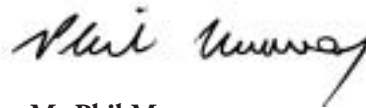
Community Work Coordinator Services

In August 2001, on behalf of seven Member Organisations, Centacare Australia Ltd tendered in 15 Employment Service Areas for Community Work Coordinator Services ('CWC') a program administered by DEWR. CWC coordinates the placement of eligible job seekers into Work for the Dole and voluntary work activities.

Unfortunately, the tender was successful in only one Employment Services Area, the vast majority (85%) of available business being offered to existing CWC providers. In fact, *Centacare Employment* was one of only 19 new organisations offered CWC business, but without previous experience in delivering these services there were limited prospects of success in the tender.

Summary

In conclusion, I extend my congratulations and gratitude to all of the National Secretariat staff involved in administering *Centacare Employment's* many and varied activities. I also thank the Directors, Managers and staff of all Delivering Agencies for their cooperation and continuing efforts to assist job seekers, especially those who face particular disadvantages.



Mr Phil Murray
National Manager



Family Relationships Service Program

Margaret Roots

Catholic Welfare Australia can justly claim that this year of intense activity has facilitated renewed energy and new directions in Family Relationship Services Program ('FRSP') service delivery.

There have been three major themes to this year's operations:

- (i) the pursuit of excellence in the quality of the work provided at all levels of the network;
- (ii) development – collaborating, both inside the network and with professional colleagues, to build upon strengths and to share resources; and,
- (iii) strategic planning to secure a future for FRSP that ensures it delivers services that are responsive to client need.

Ongoing Quality Improvement Strategy

Much effort went into providing ongoing quality improvement strategies both at a local service delivery level and as a national network. The National Secretariat of Catholic Welfare Australia provided secretariat facilities for the Quality Management Project and therefore took carriage of much of the practical detail in relation to the project. This project was funded by the Department of Family and Community Services ('FaCS') and was jointly auspiced by three Family Services Industry Representative Bodies.

Throughout the year this project achieved four tangible outcomes and set the foundation for many more. The project produced two publications –

In Search of Quality and *Delivering Person Centred Services*. Both of these documents have informed the FRSP sector and set in place quality directions for the future. Good Practice Forums were conducted around the country, which brought together experienced practitioners to reflect on practice and discuss the effects of emerging issues. These consultations were aimed at harnessing collective wisdom by using the strength of collaboration to break down barriers between service types and between organisations. The product of these discussions was captured in the Good Practice Standards that has been distributed widely across the network.

The culmination of the year's quality improvement activity was the "National Good Practice Forum – A Collaborative Quest" held in Sydney in May. Every Catholic Welfare Australia FRSP Member Organisation from across the country was able to have at least one staff member attend this unique forum. The depth of the expertise in the Catholic Welfare Australia network was shared with our colleagues in the sector and was highlighted by presentations from 11 Member Organisations. A CD is still to be produced of the Forum's proceedings and will be made widely available.

Shaping the future of FRSP

This year, substantial amounts of energy and time were put into shaping the future of FRSP. Most crucial has been forging a new direction for the program that is consistent with client need, community expectation and political directions. In a climate of tight financial constraint this has not been an easy task. Family Relationships Services have to

compete with more high profile public needs at a time when most of the funding agreements between FaCS and Member Organisations terminated at the end of June 2002.

Consultations between the Family Relationships Forum representing all the funded organisations and FaCS has produced a discussion paper that sets a direction for the future of service provision in this area. Catholic Welfare Australia was instrumental in constructing the principles that are foundational to this document. The paper is awaiting political approval. To rollout the proposed direction will require much sector consultation, so in the meantime Member Organisation funding has been rolled over for the 2002-03 financial year.

Whilst this has been welcomed the funding of the National Office position is again unclear.

Servicing Member Organisations

The Family Services area has grown over the past 12 months. A number of the new Member Organisations deliver a variety of family services, some of which draw on State not Federal funding. The FRSP initiative has historically looked after the Federally funded services but this restricted focus is no longer sufficient to meet the growing needs of the membership. The increase in membership and diversity of family services provided with state funding is presenting a challenge. To further complicate matters, this growth seems to be coinciding with a decline in activity at a State/Regional level.

It is indeed fortunate that the spirit of cooperation is so strong in the network! The brilliance of technology has facilitated continued interaction through the continued good use of the weekly FRSP Bulletin and regular use of teleconferencing. The judicious use of meetings at forums and conferences has

allowed many of the staff from across the country to contribute to discussions and debates that inform future direction of policy and service delivery.

Throughout the FRSP Network there is evidence of a growing confidence. New services have been taken on and have flourished. Three of the seven funded conciliation services and three of the new domestic violence programs are run by Centacare Agencies. Presentations by persons from the FRSP Network at national conferences are at an all time high and at least three Centacare Agencies have held conferences in their own right where FRSP work has been showcased.

The FRSP Working Party has met three times face to face and has had a further four formal teleconferences.

In the light of a rural Australia that feels it has been forgotten when it comes to service provision, Catholic Welfare Australia made a concerted effort to support the rural and regional sector. Representation to Government has highlighted the inadequacy of the current allocation of resources to rural Australia. Consistent with this objective, Catholic Welfare Australia positively discriminated in favour of rural staff when allocating training opportunities. The decision was taken to sponsor two rural participants to a national conference in Melbourne as well as maximizing opportunities for regional and rural staff to attend practice forums.



**Mrs Margaret Roots
National Manager**



Disability and Community-based Aged Care Services

John David Ferguson

Network

The Disability and Community-based Aged Care network was launched in Sydney in August 2001 with the first of two national forums held during the year. The aim of the Sydney forum was to establish the network and provide a framework under which to operate. A Working Party was also created to assist with the development of the network. The second forum was held in Adelaide in February 2002 to coincide with the National Home and Community Care Conference and attracted managers who were unable to attend the Sydney forum.

Given the time and funding constraints on Service Managers, the main forms of communication used are email and the Members Section of the Catholic Welfare Australia web-site. The Disability and Aged care section of the web-site has been designed to include a directory of Disability and Aged Care services provided by Member Organisations, network bulletins, information on Government policies, links to other websites and a small but growing number of papers written regarding issues of interest, e.g. Case Management, Normalization, Assessment etc. With the recent upgrade of the web-site, the amount of information available will be expanded to include such things as program specific policies and procedures and information regarding funding applications made by Member Organisations.

A system of notification of funding available to Member Organisations through tenders and grants was

introduced. The system involves emailing funding details to Directors of Member Organisations on a daily basis and then placing a compiled listing of tenders and grants on the Members web-site at the beginning of each week. The service was extended from Disability and Aged Care services to cover a wider range of services provided by Member Organisations.

The monthly Disability and Aged Care Bulletins discuss current developments in the sector. Some of the major issues covered during the year were the election promises of the Liberal and National parties, the ALP and the Democrats, the re-negotiation of the Commonwealth, State and Territories Disability Agreement and the proposed major changes to the Disability Support Pension outlined in the 2002-03 Budget. The National Secretariat on behalf of the network undertook lobbying action on this issue.

Future

One of the main aims of the establishment of networks with Catholic Welfare Australia Member Organisations is to share information and resources. One of the strategies the Working Party will use to achieve this is 'Good Practice Surveys' on issues of interest among the Member Organisations. The first survey is directed at 'the engagement of the local community in service provision'. Future Disability and Aged Care Forums will aim to use information gained from the surveys as a theme for the meetings.

Quality Assurance and Continuous Quality Improvement programs are growing in importance in the operation of community services.

The Commonwealth Government will commence a system of Service Certification in Disability Employment Services on 1 July 2002 as part of their quality assurance program.

The Home and Community Care program has begun to implement the National Service Standards Instrument as part of their quality assurance program.

The next Commonwealth, State and Territories Disability Agreement is likely to include a quality management component that will effect Member Organisations with state funded disability services. One problem with these developments is that various funding programs have different quality assurance systems and standards. This poses a

challenge for Catholic Welfare Australia and its Member Organisations, especially where a range of services is provided by one organisation. The key question, which needs to be addressed in the very near future, is: how are individual program quality assurance requirements, incorporated within the overall continuous quality improvement activities of Member Organisations, going to function without creating a huge and cumbersome system?



Mr John David Ferguson
National Manager

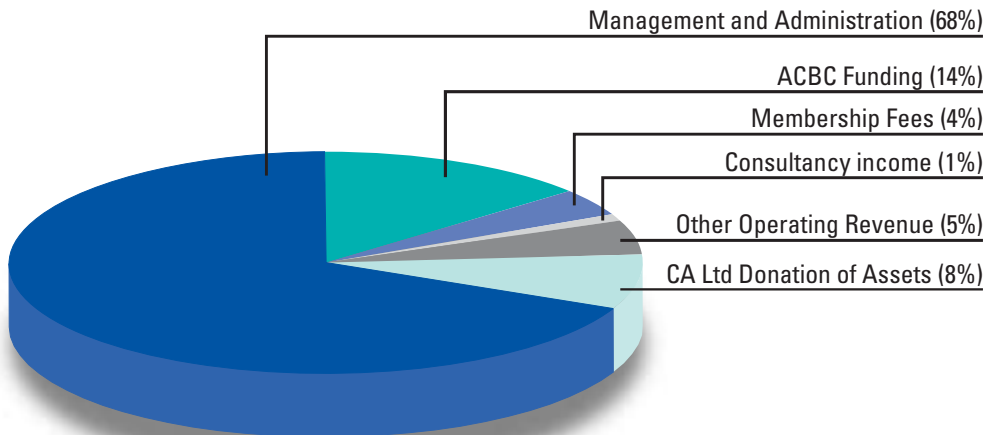


Revenue and Expenditure

2001-2002

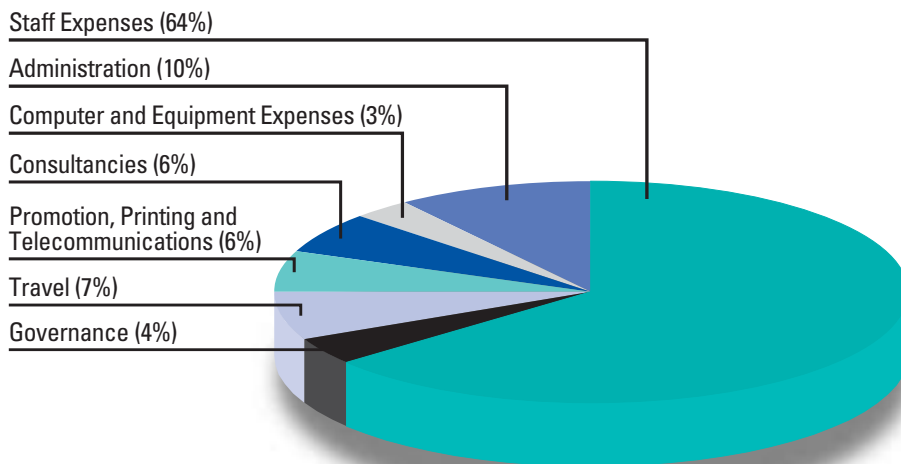
Total revenue for 2001-2002

\$2,015,681



Total expenditure for 2001-2002

\$1,871,165



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Member Organisations of Catholic Welfare Australia

Catholic Marriage Education Services	Archdiocese of Perth
Catholic Society for Marriage Education	Lay Association
Centacare	Archdiocese of Brisbane
Centacare	Archdiocese of Canberra/Goulburn
Centacare	Diocese of Bathurst
Centacare	Diocese of Bunbury
Centacare	Diocese of Cairns
Centacare	Diocese of Sandhurst
Centacare	Diocese of Toowoomba
Centacare	Diocese of Wilcannia-Forbes
Centacare Catholic Diocese of Ballarat Inc.	Diocese of Ballarat
Centacare Catholic Community Services	Archdiocese of Sydney
Centacare Catholic Family Services	Archdiocese of Adelaide
Centacare Catholic Family Services	Archdiocese of Melbourne
Centacare Catholic Family Services	Diocese of Broken Bay
Centacare Catholic Family Services	Diocese of Parramatta
Centacare Catholic Family Services	Diocese of Wagga Wagga
Centacare Catholic Family Services	Diocese of Townsville
Centacare Catholic Family Welfare Services	Diocese of Wollongong
Centacare Central Queensland	Diocese of Rockhampton
Centacare Coffs Harbour	Diocese of Lismore
Centacare Employment, Mt Isa	Diocese of Townsville
Centacare Employment & Training	Archdiocese of Perth
Centacare Geraldton	Diocese of Geraldton
Centacare Gippsland	Diocese of Sale
Centacare Kimberley	Diocese of Broome
Centacare New England North West	Diocese of Armidale
Centacare Newcastle	Diocese of Maitland/Newcastle
Centacare NT	Diocese of Darwin
Centacare Port Macquarie	Diocese of Lismore
Centacare St Francis Xavier Parish, Ballina	Diocese of Limore
Centacare Tasmania	Archdiocese of Hobart
Centacare Whyalla	Diocese of Port Pirie
Centrecare Inc.	Archdiocese of Perth
Edmund Rice Community Services	Congregation of Christian Brothers – St Mary’s Province
Jesuit Social Services	Society of Jesus: Jesuit Social Services
MacKillop Family Services	Sisters of Mercy, Christian Brothers and Sisters of St Joseph
Marist Youth Care	Marist Brothers – Sydney Province
Marymead Child and Family Centre	Archdiocese of Canberra/Goulburn
MercyCare Community Services	MercyCare
Mercy Family Services	Congregation of the Sisters of Mercy – Brisbane
Sacred Heart Mission St Kilda	Archdiocese of Melbourne
Seasons for Growth	Congregation of the Sisters of St Joseph of the Sacred Heart
St Carthage’s Parish, Lismore	Diocese of Lismore
St Francis Welfare Ltd	Franciscan Friars – Order of Friars Minor
St Joseph’s Cowper Inc.	Congregation of the Sisters of Mercy (Grafton)
Sts Peter and Paul Centacare	Ukrainian Catholic Eparchy



Expression of thanks

Special thanks to the following organisations for their support over the past twelve months:

Australian Catholic Bishops' Conference General Secretariat

Australian Catholic Commission for Employment Relations

Australian Catholic Migrant and Refugee Office

Australian Catholic Social Justice Council

Australian Catholic University

Australian Conference of Leaders of Religious Institutes

Catholic Church Insurances Ltd.

Catholic Health Australia

Centacare Australia Ltd Board

Department of Employment & Consumer Protection (WA)

Department of Employment and Workplace Relations

Department of Family and Community Services

Family Services Australia

Assoc Prof Ray Fells, Graduate School of Management, University of Western Australia

Global Employment Solutions

Joint Liaison Group on Child Migration

Minter Ellison, Perth (Human Resources & Industrial Relations Group)

Relationships Australia

Worklink



Catholic Welfare Australia