

2006-07 annualreport



Catholic Social Services
Australia

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MISSION STATEMENT

Catholic Social Services Australia envisages an Australian society that reflects and supports the dignity, equality and participation of all people.

Our Mission is to promote a fairer, more inclusive society that preferentially assists those people most in need.

We carry out our Mission by interacting with Catholic organisations, governments, other churches and all people of goodwill 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.

ABOUT CATHOLIC SOCIAL SERVICES AUSTRALIA

Representing 63 member organisations, Catholic Social Services Australia is the Catholic Church's peak national body for social services and a Commission of the Australian Catholic Bishops Conference.

It advises the Australian Catholic Bishops Conference on social policy issues as well as supporting the delivery of a wide range of social services programs among member agencies.

Catholic Social Services Australia has assisted and promoted better social policy for the most disadvantaged people in Australian society in various forms for more than 50 years. This continues an even longer tradition of such engagement by the Catholic Church in Australia.

Our 63 members employ over 6,500 people and provide 500 different services to over a million people each year from sites in metropolitan, regional and rural Australia.

Services provided by our members include aged care, community care, disability services, drug and alcohol services, employment and vocational programs (including Job Network, Disability Open Employment and Personal Support Program), family relationship services, housing, mental health, residential care and youth programs.

Our National Office is based in Canberra under the leadership of the Executive Director, Frank Quinlan.

Catholic Social Services Australia's *Statement of Strategic Intent* details our priorities for the next three years and is available on our website www.catholicsocialservicesaustralia.org.au.

MESSAGE FROM THE CHAIRPERSON

FR JOE CADDY



In last year's Annual Report I reflected that Pope Benedict's first Encyclical, *Deus Caritas Est*, had presented us with a challenge. I reflected that:

The Pope's challenge is clear. We must, by nature, serve those most in need. We must, by our nature, give voice to their concerns, and we must, as a matter of necessity, organise our resources wisely to achieve these objectives.

There can be little doubt that we have faced these challenges directly in the year past.

Certainly, Catholic social service organisations continue to serve those in need. Our member organisations face increasing demands from those in need of support. Although the economy is robust and buoyant, our services see evidence everyday that many are being left behind; economically disadvantaged, socially disenfranchised, emotionally distressed, suffering illness and in need of care. It is of particular concern that our services encounter people with more and more complex needs, requiring more complex interventions from a range of service programs.

We have also become a stronger voice for those in need. Our voice, speaking for those we serve, is increasingly part of the social policy discourse; in the Federal Parliament, in the media, amongst public servants and other policy makers. While our services seek to assist those in need, we also strive to prevent the disadvantage and circumstances that give rise to their distress.

We are working to organise our resources wisely. This is a challenge for our network of services and for our national organisation. We face this challenge not because of any ideological drive for greater efficiency for its own sake. Rather, good stewardship demands of us that we make the most of the limited resources we have available to us and maximise the services that we are able to provide with those resources. During the year we welcomed a new Board member, Mr Maurice Kennedy, as our Treasurer. Maurie has applied not only his considerable financial expertise to the challenges that we face, but also his considerable personal commitment to those we serve. The Board is grateful for his contribution. We are also very grateful for the contribution of Liz Orupold and John Warhurst who joined the board in December.

We end the financial year with many questions regarding our future structures and arrangements unanswered, yet we have great hope. Catholic Social Services Australia has a great contribution to make to the life of the Australian community. I am confident that the year ahead will see that contribution move from strength to strength.

REPORT FROM THE EXECUTIVE DIRECTOR

FRANK QUINLAN



Catholic Social Services Australia operates in an environment of rapid change. The political scene moves very quickly and various personalities come and go. Public policy debate is increasingly played out through the media in rapidly moving waves. This situation causes me to make two observations about the work of Catholic Social Services Australia and its members.

Firstly, our relationships with politicians of all persuasions must be long-term. It is little help to our members and those people they serve to be turning up on the eve of a Federal budget or a Federal election and expecting to have a significant influence on future policy. As the various sections of this report reveal, we have invested considerable time and effort in the past year engaged with Federal representatives from all parties. Whether through direct meetings and delegations, through presentations and submissions to parliamentary inquiries, through involvement in the media, or even casually through various social events and launches, Catholic Social Services Australia is developing strong links into the Federal Parliament. This is a long term investment and one that is strengthened and enriched to the extent that the National Office is able to carry forward the experience of our members who are at the coal face of social policy in Australia.

Secondly, the changing nature of the news cycle and the narrowing of political commentary to a small band of carefully controlled political messages challenge us to raise awareness of those who are generally without voice. The clients of our services are generally excluded from the politics of the country. All too often the stories that are told are negative, portraying those experiencing difficulties as largely responsible for their own plight and placing an undue burden on the community. Our task is to tell the real stories, through anecdotes, through research reports and through evidence that can be injected into the political process. Our launch of *Dropping off the edge: the distribution of disadvantage in Australia*, in partnership with Jesuit Social Services is a tremendous example of how powerful that voice can be if our efforts are well organised.

We are all aware that our organisation and our network are in a state of flux. *Through the Signs of the Times* process we are charting new directions. Suffice to report here that notwithstanding the uncertainty we face, members can be well satisfied that the staff of the National Office have continued to provide a remarkable level of service to the sector. I am constantly heartened by the eagerness of staff to go the extra mile in order to assist or achieve. I hope as members and friends of Catholic Social Services Australia, you read this report with the same sense of pride that I have. I can only say a simple but heartfelt thank you to all of those who have contributed to the achievements that are documented here.

2006 AWARDS

Now in their sixth year the Catholic Social Services Australia Awards, presented at the National Conference, recognise and promote the work of our member organisations and of individuals working in the broader social services sector.

The Awards pay special tribute to the outstanding people, programs and organisations which work tirelessly, and often quietly, for a better life for vulnerable, marginalised and disadvantaged people.

PERKINS AWARD FOR EXCELLENCE IN SERVICE – INDIVIDUAL



Marist Br Mark Gray from Canberra accepts the award on behalf of Br Geoffrey Kelly from Sue Leppert Executive Director, Anglicare Australia

This award is presented to an individual who has shown outstanding commitment to service. The award is open to people from Catholic Social Services Australia agencies and also to people in the wider community.

The award is presented in honour of Bishop Eric Perkins, who spent his life committed to the Church's outreach to the poor.

WINNER – Br Geoffrey Kelly

Br Kelly has been involved in the social welfare work of the Marist Brothers for 29 years, with a special commitment to disadvantaged young people. When many agencies abandoned residential care, Geoff led Marist Youth Care in pursuing a professional approach with a sound theological base. He developed a team approach to residential care, careful never to lose sight of family considerations and education. Geoff has been an advocate of 'tough love' and clear boundary setting in the day to day management of problem adolescents.

While he supports the ongoing professionalising of residential care for some clients with multiple complex needs he has played a leading role in the movement from institutional to community connected service delivery. He's a firm believer in restorative justice as a principle in working with young people and has initiated discussions with the Department of Community Services to review services for young people with intensive needs.

2006 AWARDS

NORMA PARKER AWARD FOR THE MOST INNOVATIVE PROGRAM – ORGANISATIONAL



Stephen Mills, Centacare Ballarat, accepts the award from Tony Davies, Board Member, Catholic Social Services Australia

This award highlights outstanding achievement by member organisations offering programs which set trends and benchmarks in their particular area of service.

The award is presented each year in honour of Norma Parker, who travelled to America to complete post-graduate studies in social services in the late 1920s at a time when the discipline was little understood in Australia. On her return she co-founded the Catholic Social Services Bureau in Melbourne in 1936, which was Australia's first professionally organised child and family welfare agency.

WINNER - Psychiatric Carer Respite Program, Centacare Ballarat

Centacare's Carer Respite Program provides access to low-cost, short-term 'time out' for people who have a family member or friend who is experiencing a psychiatric problem. The three-bedroom fully furnished home in Ballarat is within easy access to shops, public transport and most services.

The program, which has been operating since May 2003, not only enables carers to take some time out, but also to stay close-by during crisis or transition phases of their loved one's illness. It provides services to a population of almost 210,000 people in the rural Grampians region of Victoria. It helps overcome the sense of isolation felt by many carers, who are often faced with a 24 hour, seven days a week care role.

2006 AWARDS

AWARD FOR EXCELLENCE IN SERVICE



Colleen Manning and Dolores Morten from Mercy Family Services in Banyo accept the award from Dawson Ruhl, Director, Marymead

This award is presented to the program which has most successfully met or is meeting the needs of a local community and is open to member organisations of Catholic Social Services Australia.

Winner - *Working On* program, Mercy Family Services, Banyo Queensland

The *Working On* program is a unique response to the prevalent drug problem in our society. It's been running for six years and has changed the lives of over a hundred young people in recovery from substance abuse through a training and employment program that helps people to break the cycle of addiction and crime and to realise their full potential. By achieving their goals and realising their dreams these young people are able to feel valued, connected, strengthened and hopeful for the future. Most of the people in the program have been referred by drug and alcohol agencies.

Mercy Family Services accepted an invitation from the Brisbane City Council to deliver the program in 2000. The three phase program involves a seven week preparation course, placement in traineeship, and on the job support by Mercy Family Services staff for 12 months.

SCHOLARSHIP

GRADUATE CERTIFICATE IN CATHOLIC IDENTITY AND LEADERSHIP

Australian Catholic University

The national conference this year saw the launch of Catholic Social Services Australia's Scholarship program for the Graduate Certificate in Catholic Identity and Leadership at the Australian Catholic University.

Four scholarships were awarded to commence study in semester one 2007.

The scholarship is available to any employee of a Catholic Social Services Australia member organisation or an organisation that has reciprocal rights with Catholic Social Services Australia.

The scholarship is open to people with demonstrated leadership capabilities, who have the potential to contribute to the future leadership of Catholic Social Services Australia and/or a member organisation.

Successful applicants this year include:

Jim Booth

General Manager, Centacare New England North West

Simon Langston

Senior Psychologist, Centacare Employment Group, Brisbane

Trish Cooney

Executive Assistant to the Director, Centacare Wollongong

Paula La Rosa

Deputy Director, Centacare Townsville

McCOSKER ORATION

MONSIGNOR JF McCOSKER

Each year we pay tribute to the man who played a leading role in moving the church into the organised provision of welfare.

In the words of John Usher:

Monsignor JF McCosker believed Catholic welfare was about inclusion, rather than exclusion of all people; about critical analysis of Government agendas rather than subservient compliance to them; and about professionalism in welfare rather than well meaning benevolence and dependant charity.

McCosker's obituary in The Australian in 1996 declared he was devoted to those people who were mostly unable to help themselves.

In the late 1940s, as director of the Catholic Welfare Bureau in Sydney – later Centacare – McCosker built on the foundation laid in Australia by four professionally trained Catholic lay women social workers: Norma Parker, Connie Moffitt, Eileen Davidson and Mary Lyons.

McCosker's vision and determination led to services like Meals on Wheels, Foster Care, Adoption Practice, the Council of Social Services, Marriage Counselling as part of Matrimonial and Family Law, Child Endowment and National Catholic Welfare.

McCOSKER ORATION

2006 McCOSKER ORATION



John Warhurst, Professor of Political Science at the Australian National University

The 2006 Oration, *Catholic Voices in Australian Politics*, was delivered by John Warhurst, Professor of Political Science at the Australian National University.

The following is the conclusion to the Oration:

There are many Catholic voices in Australian politics, but there is also one Catholic voice. To speak with one voice, and to be seen to be speaking with one voice, remains a desirable goal for the church in politics, though difficult to achieve. Diversity can be healthy but it can also limit the effectiveness of what Catholics want to say in the public sphere.

The tension between the two is one consequence of the loose organisation of the Catholic community. This loose organisation is at odds with the popular view of the church. But the loose organisation won't change so we had better get used to it.

It is also a consequence of two big social revolutions. The way they have evolved has left an un-repaired gulf between the Catholic tradition of collective social justice and the Catholic participation in Australian party politics. Within governments, economic rationalist approaches to policy reigns supreme and the church must deal with that.

The Catholic collectivist tradition is still evident within the Labor Party but much diminished numerically. Those remaining Catholics are more and more isolated in their own party given Labor's general view on conscience issues such as embryonic stem cell research, euthanasia and abortion. Nor do the Democrats and the Greens offer much comfort to traditional Catholics. Within the Liberal Party the Catholic voice is increasingly loud. It plays a leading role in that party's social conservatism, but Liberal Catholics seem to have not brought with them any enthusiasm for collectivist social justice.

Catholic voices face a new environment. Catholic philosophy doesn't easily fit any of the political parties at the moment. There is a lot of truth in the judgement of American writer Jim Wallis that God has been "Co-opted by the Right, Dismissed by the Left". As he says:

The religious and political Right gets public meaning of religion mostly wrong-preferring to focus only on sexual and cultural issues while ignoring the weightier matters of justice. And the secular Left doesn't seem to get the meaning and promise of faith for politics at all-mistakenly dismissing spirituality as irrelevant to social change...

Catholics, therefore face many challenges to make their views fully heard in public affairs today. Monsignor McCosker, from what I know of his life and works, would be among the first to face up to these new challenges if he was still with us.

The 2006 McCosker Oration is available at:
www.catholicsocialservices.org.au/node/520

FAMILY AND MEMBERSHIP SERVICES

MARGARET ROOTS, DIRECTOR



The Family and Membership Services team is dedicated to fulfilling Catholic Social Services Australia's (CSSA) mission *"to promote a fairer and more inclusive society that preferentially assists those people in most need"*. This year it has been a challenge.

There have been many distractions that have taken attention away from client need and forced focus elsewhere. Firstly, radical change directed by the Federal Government has dominated the Family Relationship Services Program (FRSP). The government has defunded CSSA as an Industry Representative Body and created a single entity to represent the FRSP service delivery sector. This means that a program that has been at the heart of 29 CSSA members for the past 30 odd years now has a new 'peak' representation outside its Catholic origins.

Secondly, tendering for new services has reached epic proportions. Not only has the second round of three Family Relationship Centres and support services been conducted – some 32 tenders from our network – but the Federal Government has rolled out four major funding rounds under the Council of Australian Governments scheme for service to people with mental health issues. The constancy with which these have been released coupled with short time frames afforded to respond has placed member organisations under great pressure.

Thirdly, the intensity has been continuous. Success at tendering came with the requirement that the new services be up and running in very short, inflexible timeframes. Amazingly the CSSA Network managed these feats – such is their dedication to the clients who need the services. Increasingly though, choices are being made about priorities. It is becoming impossible to remain viable and relevant without focusing on "business development" activities. Most member organisations are caught in a dilemma. They need to engage in these activities to survive and fulfil mission but are strapped for the time and resources that will allow them to so engage. National Office has endeavoured to lighten the load through its facilitation and co-ordination activities.

Network Growth

Whilst business is growing so too is the size of the network. This financial year saw three organisations join CSSA, bringing the total number of member organisations to 63. A very special welcome to:

- Conference of Leaders of Religious Institutes in NSW (CLRI NSW);
- Trustees of the Presentation Sisters (Wagga Wagga); and
- Bridgeworks Employment and Training auspiced by the Sisters of Mercy QLD.

FAMILY AND MEMBERSHIP SERVICES

Network Development State Branches

State Branches have had a mixed year. The NSW/ACT branch has flourished, successfully achieving all the goals documented in its strategic plan. A highlight of the year was a forum held at NSW Parliament House where over 50 of the NSW politicians met with directors and discussed topics relevant to service delivery. The QLD branch has continued to meet but has decided to dispense with the executive support officer position. Catholic Social Services Victoria has had a difficult 12 months with staff turnover and the Diocese of Melbourne informing the office that it was preparing to conduct a review of its operation. CSSV is still awaiting the outcome of this review as is CSSA because the results are likely to have implications for state branch functions. Despite the difficulties, CSSV conducted a very well attended *Dropping off the Edge* briefing for the Victorian membership.

Developing Leaders of the Future

The Australian Catholic University course on 'Catholic Identity and Leadership' commenced in semester 1 2007. Twelve students from across the country started the course and by all reports are finding the course extremely informative and helpful to their work. It is hoped that next year will see more students commence study and more member organisations putting up scholarships to assist with tuition fees, for their staff.

Formation of a Strong Catholic Identity and Ethos

Several other initiatives have been developed this year to assist with formation of a strong Catholic Identity. Catholic Health Australia has marketed its Centre for Leadership and Ministry professional development opportunities to the welfare sector. A number

of seminars, retreats and workshops have been conducted across the country again with rave reviews by those who were fortunate enough to attend.

Another venture involved 15 of the CSSA members attending a colloquium in Melbourne. Here the Catholic health, social services, and education sectors came together to discuss strengthening Catholic identity. The impetus commenced at this forum has continued with groups working together across discipline boundaries to support each other and to maximise the sharing of resources.

The Family Services Year

In 2006 a review of the three Family Relationship Services Program (FRSP) Industry Representative Bodies (IRBs) was undertaken by Government and one of the key recommendations of that review was for a new single Industry Representative Body (IRB) to be formed. The announcement was made just after CSSA appointed the new National Manager of Family Services, Louise Lamont, and this significant change became a key aspect of the first six months work of that position. CSSA has been provided with Commonwealth funding for the last 16 years to provide an IRB service to Government and support for Catholic Agencies delivering FRSP services in their communities throughout Australia. In December 2006 the funding for that role was withdrawn by Government. CSSA worked with Relationships Australia (RA) and Family Services Australia (FSA) to develop the processes for establishing a new IRB for the FRSP sector and the outcome of that period of transition is the establishment of a new entity known as Family Relationships Services Australia (FRSA).

The CSSA FRSP network is a strong one with a long, well established history and one that our members will not want to let go of easily. At a well attended national meeting in Sydney, a collective decision was taken by the membership that a CSSA FRSP network

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would continue until such time as it is no longer seen as necessary or viable. There is recognition that it will take some time for the new IRB FRSA to establish itself and for the CSSA agencies to have confidence that FRSA will be able to meet all of their support needs. The CSSA Board has committed to ensuring that during that transitional period its members delivering FRSP services will be supported to maintain quality service delivery and be able to meet the needs of disadvantaged people in their communities seeking assistance. A survey was completed by members to determine and inform the way forward for the CSSA FRSP network.

In keeping with the national strategic plan, every effort has been made to find ways to assist the many people who have mental illness issues and seek assistance from CSSA member organisations. There have been two major strategies to increase services in this area.

Firstly, a response to the Federal Government Council of Australian Government initiative saw 19 tender submissions from the membership. The membership services team has facilitated this effort by providing co-ordination, teleconferencing and templates.

A second strategy in strengthening services to people with mental health issues has been the exploration of how member organisations could potentially provide services under the Medicare Benefits Scheme (MBS). The government has opened up the MBS to suitably qualified practitioners in private practice who will provide services to patients according to a medical treatment plan designed by a referring qualified medical practitioner. It would appear that under the right conditions, CSSA members may be able to set up a new service type and in doing so enable those who have mental health problems and are disadvantaged and marginalised to be assisted by this scheme.



Members gathered at the 2006 National Conference, Parliament House Canberra

Business Development

Throughout the year, the CSSA family services network grew. The FRSP services network experienced a growth of 75 per cent bringing the annual dollar value of services provided by the membership to over \$34million.

Central to this year's business development activities has been a mental health strategy.

Farewells

This year has seen a changing of the guard with a number of long standing directors taking their leave from the CSSA network. It is with heartfelt thanks and every good wish that the network said their goodbyes to:

- Bryan Dunn
- Jim Grainger
- Therese O'Brien

VOCATIONAL SERVICES

PHIL MURRAY, DIRECTOR



2006-07 was the first year of the current three-year contracts covering employment and employment related programs. It was also the first year of the newly formed Vocational Services team charged with integrated management of the various national contracts in these programs.

The Vocational Services team administers six national contracts funded by the Commonwealth Department of Employment and Workplace Relations (DEWR). This year's highlights are provided for each contract:

Job Network Services

Nine member organisations participated in the national contract delivering services in a total of 19 sites:

- More than 22,000 job seekers registered for Job Network services. Almost 9,000 commenced Intensive Support services; over 500 completed Employment Preparation services; over 2,100 completed Job Search Training services; and over 5,200 completed Intensive Support Customised Assistance services.
- 3,900 13 weeks outcomes were achieved, including over 2,400 for very long term unemployed job seekers; and over 1,700 26 weeks outcomes were achieved.
- Job Network is increasingly servicing disadvantaged job seekers. Over the last three years, the proportion of our Intensive Support caseload who are Highly Disadvantaged has increased by one-quarter (from 32% to 40%) while the proportion who are very long term unemployed increased from 54% to 61%.
- The increase in disadvantaged job seekers has not been accompanied by increased fees such that services are struggling with financial viability.

Personal Support Program

Twenty eight member organisations participated in the national contract delivering services in a total of 66 sites:

- Over 9,600 job seekers were referred and almost 6,500 commenced in services which provide assistance for up to two years.
- Over 2,300 outcomes were achieved including almost 600 13 week and almost 400 26 week economic outcomes that cover a range of employment types or transition to education or specialist employment services. Almost 1,350 social outcomes were finalised. As social outcomes are narrowly defined these figures do not provide a definitive assessment of the range of social benefits achieved for the most marginalised and disadvantaged people.
- Personal Support Program was scheduled to transition in July 2007 to the more advanced IT platform, EA3000, used for Job Network. This should result in more efficient and accountable reporting. It will also facilitate more efficient on-line referrals to this program and complementary programs.

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- DEWR will also introduce in July 2007 a provision for "stretch capacity" in the program. With a new rapid referral process, this should go some way to reducing the waitlist which has long been an issue flowing from the capped nature of Personal Support Program.

Disability Employment Network Services (Uncapped)

Four member organisations participate in the national contract delivering services in a total of 8 sites:

- Almost 300 referrals were recorded with almost 200 commencing in services. Although it is too early for high outcome achievements, 10 four week outcomes and three 13 week outcomes were achieved by 30 June 2007.
- The flow of job seekers into the program was about half that expected, largely because of many incorrect referrals and delays by Job Capacity Assessment providers in assessing clients. This created financial viability challenges for some sites.

Job Placement Services

Ten member organisations participate in the national licence delivering services in a total of 22 sites:

- More than 6,900 job seekers were placed into employment including over 2,000 very long term unemployed job seekers.

Indigenous Youth Employment Consultant Services

Two member organisations deliver services under the national contract in one site each in Mildura and the Perth suburb of Mirrabooka:

- 364 Indigenous youth (including 3 under Community Service Orders, 65 at school, 29 currently employed, 64 disengaged from school and 75 unemployed) were assisted and supported with gaining or sustaining education or employment.
- Outcomes included: 29 into further education or training; 29 supported to remain in current employment; 51 supported to remain in education and training; and 48 supported into employment.

Remote Services

Two agencies offer remote services in two programs in a total of two sites: Disability Employment Network (very small contract in Alice Springs); and Community Work Coordinator Services (small contracts in Alice Springs and Mount Isa). In relation to Community Work Coordinator Services:

- 9 participants have been placed in projects in Alice Springs. Of 78 participants commencing in Mount Isa, 34 completed their six month placements successfully.
- Job seekers in these locations are often extremely disadvantaged and engagement has been challenging because of barriers such as literacy and numeracy, drug and alcohol addiction and cultural factors.

The serious nature of social issues in the Northern Territory prompted the Federal Government to initiate an emergency response. In 2007-08 Centacare Employment Alice Springs will be working closely with DEWR to assist in implementing these new initiatives.

Industry Challenges Increasing Disadvantage

As the unemployment rate has reduced in recent years to a 30 year low, there has been a marked change in the mix of job seekers referred under the various programs. Increasingly, job seekers have much higher levels of disadvantage. While high disadvantage is expected in Personal Support Program, Disability Employment Network, Indigenous Youth Employment Consultant Services and Remote Services, it is now also true of the mainstream program of Job Network.

If there was ever any doubt about the match between our network's mission to disadvantaged people and the clients of these programs, such doubt should now have evaporated. There is a strong case for expansion of these services in the Catholic Social Services Australia network.

Increasing Competitiveness

The employment services industry has become increasingly competitive. DEWR is expanding the Star Ratings system used for assessing Job Network

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performance to other programs. The Disability Employment Network and Community Work Coordinator Services already have Star Ratings. The Personal Support Program and Job Placement and Employment and Training Program (in which some of our members have local contracts) are being prepared for Star Ratings.

Running in parallel with this, the Government has progressively reduced program fees such that all providers have had to make immense efforts to find efficiencies in order to remain financially viable. This tends to favour larger providers who are able to take advantage of economies of scale.

Based on Job Network experience, increased pressure for high performance and the drive for efficiencies will result in wholesale reductions in the number of providers in these programs as DEWR consolidates business around high performing, efficient providers. The ultimate outcome of this approach has been the growth of larger, high performing enterprises and the demise of smaller providers.

The predominance of smaller agencies in our network represents a significant risk for future activities.

Program Integration

Now that DEWR has responsibility for all the Commonwealth's employment-related programs, there has been considerable discussion about closer integration of these programs including the possibility of structural integration resulting in fewer programs.

The industry peak body, the National Employment Services Association (NESA), consulted widely on this issue and released a report entitled *Workforce for the Future*. The report proposed collapsing DEWR's current nine programs into five integrated programs. Catholic Social Services Australia participated in the development of this report and has endorsed it.

The program integration move, if realised, will favour those providers delivering all or most of DEWR's current programs. Since the majority of Catholic Social Services Australia's member organisations deliver only one or two of DEWR's programs, this move presents significant challenges. Catholic Social Services Australia will continue to assist members to respond to this changing environment.

Advocacy and Policy Developments

Catholic Social Services Australia maintained an emphasis on advocacy with Government, DEWR and the industry itself throughout the year. The highlight was the release of a report in November 2006 entitled *A Job Network for Job Seekers*. The report challenged current program arrangements resulting in diluted support for disadvantaged job seekers and traced the source of this to perverse provider incentives, inadequate funding arrangements, program complexity and costly administrative processes.



Frank Quinlan at a doorstep interview at Parliament House in Canberra following announcement to pull out of financial case management arrangements

This report received significant media coverage including editorial comment in two major national newspapers. It also caused a record number of hits on Catholic Social Services Australia's website on the morning of the report's release.

Notwithstanding some of the hysterical coverage in the media, as the report's author, I received a large number of overwhelmingly congratulatory comments from industry colleagues. Catholic Social Services Australia was praised for being prepared to raise publicly a number of controversial issues that are widely regarded in the industry as needing improvement.

Business Development

Two major national tenders were coordinated during the year:

- Catholic Social Services Australia was unsuccessful in tendering in late 2006 for Vocational Rehabilitation Services, the first time these have

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been put to public tender. Our inexperience in these services proved a major drawback as most of the business was allocated to existing vocational rehabilitation providers.

- Following business reallocations in the Job Network in early 2007, unfortunately Catholic Social Services Australia lost its Job Network site in Mount Isa. However, Catholic Social Services Australia tendered successfully for business in West and North West Tasmania winning a total of eight sites, including three full time sites and also retained its Alice Springs site.

Network Redevelopment

Following internal concerns about the suitability of our network's organisational arrangements and similar concerns expressed by DEWR, in October 2006 the Board of Catholic Social Services Australia agreed to a review of these arrangements. As a result, a meeting of network members occurred in Sydney on 13 February 2007 to initiate the review.

The meeting concluded that, given the organisational arrangements of the Catholic Church that favoured local autonomy of agencies, the best way forward in the increasingly national environment of employment services was a continuation of national contracts using a devolved organisational framework.

A working party of four agency directors was formed to advance these proposals: Helga Biro (Centacare Cairns); Sr Margaret Flynn (Centacare Wilcannia-Forbes); Otto Henfling (Centacare Sydney); and Ashley Reid (Mercy Employment and Training Perth), supported by Phil Murray and project officer George Kazs (both from National Office).

The Working Party concluded that national arrangements needed to be strengthened considerably to ensure that the Catholic Social Services Australia Ltd Board could fulfil its responsibilities as contract holder and to provide mutual assurance among members that each was not exposed to unacceptable risks as a result of the actions of other participating agencies.

In considering this report in late May 2007, the Catholic Social Services Australia Board decided that in view

of concerns regarding effective control and the limits imposed by contract ownership on offering equitable services to its wider membership, it would not hold vocational services contracts beyond the expiry of current contracts in June 2009. The Board invited its member organisations to consider new and effective ways of holding such contracts beyond that date.

A further network meeting was planned for early July 2007 but by the end of 2006-07, it was clear that, despite the risks to themselves and the overall network, some agencies were contemplating withdrawing from the national arrangements and adopting individual local contracts instead.

Summary

The Catholic Social Services Australia's Vocational Services Network is now facing the biggest challenge of its 12 year history.

The network developed from the very generous efforts of a handful of individual agencies that realised that the survival and growth of this important aspect of the Church's mission depended on an effective *national communion* of interested agencies.

At a time when the increasing number of disadvantaged job seekers issues a renewed call to mission and the environmental pressures driving these programs are offering the greatest ever *challenge to successful mission*, that mission is now at risk, not just because of the environmental and political factors, but because of the difficulties in forging an effective national communion that works for the *common* good of all.

It is to be hoped that we will find suitable answers to these challenges in the coming year.

I would like to express my appreciation to the Board of Catholic Social Services Australia as well as the Directors, Managers and staff of all participating member organisations for what this network has achieved to date. Most especially, I wish to express my admiration for all of the National Office staff who in various ways support these programs despite the very uncertain environment in which they operate.

POLICY, RESEARCH & COMMUNICATIONS

FRANK QUINLAN, EXECUTIVE DIRECTOR



In the period 2006-07, Catholic Social Services Australia has created a number of opportunities to engage with key decision makers and policy makers in this country across a broad range of issues. Three key occasions deserve highlighting:

The 2006 Annual Conference

The 2006 Annual Conference was held in Canberra, 16-19 October, and much of that Conference focused on engaging participants in the processes involved in articulating a voice for the poor, marginalised and disadvantaged in our country. Out of the three day Conference, a full day was dedicated to activities at Parliament House. The day began with a well attended breakfast with Members of Parliament and Senators attending from all political persuasions. The day also gave our members an opportunity to hear directly from and ask questions of some of those Ministers & Shadow Ministers who have responsibility for portfolios directly impacting on member services. This was in fact a stellar line-up and included: The Prime Minister, John Howard; The Leader of the Opposition, Mr Kim Beazley; Shadow Attorney-General, Nicola Roxon; the Minister for Employment and Workplace Relations, Kevin Andrews; Minister for Workplace Participation, Dr Sharman Stone; Attorney-General, Phillip Ruddock; Minister for Families, Community Services and Indigenous Affairs, Mal Brough; Shadow Minister for Indigenous Affairs and Shadow Minister for Family and Community Services, Chris Evans.

A Job Network for Job Seekers

In November Catholic Social Services Australia released *A Job Network for Job Seekers* which critiqued the current Job Network program and made some suggestions and recommendations as to how the system might be improved to provide better outcomes for clients.

Dropping off the edge

In February of 2007, the joint Catholic Social Services Australia/Jesuit Social Services Australia publication *Dropping off the edge: the distribution of disadvantage in Australia* was launched and interest in the document and its findings attracted and continue to attract the attention of politicians, public servants, policy makers and academics throughout the country.

Policy/research unit's priorities

During the year, our priorities fell within the broad subject parameters of welfare reform, social inequity and low-income families. Throughout the year, our consultations, research and output covered a range of policy areas. These included:

- Geographic distribution of social disadvantage
- Impact on the most vulnerable in our society of recent or proposed changes to the welfare system and to industrial relations laws.
- Welfare compliance system (including the "financial case management" scheme).
- Minimum wage-setting by the Australian Fair Pay Commission.
- Interaction of government policies on: income support; other government transfers such as Family Tax Benefit (Parts A and B); taxation; wages; and "work and family" issues.

POLICY RESEARCH & COMMUNICATIONS

Written submissions

- Submission to Australian Labor Party Family Watch Task Force on Pressures on Australian Families, August 2006.
- Submission to Senate Legal and Constitutional Affairs Committee Inquiry into *Crime Amendment (Bail and Sentencing) Bill 2006* (addressing sentencing amendments which we argued would not achieve their purpose of redressing family violence, but instead would have negative consequences for Indigenous Australians and for others outside the cultural “mainstream”), September 2006.
- Submission to Inquiry by a NSW Legislative Council Committee into the impact of recent federal family law changes, October 2006.
- Submission to Senate Legal and Constitutional Affairs Committee into Bill containing provisions permitting Centrelink staff to exercise search-and-seizure powers, November 2006.
- Pre-Budget submission to Commonwealth Government, December 2007.
- Submission to Senate Employment, Workplace Relations and Education Committee Inquiry into *Employment and Workplace Relations Legislation Amendment (Welfare to Work and Vocational Rehabilitation Services) Bill 2006* (on, among other things, the removal of entitlement to Pensioner Education Supplement for certain Disability Support Pension recipients upon transfer to Newstart Allowance), January 2007.
- Joint submission to Prime Ministerial Task Group on

Emissions Trading – Submission lodged jointly with Brotherhood of St Laurence and National Welfare Rights Network (arguing for appropriate measures to prevent unfair impacts on disadvantaged households of climate change itself and of measures to address climate change), April 2007.

In addition to these submissions, policy staff, Simon Smith and Patricia Hewitson, presented refereed conference papers during the year.

We continued to develop our connections with contacts in government, the community sector and academia. Our external liaison included Catholic organisations, notably the Australian Catholic Council on Employment Relations (ACCER), Catholic Health Australia, and the Australian Catholic Social Justice Council, as well as other church-based welfare agencies. And we continued to participate in, or joined, a number of alliances, committees and organisations – ranging from the Federal Government’s Welfare to Work Consultative Forum to the Australian Council of Social Services and the National Oral Health Alliance.

Media Report

Media efforts this year focused on a number of strategic decisions by the sector and on the release of the papers, submissions and reports detailed above.

- In August Catholic Social Services Australia withdrew from Financial Case Management; a program to support the eight week suspension of welfare payments, instigated under “Welfare to Work” changes. We said it was unethical and unfair.
- In October our discussion paper: *A Job Network for*



Prime Minister, John Howard



Opposition Leader, Kim Beazley



Community Services and Indigenous Affairs Minister, Mal Brough



Shadow Attorney-General, Nicola Roxon

POLICY RESEARCH & COMMUNICATIONS

Job Seekers, which examined provider incentives and government administration of Job Network, received very significant national and international attention.

- In January we defended the Catholic social services sector's participation on a committee to provide advice on a manual to be used as part of the Government's Pregnancy Counseling Helpline. We separately argued for transparency in pregnancy support counseling services.
- In February in partnership with Jesuit Social Services we released *Dropping off the Edge*, the third in a series of reports by Professor Tony Vinson from the University of Sydney, which maps social disadvantage nationally.
- We argued that lower unemployment paved the way for greater investment in support services.
- We welcomed CoAG's commitment to a range of support services for people with a mental illness.
- We opposed the Government's 'work first' approach to employment.
- We were concerned about the impact of rising interest rates on low income families paying rent and those with hefty mortgages.
- We welcomed Labor's Family Watch Taskforce, suggesting a vision for a fairer Australia built on equity and access can find resonance in the hearts of the voting public.
- We said effective marginal tax rates caused poverty traps for low income people, especially single parents.
- We said the *Crime Amendment (Bail and Sentencing Bill) 2006* would not address Indigenous violence but would increase the potential for injustice in sentencing decisions.
- We encouraged a national meeting of Housing Ministers to consider the plight of families who struggle to keep a roof over their heads.
- We raised awareness of how rising fuel prices are eroding the lifestyles of low income Australians.
- We addressed politicians at our Parliamentary Breakfast, saying we are partners with, not agents of Government in the provision of various government services.
- We said the increase in the minimum wage would not even compensate for the impact of inflation since the previous increase 18 months earlier.
- We opposed the quarantining of welfare payments, arguing instead that families in crisis need access to voluntary, case-managed support services, not a heavy hand.
- We said that current Job Network arrangements do not meet the changing needs of increasingly disadvantaged job seekers and that an urgent overhaul is needed if unemployed Australians are to look forward to long-term, meaningful work.
- Our pre budget submission made over 30 recommendations focusing on a better deal for unemployed people and families. Employment, family services, tax reform, welfare changes, housing, childcare, mental health and dental health all featured in the submission.
- We opposed the Government's voucher plan for 'problem parents' (again) saying the plan smacked of discrimination.



Minister for Employment and Workplace Relations, Kevin Andrews



Attorney-General, Phillip Ruddock



Minister for Workplace Participation, Sharman Stone



Shadow Minister for Family and Community Services, Chris Evans

POLICY RESEARCH & COMMUNICATIONS



TOP LEFT Morning Tea at the National Conference, Parliament House Canberra TOP RIGHT Launch, Dropping off the Edge, Parliament House Canberra BOTTOM LEFT Launch, Dropping off the Edge, Parliament House Canberra BOTTOM RIGHT Fr Peter Norden and Professor Tony Vinson at the launch of Dropping off the Edge

- In January we said critics of Centacare’s involvement in the pregnancy counselling helpline processes were misguided and misunderstood the practice of non directive counselling.
- We welcomed the news that Catholic Social Services Australia agencies would be involved in 10 of the 25 new Family Relationship Centres.
- We celebrated falling unemployment figures but with youth unemployment at close to 40 percent in some areas said there’s a pressing need for further investment in skills and training.
- As part of the National Oral Health Alliance we called for better dental care for disadvantaged Australians.
- We called for a nation-wide uniform social data system.
- We said the 2007 Federal Budget lacked vision for long term investment – that it failed to detail how Australia’s most disadvantaged people would participate in the long term prosperity of the country.
- We said (again) that with falling unemployment,

the Government’s response to the current pool of unemployed people must be based on vision and compassion, not compliance and activity testing.

- We joined with the Brotherhood of St Laurence and National Welfare Rights saying climate change must be about equity for low income Australians, not just the economy and the environment.
- We opposed new requirements for long term unemployed people to work for the dole, saying the focus should be on education and skills.
- We said (again) that quarantining welfare payments would stigmatise people on welfare and would not help children at risk. We said that existing child protection measures needed investment and strengthening.

In all of these interventions it has been our aim to give a voice not just to Catholic social teaching, but to those people who are served every day by our network of member agencies. Policy and public debate is ultimately about those people who visit our services every day.

FINANCIAL REPORT¹

Catholic Social Services Australia is in the midst of considerable change.

The Board of Catholic Social Services Australia has been undergoing a major review of its sources of revenue and expenditure.

At the same time the Board of Catholic Social Services Australia Limited reached an in principle decision that Catholic Social Services Australia Ltd would not seek to hold new vocational services contracts in 2009. This decision was reached after listening to the membership, and considering various historic and current difficulties, including the challenge of maintaining effective control as required by law.

As a large proportion of Catholic Social Services Australia's income is derived from the administration of these contracts the Board's decision has ongoing implications for Catholic Social Services Australia in the future.

The Board has established the *Signs of the Times* process to inform the development of a sustainable way forward.

In purely financial terms, however, the current finances of the organisation are satisfactory. Ongoing review of both income and expenditure (in light of the above) will be required to ensure the current financial position is maintained.

¹ Due to the ill health of the Treasurer, this financial report has been prepared by Management. The financial statement have been audited and reviewed in the normal manner.

FINANCIAL REPORT

Revenue & Expenditure

Total Revenue for 2006-2007

\$3,018,852

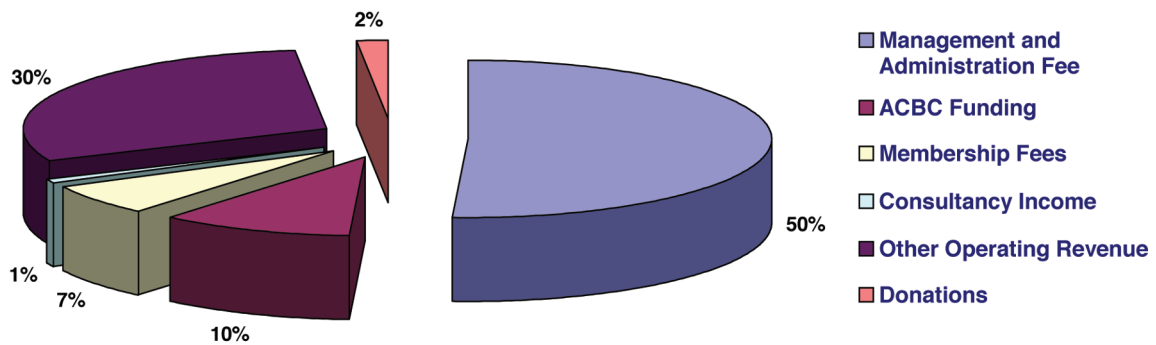
Total Expenditure for 2006-2007

\$3,014,870

Operating Surplus 2006-2007

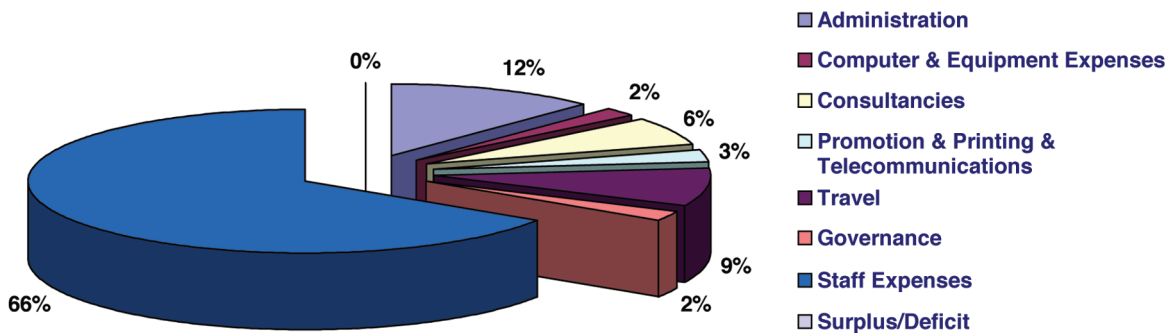
\$3,982

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



Catholic Social Services Australia 2006-2007

EXPENDITURE



THE BOARD OF CATHOLIC SOCIAL SERVICES AUSTRALIA

AS AT 30 JUNE 2007



Fr Joe Caddy* (Chairperson)

Executive Director, Centacare Melbourne – appointed by Australian Catholic Bishops Conference



Mr Tony Davies*

Director, Centacare Port Macquarie – elected by Member Organisations



Bishop Patrick Power

Australian Catholic Bishops Conference – Bishops Commission for Justice and Service



Mr Maurice Kennedy*

Treasurer, appointed by Australian Catholic Bishops Conference



Dr Kristin Johnston rsj*

Executive Director, ACLRI appointed by the Australian Catholic Bishops Conference



Ms Elizabeth Orupold (from December 2006)

Director, Centacare Rockhampton – elected by Member Organisations



Ms Helga Biro

Director, Centacare Cairns – elected by Member Organisations



Professor John Warhurst (from December 2006)

Appointed by the Australian Catholic Bishops Conference



Mr Bernard Boerma

CEO, Centacare Sydney – elected by Member Organisations

* Members of the Executive

2006 AGM was held on 19 October 2006

BISHOPS COMMISSION FOR JUSTICE AND SERVICE

MEMBERSHIP AS AT 30 JUNE 2006



**Bishop Christopher Toohey
(Chairman)**



Bishop Peter Stasuik



Bishop Patrick Power



Bishop Joseph Oudeman



Bishop Christopher Saunders



Bishop Max Davis

NATIONAL OFFICE CONTACT DETAILS

AS AT 30 JUNE 2007

General Secretariat

Frank Quinlan	Executive Director frank.quinlan@catholicsocialservices.org.au
Mary Jamieson	Office Manager/ Assistant to the Executive Director mary.jamieson@catholicsocialservices.org.au
Maureen Ghirardello	Coordinator Projects and Information maureen.ghirardello@catholicsocialservices.org.au
Sue West	Administrative Officer sue.west@catholicsocialservices.org.au
John Pettit	IT Support/Network Administrator john.pettit@catholicsocialservices.org.au
Margaret Clark	Administrative Assistant margaret.clark@catholicsocialservices.org.au
Syd Bell	Cleaner (part-time)
Faye Padarin	Librarian (part-time)

Finance Section

Susan Morphet	Financial Controller susan.morphett@catholicsocialservices.org.au
Nicole Milne	Accounts/Payroll Officer nicole.milne@catholicsocialservices.org.au

Policy, Research and Communications

Jackie Brady	Manager Strategic and Network Communications jackie.brady@catholicsocialservices.org.au
Judith Tokley	Public Affairs Manager judith.tokley@catholicsocialservices.org.au
Patricia Hewitson	Senior Policy Officer patricia.hewitson@catholicsocialservices.org.au

Family and Membership Services

Margaret Roots	Director Family Programs and Network Support margaret.roots@catholicsocialservices.org.au
Louise Lamont	National Manager louise.lamont@catholicsocialservices.org.au
John Scollen	Development Officer Family Programs john.scollen@catholicsocialservices.org.au

NATIONAL OFFICE CONTACT DETAILS

AS AT 30 JUNE 2007

Vocational Services

Phil Murray	National Manager phil.murray@catholicocialservices.org.au
Phil Crafter	Coordinator Program Operations phil.crafter@catholicocialservices.org.au
Norma Taylor	Service Development Consultant norma.taylor@catholicocialservices.org.au
Le Anh Pham Lobb	Information Coordinator leanh.phamlobb@catholicocialservices.org.au
Razib Tuhin	Data Analyst razib.tuhin@catholicocialservices.org.au
Hung Quang Pham	Data Analyst Hung.quangpham@catholicocialservices.org.au
Kerri Volke	National Coordinator PSP kerri.volke@catholicocialservices.org.au
Peter Hill	Program Support Officer PSP peter.hill@catholicocialservices.org.au
John Ferguson	Special Projects Officer PSP john.ferguson@catholicocialservices.org.au
George Kazs	Business Development Consultant george.kazs@catholicocialservices.org.au

State Based Organisations

Jude Ekerick	Executive Support Officer Catholic Social Services NSW/ACT jude.ekerick@catholicocialservices.org.au
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General Enquiries

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W: www.catholicocialservices.org.au

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22 Theodore Street
CURTIN ACT 2605

CATHOLIC SOCIAL SERVICES AUSTRALIA MEMBER ORGANISATIONS

AS AT 30 JUNE 2007

NSW/ACT		
	Boys'Town Engadine	Salesians of Don Bosco
	Centacare Canberra/Goulburn	Archdiocese of Canberra/Goulburn
	Centacare Catholic Family Services Broken Bay	Diocese of Broken Bay
	Centacare Catholic Family Services Parramatta	Diocese of Parramatta
	Centacare Catholic Family Services Sydney	Archdiocese of Sydney
	Centacare Catholic Family Services Wagga Wagga	Diocese of Wagga Wagga
	Centacare Catholic Family Welfare Services Wollongong	Diocese of Wollongong
	Centacare Coffs Harbour	Diocese of Lismore
	Centacare Diocese of Bathurst	Diocese of Bathurst
	Centacare Newcastle	Diocese of Maitland/Newcastle
	Centacare New England North West	Diocese of Armidale
	Centacare Port Macquarie	Diocese of Lismore
	Centacare Wilcannia Forbes	Diocese of Wilcannia-Forbes
06/07	Conference of Leaders of Religious Institutes in NSW	CLRI (NSW)
	Daughters of Charity of St Vincent de Paul	Trustees of the Daughters of Charity
	Edmund Rice Community Services (NSW)	Christian Brothers - St. Mary's Province
	Good Grief	Sisters of St. Joseph of the Sacred Heart
	Marist Youth Care	Marist Brothers – Sydney Province
	Maronite Community and Social Services	Maronite Eparchy of Australia
	Marymead Child and Family Centre	Archdiocese of Canberra/Goulburn
	Mercy Community Services (Hunter Region)	Sisters of Mercy, Singleton
	Sisters of Charity in Australia	Congregation of the Religious Sisters of Charity

CATHOLIC SOCIAL SERVICES AUSTRALIA MEMBER ORGANISATIONS

AS AT 30 JUNE 2007

	Trustees of the Sisters of Mercy Parramatta (including St Michael's Family Centre Ltd; St Mary's House Campsie; and Mamre Plains Ltd)	Sisters of Mercy - Parramatta Congregation
	Sisters of Saint Joseph of the Sacred Heart NSW Congregational Leadership Team	Sisters of Saint Joseph of the Sacred Heart
	St Carthage's Family Services Lismore	Diocese of Lismore
	St Francis Welfare	Franciscan Friars – Order of Friars Minor
	St Francis Xavier's Parish, Ballina	Diocese of Lismore
	St Joseph's Cowper	Sisters of Mercy - Grafton Congregation
	St Joseph's Parish, Tweed Heads	Diocese of Lismore
	St John of God Casa Venegas	St John of God Brothers
06/07	Trustees of the Presentation Sisters (Wagga)	Presentation Sisters

CENTRAL

	Catherine House Inc.	Sisters of Mercy, Adelaide
	Centacare Family Services Adelaide	Archdiocese of Adelaide
	Centacare NT	Diocese of Darwin
	Centacare Port Pirie Diocese (Whyalla)	Diocese of Port Pirie
	South Australia Province of the Sisters of St Joseph, (including St Joseph's Family Care Centre and 'Ain Karim')	SA Province of the Sisters of St Joseph

CATHOLIC SOCIAL SERVICES AUSTRALIA MEMBER ORGANISATIONS

AS AT 30 JUNE 2007

SOUTHERN

Catholic Society for Marriage Education	Lay Association
Centacare Catholic Diocese of Ballarat Inc	Diocese of Ballarat
Centacare Catholic Family Services Melbourne	Archdiocese of Melbourne
Centacare Gippsland (Sale)	Diocese of Sale
Centacare Sandhurst (Bendigo)	Diocese of Sandhurst
Centacare Tasmania	Archdiocese of Hobart
Jesuit Social Services	Jesuits Society of Jesus
MacKillop Family Services	Sisters of Mercy, Christian Brothers and Sisters of St Joseph
Marriage Education Program (Inc.)	Lay Association
Sacred Heart Mission (St.Kilda)	Archdiocese of Melbourne
Sts Peter and Paul Centacare, Nth Melbourne	Ukrainian Catholic Eparchy,

WESTERN

Catholic Marriage Education Services (Perth)	Archdiocese of Perth
Centacare Employment and Training Perth	Archdiocese of Perth
Centacare Geraldton	Diocese of Geraldton
Centacare Kimberley	Diocese of Broome
Centrecare Inc. Perth	Archdiocese of Perth
MercyCare	Sisters of Mercy - Perth Congregation
St Patrick's Community Support Centre (Fremantle)	Archdiocese of Perth

CATHOLIC SOCIAL SERVICES AUSTRALIA MEMBER ORGANISATIONS

AS AT 30 JUNE 2007

QUEENSLAND		
06/07	Bridgeworks Employment and Training	Sisters of Mercy QLD
	BoysTown Family Care	De La Salle Brothers
	Centacare Brisbane	Archdiocese of Brisbane
	Centacare Cairns	Diocese of Cairns
	Centacare Employment Mt Isa (Good Shepherd Parish)	Diocese of Townsville
	Centacare Rockhampton	Diocese of Rockhampton
	Centacare Toowoomba	Diocese of Toowoomba
	Centacare Catholic Family Services Townsville	Diocese of Townsville
	Mercy Family Services (Qld)	Sisters of Mercy – Brisbane Congregation

EXPRESSION OF THANKS

Attorney-General's Department

Anglicare Australia

Australian Catholic Bishops

Australian Catholic Bishops' Conference General Secretariat

Australian Catholic Council for Employment Relations

Australian Catholic Social Justice Council

Australian Catholic University

Australian Council of Social Services

Australian Federation of Disability Organisations

Australian Federation of Housing Organisations

Australian CRLI

Bishops' Commission for Justice and Service

Brotherhood of St Laurence

Catholic Church Insurances Ltd

Catholic Health Australia

Commission of Australian Catholic Women

Department of Employment and Workplace Relations

Department of Family and Community Services and Indigenous Affairs

Department of Health and Ageing

Department of Human Services

Family Relationships Services Australia

Jobs Australia

National Australian Torres Strait Islander Catholic Commission

National Employment Services Association

National Welfare Rights Network

Relationships Australia

The Salvation Army

The Salvation Army Employment Plus

UnitingCare Australia

Wesley Uniting Employment



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