



Catholic Social Services
Australia

ANNUAL REPORT 2007-08



CONTENTS

About Catholic Social Services Australia	3
A Message from the Chair	4
Executive Director’s Report	5
2007 McCosker Oration	6
Policy, Research and Government Relations Report	7
Public Affairs Report	11
Vocational Services Report	14
Membership and Governance Report	17
2007 Annual Awards	20
Membership Snapshots	
Boys’ Town, Engadine	22
Centacare Cairns	24
Centacare Sandhurst.....	26
Centacare Tasmania	28
Centacare Wagga Wagga.....	30
Centacare Wilcannia-Forbes	32
Jesuit Social Services	34
Marist Youth Care.....	36
Marymead.....	38
Mercycare	40
Sacred Heart Mission	42
Sisters of St Joseph Ain Karim	44
St Michael’s Family Centre	46
Financial Report	48
Board	50
National Office Contact Details	51
Member Organisations	52
Expressions of Thanks	55

ABOUT CATHOLIC SOCIAL SERVICES AUSTRALIA

CATHOLIC SOCIAL SERVICES AUSTRALIA IS THE CATHOLIC CHURCH'S PEAK NATIONAL BODY FOR SOCIAL SERVICES IN AUSTRALIA. OUR 64 MEMBER ORGANISATIONS PROVIDE SOCIAL SERVICES TO OVER A MILLION AUSTRALIANS A YEAR IN LOCAL COMMUNITIES IN METROPOLITAN, REGIONAL AND REMOTE AUSTRALIA.

OUR VISION:

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

OUR MISSION:

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

We work with Catholic organisations, governments, other churches and all people of good will, to develop social welfare policies, programs and other strategic responses that work towards the economic, social and spiritual well-being of the Australian community.

Catholic Social Services Australia is a commission of the Australian Catholic Bishops Conference, reporting to the Bishops through a Board of 9 people appointed by the Conference.

Catholic Social Services Australia seeks to embody and promote the core principles of Catholic Social Teaching:

DIGNITY OF THE PERSON

Our vision for society springs from an understanding of the fundamental dignity, sanctity and worth of every human life.

COMMON GOOD AND COMMUNITY

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

PREFERENTIAL OPTION FOR THE POOR

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

RIGHTS AND RESPONSIBILITIES

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

Catholic Social Services Australia's National Office in Canberra operates a policy and research unit that is informed by an extensive service delivery network. This includes over 500 programs nationally. We manage a number of government contracts including Job Network, Personal Support Program, Disability Open Employment Services and we also support a number of Family Relationship Services.

A MESSAGE FROM THE CHAIR

FR JOE CADDY



Catholic Social Services Australia seeks to be a strong voice for those who are amongst the most disadvantaged in our community, the same people who are visiting our agencies each day. It also seeks to build and support a network of Catholic social service organisations, to deliver high quality services to those who need our services. In order to achieve this, we need to build the capacity of our organisation and our staff at the National Office.

The Board has revised its strategic direction, as it does on an ongoing basis, and has published this in its Statement of Strategic Intent. We have a strong staff at the National Office who give life to this vision. Some of the challenges we face have created considerable uncertainty for staff, but their dedication and commitment to the task sees their tremendous work continue.

I am most grateful for the time and dedication given to the task by members of the Board, and thank them for all their efforts and support. I would like to thank particularly Mrs Liz Orupold, who left the Board in October due to changed work circumstances and to Dr Kristin Johnson who fostered our

links to Religious Institutes who also left the Board at the end of her term in December. We welcomed Bishop Terry Brady and new Treasurer Mr Trevor Murphy both appointed by the Australian Catholic Bishops Conference, along with Mr Michael Reutens, who was elected to the Board by the members.

This report would not be complete if I failed to mention the passing of our deeply valued Treasurer, Mr Maurice (Maurie to us) Kennedy. Maurice was a member of the Board for only a short time, but his impact was intense. His combination of personal faith and commitment coupled with a strategic mind and sharp wit meant he was a gift to us all.

The change of government brings no diminution in the need for a strong national voice for those in need and the services that assist them. With this in mind, we must continue to find new ways of injecting their aspirations into the political debate and developing new services and programs to help them achieve the participation which is their right.

I commend this report to you.

EXECUTIVE DIRECTOR'S REPORT

FRANK QUINLAN



It would be easy to believe that the most significant event in the last year was the federal election and the end of the long term of the Howard Government. We were force fed a diet of federal politics for such a long time ahead of the election, and then analysis following the election, that it would be easy to think that the election was the most important game in town and that little else was happening. But those working at the interface between the community and its most vulnerable citizens know that this is not the case. This is clear from the reports of Catholic Social Services Australia's work presented in this Annual Report.

Our members working in Family Services and related programs know that in spite of the election families are still in distress. Perhaps through financial and work pressures, perhaps through family breakdown, through the impact of mental illness, or through a range of other factors our services remain in high demand. With new federal programs to fund this work, such as the new Family Relationship Centres, we have had to adjust the way we work and there is every indication that this adjustment will continue under the new Rudd Government.

Our members delivering outreach or counselling or housing services to young people know that demand for their services still outstretches supply. Those advocating on behalf of refugees or trafficked women and children know that the federal election has not found secure accommodation, residence and employment for all those who need it. While our work has seen an increase in the exchange of ideas and resources amongst our members, there is still a great deal to be done.

Our members working in Employment and Vocational Services have been the subjects (and advocates) of dramatic change, the pace of which has only intensified following the election. The way in which first the Howard and now the Rudd Government funds these services presents challenges for the way our services are organised. Buoyant economic times have not translated into easier placement for the long-term unemployed

and other disadvantaged job seekers. Rather than a diminution, the evidence suggests that these challenges are likely to spread to other federally funded programs.

If we thought we had a challenging task to provide input to the federal government before the election, this has only intensified following the election. The list of various significant inquiries that the policy team are being asked to provide input to demonstrates just how significant the task of communicating with government on its future plans have become. The assistance of members in providing input and ideas to help shape future policy is greatly appreciated.

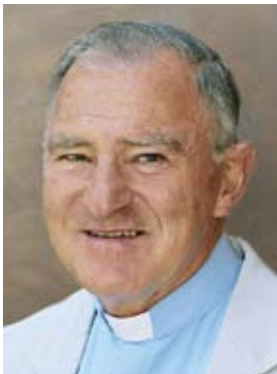
Catholic Social Services Australia is in a period of substantial transition. This has placed a call on staff to work in an environment that is often uncertain, and frequently unsettling. I take this opportunity to thank them for their dedication and perseverance. In particular, I record here my appreciation for the tremendous contribution to our sector made over many years by Ms Margaret Roots. I know Margaret will also be deeply missed by many of our members. I also acknowledge the support and guidance offered to me by the Board of Catholic Social Services Australia, in particular its Chairman, Fr Joe Caddy.

I hope this report is a source of pride for our members. Catholic Social Services Australia works hard to take their experience, and the experience of those they serve, and use it to guide changes to social policy and programs. This report illustrates that this work continues and expands in spite of the challenges that we face together. It also includes a snapshot of some of our member organisations.

After a year focussed on the federal election, I think the year ahead will see us more focussed on the unique contribution Catholic Social Services Australia members make to the life of the community, and how our organisational arrangements can best advance that shared mission.

McCOSKER ORATION

BISHOP PAT POWER



2007 MCCOSKER ORATION

What should our focus be as members of Catholic Social Services Australia? In his 2007 McCosker Oration Bishop Pat Power approached the question through the examples set by Monsignor Frank McCosker, Bishop Geoffrey Robinson and Pope John XXIII.

In his opening speech to the Second Vatican Council, Pope John XXIII made it clear that the Church was moving from a defensive mode to a more open, confident and joyful proclamation of the message of Jesus. The Council enabled the Church to engage with contemporary culture, seek closer communion with other Christians, and open a dialogue with other believers and with non-believers.

It was the earthiness of Pope John XXIII that appealed to so many people, both Catholic and non-Catholic and this was a quality Frank McCosker shared. While always keeping a focus on people, McCosker also saw the 'big picture'. He positioned the Church in Australia as a credible voice in the field of social welfare.

Today, with increasing demands of compliance from government and even the Church, we also need to keep in touch with the 'grass-roots' and always be ready to listen to people's stories of pain, abuse and neglect.

One leader who has listened to and remained in touch with his people is Bishop Geoffrey Robinson, the retired auxiliary bishop of Sydney. Bishop Robinson has exercised a brave leadership role in a church struggling with the horror of sexual abuse within its ranks.

Today Catholic Social Services Australia is confronting the need for change. But it retains its role in standing up for people who are poor and marginalised. In facing these changes Pope John XXIII, Monsignor Frank McCosker and Bishop Geoffrey Robinson would point us to the person of Jesus who not only stood up for the most vulnerable people of his time but became one of them. They would urge us to read 'the signs of the times' and bring the best

of the Church's tradition, especially its social teaching to bear on our future direction.

A full copy of the Oration is available at: www.catholicsocialservices.org.au

The 2007 Oration was delivered by Bishop Pat Power, Auxiliary Bishop of Canberra Goulburn. Bishop Power is also a member of the Board of Catholic Social Services Australia.

MONSIGNOR FJ MCCOSKER

Each year the Catholic social services sector pays tribute to the man who played a leading role in moving the church into the organised provision of welfare.

In the words of Fr 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.

POLICY RESEARCH AND GOVERNMENT RELATIONS REPORT

JACKIE BRADY, MANAGER

The change of government has brought with it opportunities for Catholic Social Services Australia to highlight issues facing the sector and more importantly, the million or so voiceless Australians we serve.

There has been some significant change in the political line-up on both sides of politics since the election, most notably in the Ministry and Shadow Ministry, and we have been working hard to build on existing relationships as well as forge new ones.

Both during and after the 2007 Election campaign the new Labor Government promoted a strong socially aware agenda including one committed to, among other things, a more socially inclusive Australia, a more respectful relationship between Government and the community sector – through the development of a Compact, and finding a solution to the overwhelming rate of homelessness in this country.

The new Government has promised much and we are optimistic that their agenda of review and reform will deliver dividends for marginalised Australians. We anticipate the 2009 Budget will provide the Government with real opportunities to re-prioritise commitments with a firm focus on those served by the community sector.

A number of Government inquiries, underway by the end of the period under review are worth noting.

TAXATION REVIEW

In May 2008 the Government announced a review of Australia's tax system – *Australia's Future Tax System*. The review panel, headed by Dr Ken Henry, is due to release a consultation paper in December 2008, and their final report to the Treasurer in December 2009.

PENSIONS REVIEW

As part of this examination of the broader taxation system, in response to recommendations from the Senate Community Affairs Inquiry into the Cost of Living Pressures on Older Australians, the Government asked Dr Jeff Harmer, Secretary of FaHCSIA to review the age pension, carer payment and disability support pension. The review panel is due to report in February 2009.

CHARITIES TAX REVIEW

On 18 June, the Senate referred an inquiry into the disclosure regimes for charities and not-for-profit organisations to the Senate Standing Committee on Economics for report by November 2008. Submissions close 29 August 2008.

REPRESENTATIONS TO THE NEW PARLIAMENT

Catholic Social Services Australia continues to take the views of our members to politicians and give life to Catholic Social Teaching. We engaged in systematic efforts to keep all federal politicians informed about our policies and advocacy activities. We embarked on a schedule of strategic visits and briefing sessions on specific issues. We also made the most of our location in the nation's capital to engage in spontaneous contact with federal politicians and their staff. We provided advice and assistance to Senators and Members of Parliament through various forums including Senate Estimates. We have also assisted a number of Member Organisations to set up strategic meetings with relevant politicians.

BROADER CAMPAIGNS AND ADVOCACY

DROPPING OFF THE EDGE (DOTE)

Dropping off the Edge: the distribution of disadvantage in Australia, research commissioned by Catholic Social Services Australia and Jesuit Social Services, is playing an important role in informing the new Government's social inclusion agenda – both at political and bureaucratic levels. The appointment of the report's author, Professor Tony Vinson, to the Social Inclusion Board by the Prime Minister is further testament to the report and to Professor Vinson's work in this area.

NOTE POLICY PAPER

The joint policy paper *Leading Nationally – Responding Locally*, outlined the next steps for Government, following the release of DOTE earlier in 2007. The paper was distributed to relevant and interested politicians and public servants. A summary was circulated to all federal politicians and Member Organisations.

POLICY RESEARCH AND GOVERNMENT RELATIONS REPORT

NOTE MEETINGS

Post launch briefings continue as new politicians and our Member Organisations seek insight into the ground-breaking research.

Along with Jesuit Social Services and Professor Tony Vinson, Catholic Social Services Australia has met with the Parliamentary Secretary for Social Inclusion assisting the Prime Minister, Senator Ursula Stephens; relevant staff from Deputy Prime Minister Julia Gillard's Office; the new Social Inclusion Unit in the Department of Prime Minister and Cabinet; and many other officials. This work has focused on highlighting the entrenched disadvantage experienced in some parts of Australia over generations, and on the need for holistic solutions to overcome this disadvantage. It was encouraging to see our research influence public policy so directly. We have also met with the Leader of the Opposition, Dr Brendan Nelson, and other Liberal and National Party Parliamentarians and Senators on this matter.

Dropping off the Edge informed our recommendations to the new Government's first COAG meeting.

OPEN LETTERS TO COAG

DECEMBER 2007

With the new Government breathing new life into the COAG agenda and process, we took the opportunity to write to the Prime Minister and Premiers, Treasurers and Local Government Authorities in December 2007, laying out our agenda for change.

We noted that child protection was not on the agenda and encouraged delegates to consider a National Child Protection Framework in line with the framework proposed by the Coalition of Organisations Committed to the Safety and Wellbeing of Australia's Children, of which we are a member.

Investing in public dental programs

We welcomed the new Government's pre-election commitment to establish a Commonwealth Dental Health Program. We said assistance should be targeted to low-income earners and should go beyond funding for check ups. As a member of the National Oral Health Alliance we supported its call for provision of a free basic course of dental care every two years for all concession card holders.

Investing in early childhood

We welcomed the Government's commitment to the Brotherhood of St Laurence's Home Interaction Program and encouraged the Government to use *Dropping off the Edge* to identify the most disadvantaged communities, with its comprehensive range of indicators for mapping social disadvantage. We welcomed the new Government's commitment to universal access to pre-school, noting the need for children from highly disadvantaged areas to have access to pre-school from the age of three.

Implementing the Government's National Secondary School Computer Fund

We said the digital divide mirrors the broader social divide and supported the Government's commitment to increase access to computers and the internet, but noted the need for support for computer use in the home environment.

Establishing a national emissions trading system

We called on COAG to safeguard the interests of the most disadvantaged Australians in any emissions trading regime, referring COAG delegates to our joint submission with the Brotherhood of St Laurence and the National Welfare Rights Network from early 2007.

Addressing rental affordability

We called on COAG to prioritise the needs of those who find home ownership beyond their reach, especially low-income households in the private rental market.

Homelessness

We welcomed the priority given by the new Government to homelessness, encouraging the Government to give priority to addressing the causes of homelessness, especially structural poverty and domestic violence.

We drew attention to the demands on time and resources in the consultation process.

MARCH 2008

Our engagement with COAG continued with a second Open Letter sent to COAG participants prior to their 26 March meeting. This letter included a copy of our policy paper *Leading Nationally – Responding Locally*, and asked COAG members to integrate social inclusion across all policy areas and working groups.

Catholic Social Services Australia also asked COAG members to:

- Extend the scope of the Business Regulation and Competition Working Group to incorporate the not-for-profit sector, which is burdened by many regulatory issues similar to those affecting the private sector;
- Support extensive community consultation on issues being addressed by COAG; and
- Revise the workplan of the COAG working groups to better address its concerns.

The open letters are available on our website at: www.catholicsocialservices.org.au

EMPLOYMENT PARTICIPATION

We met with the new Minister, Brendan O'Connor and his staff on numerous occasions to exchange ideas about the future of Vocational Services such as the Job Network and the Personal Support Program. There was some sympathy for the view that resources must be shifted to those in greatest need, and that providers must be freed from the constraints of burdensome administration and government prescriptions, however it will be the release of the 2009 Request for Tender draft which will ultimately outline the future design of vocational services in Australia.

SUBMISSION TO THE REVIEW OF EMPLOYMENT SERVICES

With input from members we prepared a substantial submission to the Minister on the future of vocational services. We detailed the need for long term, case managed assistance to those people with highly complex needs and barriers who are still unemployed despite the buoyant economic times.

REVIEW OF JOB CAPACITY ASSESSMENT PROCESS

Job Capacity Assessments are a gateway to vocational services programs such as the Personal Support Program. Our submission gave us an opportunity to highlight the needs of the most vulnerable clients entering many of our services.

WELFARE TO WORK REFORM COLLABORATION

Mental Health Council of Australia

As a member of the Welfare to Work Reform Collaboration, Catholic Social Services Australia contributed to the agenda setting and participated in a forum at Parliament House. The

forum was attended by members of the community sector and members of the new Government and highlighted concerns about the impact of Welfare to Work policies and programs on those people affected by mental health issues. It was during this gathering that Minister O'Connor and Parliamentary Secretary Bill Shorten announced the Federal Government's National Employment Strategy for Mental Illness and Disability – one of this Government's priorities within their Social Inclusion agenda.

SECTOR NETWORKING

Catholic Social Services Australia continued to build relationships with the community sector, and the broader community, including presentations to schools, universities, and various conferences and boards.

SUBMISSIONS AND PAPERS 2007-2008

Catholic Social Services Australia constantly strives to influence the public policy debate in Canberra with the rich experience of our members and those they serve. With limited resources we have established a strong and credible voice and our views are now sought on a range of issues.

9 AUGUST 2007

Submission to the Senate Legal and Constitutional Affairs Committee: Inquiry into the Provisions of the NT Emergency Response

20 OCTOBER 2007

Discussion Paper: The Obligation is Mutual

19 DECEMBER 2007

Submission to the Council of Australian Governments (COAG): Catholic Social Services Australia's Open Letter to COAG Participants

14 JANUARY 2008

Submission to the Commonwealth Government: 2008-09 Pre-Budget Submission

29 JANUARY 2008

Submission to the Commonwealth Government: Australia's Compliance with the UN Convention on Racial Discrimination

POLICY RESEARCH AND GOVERNMENT RELATIONS REPORT

8 FEBRUARY 2008

Opening Statement to the Senate Community Affairs Committee Inquiry into the Cost of Living Pressures on Older Australians

22 FEBRUARY 2008

Submission to the Commonwealth Government: Job Capacity Assessment Services

20 MARCH 2008

Submission to the Council of Australian Governments (COAG): Catholic Social Services Australia's Open Letter to COAG Participants

9 APRIL 2008

Submission to the Australia 2020 Summit

16 MAY 2008

Opening Statement to the Senate Community Affairs Committee Inquiry into Mental Health Services in Australia

5 JUNE 2008

Joint Submission and Opening Statement to the Productivity Commission Public Inquiry into Paid Maternity, Paternity and Parental Leave Public Hearing (on behalf of Catholic Social Services Australia and the Australian Catholic Council for Employment Relations)

16 JUNE 2008

Submission to the Department of Education, Employment and Workplace Relations' Discussion Paper on Employment Services Reform: A Future for Employment Services?

20 JUNE 2008

Opening Statement to the Senate Finance and Administration Committee Inquiry into the Families, Housing, Community Services and Indigenous Affairs and Other Legislation Amendment (2008 Budget and Other Measures) Bill Public Hearing

30 JUNE 2008

A National Mental Health & Disability Employment Strategy: Response to the Australian Government's Discussion Paper

30 JUNE 2008

Submission in response to the Australian Government's Discussion Paper on a National Framework for Child Protection

30 JUNE 2008

Submission in Response to the Australian Government's Discussion Paper: Which Way Home? A New Approach to Homelessness

All submissions, discussion papers and policy papers are available on our website at: www.catholicsocialservices.org.au

NATIONAL CONFERENCE

The national conference, convened in Coffs Harbour, NSW, was attended by 75 directors and other nominated staff from our 64 member agencies nationally. The McCosker Oration and Awards ceremony (covered elsewhere in this report) were a highlight of the conference. Details are available at: www.catholicsocialservices.org.au

STAFF

I wish to thank the policy staff who contributed so significantly to this team's ambitious work program for 2007/2008. I would especially like to thank Patricia Hewitson for her professional and energetic contribution to Catholic Social Services Australia's policy agenda over the last two years and I wish her well in her future endeavours.

PUBLIC AFFAIRS REPORT

JUDITH TOKLEY, MANAGER

MEMBER SERVICES

This year saw the launch of our daily news clipping services to members and the re-designed monthly issue of our membership magazine, NetworkNews. The Public Affairs team also provided media and communications support and advice to members through media releases, media strategies and advice on branding and staffing.

ADVOCACY

As major media outlets continue to approach Catholic Social Services Australia for comment on issues of the day, we celebrate the strength of our position as a credible, audible voice for disadvantaged Australians. Policy and public debate are ultimately about those people.

In all of these interventions it has been our aim to articulate, directly or indirectly, the principles of Catholic social teaching.

MEDIA ACTIVITY 2007

Media activity this year focused on the release of submissions and papers by Catholic Social Services Australia and on a number of strategic decisions by the sector.

We said the Fair Pay Commission's decision to increase the minimum wage by \$10.26 a week would do little to alleviate the financial hardship experienced by Australia's lowest paid workers.

We celebrated participation in the opening of 10 of the 25 second round Family Relationship Centres released in July. Catholic agencies are now providing services in 14 of the 40 centres nationally.

We welcomed the vision for social change outlined by Deputy Opposition Leader, Julia Gillard, in her address to the Sydney Institute entitled The Economics of Social Inclusion.

We advised the Catholic Bishops of Australia ahead of the release of their statement calling for Dignity and Justice for Indigenous Australians following the announcement of the Federal Government's 'emergency response' in the Northern Territory. We voiced our concerns about the Government's decision to exempt the legislation from the Racial Discrimination Act.

We condemned the mandatory quarantining of welfare payments to Aboriginal people whose children did not attend school, calling instead for support services for communities in crisis and an evidence-based approach.

We said Labor and the Coalition were looking too similar on key social issues in the lead up to the election.

We suggested interest rate rises should be matched by a corresponding increase in rent assistance for low income Australians forced to rent in the private rental market.

We warned that welfare to work changes were having an adverse affect on single parents. We said that while there are unquestionable merits in helping people find jobs, there is a need to look at the quality of those jobs and the impact of the move on often particularly vulnerable families.

We repeated the call for two months of deliberation and consultation on the Bills to enact the Federal Government's Northern Territory 'intervention', saying the inquiry process has been inadequate and the lack of consultation in the lead up to the tabling of the legislation ahead of the one-day Senate Committee hearing is to be condemned. We said flawed processes result in flawed outcomes.

We called on the Government to increase the aged pension to a substantially higher rate than the current 25 percent of Male Total Average Weekly Earnings, ahead of the Senate Inquiry into the Cost of Living Pressure on Older Australians.

We said valuable services are being denied clients because skilled counselors, psychologists and case workers are forced to spend more and more time collecting statistics and filling in forms. It's essential that agencies which deliver services are able to inform the policy which governs those services. We called for a true partnership with government, rather than the dictatorial relationship that had emerged.

We released a comprehensive paper on the principles of mutual obligation policy, saying the current system is marred by tough bureaucratic supervision, marked by paternalism, stigmatization of people on benefits and removal of people's control over their own lives. The paper sets out five guiding principles for income support policies and discussed the obligations of both government and individuals. It argues governments should do more to ensure that the state's responsibilities are met. The paper examines the history of mutual obligation policy and pays particular attention to shifts in Australia over the past 30 years.

We said Job Network rewards services with high outcomes and fails to reward those services which offer high quality outcomes for the most disadvantaged job seekers.

We welcomed the release of the ALP's Social Inclusion Agenda, which commits to breaking the cycle of disadvantage in Australia. We noted the policy's commitment to restoring the community sector's right to advocate and participate actively in public debate and the determination that outcomes should be measured in both economic and social terms. We also noted the commitment to revisiting a range of vocational services

PUBLIC AFFAIRS REPORT

programs. The Agenda draws heavily on evidence presented in *Dropping off the Edge*, the report released jointly by Catholic Social Services Australia and Jesuit Social Services.

We said the combined impact of higher interest rates and petrol prices will be hard felt around kitchen tables and will quickly outweigh the benefits of tax cuts promised by both major parties in the weeks before the election.

We congratulated the newly elected Prime Minister, Kevin Rudd acknowledging the ALP's focus on social inclusion.

We acknowledged the unique opportunity presented by the historic assembly of Labor leaders from all Federal and all State/Territory jurisdictions in the first meeting of the Council of Australian Governments since the election and we offered a comprehensive submission to that first meeting.

We encouraged the development of a national child protection framework and said low income households should be the Government's first priority.

MEDIA ACTIVITY 2008

We celebrated our participation in 13 of the 25 final round Family Relationship Centres announced by the Government in January. Catholic Social Services Australia agencies are now involved in 27 of the 65 centres nationally.

We welcomed the Government's call for a White Paper on homelessness.

We said substantial reform is needed to offer many older Australians a dignified life and that Government must ensure that all older Australians have adequate income security, are able to enjoy the fullest possible participation in the community, are accorded respect and can access adequate and affordable social services.

We warmly welcomed Prime Minister Rudd's historic National Apology to Indigenous Australians and encouraged all Australians to commemorate the significance of this special day, and to use it as a rallying point for our future efforts to achieve equality.

We said shared care should be about children's needs, not parents' rights and that 50-50 arrangements put in place in 2006, designed to reinforce cooperative parenting, do not necessarily protect the interests of children, particularly where children are exposed to unresolved conflict between the separated parents.

When the Senate inquiry report, A Decent Quality of Life, recommended a review of the age pension, Catholic Social

Services Australia said aged pensions were not the only welfare payments that needed an overhaul. We said an increase should be based on measured, identifiable and tested need.

2020 SUMMIT

As a participant at the 2020 Summit, Executive Director Frank Quinlan said he hoped the summit would set goals for a fairer Australia that treats people with respect and dignity. He called for the development of anti poverty targets by 2020 if the Government's Social Inclusion Agenda is to have real meaning for the most disadvantaged people. He said we must take the politics out of the welfare system and called for the establishment of an Independent Entitlements Commission to set and index all welfare payments.

We called on the new government to dump breaching legislation and start again.

Along with ACCER, we called on the Australian Fair Pay Commission not to undermine gains of around \$8 a week promised to low income earners via tax cuts in the Federal Budget.

In response to the welfare debit card, we said that quarantining welfare payments in Indigenous communities will not address the underlying issues that put children at risk, like family dysfunction, mental health problems, drug and alcohol abuse and addiction to gambling and pornography.

WELFARE QUARANTINING

Responding to suggestions that the government would quarantine the welfare payments of negligent parents by issuing a welfare debit card we voiced our concerns that the process would remove personal responsibility and increasingly stigmatise a small section of society. We said there was no evidence that child abuse is restricted to low income households on welfare.

We welcomed the Rudd Government's first Federal Budget. We welcomed tax cuts for low paid workers and were optimistic about talk of a restructured Job Network. We supported means testing of benefits, saying resources should go to where they are needed most. But we noted the absence of any real increase in entitlements and the limited detail available on the nature of programs that will be developed under the Social Inclusion banner.

We said shifting the focus of Job Network from a recruitment and placement service to a place where Australia's most disadvantaged people can get the help they need is a welcome and long overdue change.

Speaking at a public hearing of the Senate Community Affairs Committee Inquiry into Mental Health Services in Australia we said the lack of coordination between state and federal government services has led to burdensome red tape and significant gaps in funding and services, particularly in regional Australia. We said community organisations are relying on their relationship-building skills, rather than systemic coordination of services, to ensure they establish connections with the more clinically-based mental health services. The introduction of the MBS item number has contributed to an increased demand on services which makes it difficult for the sector to attract and retain staff. Our agencies report chronic gaps in housing, financial counselling, life skills and personal development, help with gambling and drug and alcohol addiction and special services to support people with dual diagnoses.

We said welfare-to-work was not just about moving people from the Disability Support Pension to the New-Start Allowance and that a whole range of support programs were missing.

SOCIAL INCLUSION BOARD

We welcomed the announcement of the Government's Social Inclusion Board, noting particularly the appointments of Professor Tony Vinson, author of *Dropping off the Edge*, and Monsignor David Cappo, a previous national director of Catholic Social Services Australia, known then as the Australian Catholic Social Welfare Commission.

We welcomed the Government's Green Paper on homelessness, noting homelessness is not just about accommodation, but the causes stem from a whole range of unmet social need.

In our joint submission with ACCER to the Productivity Commission's Public Inquiry into Paid Maternity Leave we advocated a scheme to be jointly funded by government and all employers. The scheme should pay the lesser of ordinary time earnings or average weekly earnings for a minimum of 14 weeks, but ideally 26 weeks to full-time, part-time, permanent and casual employees and self employed people who have worked in the paid workforce for a stipulated qualifying period.

We criticised reverse mortgages, blaming inadequate pensions for the fact that elderly Australians were losing equity in their homes and relying on their credit cards for basic items.

We ended the year with a successful campaign against anomalies in proposed changes to the tax system, which would have inadvertently captured thousands of low paid charity workers and their children in its web. We welcomed the Government's subsequent plan to restore the use of net reportable fringe benefits in income definitions for family assistance, and the passage of the legislation through the Parliament ensuring people working in the charitable sector did not suffer a loss of family tax benefits or other family assistance payments after 1 July this year.

VOCATIONAL SERVICES REPORT

PHIL MURRAY, DIRECTOR

The Vocational Services team administers six national contracts funded by the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR).

From the perspective of Catholic Social Services Australia's 13 year involvement in national contracts for vocational services, 2007-08 was one of the most significant. The year was dominated by two major strategic issues:

- The conduct of two major reviews of our network leading to significant change in future contracting arrangements; and
- Announcement of a fundamental restructure of DEEWR's various employment-related programs with seven programs collapsed into one major program to take effect in July 2009.

NETWORK REVIEWS

A Vocational Services Network (VSN) working group reviewed current network arrangements and recommended significant changes to existing arrangements to improve "effective control" of service delivery by agencies. The proposals received mixed support from participating member organisations and the Catholic Social Services Australia Board decided to appoint The Allen Consulting Group to review the proposals and make further recommendations.

After consultations with relevant stakeholders The Allen Consulting Group made a number of detailed recommendations, summarised as follows:

- A shared national approach to tender for the full range of service streams included in the new DEEWR contract arrangements;
- That Catholic Social Services Australia should only pursue this national approach if suitable new administrative arrangements can be agreed with members and that a threshold level of business share is likely to be achieved;
- A new board to drive a re-orientated Catholic Social Services Australia Ltd. A combination of independent and member elected board members with a mandate to focus specifically on building a national employment services ministry;

- A new business name or new brand name for the new entity to symbolise to Government and network members that key changes to the way contracts are managed have been implemented;
- A revised relationship between the company and member agencies, underpinned by a detailed sub-contract that clearly specifies the responsibilities, expectations and accountabilities of each;
- In keeping with industry standards, a service fee of approximately five per cent to be levied from the contract to support the agreed work of a National Office on behalf of the broader network (to be agreed following detailed costing);
- In keeping with industry standards the containment of administrative costs at agency level to between 10 per cent and 15 per cent of contract revenues;
- Establishment of mechanisms to ensure surplus company funds are retained by the company for the purposes of supporting Employment programs; and
- A rejection of the lead agency approach to site support proposed in the VSN Working Party Business Case report in favour of a risk management approach coordinated by the National Office in exceptional cases.

The Catholic Social Services Australia Board endorsed the thrust of these recommendations and made a proposal along these lines to participating member organisations. Following consultations, 22 member organisations lodged in-principle agreements to proceed along the lines proposed. By the end of the year, plans for re-constitution of Catholic Social Services Australia Ltd's governance arrangements and formalisation of the new subcontracting relationship were well advanced.

The revised arrangements will place our network in a stronger position to tender for and successfully deliver an expanded mission to unemployed people who are numbered among Australia's most disadvantaged people.

DEEWR PROGRAM INTEGRATION

Following much speculation over recent years, the Minister for Employment Participation announced as part of the 2008 Federal Budget that seven DEEWR programs would be integrated into a single employment services program from July 2009.

This announcement presented some real challenges for our network as about two-thirds of our 30 participating member organisations currently deliver only the Personal Support Program (PSP) and/or Jobs, Employment Placement and Training (JPET). The new integrated program will require delivery of services across the full spectrum of job seeker needs including services currently delivered via mainstream services such as Job Network.

As the year ended, many agencies were considering their future involvement in DEEWR-funded programs, some contemplating withdrawal, others intending to widen their service offerings by participating fully in the new integrated program and yet others considering subcontracting some aspects of the full service from other service providers.

PROGRAM HIGHLIGHTS

JOB NETWORK SERVICES

Nine member organisations participated in the national contract delivering services in a total of 26 sites:

- More than 16,700 job seekers registered for Job Network services. Almost 7,700 commenced Intensive Support services; over 600 completed Employment Preparation services; over 1,100 completed Job Search Training services; and almost 2,000 completed Intensive Support Customised Assistance services; and
- Almost 3,800 13 weeks outcomes were achieved, including over 2,400 for very long term unemployed job seekers; and almost 1,600 26 weeks outcomes were achieved.

PERSONAL SUPPORT PROGRAM

28 member organisations participated in the national contract delivering services in a total of 65 sites:

- Almost 9,200 job seekers were referred and almost 6,900 commenced in services which provide assistance for up to two years; and

- Over 2,500 outcomes were achieved including over 800 13 week and over 500 26 week economic outcomes that cover a range of employment types or transition to education or specialist employment services. Almost 1,600 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.

DISABILITY EMPLOYMENT NETWORK SERVICES (UNCAPPED)

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

- Almost 400 referrals were recorded with almost 300 commencing in services. Nearly 40 four weeks outcomes and 30 13 week outcomes were achieved.

JOB PLACEMENT SERVICES

Nine member organisations participated in the national licence delivering services in a total of 26 sites:

- Almost 3,400 job seekers were placed into employment including over 1,700 very long term unemployed job seekers.

INDIGENOUS YOUTH EMPLOYMENT CONSULTANT SERVICES

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

- Over 550 Indigenous youth (including six under Community Service Orders, 16 at school, over 70 currently employed, 26 disengaged from school and almost 200 unemployed) were assisted and supported with gaining or sustaining education or employment; and
- Outcomes included: almost 50 into further education or training; almost 70 supported to remain in current employment; almost 140 supported to remain in education and training; and 50 supported into employment.

VOCATIONAL SERVICES REPORT

REMOTE SERVICES

Two agencies offered 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:

- Three participants have been placed in projects in Alice Springs. Of over 100 participants commencing in Mount Isa, almost 40 completed their six month placements successfully;
- Job seekers in these locations are extremely disadvantaged and engagement has been challenging because of barriers such as literacy and numeracy, drug and alcohol addiction and cultural factors; and
- The former Government's Northern Territory Employment Response strategy has resulted in considerable expansion of Community Work Coordinator Services in Alice Springs.

ADVOCACY AND POLICY DEVELOPMENTS

Catholic Social Services Australia maintained an emphasis on advocacy with government, DEEWR and the industry itself throughout the year:

- Catholic Social Services Australia made submissions to Government regarding the future restructuring of DEEWR-funded programs as outlined above both in response to the Government's initial request for ideas and subsequently in responding to the Government's draft proposals; and
- Following my election to the Board of the National Employment Services Association (NESA) in September 2007, I have been in a better position to contribute to the development of industry submissions and have been an active participant on NESA's Policy Think Tank. Other team members have participated in various industry forums and Special Interest Groups.

SUMMARY

While the last 12 months have been especially challenging both from prospective program changes and internal network restructuring, I believe that Catholic Social Services Australia's Vocational Services Network now has its best ever opportunity of cementing itself as a major provider in the employment services field.

As we now move into tender mode, and subsequently implementation mode for the new program, the coming year will be an extremely busy one. The success of this process will be built upon the hard work of past years; however, with a reconstituted network with stronger organisational arrangements being put in place, I believe we can look forward to the next iteration of our network with great confidence.

I would like to express my appreciation to the Board of Catholic Social Services Australia, our Executive Director Frank Quinlan as well as the Directors, Managers and staff of all participating member organisations for all of the efforts of the past year.

This has been an especially difficult year for the staff of National Office because of the uncertainty regarding future network arrangements that has continued throughout the whole year. Nevertheless, throughout this time, a high level of commitment was maintained and I wish to thank each one of them for their ongoing support and dedication to their work.

MEMBERSHIP AND GOVERNANCE

MARY JAMIESON, MANAGER

The 2006-07 year was significant for Catholic Social Services Australia. Most significant was the impact on our families sector of the commencement of operations of a single industry representative body, Family Relationships Services Australia, to represent Family Relationship Services Program (FRSP) providers. The other significant event was the implementation of a new structure at National Office resulting in considerable change in staffing and structure.

The membership and governance team was established on 14 June 2008 following the restructure. This new team incorporates elements of the previous family and membership services team and also becomes responsible for National Office governance issues, with its focus to:

- Provide a focal point for member communications;
- Support service and business development amongst Catholic Social Services Australia members;
- Support service partnerships between Catholic Social Services Australia members and both government and non-government partners;
- Facilitate quality improvement and shared best practice amongst Catholic Social Services Australia members;
- Support initiatives to foster Catholic ethos and identity;
- Support practice focussed networks of member agencies;
- Support the Board to set and monitor the strategic direction and operations of Catholic Social Services Australia; and
- Establish systems for, and monitor the implementation of the operational plan, budget and quality management processes.

The year also marked the departure of two experienced Catholic Social Services Australia staff members. The contributions to the work of Catholic Social Services Australia of Margaret Roots, former Director, Family and Membership and Louise Lamont, the FRSP national manager have been significant.

FAMILY SERVICES NETWORK

The decision by the Catholic Social Services Australia Board to provide funding to enable the continued staffing of the FRSP during the critical phase of transition to the single Industry Representative Body (IRB) for the FRSP sector was well received. The introduction of the single IRB marked a monumental change for our FRSP network, as Catholic Social Services Australia had been funded by the Government for the previous 16 years to provide industry representative functions on behalf of the FRSP funded Catholic organisations.

The funding approved by the Board, in addition to enabling provision of ongoing operations in policy formation,

representation on various government forums and close consultation with our members also allowed for the convening of a network meeting for our FRSP providers and a compliance audit workshop. A working party has been established and is considering how the Catholic Social Services Australia FRSP Network, that delivers over 130 different programs nationally, will be best supported and funded in the future. It is likely that the focus will be broadened to include all national family services with the National Office providing a coordinating and facilitating role to our members.

In addition to these pivotal changes in the FRSP sector, Catholic Social Services Australia assisted in the development and submission of tenders for the third round of new Family Relationship Centres (FRCs). Catholic Social Services Australia facilitated a well attended pre tender workshop providing opportunity for the sharing of network knowledge and experience in relation to tender application, with focus on issues relevant to this tender. Catholic Social Services Australia member organisations were successful in 13 of the 25 FRCs tendered, as either stand alone operators or as leading or minor members of a consortium. Successful organisations found the months following the announcements to be both challenging and exciting, as they worked to secure premises, recruit and train staff, adhere to all government requirements, and meet an opening centre deadline of 1 July 2008. Congratulations to all involved.

The Catholic Social Services Australia network, like many organisations, is facing challenges relating to the recruitment and retention of experienced and qualified staff. A number of strategies are being considered to assist with this which may include the development of inter-agency working arrangements to provide a shared pooling of resources, national recruitment campaigns and working closely with the government to ensure alignment of policy, training and education initiatives with program delivery needs.

REPRESENTATION HIGHLIGHTS

Members will be pleased to note that the National Office made representations on behalf of Catholic Social Services Australia and member organisations at senior levels of government on a wide range of issues affecting the services we deliver and the clients we serve. Particular examples include our pre-budget submission to the Federal Government stressing that work and family issues should be integral to government policy-making and our submission to the 2020 summit calling for policy to support stronger families and more cohesive communities. Catholic Social Services Australia is grateful to network members for their cooperation in providing input to enable informed representation at a national level.

MEMBERSHIP AND GOVERNANCE

In addition, we continued to build and maintain close relationships with key stakeholders and client groups including;

- FaHCSIA;
- Attorney General's Department;
- Families Australia – National Child Protection Strategy;
- National Coalition on Child Protection formed to highlight the need for a national strategy;
- Child Support National Stakeholder Engagement Group;
- Relationship Services Meetings;
- CSA reference group for policy formation;
- Centrelink Community Participation Reference Group; and
- Community Care Coalition.

BUSINESS DEVELOPMENT

Assistance from National Office in business development remained a key focus in the form of tender preparation, tender workshops, support to agencies as they strived to open up new buildings and new services and supporting agencies in service improvement activities. It was a busy year for our members seeking funding through a number of programs including tenders for Mental Health Community Based Service, Mental Health Respite Services, Rural Financial Counselling, Personal Helper and Mentors, Early Intervention Services, Family Relationship Centres, Post Separation Co-operative Parenting, FRSP and Supporting Children After Separation. The short timelines of government tender processes remain challenging for our members and this issue continues to be raised with Government.

Catholic Social Services Australia acknowledges the supportive nature and the spirit of goodwill which exists amongst our network. Requests to the network to support or assist other member organisations are readily met in many forms, including the provision of training packages, policies, programs and tender support. This generous sharing of resources and best practice is so valuable and of great assistance to those who are assisting others in their local communities.

NETWORK GROWTH

During the year Catholic Social Services Australia welcomed Centacare Casino to our network of member organisations. This newly formed Centacare began 20 years ago when St Mary's Parish, in partnership with another community organisation, established Windara, a facility to assist those with a disability by providing opportunities to learn new skills and provide employment. Windara currently operates a childcare facility, function centre, food van and coffee shop. In order to continue

this commitment, and to give further support to this important enterprise through funding and networking opportunities, St Mary's Parish established itself as a parish Centacare and a member of Catholic Social Services Australia.

In addition, the Catholic Social Services Australia Gift Fund was used to provide financial assistance to two of our member organisations in most need to support them in delivering their objectives.

STATE STRUCTURES

During 2007 the Catholic Social Services Australia Board agreed to continue to contribute to funding of Catholic Social Services Australia state structures to assist member organisations from all states and territories to deliver our social service ministry to those in most need. This initiative was taken up by Catholic Social Services Australia NSW/ACT Branch and Catholic Social Services Victoria, with the following major achievements noted:

Catholic Social Services Australia NSW/ACT continued to develop through strong leadership from the Branch's Executive Committee, (formerly chaired by Bernard Boerma and currently chaired by Cate Sydes), and through the commitment to the work of the Branch by Jude Ekerick. During the year the Branch has undertaken; strategic planning workshops; a review of business arrangements; the facilitation of Quality Assurance workshops; program meetings including bi-monthly Youth Services Network meetings; the development of a submission to the Special Commission of Inquiry into Child Protection Services in NSW; and ongoing preparation and planning for involvement in the 2008 World Youth Day events, including a booth at the Vocations Expo.

Catholic Social Services Victoria (CSSV) has had a busy and productive year. Catholic Social Services Australia acknowledges and congratulates CSSV on the endorsement given in 2007 by the Archbishop of Melbourne and all Victorian Bishops to the reconstitution of CSSV as the peak body under the auspices of the Bishops. In addition to working as the Member Support Manager, Marg Casey also acted in the Executive Director position of CSSV before Denis Fitzgerald was permanently appointed to the role in March 2008. Under its renewed mandate, CSSV focussed on policy and advocacy at local and state level; the establishment of links and cooperation with bishops and members across Victoria; strengthening the broad community of Catholic social services within Victoria; and developing ways of assisting members in their reflection on what their Catholic identity means for them and their people. In addition, CSSV worked closely with our policy and government relations team on national policy issues.

IDENTITY AND LEADERSHIP

Promoting Catholic Identity was identified as a priority in the Signs of the Times 2007 Members Survey. The survey also identified the desire to develop a leadership program to build a strong sense of shared values amongst the diverse Catholic Social Services Australia network. A number of strategies have been developed to address this priority:

- Directors of our member organisations attending our 2007 National Conference, participated in a program developed by Catholic Health Australia's Centre for Leadership and Mission designed to develop leadership qualities in relation to mission and identity.
- The Australian Catholic University's Graduate Certificate in Catholic Identity and Leadership provided further opportunity for development. Centacare Townsville's Paula La Rosa, one of the four successful applicants of Catholic Social Services Australia's scholarship program, has been the first to complete the scholarship program. Paula commented that the course enhanced her understanding of her organisation's work in light of mission and partnership with the Church, and also helped her to use this information in her decision making as a leader of a Catholic welfare agency. Our congratulations are extended to Paula.
- The Australian Catholic University's colloquium titled Mission and Identity in Church-Based Organisations: Catholicity in Practice was co-sponsored by Catholic Social Services Australia and several other Catholic organisations and was attended by staff from across our network. The 2006 proceedings were published in 2007 *Identity and Mission in Catholic Agencies*.

Further opportunity to address Catholic Identity and Leadership will be available following in-principle agreement with the Catholic University Leuven, in Belgium, to host a Leadership Enrichment Program in Rome in 2009. The program is being specifically designed for directors and senior staff of our network. The Catholic Social Services Australia Board has placed a call for expressions of interest from network members and is very excited at the prospect of progressing this important initiative further over the coming year.

NETWORK MOVEMENTS

WELCOMES

This year has seen the arrival of many new directors of member organisations. Catholic Social Services Australia warmly welcomes each of them and looks forward to working closely in the future.

Ms Tracy Adams, Boystown Qld

Ms Annette Barron, Centacare Kimberley

Mr David Bates, Centacare Employment and Training Perth

Sr Anne Derwin, Sisters of St Joseph Congregational Leadership Team

Mr Denis Fitzgerald, Catholic Social Services Victoria

Sr Marion Gambin, Sisters of St Joseph SA

Dr Ricki Jeffery, Centacare Rockhampton

Mr Stephen King, Mercy Family Services

Ms Angela Littleford, Centacare Catholic Family Services Parramatta

Mr Joseph McCarthy, Catholic Care (Centacare) Newcastle

Dr Tony McMahon, Centacare Catholic Family Services Townsville

Mr John Platt, St Mary's Parish, Centacare Casino

Ms Sandra Provan, Casa Venagas

FAREWELLS

Catholic Social Services Australia notes the departure of network staff who have left the network during the year. The contribution made by each of the directors below has been important to the ongoing operation and success of the network.

Mr Jack Firman, Boystown Qld

Sr Joan Healy, Sisters of St Joseph Congregational Leadership Team

Ms Margaret Neeson, Mercy Family Services

Ms Patricia Occelli, Catholic Care (Centacare) Newcastle

Ms Liz Orupold, Centacare Rockhampton

Ms Pauline Robertson, Centacare Employment and Training Perth (now with Marist Youth Care)

Sr Christine Rowan, Sisters of St Joseph SA

Mr Dawson Ruhl, Marymead Child and Family Centre

BEREAVEMENT

Mr Mal Keenan, former Director of Casa Venagas, passed away during 2007 after a battle with cancer. Mal was widely respected within the network, had great love for his family, his work and his most marginalised clients, especially those with mental health issues. Mal was wonderful to work with and will be missed by all.

2007 ANNUAL AWARDS

NOW IN THEIR SEVENTH 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.

CATHOLIC SOCIAL SERVICES AUSTRALIA IS GRATEFUL TO CATHOLIC CHURCH INSURANCES FOR THEIR CONTINUED GENEROUS SUPPORT OF THE AWARDS.



THE WINNERS

NORMA PARKER AWARD FOR THE MOST INNOVATIVE PROGRAM

STRONG YOUNG MUMS

Centacare Wilcannia-Forbes

This award highlights outstanding achievement by member organisations offering programs which set trends and benchmarks in their particular area of service, and is open to members of Catholic Social Services Australia only.

Strong Young Mums, run by Centacare Wilcannia-Forbes, was established in Bourke in 2005 in response to the large number of teenage mothers who had dropped out of school once they learnt they were pregnant. The highly successful program supports and encourages young mums to achieve the equivalent of Year 10 accreditation. After 18 months 19 young mums are consistently attending TAFE two days a week and a broader group of 40 young mothers attend playgroup where they have input on health, parenting, nutrition and issues such as domestic violence and financial management. For the first time ever in the area, Indigenous children are attending childcare.

The Department of Families, Community Services and Indigenous Affairs recently brought Strong Young mums to the Minister's attention as one of their exemplary programs. The Department has now funded the establishment of another Strong Young Mums program in Lake Cargelligo and Centacare Wilcannia-Forbes seeks further funding for a number of other sites.

PERKINS AWARD FOR EXCELLENCE IN SERVICE

MARINA GRAY

Conference President, St Vincent de Paul Society, Bourke, NSW

Purpose Built Trailer

This award is presented to an individual who has shown outstanding commitment to service and is open to the wider community.

Marina was concerned for the welfare of people living in outback towns and settlements where no St Vincent de Paul services existed. The trailer transports clothing and other goods to remote areas and at Christmas it is used to deliver goods, toys and hampers to people in need. The trips also mean workers can provide help with food and other day-to-day needs like electricity and phone bills.

The trailer travels from Bourke to Brewarrina, a 200km round trip. It also visits Engonnia which is a 220km round trip and Weilmoringle which is a 700km return trip. Trips have also been extended to Ivanhoe and other new locations are being planned.

The Vinnies trailer does not solve all the social challenges facing people in remote communities, but it does, with innovation, express the value and dignity of all people, no matter what their circumstances, or where they live.

2007 ANNUAL AWARDS

AWARD FOR EXCELLENCE IN SERVICE

NORTHERN RESPITE SERVICE – AURICHT HOUSE

Centacare Catholic Family Services Adelaide

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 members of Catholic Social Services Australia.

Northern Respite Service provides a break for families whose children have an intellectual disability.

The service is available to families in the north and north eastern suburbs of Adelaide whose son or daughter is aged between 13 and 30. Day respite is available for up to 12 people from Friday afternoon to Sunday afternoon and overnight respite can be offered for up four of those people.

The service operates from Auricht House, which was purpose built by Centacare with proceeds from fundraising and with the aid of a government grant. The Service has applied for additional Federal Government funds which would allow them to provide Monday to Friday respite for older parents who have an adult child living with them in the family home.

MEMBERSHIP SNAPSHOT

BOYS' TOWN, ENGADINE

EXECUTIVE DIRECTOR JIM DOYLE

Address 35a Waratah Rd
Engadine NSW 2233

Federal Electorate Hughes

Phone 02 9520 8555

Email director@boystown.net.au

Website www.boystown.net.au

ORIGINS

Fr Thomas Dunlea (1894-1970) founded Australia's Original Boys' Town at Engadine in 1939. His immediate source of inspiration was the movie about Fr Edward Flanagan who founded the original American Boy's Town at Omaha, Nebraska. Both Fr Flanagan and Fr Dunlea drew inspiration from St John Bosco whose work with disadvantaged youth begun in Turin, Italy, but had since spread worldwide. St John Bosco is the Founder of the Salesian Society of Priests and Brothers who, since 1952, have been responsible for the work of Boys' Town.

OUR PROGRAM

Boys' Town has undergone many changes over time as it has continued to respond to changes in society and the changing needs of children and families. Today it is a comprehensive service to adolescent boys and girls and their families who are at risk of family breakdown, but who want to preserve and/or restore relationships. Boys' Town intervenes in families where there is serious conflict, where the safety of children is at risk, where children require supervision and where children are at risk of entering the care system.

As an agency Boys' Town incorporates therapy, education and family support with an end goal of family preservation. Boys' Town works in partnership with families to help bring about the changes that will improve family relationships. Nearly all children in our programs suffer diagnosed mental health problems. Our model of intervention has a sound theoretical base and has generated interest both locally and overseas because of its innovative and successful strategies.

The Salesian "Preventive System" lies at the heart of Boys' Town, influencing, animating and directing all interactions with the boys and girls. Boys' Town believes engaging children into education is their best form of welfare support.

The main residential program caters for about 50 families per year. In recent times non residential programs have been established without government funding and girls have been included into these programs. Today girls make up the majority of clients in the non-residential program. We see a need to develop a residential program for girls and to expand the non residential program for those unable to live in. A new pilot program is currently being established, again without government funding, because of the numbers who continue to fall through the cracks in the education system.

FUNDING

Total government funding accounts for about three quarters of Boys' Town's costs

Boys' Town's main funding source is DoCS. It also receives federal funding through its registration and accreditation as a special assistance school. While all funding is welcome the costs associated with educating students with high needs, behaviour problems and mental health problems far exceeds the income received through education grants.



Female student at Boys' Town gaining independence and confidence



Boys' Town students learning the importance of teamwork

MEMBERSHIP SNAPSHOT



A Boy's Town student facing a challenge



Boys' Town student learning about the sun

FUTURE DIRECTIONS

Boys' Town seeks to develop flexible and responsive wrap around support services relating to:

- Family Preservation and Restoration;
- Education and Schooling Support;
- Behaviour Management Programs that ensure safety and sustainability of placements and school positions;
- Residential living program;
- Life and Social Skill Development Programs; and
- Individual and Family Counselling and Psychological Services.

Additionally Boys' Town works with a number of local agencies including the Sylvanvale Foundation, Community Neighbour Aid and the Knights of the Southern Cross to provide a range of services to people in its local area. It continues to make its facilities available for community use with more than 2000 children a week using its grounds in connection with local sporting activities. It also supports other agencies including Centacare, Amelie House and Creating Links with various programs that focus on the needs of children and young people.

MEMBERSHIP SNAPSHOT

CENTACARE CAIRNS

EXECUTIVE DIRECTOR **HELGA BIRO**

Address 195 Abbot St Cairns QLD 4870
Federal Electorate Leichhardt
Phone 07 4044 0130
Email helga@centacarecairns.org

Centacare Cairns has been a 'beacon on the hill' for nearly thirty years, from the genesis of an idea from a group of caring and concerned citizens for those more vulnerable in our community to the professional responsiveness of the present day.

Centacare has always been about people. It has been people who genuinely care about others, starting with those committed volunteers of the past to the present day professionals and volunteers, who have ensured the most vulnerable people of the Cairns community have somewhere or someone to turn to, in those times of difficulty or crisis and know they will be heard, cared for, supported and assisted in their journey.

Centacare provides services to nearly 10,000 people each year, including the following:

Individual, Family and Relationship Services provides individual, family and group work in counselling, family support, relationship support, child management, child safety, parenting skills, child therapy, depression, stress management, development of conflict resolution skills, communication and assertion skills, development of self-awareness, self-management and self-esteem, grief and loss counselling, adolescent counselling, adolescent mediation and family therapy, relationship education and enhancement, pregnancy support. This program receives State and Commonwealth funding.

Emergency Relief provides practical assistance in times of emergency. This program receives State and Commonwealth funding.

Mental Health Resource Service aims to enhance the quality of life of people affected by mental illness by helping them to find ways to cope with their situation and participate in community life. This program receives State funding.

Migrant Settlement Services assists newly arrived entrants [migrants, humanitarian entrants and refugees] with settlement needs including employment, housing and access to mainstream services. This program receives State and Commonwealth funding.

Centacare Employment offers a helpful and consistent job matching service to employers and job seekers and provides



Erna Burnett, administration trainee working at the Cairns Youth Mentoring Scheme

intensive assistance to eligible job seekers. This program receives State and Commonwealth funding.

Personal Support Program provides improved access to appropriate assistance for job seekers facing multiple barriers to employment opportunities. This program receives Commonwealth funding.

Cairns Youth Mentoring Scheme co-ordinates the matching of mentors with young people aged between 12 and 21 who perceive they have a need related to personal issues, education, work or achievement. This program receives Commonwealth funding.

Youth Support Coordination Program works with local high schools and students most at risk of disengagement from senior phases of learning. This program receives State funding.

Client Intake Service Provides appropriate and relevant intake intervention, including crisis response, taking referrals from emergency relief, counselling, information gathering, assessment and referral working across the whole organisation to support identified client needs. This program is Diocesan funded.

Centacare Cairns' head office is located at 195 Abbott Street and houses administration and accounts, counselling, emergency relief and PSP. The Mental Health Resource Service is located at 10 Thomas Street in a charming and welcoming old Queenslander while Migrant Settlement Services and the Youth Support Coordination Program operate from Virginia House at 68 Abbott St. The Cairns Youth Mentoring Scheme operates within Education QLD's Flexible Learning Centre at



Centacare staff joined with young adults and their chaperones from LIFE TEEN, Los Altos, pilgrims who were on their way to World Youth Day in Sydney for a working bee at Centacare's Mental Health Resource Service.

Clarke Street and Centacare Employment is located at the Civic Shopping Centre on Sheridan Street.

While some programs have specific target groups such as the Youth Mentoring Scheme which serves young people aged 12 – 21 years and Migrant Settlement Services working solely with migrants from all over the world and refugees predominantly from African nations and Burma, in general, Centacare serves people from a broad range of backgrounds and ages from babies to senior citizens with a preference for those most in need.

Number of people in Cairns community assisted through Centacare Services

Service Type	No. of clients assisted in 2007
Counselling and family services	767
Youth Support Coordination	168
Cairns Youth Mentoring	104
Mental Health Resource Service	1981
Emergency Relief	3964
Centacare Employment [Job Network]	1262
Personal Support Program	290
Migrant Settlement Services	1070
Total clients supported	9606

MEMBERSHIP SNAPSHOT

CENTACARE SANDHURST

DIRECTOR PAUL FOGARTY

Address 65 Baxter St Bendigo Victoria 3552
Federal Electorate Bendigo
Phone 03 5443 9577
Email director@centacare-sandhurst.org.au
Website www.centacare-sandhurst.org.au

In 1983 a decision was made by Bishop Daly to establish a Family Welfare organisation within the Catholic Diocese of Sandhurst which includes the region of North East, North and Central Victoria.

On February 24th 1986 that organisation opened its doors at 114 Hargreaves Street Bendigo under the name of Catholic Community and Family Services. This name was changed five years later to CentaCare in line with other Catholic Diocesan Family Welfare organisations throughout Australia.

From the beginning, CentaCare committed itself to high quality expertise in Family Relationship Counselling and continues to hold that commitment now and into the future. As the years have passed, other programs have found a place in service delivery. Relationship Education programs have become a significant part of family relationship support and enrichment services. Seasons For Growth, a program for children who have lost a parent, has met a huge need in the community.

The last five years have seen additional programs: Mediation and Parenting for Separating Couples, a Family Support Service in Loddon, a Regional Parenting Service in Loddon Mallee, a Personal Support Program for unemployed persons, School Counselling and Family Support Programs, Employee Assistance Programs, Youth Justice Group Conferencing, Drought Support and most recently CentaCare has become the lead agency in the Family Relationship Centre for Shepparton.

In the provision of its range of services, CentaCare is guided by principles of best practice and service excellence, social justice and Christian values. CentaCare seeks to empower and maximise the potential of individuals, couples and families; it seeks to build community capacity through partnerships and collaboration and to provide advocacy on behalf of the community's most disadvantaged.

CentaCare aims to be a place of hope, growth and well-being to all people who seek its services.

CENTACARE FUNDING

CentaCare is auspiced by the Diocese of Sandhurst and is a member of Catholic Social Services Australia

State Government funded programs include:

- Family Services;
- Youth Justice Group Conferencing;
- Drought;
- Loddon Mallee Regional Parenting Services; and
- Disability.

Federal Government funded programs include:

- Counselling;
- Family Relationship Education Skills Training;
- Family Dispute Resolution;
- Early Intervention Service; and
- Men & Family Relationships.

Programs offered by CentaCare:

- Counselling
 - Child & Family
 - Relationship
 - Personal;
- Relationship preparation & enrichment;
- School Family Support;
- Disability Services;
- Personal Support Program;
- Family Dispute Resolution;
- Parenting Services;
- ACCESS counselling;
- Seasons for Growth loss & grief program;
- Youth Justice Group Conferencing;
- Men & Family Relationships;
- Drought recovery;
- Early Intervention Service; and
- Family Support.

THE PEOPLE WE SERVE

The Diocese of Sandhurst is situated in the State of Victoria. It comprises the area north of the Great Dividing Range, south of the Murray River and east of the Loddon River. CentaCare has offices located in Bendigo, Wodonga, Wangaratta, Cobram, Shepparton, Echuca and Wangaratta.



CITY OF GREATER BENDIGO

The City of Greater Bendigo is located in north central Victoria, about 150 kilometres north-west of Melbourne. The City of Greater Bendigo is bounded by the Shire of Campaspe in the north, the Strathbogie and Mitchell Shires in the east, the Mount Alexander Shire in the south and the Loddon Shire in the west. Analysis of the age structure of Greater Bendigo in 2006 compared to Regional Victoria shows that there was a similar proportion of people in the younger age groups (0 to 17) but a smaller proportion of people in the older age groups (60+)

Overall, 25.2 per cent of the population was aged between 0 and 17, and 19.0 per cent were aged 60 years and over, compared with 25.4 per cent and 20.5 per cent respectively for Regional Victoria.

The major difference between the age structure of Greater Bendigo and Regional Victoria is:

- A larger percentage of 18 to 24 year olds (10.2 per cent compared to 8.0 per cent);
- 6.1 per cent of the population was born overseas, and 2.7 per cent were from a non-English speaking background, compared with 10.1 per cent and 5.0 per cent respectively for Regional Victoria;
- 13.7 per cent of the households earned a high income, and 22.8 per cent were low income households, compared with 14.1 per cent and 23.9 per cent respectively for Regional Victoria; and
- 48.2 per cent of the population is male and 51.8 per cent female.

LODDON

In the 2006 Census there were 168,839 persons resident in Loddon. 48.8 per cent were males and 51.2 per cent were females, Children under 15 years made up 6.1 per cent of the population. The indigenous population represented 2.3 per cent overall while those born overseas represent 8 per cent of the population.

GOULBURN

In the 2006 Census there were 195,239 persons resident in Goulburn 49.9 per cent were males and 50.2 per cent were females. Children under 15 years represented 21 per cent of the population. The indigenous population was 1.8 per cent, while those born overseas represented 9.2 per cent of the population. The City of Greater Shepparton recorded 15.7 per cent of their population as being born overseas.

OVENS-MURRAY

In the 2006 Census there were 92,585 persons resident in Ovens-Murray 49.3 per cent were males and 50.7 per cent were females. Children under 15 years represented 20.7 per cent of the population. The indigenous population was .9 per cent, while those born overseas represented 9.3 per cent of the population. 68 per cent identify themselves as living in a family household.

CENTACARE LOCATIONS

- Bendigo
- Shepparton
- Wodonga
- Wangaratta
- Wedderburn
- Echuca
- Cobram



MEMBERSHIP SNAPSHOT

CENTACARE TASMANIA

DIRECTOR PETER CUSICK

Address	PO Box 369 Moonah TAS 7009
Federal Electorate	Franklin, Denison, Lyons, Braddon and Bass
Phone	03 6278 1660
Email	gmclagan.centacare@aohtas.org.au
Website	www.hobart.catholic.org.au

Centacare Tasmania, formerly known as the Catholic Family Welfare Bureau (CFWB) (1960-1977) was established by Archbishop Young in 1960. The impetus for its creation was a policy change in relation to the promotion of scientific contraception by the Tasmanian Marriage Guidance Council and the introduction of the Matrimonial Causes Bill in 1959 by the Federal Government, which included a proviso for the funding of Marriage Counselling Agencies in Australia. It was initially a diocesan financial responsibility until a government subsidy for marriage counselling was made available.

Within the first two years the CFWB became involved with the arrangement of adoption for infants and is today the only Private Adoption Agency in Tasmania.

The past 48 years have witnessed a remarkable growth in the services provided by Centacare Tasmania and the need for these services. There are now four offices throughout the State – Hobart, Launceston, Burnie and Devonport with outreach services into rural areas being provided from all sites. Our valued staff number 84 permanent, 70 casual and approx 150 volunteers.

Also operating under the umbrella of Centacare Tasmania are Willson Training Centre (established in 1981) and Centacare Employment (formerly known as Centapact).

Last year Centacare Tasmania's services saw a total of 6,786 clients.

FUNDING

Major funding bodies are:

Commonwealth: FaHCSIA, DIAC, Attorney General's Department

State: Department of Health and Human Services

PROGRAMS

Our goal is to provide a holistic family welfare service to the Tasmanian community through a whole-of-family response and a strong child inclusive focus. We now offer a diverse range of programs including:

FOR INDIVIDUALS

Counselling, Personal Support Program for the long-term unemployed.

FOR FAMILIES

Family & Relationship Counselling, Family & Relationship Education and Skills Training, Family Life Education, Natural Family Planning and Adoption Services.

FOR FAMILIES UNDER STRESS

Specialist Family Violence Service, Changing Abusive Behaviours Program for Men, Family Dispute Resolution, Transitional Housing Support Service and Private Rental Tenancy Support Service.

FAMILY SUPPORT PROGRAMS

Outreach and Early Support Program, LASAR (support group for young women), PrAM (pre and post natal support for young parents), Triple P (parenting and family support strategy).

FOR CHILDREN

Counselling, Adoption Services, Centacare Kids' Club & Centacare Kids' Express (group programs helping children deal with family violence, grief and loss issues and the expression of strong emotions).

FOR THE COMMUNITY

Communities for Children (facilitating community initiatives to assist children in the 0-5 yr range), Integrated Humanitarian Settlement Strategy (refugee settlement program – first 6 months), Settlement Grants Program (post 6 month support for refugees still needing assistance) and the Sudanese Women's Sewing & Family Support Group.

Centacare Tasmania provides a number of group programs within its Specialised Family Violence Service including **CAB** (Changing Abusive Behaviours) and **REAL** (Responsible, Emotional, Awareness for Living). Changing Abusive Behaviours is an unfunded program which has been active state-wide for a number of years. It is a voluntary, educational program involving individual assessment and group work for men who wish to change their abusive and controlling

behaviours. Referrals come from a wide range of sources including the Government and Community section, legal profession, medical practitioners and the police. The very low drop-out rate is very heartening as it clearly indicates that the participants are benefiting through their involvement. REAL is a new group program for women to explore the place of anger in their lives, reduce the suffering that anger may have caused to themselves and others and to enable them to recognise the struggle for control of emotions.

C-Change is another successful local initiative which has been developed through the Personal Support Program and involves Centacare and Willson Training Centre. It is funded by the Tasmanian State Department of Economic Development and is currently in its 4th round, with another planned for later in 2008. Counselling and support is offered to the participants through Centacare as well as job search and training opportunities from WTC. Participants are long term unemployed with multiple barriers to employment including mental health problems, drug/alcohol problems, depression, self esteem and /or confidence issues. The program assists them to overcome their barriers, then gain and hold employment. C-Change has been recognised by its peers including successfully winning the 2007 Australian Adult Learning Program of the Year, 2007 Tasmanian Outstanding Adult Learning Program and Highly Commended in Catholic Social Services Australia's Most Innovative Program Awards.

Stitch is a very successful support program for adult female Humanitarian entrants in Hobart which has been operating for the past 3 years. Initially unfunded, it has now been granted funding through the Department of Immigration and Citizenship. It commenced as a sewing group with the aim of teaching new skills whilst learning English and providing support for each other and reducing social isolation. The

program allows the women to meet with each other and professional staff in a non-clinical and non-threatening environment. Participants are enabled to identify and discuss common goals, interests and needs and then develop strategies to address them, thereby forging significant relationships with wider community organisations. A recent donation of two looms will see weaving added to the range of activities offered within the program. Centacare supports the program with the provision of transport and child care. Funding has now enabled us to offer the program twice a week.

SOME MAJOR CHALLENGES

Increasing contractual compliance demands and the time workers are now required to put into paperwork and administrative tasks are an ongoing challenge for most programs.

Number of clients presenting with high complex needs and the many challenges this presents.

Difficulty in attracting qualified staff for vacancies.

MEMBERSHIP SNAPSHOT

CENTACARE WAGGA WAGGA

DIRECTOR MARY-HELEN MARTENS

Address PO Box 473
Wagga Wagga NSW 2650
Federal Electorate Riverina
Phone 02 6923 3888
Email maryhelen@ccwagga.com.au

A UNIQUE WAY TO KNECT WITH THE YOUNG

Developing appropriate support services for young people with a refugee experience is challenging. Facilitating young people's participation in those same services is a much harder task.

Centacare in Wagga Wagga decided a unique approach was needed for their KNECT program (Kids Need Extra Care Too).

The multicultural program is specially designed for young people from a diverse range of backgrounds. It provides one-on-one assistance for young people struggling to integrate into society or who are having difficulty at home or school.

Thinking outside the square the Centacare team decided one culturally responsive way to make these young people aware of the range of services available was through a sporting activity.

First a youth and men's basketball team was formed and entered into a local competition. This was followed by a young women's team a few months later.

Centacare staff are actively involved in both teams attending practice sessions as well as matches. Through their close involvement they have established strong links with team members based on mutual trust and are able to explain and encourage team members to participate in some of the self help programs and case management support which is made available.



KNECT was originally set up in 2001 to target young carers who had a parent or a sibling with a mental illness. In January 2007 a three day Young Carers Forum was conducted at Borambola Sport and Recreation Camp, with a significant number of youth from African countries attending. One of many highlights was the development of Mural which was titled a Forest of Carers, this has been on display outside the City of Wagga Wagga Council Chamber and the National Art Glass Gallery and is now awaiting a permanent home within the Centacare/Diocesan precinct.



During the past twelve months the focus of the KNECT program was reviewed and re-launched. This change was deemed necessary as a result of the large number of African families resettling in the city. Apart from the two basketball teams, KNECT organises a number of social activities. These include group activities for girls, a choir for both sexes, group activities for boys and a special dinner for people over the age of 18 every four to eight weeks.

The aim of KNECT is to:

- Provide a safe environment for young people to express themselves;
- Encourage respect of all cultures, customs and traditions;
- Be available to all young people regardless of race, gender, background, religion, financial circumstances or social standing; and
- Provide an opportunity for people to meet others of a similar background or culture.

Centacare Wagga Wagga is becoming a service of choice amongst members of the families who have come to Australia under the Integrated Humanitarian Settlement Scheme.

STRENGTHENING COMMUNITY VOICES

The drought is having a devastating affect across central and southern NSW.

Even if the drought finishes this year it will take several "normal" seasons for farmers, graziers and small business operators to recover from the crippling financial crisis.

Centacare in Wagga Wagga is well aware of the situation and several years ago moved to provide a special support training program for those people affected by the drought. Increasingly when visiting small communities Centacare staff were hearing people commenting on the sense of isolation, the lack of local resources, the exhaustion and feelings of helplessness when listening to neighbours stress. A response was to develop an innovative program which builds on the skills already existing in the community by identifying the key people in the community who are in a sense the communities connectors, those with whom most would yarn for example general store owner, service station operator, post office person, pre-school teacher. People are invited to participate in a five week "Strengthening Community Voices" course.

The purpose of the program is to enhance the quality of life, sense of community and positive outlook of these communities.

It does this by:

- Building on and further developing the skills of key community leaders;
- Giving rural community leaders confidence in their community participation;
- Strengthening community skills to enable the participants to be more confident when communicating with others;
- Providing relevant knowledge on key issues (mental health, loss/grief, family violence); and
- Providing a forum for community members to identify and discuss appropriate community capacity building strategies.

The program is held one evening a week over five weeks.

"*Strengthening Community Voices*" programs have been offered in communities including Weethalle, Aria Park, Ganmain, Henty, Walla Walla, Culcairn, Walbundrie, Tocumwal, Finley and Brocklesby. Feedback from participants has been outstanding and it is interesting to note that in these communities there has been a significant increase in community resourcefulness, planning of communities activities and positive indicators of community well being.

Funding to enable the development of the "*Strengthening Community Voices*" project has been provided by the Federal Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) FRSP Drought Counselling Program and administered through Centacare Catholic Family Services Wagga Wagga in partnership with the Presentation Sisters Rural Outreach Services.

MEMBERSHIP SNAPSHOT

CENTACARE WILCANNIA - FORBES

DIRECTOR MARGARET FLYNN

Address	PO Box 957 Forbes NSW 2871
Federal Electorate	Calare and Farrer
Phone	02 6851 6936
Email	mflynn@centacarewf.org.au
Website	www.centacarewf.org.au

Centacare Catholic Family Services was established in 1996 by the Bishop of Wilcannia-Forbes, Bishop Barry Collins, as an office to extend social welfare services to families and children on behalf of the Catholic Diocese of Wilcannia-Forbes. The Diocese of Wilcannia-Forbes covers a vast area (52%) of NSW and includes many rural and remote communities of outback NSW.

Centacare's four main branches – Barwon/Darling, based in Bourke, Lachlan, based in Forbes, Macquarie/Barwon, based in Narromine and Far West based in Broken Hill - offer a range of services tailored to local need in the surrounding regions. They are supported by outreach offices in Brewarrina, Cobar, Condobolin, Cowra, Dubbo, Lake Cargelligo, Parkes, and West Wyalong.

Centacare's Mission is to empower individuals, families and communities in Western NSW, by enhancing social and emotional well-being and strengthening networks of support.

Our Vision is of communities imbued with a spirit of justice, where there is a tangible respect for:

- The sacredness of all creation
- The dignity of each person
- The inherent right of all to participate fully in our co-creative mission

Our Values are:

- Respect for the dignity of human life
- Equality and justice for all
- Interdependence and community
- Excellence, innovation and leadership

THE COMMUNITIES IN WHICH WE WORK

The rural and remote communities we serve are characterised by a strong sense of community, with a remarkable resilience in the face of numerous challenges including:

- Climate change and environmental devastation in a rural setting
- Geographic isolation
- Decreasing population centres
- Reduced local services
- Few employment opportunities
- Low levels of educational attainment
- Family breakdown and related social problems

At the heart of Centacare's mission is respect for the

dignity of every person, regardless of origins, persuasions or circumstances. In the regions supported by Centacare, programs are tailored through extensive community consultation with Aboriginal and non-Aboriginal groups to ensure they are culturally relevant.

Centacare also works to engage local service providers in constructive partnerships designed to best meet the needs of communities, supported by local knowledge and relationships.

OUR SERVICES

CHILDREN - "FOUNDATIONS FOR LIFE"

Centacare's Foundations for Life programs cover a range of early intervention services for families with young children in central and far west NSW. They include:

- Communities for Children
- Families NSW
- Building Strong Families
- Aboriginal Family Health Strategy
- Strong Young Mums
- Celebrate!

Services under these programs include home visiting, playgroups, activities for fathers and their children, schooling for teenage mothers, and parenting programs with input from early childhood specialists. Aboriginal families are supported by Aboriginal family workers to ensure cultural sensitivity.

Strong Young Mums

In 2007 the award-winning Strong Young Mums program was recognised by Catholic Social Services Australia for its highly successful and innovative model for re-engaging teenage mothers in learning and supporting them in their parenting.

While developing their knowledge and skills through regular attendance at TAFE, the mums are also developing their self esteem, confidence and direction in life, with extended benefits to their children of routine, stability, new social skills and an educational role-model.

Planning is underway to extend Strong Young Mums from current service locations in Bourke, Lake Cargelligo and Narromine, to further locations in the next 18 months, including Brewarrina, Condobolin, Cowra, Dubbo and Warren.

YOUTH - "DREAM THE PATHWAYS"

Dream the Pathways supports at-risk young people in rural and remote towns of central and far West NSW to engage in educational and training opportunities through the following programs:

- Connections;
- Indigenous Youth Mobility Program;
- JPET;
- Links to Learning;



A Narromine health worker creating a plaster 'belly cast' of a strong young mum, with the help of her son. This is an intimate process that helps to create a valuable bond between mothers, children, Centacare staff and midwives. The mums and children are then encouraged to paint and decorate the cast afterwards.



Secondary students engaged in the Out There Learning program

- Out There Learning;
- Re-connect;
- Youth Accommodation Service; and
- Youth Pathways.

These programs provide youth with opportunities to:

- Develop self confidence, life skills and motivation;
- Develop positive attitudes towards school;
- Engage in alternate learning towards year 10 and/or vocational accreditation;
- Develop job readiness;
- Have an increased awareness of training and employment opportunities; and
- Engage in traineeships and employment.

The majority of program participants are Aboriginal and aged between 13 and 24 years. Participation in Dream the Pathways has grown by 350 per cent in the last three years and plans for expansion are in progress.

Out There Learning

Out There Learning motivates secondary school students to continue their schooling by supporting learning and engaging them in projects which give them the experience of making a positive contribution to their school and wider community.

Launched in early 2008 in Peak Hill High School and Forbes High School, Out There Learning participants were the drivers of their own creative projects from concept to completion, including creating a garden at school and developing leadership and team skills in a camp.

It is hoped that over the next 18 months the benefits of Out There Learning will be extended to a further six schools in Bourke, Brewarrina, Condoblin, Cowra, Lake Cargelligo and Parkes.

FAMILY SERVICES

Centacare's Family Services programs assist families in building strong, safe, respectful and healthy relationships through the provision of:

- Counselling;
- Mediation;
- Parenting Programs;
- Family Mental Health Support Service;
- Drought support;
- Financial counselling;
- Manage Your Income;
- Men and Family Relationships;
- Personal Support Program; and
- Pre-Marriage Education.

All programs are structured to ensure child-inclusive practices.

Manage Your Income

Manage Your Income supports financial literacy in Aboriginal communities, through using a community development approach. Accredited Aboriginal Financial Counsellors are currently working with communities in the Lachlan and Orana regions.

The need for additional programs in both of these areas is readily apparent and plans are underway to meet this need in the next 18 months.

OUR PARTNERS

Currently all Centacare services are predominantly funded by State and Commonwealth government departments.

The capacity of programs such as Manage Your Income, Strong Young Mums and Out There Learning has been extended through additional funding provided, by Caritas Australia, Catholic Mission, Mary Ward International, Social Ventures Australia, corporate partnerships and private donors.

MEMBERSHIP SNAPSHOT

JESUIT SOCIAL SERVICES

CHIEF EXECUTIVE OFFICER JULIE EDWARDS

Address 371 Church Street Richmond 3121
Federal Electorate Melbourne
Phone 03 9427 7388
Email julie.edwards@jss.org.au
Website www.jss.org.au

KEY FACTS

- 120 staff
- 120 volunteers
- 18 programs
- funded by federal, state and local government, philanthropy and corporate partners
- Over 4,000 supporters / donors
- Budget \$9M per annum

JESUIT SOCIAL SERVICES INFORMATION

OUR MISSION

Standing in solidarity with those in need; expressing a faith that promotes justice.

OUR VALUES

Welcoming — forming faithful relationships

Discerning — reflecting on where we can have the greatest impact

Courageous — standing up boldly to effect change

Jesuit Social Services works to build a just society by advocating for social change and promoting health and wellbeing of disadvantaged young people, families and communities.

Since 1977 we have been standing up for people's rights. We work in some of the most difficult and most demanding areas of human service including: criminal justice, substance abuse, mental illness, homelessness, suicide bereavement, long-term unemployed, entrenched social disadvantage, and the settlement of refugees and new arrivals.

We work with people without supports who have had a history of abuse, neglect, trauma and isolation. We look for the gaps in service provision.

The central feature of our work is relationship: forming relationships as a basis for effective intervention - and that intervention is focused on building people's capacity to be in relationship with others and to be able to participate in our community.

It means forming relationships that allow people to trust again and to imagine and realise other possibilities for themselves.

We don't give up on people.



The central feature of our work is relationship: forming relationships as a basis for effective work with marginalised.



Jesuit Social Services works to build a just society by advocating for social change and promoting the health and wellbeing of disadvantaged young people, families and communities.

JESUIT SOCIAL SERVICE PROGRAMS

- Brosnan Youth Services – operating from the Brosnan Centre – working with young people in the justice system. Programs include: Perry House residential service for young people with an intellectual disability, Community Justice Youth Conferencing supporting young people to make amends for offending, XLR8 Mentoring program connecting young people with volunteer adult role models, and Start Over program supporting at-risk young people and their families to prevent youth crime
- Connexions program which provides intensive support and counselling for young people with multiple and complex problems associated with mental health, substance abuse and homelessness
- Gateway program providing pathways to education, training and employment for young people with multiple complex problems associated with their mental illness and other associated social problems.
 - Programs include: Gateways Kitchen: hospitality training in a real work environment, The artful Dodgers Studio: art and music expression plus skills training and The Outdoor Experience (TOE): adventure activities to promote health and wellbeing.
- Support After Suicide: provides support to individuals and families who are bereaved by suicide, plus training and resources for those working in this area.
- Communities Together: working with disadvantaged communities; new and emerging communities on housing estates, community development activities. Program include: The African program where we develop partnerships with the community including a vibrant homework group for primary and secondary students utilising volunteers, open days and cultural events, the Vietnamese Welfare Resource Centre and Collingwood Community Information Centre.
- Western Sydney: Partnering Holy Family Parish to establish and grow Holy Family Community Services to work with disadvantaged communities.
- Assistance to Indigenous Catholic Communities in Alice Springs about how to establish programs in the local area
- Jesuit Volunteers Australia: A national program for contemplatives in action.
- Policy Unit: building a just society through research, policy, education and advocacy.

MEMBERSHIP SNAPSHOT

MARIST YOUTH CARE

CHIEF EXECUTIVE OFFICER CATE SYDES

Address 151 Reservoir Road
Blacktown NSW 2468
Federal Electorate Chifley, Parramatta, Lindsay,
Prospect and Reid
Phone 02 9853 0303
Email cates@maristyc.com.au
Website www.maristyc.com.au

Marist Youth Care (MYC) is the largest not for profit provider of residential care to youth at risk in NSW with the capacity to accommodate up to 100 young people at any one time across a variety of residential programs that include both short and long term solutions. The organisation has over 100 years experience in caring for young people and their families, with origins in Australia that can be traced back to 1896.

Marist Youth Care is dedicated to the rehabilitation and support of youth at risk aged from 12 years through to adulthood. These young people have been constantly faced with severe life challenges such as:

- Physical, sexual and mental abuse;
- Learning difficulties;
- Family difficulties;
- Abandonment;
- Mental illness;
- Family violence; and
- Drug and alcohol abuse.

In 2007-08, Marist Youth Care provided services to 390 young people in Sydney's West.

Marist Youth Care has over 190 dedicated staff providing a wide range of services to at risk youth in Sydney's West which include:

- Respite and Residential accommodation;
- Rehabilitation services;
- Counselling and Support programs;



Under the guidance of Sydney Artist, MYC young people received artistic tuition to help them prepare their exhibits for the MYC Annual Art Show



Marist Youth Care's Staff Wellbeing Program in Action



Marist Youth Care participates in numerous Exhibitions and Forums in the Community



MYC's Champagnat Day this year revolved around the theme of Sisters and Brothers which was creatively reflected in the Art work on the day

- Transition to Independent Living Program;
- Education and Vocational Training programs;
- Family Reconnection Program;
- Therapy and Specialist Counselling Program;
- Restorative Justice program in Schools;
- Outdoor Recreation programs; and
- Outreach Programs.

Programs and services within Marist Youth Care are funded through the NSW Department of Community Services, NSW Department of Juvenile Justice, NSW Department of Ageing, Disability and Home Care and the Marist Brothers Sydney Province.



Aboriginal young people and staff within MYC this year have installed an Aboriginal Healing Garden

MEMBERSHIP SNAPSHOT

MARYMEAD

CHIEF EXECUTIVE OFFICER HILARY MARTIN

Address 255 Goyder Street
Narrabundah ACT 2604
Federal Electorate Canberra and Fraser
Phone 02 6162 5800
Email programs@marymead.org.au
Website www.marymead.org.au

Marymead has been part of the Canberra community since 1967, and still plays a vital role. Marymead offers a range of programs that aim to break the cycle of childhood abuse and neglect, including family support to those struggling and in crisis; and out-of-home care programs for children at risk and



who cannot live at home. We are a centre of excellence that cares about children and families and is constantly evolving to meet the real needs of the local community.

The Franciscan Missionaries of Mary came to Canberra in 1960 with a plan to set up residential care services for children who needed them.

In 1967, the Franciscan nuns opened Marymead with six residential cottages able to house 60 children in need of short or long term crisis care.

Marymead used its experience and skill base to diversify its services to all the community and quickly moved into recruiting and supporting foster families. We developed protection services for neglected, abused and exploited children and provided day care, occasional care and after hours care for children in need. Marymead also provided residential care for children on remand and importantly developed programs for case work and counselling to families in crisis. In 1986, the Franciscan nuns withdrew, leaving behind them a viable and expanding service.

Marymead now provides, among other services, residential care for young people with significant physical, intellectual and social disabilities, respite care to support families caring for these kids at home, foster care management and support, a range of programs to assist families to stay together and raise their children effectively, early intervention programs for children at risk, contact and changeover support for separated parents in significant conflict, support for grandparents raising their grandchildren, friends programs to offer young people recreation and mentoring and a wish granting program that is funded by our Auxiliary.

Marymead is committed to working alongside the most vulnerable and disadvantaged in our community to provide hope and positive change.

Each year Marymead supports approximately 800 children, families and young adults through our various programs.

WHAT WE DO FOR CHILDREN...

Caring for children means providing them with a nurturing and safe environment for them to grow and develop.

Family breakdown doesn't happen overnight. It is caused by a number of circumstances. Early intervention through Family Support and Parent Education means many families can be helped to stay together.

Through our foster care program, we supervise, train and support caregivers across Canberra, who reach out to these children in times of need, always with the goal of reuniting the family if possible.



Marymead opening 1967

WHAT WE DO FOR YOUNG PEOPLE...

Our aim is to help young people become stronger and to face a better future.

Adolescence is a time of growth and change, but some of our young people also need to deal with family violence and conflict, neglect and abuse and often mental illness.

When young people can't live with their families, they may be placed in our residential care cottages on our campus.

Our Disability Support services provide individual programs for supporting and enhancing the life quality of disabled young people, including respite and support for the family.

WHAT WE DO FOR FAMILIES...

Providing the best opportunities for children and young people generally means strengthening and supporting their families.

Our Family Support and Parent Education programs support the family as well as the child or young person. We also support, inform and advocate for families experiencing relationship problems including financial pressure, stress, unemployment, ill health, mental illness, parenting difficulties, abuse and lack of resources.

Our Contact and Changeover Centre provides a safe and home-like environment in which supervised contact can be maintained between children and parents, and children can be transferred from parent to parent without conflict.

MEMBERSHIP SNAPSHOT

MERCYCARE

GROUP CHIEF EXECUTIVE OFFICER JEFF SIMPER

Address 33 Williamstown Road
Doubleview WA 6018

Federal Electorate Curtin and Stirling

Phone 08 9208 4444

Email corporate@mercycares.com.au

Website www.mercycare.com.au

SERVICES OFFERED BY MERCYCARE INCLUDE:

MERCY FAMILY AND COMMUNITY SERVICES

Mercy Child Day Care Centres help families with the important task of childrearing. In a busy world, high-quality day care provides parents with an assurance that their children will be cared for in a settled and loving environment.

Mercy Employment is a high-performing Job Network Member offering employment services to jobseekers who may be experiencing difficulty in finding and maintaining long-term work. In addition, our Indigenous Youth Employment Consultant provides support for young people to remain in education or employment. Job Placement Employment and Training (JPET) is an employment preparation programme that bridges the gap between crisis services and employment assistance for disadvantaged young people aged 15-21 years.

Mercy Personal Support Programme offers assistance to people on income support to stay connected to the economic and social life of the community. The service supports people who are experiencing significant barriers to employment such as homelessness, drug and alcohol problems, psychological disorders, domestic violence and incorporates the Mercy Addiction Support Team to provide staff training and counselling on issues related to illicit drug use.

Mercy Training is a Registered Training Organisation providing first-rate training to those seeking careers in the community and health services industry. Mercy Training also delivers a range of business and management qualifications for those seeking to build upon their current skills base.

Mercy Youth Services includes the Mercy Reconnect program which provides a range of community based early intervention services aimed at family reconciliation and other support for young people aged 12 to 18 years who are homeless or at risk of becoming homeless and the Supported Accommodation Assistance Program (SAAP) at two locations in Perth.

Mercy Family Services is a major provider of Out of Home Care for children within a family foster care model.



Mercy Family and Community Services offers assistance to people young and old, whether singles, couples or parents

MERCY AGED CARE

Mercy Residential Aged Care offers a range of personal care and nursing services to meet the varying dependency needs of residents. It also provides support to the families of residents. Residents and families are welcome to celebrate Mass in Our Lady of Mercy Chapel located adjacent to the facility.

Mercy Community Aged Care offers in-home services ranging from domestic assistance, home maintenance, gardening, shopping assistance, transport to medical appointments, social support, personal care, and community nursing care. Respite services, both in-home and centre based, are available to people living with dementia. Pastoral care and social support services can also be arranged for those clients requiring such services.

Mercy Village Wembley comprises 114 spacious and luxurious apartments and villas and is a fresh new look at retirement. The main focus of Mercy Village ~ Wembley is to develop a village capable of providing the opportunity for people to live their life to the full in a safe and caring community. The result of a great deal of imagination, an abundance of love and lashings of care, Mercy Village ~ Wembley offers not only an over 55s village, it offers a new way of life.



Mercy Hospital Mount Lawley offers a wide range of medical and surgical services

MERCY HOSPITAL MOUNT LAWLEY

Over the years, the Hospital has grown in size and complexity with a number of extensions and redevelopments. The most recent being the Mercy Restorative Unit, opened in April 1998, and the Ursula Frayne Unit, opened in 2001, which provide additional inpatient services for older people with mental health problems. Both of these units are under contractual arrangements with the Health Department of WA.

The services provided by the hospital range from general medicine to acute services. These include; obstetrics and gynaecology, gastroenterology, general surgery, urology, orthopaedics and plastic surgery. With a reputation for service and excellence, the Hospital continues to identify and respond to the needs of the community. The Hospital has become a centre of excellence in obstetrics and gastroenterology services. The Family Birthing Unit's reputation for service and excellence is demonstrated in its award winning midwives and extensive support services for parents and babies. New hospital services and state-of-the-art technology continue to be provided, including, most recently, services for patients with liver disease, laser urology and a pain management service. Mercy Hospital continues to expand medical services to meet the increasing demands of our ageing community.



Mercy Aged Care offers a suite of holistic services to assist those aged 55 and over

SANTA MARIA AND MERCEDES COLLEGES

Following the signing of a four-year agreement between the Sisters of Mercy and the Board of MercyCare, Santa Maria and Mercedes Colleges were welcomed under the management of MercyCare in January 2005. MercyCare has accepted full management responsibilities for both colleges for the term of the agreement.

MEMBERSHIP SNAPSHOT

SACRED HEART MISSION

CHIEF EXECUTIVE OFFICER MICHAEL PERUSCO

Address 87 Grey Street St Kilda VIC 3182
Federal Electorate Melbourne Ports
Phone 03 9536 8419
Email MPerusco@sacredheartmission.org
Website www.sacredheartmission.org

HISTORY

The work of the Sacred Heart Mission began in 1982 with Father Ernie Smith's welcoming response to those who came knocking on the door of the Presbytery seeking food and shelter.

Since that time, the Mission has continued to respond to the basic needs of those who seek assistance. Progressively, it has sought to provide services which also address the underlying causes of disadvantage and help to support people living life to the full.

With approximately 150 staff and over 450 regular volunteers, the Mission supports people mainly from the City of Port Phillip area but also from across Melbourne. 53 per cent of Mission clients have been in and out of homelessness for more than two years and 67 per cent are excluded from the mainstream community.

MISSION SERVICES

SACRED HEART CENTRAL (VICTORIAN GOVERNMENT FUNDING, SUPPLEMENTED BY FUNDRAISING)

The Mission offers a free breakfast and hot lunch to approximately 450 people in the Dining Hall every day of the year. This service provides the opportunity to get to know people in a relaxed and social environment. Support workers establish relationships with people who come to the Dining Hall in order to gain a full understanding of the challenges they are facing and the most appropriate services to help them.

In an effort to combat the loneliness and boredom symptomatic of homelessness, the Mission facilitates a range of sport and recreational activities for men and women of all ages, many of whom have no other opportunities for entertainment or social contact.

The Mission provides private consultations with a General Practice (GP) doctor and nurse, who visit twice weekly and runs a Hands on Health Clinic.

The aim of the clinic is to provide complementary non-medical health care to people who live in unstable accommodation in the City of Port Phillip.

Health workers give their time pro bono and help to provide a range of treatments in a supportive, warm, and friendly atmosphere.



Every day of the year the Mission provides nutritious meals to people who are homeless or living in poverty

WOMEN'S HOUSE (VICTORIAN GOVERNMENT FUNDING, SUPPLEMENTED BY FUNDRAISING)

The Women's House provides immediate and ongoing daily support to assist with housing, emergency relief, emotional support, health referrals, mental health and drug and alcohol issues.

Many of the women who access the service find the security and safety of the House a welcome break from the hardship of the "outside world". Women can also participate in activities, such as cooking, art classes, day trips and sports.

HOMEFRONT (SAAP FUNDING)

Homefront provides short-term crisis accommodation to single women (over 25 years old) for up to 6 weeks. Homefront can accommodate up to 11 women at any given time in either one or two bedroom units.

The women who access Homefront have either had a long history of homelessness or are at immediate risk of becoming



Every morning the Mission truck goes out to the local markets and suppliers to collect food generously donated for the Meals Program

homeless. They have often experienced poverty, domestic violence, substance abuse and mental illness.

The development of a trusting relationship between these women and Homefront workers is pivotal to the process of securing safe, longer term housing.

AGED CARE HOSTELS (FEDERAL GOVERNMENT FUNDING)

There are three aged care facilities at the Mission and are home to 83 residents aged between 48 to 95 years.

The hostels are low care facilities and residents are able to come and go as needed. All meals and washing are provided.

Very few of the residents have any contact with their family and staff work hard to provide a welcoming and homely environment. They are encouraged to take part in art, music, bingo, dancing, relaxation exercises, cooking classes, quizzes and barbecues.

QUEENS ROAD HOSTEL (RHPP) (VICTORIAN GOVERNMENT FUNDING)

The Rooming House Plus Project (RHPP) is a joint DHS initiative of the Office of Housing and the Mental Health and Aged Care Branches. It provides accommodation for 29 residents who require assistance with daily living and emotional support. The remaining 35 residents live independently with staff providing general support.

The units cater for single adults aged over 18 years. Nine of the units are designed to cater for individuals with a physical disability. Community Housing Ltd manages the individual tenancies.

The aim of the Queens Road Rooming House is to help people break the cycle of homelessness by providing residents with stable, long term accommodation and the support to maintain their housing.



Suzanne (pictured) runs the Meals Program which serves 450 meals a day in the Dining Hall

HOMECARE (FEDERAL GOVERNMENT FUNDING)

The Mission's program assists people living in their own homes, public housing or in rooming houses. The services offered include personal care, light maintenance, shopping and meal provision.

The Home Care team can help arrange transport to and from medical appointments, hairdressers and assist people in accessing a range of social activities to increase independence and involvement in the community.

Home Care also provides personal care management for those people who need more intensive support. They are able to liaise with health professionals, guardians and administrators as needed. The Home Care service also includes a 24 hour emergency on-call service.

MEMBERSHIP SNAPSHOT

SISTERS OF ST JOSEPH AIN KARIM

DIRECTOR CHRISTINE SCHWERDT

Address 4 Bristol Ave Enfield SA 5082
Federal Electorate Adelaide
Phone 08 8262 9218
Email chrisschwerdt@bigpond.com

Ain Karim is a project of the Sisters of St Joseph which was started in 1984 in response to a need to provide suitable supported accommodation to a very vulnerable group of people. It is a residential facility for 20 adult men and women with an intellectual and other disabilities. It is situated in Adelaide in the suburb of Enfield which is in the Federal Electorate of Adelaide. The residents live in 9 small houses on two sites. These houses are leased from Housing SA. The residents are supported by staff

for the time that they are at home. Staff support them to shop, cook and learn living skills. Residents are supported to participate in social and recreational activities.

Some residents have made Ain Karim their home for 24 years and are now ageing and becoming frail. Ain Karim would like to be able to provide enough support to allow residents to age in the place they call home.

Residents go out to work each day or some days. Some attend day options programs with Comrec or Centacare. Ain Karim is now facing an ageing community where we need to look at how to address the issue of people making the transition into retirement, an issue which is a national challenge and one that has not been adequately addressed.

Ain Karim is funded by the Department of Families and Communities though not totally. The Catholic Church Trust Fund provides approximately \$45,000 annually and Catholic Charities



Some Ain Karim residents enjoy a recreational sports day



Ain Karim residents participate in Art and Craft at the Day Centre

provides us with an annual donation. Ain Karim depends on one off grants and donations to cover other costs.

In December, 2006 the Board of Ain Karim made a decision to purchase a building close to Ain Karim. The purpose of this house was to provide a centre for activities on the days when residents do not attend work. Most of our residents are facing imminent transition from work and the centre is already providing programs for two days each week for those who are unable to work full time. We would like to extend it to the whole week but as yet have not been able to access any funding to run it. If we are one day successful in receiving funding we can open the centre to people in the local community who live with disabilities. We hope that this will be soon even though there is little indication at present of this happening in the disability sector.

Accommodation and support for ageing people with disability is critical and there is not enough services to meet the needs of many who are still living at home with an aged parent.



Residents enjoy a picnic at Brownhill Creek

MEMBERSHIP SNAPSHOT

ST MICHAEL'S FAMILY CENTRE

CENTRE MANAGER JUANITA WINKS

Address	522 Windsor Road Baulkham Hills NSW 2153
Federal Electorate	Mitchell
Phone	02 9639 0763
Email	admin@stmichaelsfamilycentre.net.au
Website	www.stmichaelsfamilycentre.net.au

BACKGROUND

St Michael's Family Centre is a not-for-profit company owned and supported by the Congregation of the Sisters of Mercy Parramatta, governed by a Board of Directors with an appointed Centre Manager who manages the day-to-day activities of the Centre.

St Michael's Family Centre has a long and creditable history, having begun in 1902 as an orphanage for young boys conducted by the Sisters of Mercy. Over the decades, the services have expanded and adapted to meet changing needs in the community.

With the rapid development of the Hills District of Sydney in the 1970s, it became clear that there was a need for facilities to care for pre-school children. In 1978, St Michael's Child Care Centre was established to provide full day care for children of working parents and children in need, for example, children with sick parents. The Centre has continued to expand to meet the growing demand for childcare places in the area.

St Michael's Family Centre has also provided residential care to male and female children in a group home service delivery model and families in 'crisis' (St Michael's Children's Centre), and supported accommodation to pregnant young women and young mothers (Juliana House).

CURRENT ACTIVITIES

Today, St Michael's Family Centre is a multi-faceted facility that provides:

ST MICHAEL'S SUPPORTED ACCOMMODATION PROGRAM

- Target group – homeless and/or at risk women from the age of 14 years nine months, with or without children;
- Medium to long-term accommodation and support for up to 10 clients;
- Pregnancy support;

- Family restoration support;
- Targeted programs – living, social and parenting skills;
- Children's programs;
- Community education programs; and
- Transition to independence and stable living arrangements.

BRIGHTER FUTURES PROGRAM

- Target group - early intervention program for vulnerable families with children aged 0-8 years;
- Aims to reduce child abuse and neglect, and improve family functioning and development in children;
- Part of a consortium of agencies in the Parramatta/Holroyd/Auburn/Blacktown/Baulkham Hills LGAs; and
- Voluntary program which offers a home visiting service, parenting programs and access to child care and supported playgroups.

ST MICHAEL'S LONG DAY CARE CENTRE

- Target group - 36 place accredited long day care centre for children aged two to five years;
- Offers transition to school programs; and
- Services to children with special needs.



4. ST MICHAEL'S OCCASIONAL CHILD CARE CENTRE AND PRESCHOOL

- Target group - 19 place accredited occasional child care centre for children aged six weeks to five years;
- Offers a preschool program and transition to school program; and
- Caters for children with special needs.

5. BAULKHAM HILLS FAMILY DAY CARE

- Target group - accredited family based care for over 300 children aged from six weeks to 12 years;
- Recruitment, training and support to 50 carers; and
- Offers structured playgroups.

6. CLARE RESIDENCE

- Low cost accommodation for individuals/families whose family members require medical treatment and/or hospitalisation;
- Priority is given to families from rural and remote areas; and
- Capacity to accommodate other negotiated arrangements, including short-term accommodation to refugees and asylum seekers.

7. INDEPENDENT HOUSING PROJECT

- Five properties owned by the Congregation; and
- Transition housing for women and children for up to two years.

St Michael's Family Centre also leases space to St Michael's Catholic Parish to operate a supported playgroup.

From October 2008, St Michael's Family Centre will be accommodating a financial and gambling counselling service operated by Centacare Parramatta.



FUNDING SOURCES

With a budget of \$2 million, St Michael's Family Centre receives monies through child care fees; child care funding through the Department of Community Services and the Department of Education, Employment and Workplace Relations; and limited funding through the Supported Accommodation Assistance Program via the Department of Community Services.

The Congregation of the Sisters of Mercy Parramatta continues to financially support the agency, along with donations from local supporters and one off grants.

FINANCIAL REPORT

TREVOR MURPHY, TREASURER

The full range of resources available to Catholic Social Services Australia (CSSA) was used to support a very demanding but nevertheless, fruitful year of activities directed towards advancing the ministry of Catholic social services in this country.

Services continued in support of Members engaged in the existing vocational employment arrangements funded under national contracts by the Australian Government. Additionally, work was undertaken to position Member Organisations which indicated a desire to take part in new contracts commencing on 1 July 2009.

The Board of Catholic Social Services Australia Limited had previously reached an in principle decision not to seek to hold such contracts after the expiry of those currently operating under existing arrangements. It was difficult for the Board to ensure "effective control" was being exercised over the substantial contracts it held. Following a mixed reaction from Member representatives to that stance, the Allen Consulting Group was commissioned to provide an independent opinion on the future of a national service delivery model. The Board accepted its recommendations including those relating to structural change and a need for tighter control by Catholic Social Services Australia Limited by means of a sub-contract arrangement with participating agencies.

Representation to government increased markedly, during the year due in part to the change of Government in Australia. Every opportunity available was taken to focus on its core mission of advancing more just social policy and better social outcomes for the poor and disadvantaged Australians by briefing new ministers in relevant portfolios and Opposition Shadow Ministers about the part which the Catholic Church plays in the delivery of social welfare services as well as the principles and culture which underpins that work. Media exposure increased with positive outcomes including for example, changes to the way departments assess income brought about because of the unintended consequence of decisions that affected the value of salary packaging to the community sector and as a consequence the community sectors labour buying power, the value of government grant monies to the sector and its ability to attract staff.

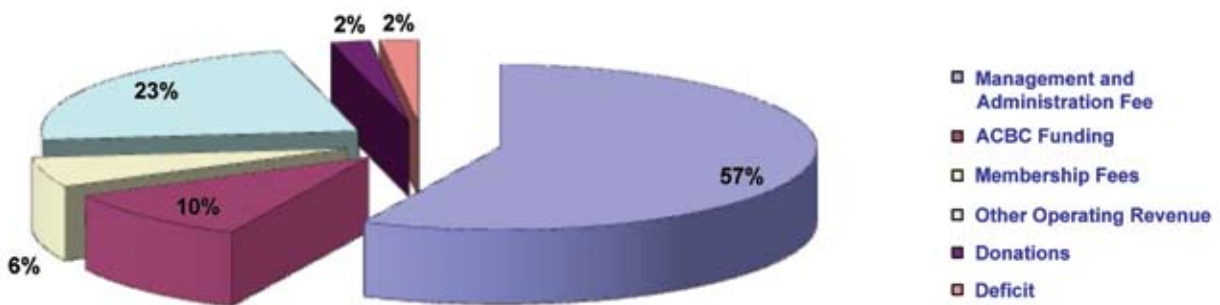
The Board of Catholic Social Services Australia acknowledges that carrying out these activities and pursuing the accompanying opportunities has been costly. Tight control is being maintained over expenses and possibilities for increasing revenue are being explored.

Sadly, Maurice Kennedy, Board member and Treasurer, passed away during 2007-08. Trevor Murphy B.Ec., FCPA was appointed by the Australian Catholic Bishops Conference as his successor for a three-year term.

FINANCIAL REPORT

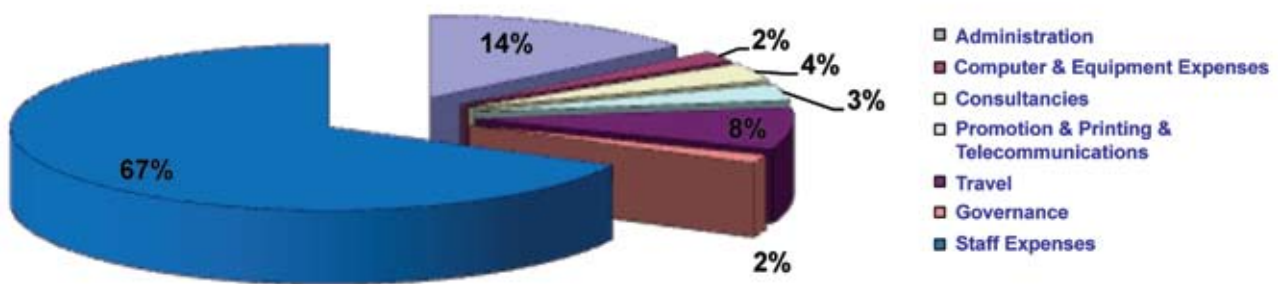
CATHOLIC SOCIAL SERVICES AUSTRALIA 2007-2008

INCOME



CATHOLIC SOCIAL SERVICES AUSTRALIA 2007-2008

EXPENDITURE



CATHOLIC SOCIAL SERVICES AUSTRALIA BOARD TO 30 JUNE 2008



FR JOE CADDY*

Chairperson
Executive Director, Centacare Melbourne
Appointed by the Australian Catholic Bishops
Conference



DR KRISTIN JOHNSTON RSJ

Executive Director Catholic Religious Australia
Appointed by the Australian Catholic Bishops
Conference
(To December 2007)



PROF JOHN WARHURST*

Deputy Chairperson
Appointed by the Australian Catholic Bishops
Conference



MR MAURICE KENNEDY

Treasurer
Appointed by the Australian Catholic Bishops
Conference
(To September 2007)



MR TREVOR MURPHY*

Treasurer
Appointed by the Australian Catholic Bishops
Conference
(From December 2007)



MS ELIZABETH ORUPOLD

Director Centacare Rockhampton
Elected by Member Organisations
(To October 2007)



MR TONY DAVIES*

Director, Centacare Port Macquarie
Appointed by the Australian Catholic Bishops
Conference



BISHOP PATRICK POWER

Appointed by the Australian Catholic Bishops
Conference
Bishops Commission for Justice and Service
(Long Service Leave from March 2008)



MR BERNARD BOERMA

CEO, Centacare Sydney
Elected by Member Organisations



MR MICHAEL REUTENS

Elected by Member Organisations
(From December 2007)



MS HELGA BIRO

Director, Centacare Cairns
Elected by Member Organisations

* Executive

2007 AGM WAS HELD ON 30 OCTOBER 2007



BISHOP TERENCE BRADY

Appointed by the Australian Catholic Bishops
Conference
Bishops Commission for Justice and Service
(From March 2008)

NATIONAL OFFICE CONTACT DETAILS

EXECUTIVE DIRECTOR

Frank Quinlan
frank.quinlan@catholicsocialservices.org.au

POLICY, RESEARCH AND GOVERNMENT RELATIONS

Jackie Brady
Manager
jackie.brady@catholicsocialservices.org.au

Patricia Hewitson
Senior Policy Adviser
patricia.hewitson@catholicsocialservices.org.au

Don Arthur
Policy Officer
don.arthur@catholicsocialservices.org.au

PUBLIC AFFAIRS

Judith Tokley
Manager
judith.tokley@catholicsocialservices.org.au

MEMBERSHIP AND GOVERNANCE

Mary Jamieson
Manager
mary.jamieson@catholicsocialservices.org.au

Maureen Ghirardello
Coordinator, Projects and Information
maureen.ghirardello@catholicsocialservices.org.au

VOCATIONAL SERVICES

Phil Murray
Director
Phil.murray@catholicsocialservices.org.au

George Kazs
Coordinator, Network Development
george.kaza@catholicsocialservices.org.au

Phil Crafter
Manager, Employment Services
phil.crafter@catholicsocialservices.org.au

Keri Volke
Coordinator Program Operations PSP
kerri.volke@catholicsocialservices.org.au

Peter Hill
Program Support Officer PSP
peter.hill@catholicsocialservices.org.au

John Scollen
Bid Coordination Support Officer
john.scollen@catholicsocialservices.org.au

Norma Taylor
Service Development Consultant
norma.taylor@catholicsocialservices.org.au

Le-anh Pham Lobb
Coordinator, Business Analysis

Hung Quang Pham
Data Analyst

CORPORATE SERVICES

Susan Morphett
Manager
susan.morphett@catholicsocialservices.org.au

Terry Greaves
Finance Officer
terry.greaves@catholicsocialservices.org.au

Margaret Clark
Administrative Assistant
margaret.clark@catholicsocialservices.org.au

Sue West
Administrative Officer
sue.west@catholicsocialservices.org.au

John Pettit
IT Support & Network Administrator
john.pettit@catholicsocialservices.org.au

MEMBER ORGANISATIONS

AS AT 30/06/08 (64 MEMBER ORGANISATIONS)

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 Family and Community Services Bathurst	Diocese of Bathurst
Catholic Care (incorp. 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
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 Saint 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
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

MEMBER ORGANISATIONS

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 Social Services	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
Centacare Casino (St Mary's Parish)	Diocese of Lismore
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 Saint Joseph of the Sacred Heart

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

MEMBER ORGANISATIONS

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

QUEENSLAND

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 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
North West Qld Indigenous Catholic Social Services (NWQICSS)	Diocese of Townsville

EXPRESSION OF THANKS

Attorney-General's Department

Anglicare Australia

Australian Catholic Bishops

Australian Catholic Bishops' Conference General Secretariat

Australian Catholic Bishops' Conference Pastoral Projects Office

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

Bishops' Commission for Justice and Service

Brotherhood of St Laurence

Catholic Church Insurances Ltd

Catholic Health Australia

Catholic Religious Australia

Commission of Australian Catholic Women

Department of Education, Employment and Workplace Relations

Department of Families, Housing, 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

PO Box 326, CURTIN ACT 2605
Ph: [02] 6285 1366
Fax: [02] 6285 2399
www.catholicssocialservices.org.au

