

ANNUAL REPORT 2008-2009



Catholic Social Services
Australia

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About Catholic Social Services Australia

Catholic Social Services Australia is the Catholic Church's peak national body for social services in Australia. Our 66 member organisations provide social services to over a million Australians a year in local communities in metropolitan, regional and remote Australia. Catholic Social Services Australia's national office in Canberra operates a policy and research unit informed by this extensive service delivery network which provides over 500 programs nationally.

Our Vision

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

Our Mission

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

Operations

Catholic Social Services Australia draws on the experience of decades of Catholic social service and social policy development in Australia. It serves the Bishops of Australia, Leaders of Religious Institutes, Catholic social service organisations and the broader Church community in advancing the social service ministry of the Church.

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

Catholic Social Teaching

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.

Chairman's Report

Fr Joe Caddy

The close of 2008-2009 year marks the close of a very significant period in the history of Catholic Social Services Australia and the beginning of another.

For more than a decade, Catholic Social Services Australia has held contracts to deliver Federal Government Employment Services programs and has done so successfully in partnership with many of its members. This year that arrangement comes to an end.

As many of our members will be aware, our decision not to tender for the new round of employment services was a very difficult one. Taking such an important decision required the Board to confront many aspects of the organisation's future, and I am grateful to members of the board who applied themselves to this challenging task with such commitment and diligence.

Facing that future meant developing a strategy for building a more sustainable funding base for the organisation and, where necessary, making necessary cuts in expenditure. Sadly we said farewell to many fine and dedicated staff during that process and I thank them for their grace and commitment in the face of such challenging circumstances.

As Catholic Social Services Australia ends the financial year, we are asking members, for the first time, to meet a substantial part of the cost of our work. I have been very encouraged by the response of members to date.

If we are to progress our mission together effectively, and give voice to the concerns of those who use our services, we must continue to find more effective forms of communion. Catholic Social Services Australia will be focussed on this task with renewed resolve, buoyed by the commitment of its members.

Along with its direct impact on the vulnerable and marginalised, I fear that one of the legacies of the Global Financial Crisis is an even greater focus on Australia as an economy rather than a community. At such a time we need to lift our united voice and speak of human dignity, the common good, solidarity and preferential option for the poor.

Our voice has remained strong, in spite of the very challenging times that the organisation has faced. I am hopeful that the year ahead will see that voice grow stronger still.

I thank the Executive Director Frank Quinlan and his team at the national office for their outstanding leadership in assisting the Church in Australia to continue to give voice to the concerns of those who are poor and marginalised.

I thank board members Helga Biro, Director Centacare Cairns and Bernard Boerma, CEO CatholicCare Sydney whose terms on the Board have expired, for their dedicated service. The Board welcomed Cate Sydes, Executive Director Marist Youth Care and Barry Sheehan, Director Centacare Toowoomba elected by the members, and Sr Mary Quinlan, Provincial Sisters of St Joseph NSW representing Catholic Religious Australia.



Fr Joe Caddy

Executive Director's Report

Frank Quinlan

It's rumoured to be a Chinese curse: "may you live in interesting times."

A new government, a Global Financial Crisis, renegotiation of major service contracts, reduction in staffing: our year certainly brought some challenges. Challenges can provide opportunities for reflection, clarification, decision and action. As you see from the reports presented in the Annual Report, the year has brought more than its fair share of each of these.

Sometimes the results of some challenges can be unexpected. I did not expect, for instance, that one of the results of our efforts to ensure the vulnerable were not forgotten as the Global Financial Crisis unfolded would be the development of much closer collaboration with our colleagues from Anglicare Australia, The Salvation Army and UnitingCare Australia. Working together as the major providers of social services in Australia has allowed us to build a stronger voice than any of us might have achieved independently. Working together on the Global Financial Crisis led us to explore new ways of continuing our efforts together throughout the year. I think this collaboration will only grow stronger in the years ahead.

Sometimes challenges take time. The renegotiation of arrangements for the employment services programs engaged much of our office and many of our members for a large proportion of the year, as it had the year before. We have, finally, set this issue to rest, and as the year closes we are winding up the employment services programs within the office. Looking back, it is difficult to see how this process could have been accelerated. Member organisations all required information and time, boards needed to be informed and consulted, differing views had to be reconciled or acknowledged. Our network structures are not set up for quick, coordinated decision making - sometimes this can be a protection, but frequently it is not. We can at least be pleased that a long and difficult decision has been made, and we have an opportunity to move forward with renewed clarity of purpose.

One of the toughest elements of the decision not to tender for new employment services was the impact on staff; both across the network and within the national office. Uncertainty can be very debilitating, but our staff stayed on the task. We are very sad to farewell the vocational services team after so many years of committed service. Phil Murray, Director Vocational Services, will retire in October. Their efforts have helped thousands of vulnerable Australians to find a more secure place in society. It is hard to measure what this might mean for those individuals who have been assisted either directly, or indirectly through the influence we had over a significant government program. I thank Phil and his team for their efforts and wish them well in their new endeavours.

Finally, I would like to commend all those involved in Catholic Social Services Australia for what has been achieved during this period of great transition - our staff, our Board and our members and friends. Our membership has continued to grow, our voice has been heard in forums across the country, our network continues to deliver services to many, many vulnerable Australians - for many the only face of the Church that they will ever know. This report details many of the achievements of the year past. As we face the year ahead there is much to celebrate, but much left to do. I look forward to the year ahead with great confidence and hope.



Frank Quinlan

Policy and Public Affairs

Judith Tokley

Manager Public Affairs

Manager Policy and Government Relations (ag)

Catholic Social Services Australia has maintained a high public profile on issues of importance to the sector as the Government has continued its agenda of review and reform.

Catholic Social Services Australia has played a significant role in the drafting of the Government's National Compact and participated in two very significant inquiries for the sector, the Government's Henry Tax Review and the Productivity Commission's Inquiry into the contributions of the not for profit sector.

We also released a discussion paper calling for an independent Australian Entitlements Commission and engaged in public debate through various media and government relations activities.

Our advocacy efforts this year continued to strengthen on behalf of those who are most vulnerable. We were able to contribute significant expertise as a member of the alliance of the major church providers of social services. This alliance was established to strengthen the voice of church based organisations in public debate around the advent of the Global Financial Crisis.

We sought and received input from our members as we crafted submissions and opening statements on their behalf. We also worked closely with the Catholic Commission for Employment Relations on minimum wage decisions.

We welcomed the opportunity to provide government relations support to members, providing advice and fostering access to the Federal Government.

Media activity this year focused on these major events and statements. The public affairs team continues to provide media and communications support and advice to Catholic Social Services Australia members writing media releases, media strategies and providing advice on branding and staffing.

The news clipping service continues and five bumper issues of NetworkNews were distributed electronically to members.

All our media and policy activities provide the opportunity to articulate, directly or indirectly, the principles of Catholic social teaching.

MAJOR CHURCH PROVIDERS

Access Economics Paper

The emergence of the Global Financial Crisis in September demanded an urgent response, prompting the formation of the Major Church Providers, an alliance of Anglicare Australia, Catholic Social Services Australia, The Salvation Army and UnitingCare Australia.

The alliance was formed to strengthen the voice of the church and charitable sector in the extensive discussions on the impact of the GFC on the sector.



Frank Quinlan, Executive Director Catholic Social Services Australia, Lin Hatfield Dodds, National Director UnitingCare Australia and Kasy Chambers (right), Executive Director Anglicare Australia front the media following the launch of the Access Economics paper at Parliament House in November.



Jenny Macklin, Families, Housing, Community Services and Indigenous Affairs Minister, addresses the Major Church Providers' GFC Forum. Also pictured: Kasy Chambers (left), Executive Director Anglicare Australia; Lin Hatfield Dodds, National Director UnitingCare Australia; and Frank Quinlan, Executive Director Catholic Social Services Australia.

Minister for Workforce Participation, Brendan O'Connor addresses the Major Church Providers Forum at Parliament House in November.

David Eldridge, Territorial Social Program Secretary, The Salvation Army, and Frank Quinlan, Executive Director Catholic Social Services Australia at the Major Church Providers' GFC Forum.



The Major Church Providers commissioned Access Economics to write a discussion paper: The Impact of the Global Financial Crisis on Social Services in Australia. The paper was launched at Parliament House Canberra in November at the first forum hosted by the newly formed alliance of the Major Church Providers.

The success of that advocacy was reflected as commentators began to include the concerns of welfare organisations and the vulnerable alongside those of the banks and business.

Success can also be measured by the invitations that followed from the Deputy Prime Minister, the Minister for Families, Housing, Community Services and Indigenous Affairs, the Minister for Workforce Participation and the Parliamentary Secretary for Social Inclusion to engage in strategic discussions regarding the Government's response to the GFC and the general future of the church and charitable sector.

Employment Services Forum – Melbourne

In February Catholic Social Services Australia and other major church providers convened a forum in Melbourne to recommend changes in arrangements for Employment Services programs, which was attended by Workforce Participation Minister, Brendan O'Connor, and senior staff from the Department of Education, Employment and Workplace Relations.

Following the workshop, the Minister announced some of the changes recommended. The Minister was given a detailed (confidential) report provided by the Major Church Providers following the forum.

Meeting with Deputy Prime Minister

Representatives from the major church providers of social services met with Deputy Prime Minister, Julia Gillard, in Sydney on 27 January.

The invited delegates discussed measures to help limit the impact of the Global Financial Crisis on vulnerable Australians and the social services they rely on, following recommendations from the major church provider's summit in Canberra last year, including key findings of the release of the Access Economics.

Financial Health and Well Being Forum – Melbourne

The financial resilience and financial inclusion of low income and disadvantaged Australian households was the focus of a forum in Melbourne at the end of March, hosted by the Major Church Providers of social services in Australia.

Representatives from Anglicare Australia, Catholic Social Services Australia, The Salvation Army, and UnitingCare Australia examined a number of issues, including emergency relief funding, financial counselling services and no interest loans schemes. Representative attended the forum from the offices of the Minister for Families, Housing, Community Services and Indigenous Affairs, Jenny Macklin and Parliamentary Secretary for Social Inclusion and the Voluntary Sector, Senator Ursula Stephens. Senior departmental representatives also attended.

Delegates discussed systemic difficulties in existing systems, opportunities for better links with other services such as affordable housing, family support and employment services, and the central role of data collection. Delegates also discussed 'blue sky' options for the services of the future.

The report that came out of the forum was sent to all Federal politicians and key policy makers. A copy of the paper and the media release is available at www.catholicsocialservices.org.au.

Prime Minister's Stimulus Package

Catholic Social Services Australia was influential in shaping the Prime Minister's stimulus package, *Nation Building and Jobs Plan*, and the community programs that were developed as the package was negotiated in the Senate in February this year. A copy of the Access Economics report and recommendations from the major church providers GFC summit in November was distributed to all Federal politicians as they deliberated the stimulus package, encouraging political leaders to consider investment in infrastructure that would underpin local employment opportunities for disadvantaged communities, and to skew spending toward low income earners.

Catholic Social Services Australia welcomed the package because its major investment in social housing, and locally based facilities in schools met the objectives we had set for locally based projects. But we were concerned that there were very few concrete measures to directly assist the unemployed, little movement on inadequate Newstart payments, and little concrete movement on any strategies to support the work of the community sector organisations that will face the brunt of rising demand in the next couple of years at least. We will continue to work through the Deputy Prime Minister's Community Response Taskforce and other channels to put these issues firmly on the agenda.

A copy of our submission and opening statement are available at: www.catholicsocialservices.org.au

Greens Forum with Major Church Providers

The major church providers, including Catholic Social Services Australia joined Greens Senator Rachel Siewert in a forum at Parliament House on 23-24 April to discuss the potential impacts of the Global Financial Crisis (GFC) on Australian families and service providers. Over two half days the forum received input from Professors Julian Disney, Ian McAuley and Dr Boyd Hunter.

Following the presentations on lessons learnt from previous economic downturns, the discussions centred on three specific areas of need; the pre-existing level of ongoing client demand for services, the current impact of the GFC on various client groups and the future impacts and responses as the crisis worsens.

The aim was to map some priority areas for action to meet increased support needs while not leaving behind those whose needs are already high and unmet.

Finally, the forum brainstormed how service providers and the Greens could work together (and individually) to help shape the Government's social and economic policy initiatives. The Greens have been quite successful in achieving some key concessions on spending in the first two economic stimulus packages and are hopeful of more input in the next round of measures that will reflect what community service providers are reporting is most pressing.

NATIONAL COMPACT

National Compact Reference Group

Frank Quinlan, Executive Director of Catholic Social Services Australia was invited to become a member of the Reference Group for the National Compact consultation process. Senator Ursula Stephens, Parliamentary Secretary for Social Inclusion and the Voluntary Sector, has been overseeing the development of the Compact. The Compact will provide a framework to articulate shared values and goals to reduce disadvantage, create opportunities for social and economic participation, build social cohesion and improve service delivery.

The National Compact aims to develop a new relationship between the Australian Government and the not-for-profit sector, resulting in a voluntary, non-binding agreement outlining the way in which the two interact. The Reference Group provided advice on appropriate representation, developed strategies to ensure transparency of process and provided input and feedback on key documents.

Barry Sheehan, Director Centacare Toowoomba and John Ryan, ACTU at the National Compact Taskforce meeting in June.



National Compact Taskforce

Catholic Social Services Australia Board Member, Mr Barry Sheehan, was invited by Senator Ursula Stephens to participate on the Government's National Compact Taskforce.

The role of the Taskforce is to develop a framework for the Compact containing key priorities and principles for the relationship between Government and non-profit organisations.

The 18-member Taskforce met in Canberra on 11 May and 15 June to start drafting a new Compact between the Australian Government and the community sector. The Taskforce will meet again in Canberra on 6 July.

The Taskforce will convene a workshop with a wider range of third sector representatives on 20-21 July 2009.

The National Compact Taskforce is made up from members from non-profit organisations, Federal Government agencies, local government and the Australian Council of Trade Unions.

Major Church Providers Forum – Melbourne

Meanwhile Anglicare Australia, Catholic Social Services Australia, The Salvation Army and UnitingCare Australia convened a forum in Melbourne on 9 June ahead of the second National Compact Taskforce meeting on 15 June. The forum considered key principles for the Compact, the scope of the Compact, and the processes leading up to and following the development of a Compact. The recommendations were fed into the National Compact Taskforce meeting on 15 June.

The forum gave provider organisations the opportunity to discuss their perspective on the Compact with key advisors and senior departmental officials.

ENTITLEMENTS COMMISSION

ADEQUACY OF INCOME SUPPORT PAYMENTS

Catholic Social Services Australia released a discussion paper in September calling for the establishment of an independent Entitlements Commission to set and review pensions and other income support payments on an annual basis.

The Commission would operate at arms length from government like bodies such as the Fair Pay Commission, the Federal Remuneration Tribunal and the Reserve Bank of Australia.

Successive Australian governments have avoided making judgments about what an acceptable living standard for Australians on benefits might be. The current system is full of anomalies born of random payments and bonuses that arise out of political whim and historic accidents rather than good social policy.

An independent Entitlements Commission would review the adequacy of pensions and other income support payments free of political interference.

The Entitlements Commission would be ongoing and the government would appoint members for a fixed term. Before making its annual decision the Entitlements Commission would call for submissions and hold public consultations.

The Entitlements Commission could include:

- Academics with expertise in poverty research and income support policy.
- Representatives of the community sector.
- Representatives of the business community with expertise related to cost of living issues.
- Retired MPs or senior public servants with relevant experience.

In setting adequacy benchmarks the Entitlements Commission would consider:

- the goods and services necessary to live in reasonable comfort, maintain dignity and take part in the life of the community;
- the contribution of in-kind government support provided through measures such as the Seniors Card, Medicare, public housing and subsidised rent and transport;
- differences in the cost of living between income support recipients who own their own homes or have access to public housing and those who rely on the private rental market;
- differences in the cost of living for income support recipients in different geographical areas;
- differences in the cost of living for income support recipients living in different family/household types.

We will continue our efforts on this issue.

HENRY TAX REVIEW

Consultation continues on three major projects which commenced in the previous reporting period.

In May 2008 the Government announced a review of Australia's tax system – *Australia's Future Tax System*. The Review Panel, headed by Treasury Secretary, Dr Ken Henry, is due to deliver its report to the Treasurer in December 2009.

As part of that review, the Australian Government has asked the Review Panel to examine the complexity and fairness of existing Fringe Benefits Tax arrangements for the not for profit sector, and the treatment of fringe benefits in other parts of the tax-transfer system, and to make recommendations to improve equity and simplicity for the long term.

Catholic Social Services Australia made a joint submission to the Henry Review with Catholic Health Australia in May 2009. A copy of that submission is available at: <http://www.catholicsocialservices.org.au>

The submission focuses on issues related to fringe benefits tax for not for profit organisations. The consultation process continues.

Catholic Social Services Australia has been examining the impact of FBT changes on agencies which have Public Benevolent Institution (PBI) status as we prepare to present alternatives to Government if FBT arrangements change.

Pensions Review

The Pensions Review by Dr Jeff Harmer was completed in February 2009 as part of the Henry Tax Review. The report was delivered in May.

In the 2009 Budget, the Government announced a significant reform package to address the adequacy of pensions, developed in response to the Harmer Review Report.

Under legislation later before the Parliament, from 20 September 2009 the reforms will deliver an increase of \$32.49 a week for singles who receive the maximum rate of pension and \$10.14 a week combined for couples on the maximum rate.

The increases apply to age pensioners, disability pensioners, carers, wife and widow B pensioners, bereavement allowances, special needs pensions and veteran income support recipients. The increase does not apply to single parent payments or to unemployment benefits.

The Social Security and Other Legislation Amendment (Pension Reform and Other 2009 Budget Measures) Bill 2009 was referred to the Community Affairs Legislation Committee on 17 June.

The Committee examined only a small number of the issues in the Bill – tapering, indexation, pension age, restrictions on who receives the increase and impact for single parents.

Hearings were held in Canberra on Friday 19 June, just two days after the legislation was referred to committee. The Bill was passed before the Parliament rose for the winter recess. The Committee's report was released on 24 June 2009. Catholic Social Services Australia made a submission and attended the hearings.

While we supported the increase in the pension rate, Catholic Social Services Australia expressed grave concern that the increases do not apply to single parents or to unemployed people. We called again for an Australian Entitlements Commission, which would set and index government payments, independently of the government of the day.

PRODUCTIVITY COMMISSION INQUIRY INTO THE NOT FOR PROFIT SECTOR

On 17 March 2009, the Government asked the Productivity Commission to undertake a commissioned study on the contributions of the not for profit sector.

The study focuses on improving the measurement of the sector's contributions and removing obstacles to maximising its contributions to society.

The Commission has been asked to adopt a broad definition of the not for profit sector to encompass most types of not for profit organisations, including Australian based international aid and development agencies. It is also to have regard to the findings of the Government's Taxation Review headed by Dr Ken Henry and the Inquiry into the Definition of Charities and Related Organisations (2001).

In our submission, we noted that much of the sector's contribution cannot be expressed in dollar terms. The problem is not that these achievements are intangible or difficult to measure, but that they are *incommensurable* with values such as social efficiency. As the Commission's issues paper notes, impacts are more difficult to measure than inputs, outputs or outcomes. A stronger focus on measurement will inevitably shift attention away from what matters most towards what is easiest to measure. We also sighted the results of our member survey which found 19 of our members in 620 different contracts with various government agencies, which is wasteful and administratively costly.

The Commission's draft report is due to be released in early September 2009.

INQUIRY INTO THE DISCLOSURE REGIMES FOR CHARITIES AND NOT FOR PROFIT ORGANISATIONS

The Senate inquiry into the Disclosure Regimes and Models of Regulation for Charities and Not-For-Profit Organisations released its report in December.

The Inquiry examined the relevance of current disclosure regimes; models of regulation; and other measures to assist the sector to improve governance, standards, accountability and transparency in its use of public and government funds.

The inquiry is part of the broader Henry review of Australia's system.

Catholic Social Services Australia's submission noted that the current requirements are onerous, inconsistent and inefficient. It also presented some principles that should underpin reform. The report also provided a further opportunity to highlight some of the work being done by our members and many of the administrative burdens that they face.

Fr Brian Lucas, Secretary of the Australian Catholic Bishops Conference was invited to participate in the roundtable discussion on the Inquiry and did so on behalf of Catholic organisations.

Commenting at the conclusion of the roundtable, Fr Lucas said the charity and not for profit sector is highly complex and generally poorly understood by regulatory authorities. He called for a simplified and flexible regime of regulation that reflects the regulatory burden in proportion to risk, and more importantly for government support to enhance self regulation and good governance across the whole of the not for profit sector.

Submissions from the ACBC, Catholic Social Services Australia and St Vincent de Paul Society National Council of Australia were among the 175 submissions received.

NOT FOR PROFIT SUMMIT - CANBERRA

Over 50 leaders from the non profit sector called for a more active role in public debate following a forum at Parliament House in Canberra on 19 December 2008. Catholic Social Services Australia represented the interests of members and of the people they serve at the summit. The discussions aimed at establishing mechanisms for effective national representation of the 700,000 non profit organisations in Australia.

Specifically, the group called for representation on significant issues such as the Global Financial Crisis, measures to address climate change, tax and regulatory reform, the national Compact, workforce issues and other major issues affecting the Australian community.

Decision makers representing philanthropy, welfare, overseas aid and many other endeavours attended the inaugural meeting of Australia's third sector.

In 2006-07 non profit organisations employed 884,000 people or 8.2 per cent of Australians in employment, had an income of well over \$74 billion, and engaged with more than 2.4 million volunteers.

It has been historically difficult for the diverse range of organisations in the sector to find common ground but there is an urgent need for more effective leadership and coordination across the non profit sector in the face of the Government's significant review and reform agenda.

As the Government responds to the Global Financial Crisis, outlines measures to address climate change and embarks on ambitious tax and regulatory reform, including the accountability of the not for profit sector, now, more than ever, the sector must find its collective voice and take its place at the table as the Government considers these major policy issues. The Government has created that opportunity through the formation of the National Compact, which is being overseen by Senator Ursula Stephens and through other measures on its reform agenda.

The forum was addressed and convened by David Crosbie, Co-chair of the Government's National Compact Expert Panel and board member of Not for Profit Australia; and David Thompson, Chair of the National Roundtable of Non Profit Organisations. Elaine Henry, Chair of Nonprofit Australia also addressed the forum. Senator Ursula Stephens, Parliamentary Secretary for Social Inclusion and the Voluntary Sector addressed the delegates and participated in the day's deliberations.

Not For Profit Roundtable

Delegates at the Not For Profit Summit agreed to convene a 14-member steering group to guide the formation of a stronger voice for the sector. Frank Quinlan, Executive Director Catholic Social Services Australia participated on this group.

FEDERAL BUDGET RESPONSE

On 12 May the Government brought down its second budget and while Catholic Social Services Australia welcomed the increased benefits for pensioners we said the Government missed an opportunity to address the disparity that exists across Government benefits.

We noted that in the midst of a Global Financial Crisis there's a plan to escape fiscal deficit but no plan to escape social deficit. In good times and bad, governments have consistently overlooked the needs of some of the community's poorest people, including the long-term unemployed.

The single rate of many pensions increased by \$32.49 a week, taking the base rate to around \$318 a week. But the base rate for single parents remains at \$285 and Newstart has stalled at just \$227, an astonishing \$90 below the single base rate for most pensions.

We renewed our call, once again for the establishment of an Australian Entitlements Commission which would set and index social security payments independently of the government of the day, in a similar way to the operations of the Australian Fair Pay Commission or the Federal Remuneration Tribunal.

JOINT HOUSING FORUM

Catholic agencies and people interested in partnerships with Catholic agencies met in Sydney on 22 April following the release of significant Federal Government money for social housing initiatives.

Representatives from Catholic Health Australia, Catholic Social Services Australia and the Society of St Vincent de Paul and their agencies attended along with non Catholic religious, non-religious agencies and developers and investors.

Delegates examined how they might work together to ensure urgently needed housing could be delivered as quickly as possible to low income and disadvantaged Australians.

Delegates agreed that any initiative must focus on people's physical, social, economic and spiritual well being - that the housing initiative is building communities - not just bricks and mortar.

Federal Housing Minister, Tanya Plibersek said the Government's \$12.4 billion housing initiative represents an historic injection of funds into social housing and that there's a clear need for the non profit sector to engage in the opportunities.

The Minister outlined the Government's recent housing initiatives, including the National Rental Affordability Scheme, which provides tax incentives to people who build new rental housing and the \$6.4 billion social housing initiative included in the Government's second stimulus package released in February.

EMPLOYMENT SERVICES TENDER INQUIRY

On 13 May 2009, the Senate referred conduct of the 2009 tendering process by DEEWR to award Employment Services contracts to the References Senate Standing Committee on Education, Employment and Workplace Relations.

Catholic Social Services Australia's submission drew heavily on the significant level of expertise in the national office's vocational services team, and the analysis of feedback from a number of member organisations.

Our concerns were reflected in our submission, opening statement and media release issued on the day of the hearings in Melbourne. The existing model for providing vocational services is plagued by anomalies and inconsistencies which must be addressed if quality services are to be provided to unemployed people and their families.

We challenged the value of the purchaser provider model where community providers have to tender for services every three years, commenting that it was an unnecessary drain on resources. We said the process favoured larger providers who could afford to pay up to \$100,000 for the services of professional tender writers. We also raised concerns about the impact on very disadvantaged clients. And we encouraged the government not to be limited to measuring those things which can be easily measured but to find a way to measure the overall value of agencies to their local community.

Our concerns were cited extensively in the Committee's report which was released on 25 June 2009.

NETWORK NEWS

NetworkNews is the newsletter for members of Catholic Social Services Australia, keeping members in touch with members and national office staff. In the year under review, five issues were distributed to members. The newsletter, which is distributed electronically, outlines Catholic Social Services Australia's advocacy efforts, Government announcements, and membership activities.

POLICY AND MEDIA ACTIVITY 2008-09

Submissions, discussion papers, opening statements and media releases are available at:
www.catholicsocialservices.org.au

Submissions

- 29/08/08 Submission to the Senate Standing Committee on Economics on the Disclosure Regimes for Charities and Not-for-profit Organisations
- 26/09/08 Submission to the Australian Government's Pension Review
- 30/10/08 Submission to the Senate, Employment, Education and Workplace Relations Committee Social Security Legislation Amendment (Employment Services Reform) Bill 2008
- 31/10/08 Submission to the Australian Government on Australia's Future Tax System
- 30/01/09 Submission to the Federal Government: 2009-10 Pre Budget Submission
- 30/01/09 Submission to the Department of Education, Employment and Workplace Relations' Inquiry into the Future of Disability Employment Services in Australia
- 30/01/09 Submission to the Senate Inquiry into the Provision of Child Care
- 06/02/09 Senate Community Affairs Committee Inquiry into Appropriation (Nation Building and Jobs Plan) Bill 2009 Social Housing
- 06/02/09 Senate Finance and Administration Committee Inquiry into Nation Building and Jobs Plan
- 12/03/09 House of Representatives Inquiry into pay equity and associated issues related to increasing female participation in the workforce
- 29/05/09 Senate Standing Committee on Education, Employment and Workplace Relations *Inquiry into the DEEWR tender process to award employment services contracts*
- 05/06/09 Productivity Commission's *Inquiry into the Contribution of the Not for Profit Sector*
- 19/06/09 Submission to the Senate Community Affairs Legislation Committee re the Social Security and Other Legislation Amendment (Pension Reform and Other 2009 Budget Measures) Bill 2009

Discussion Papers

- 22/09/08 An Australian Entitlements Commission
- 26/11/08 Major Church Providers: The Impact of the Global Financial Crisis on Social Services in Australia

Opening Statements

- 18/11/08 Senate Education, Employment and Workplace Relations Inquiry into the Social Security Legislation Amendment (Employment Services Reform) Bill 2008
- 10/02/09 Opening Statement - Senate Community Affairs Committee Inquiry into Appropriation (Nation Building and Jobs) Bill (No 2) 2008-2009
- 00/01/09 Averting the Social Impact of the Global Financial Crisis
- 12/03/09 House of Representatives Standing Committee on Employment and Workplace Relations Inquiry into Pay Equity and Associated Issues Related to Increasing Female Participation in the Workforce
- 11/06/09 Senate Employment, Education and Workplace Relations Committee Inquiry into the DEEWR Tender Process to Award Employment Services Contracts

Media Releases

- 11/07/08 Fair Pay Commission decision overlooks most low-paid workers
- 16/07/08 Media Release - Carbon Poverty on Government's Agenda
- 29/08/08 2008 Awards Nominations Open
- 09/09/08 National Child Protection Week
- 22/09/08 Nominations Open for 2008 Annual Awards
- 22/09/08 2008 National Conference: Social Inclusion: An Agenda for All Australians
- 22/09/08 Australian Entitlements Commission - Don't Play Politics with Pensions
- 24/09/08 Harsh compliance measures fall short of necessary reform
- 20/10/08 2008 Catholic Social Services Australia Awards Honour Innovation and Outstanding Achievement
- 20/11/08 Canberra Summit to highlight impact of economic crisis on social services
- 26/11/08 Major Church Providers call for crisis response now
- 28/11/08 Major Church Providers ask CoAG to discuss impact of Global Financial Crisis on social services
- 08/12/08 Time for an Independent Entitlements Commission
- 15/12/08 CPRS compensation for low income households welcome but more work to do
- 17/12/08 Historic Meeting of Non Profit Sector in Canberra
- 19/12/08 Community must have a seat at the table in Rudd Government's reform agenda
- 27/01/09 Major Church Providers Welcome Meeting with Deputy PM
- 03/02/09 Major Church Providers welcome the Government's \$42 billion nation building and jobs plan
- 06/02/09 Major Church Providers welcome Emergency Relief Funding Increase
- 06/02/09 Major Church Providers say stimulus housing initiative worthwhile
- 13/02/09 Major Church Providers urge resolution on stimulus package
- 13/02/09 Major Church Providers welcome passage of stimulus package
- 19/02/09 Poverty-illness link demands urgent attention
- 24/02/09 Employment Package Timely and Positive - Major Church Providers
- 30/03/09 Financial health and wellbeing forum - Major Church Providers
- 02/04/09 Major Church Providers say jobs services allocation needs overhaul
- 08/04/09 Australian Community Services Industry Group Launched
- 12/05/09 Catholic Social Services Australia Budget Response
- 15/05/09 Miscalculation puts low income families below the poverty line
- 11/06/09 Remove anomalies from vocational services processes
- 19/06/09 Pensions should be set independently of the government of the day

Vocational Services Report

Phil Murray, Director

In many ways, 2008-09 was a sad and difficult year for Catholic Social Services Australia's Vocational Services Network, including for the Vocational Services team at national office, as 30 June 2009 saw the end of a 14 year involvement for Catholic Social Services Australia and its predecessor organisations in national vocational services contracts.

The holding of national vocational services contracts was quite unique as, in all other cases, contracts are held locally by member organisations. Indeed, the 14 year period of national vocational services contracts could be seen as an experiment in alternative approaches to doing business with governments.

Although this report is not the place to evaluate the strengths and weaknesses of the national contracting model, the fact that the situation has been so unique for the Catholic Social Services Australia network suggests that such an evaluation should occur so that any important lessons, good or bad, are identified.

Participation Decision

Catholic Social Services Australia's review of national contracting arrangements was reported in Catholic Social Services Australia's Annual Report for 2007-08. While this review was in progress, the Federal Government amalgamated seven programs to form Job Services Australia (JSA). The tender for this new program took place from September to November 2008 with services to commence from 01 July 2009.

The advent of this program raised serious issues for many of Catholic Social Services Australia's member organisations:

- Some member organisations preferred to deliver services only to the most disadvantaged unemployed people whereas JSA required the delivery of services to all unemployed people – an important *mission* issue.
- Delivery of JSA services meant the establishment of substantial service centres that required considerable financial investment. Some member organisations were not in a position to make such investments and some others could not see this as a priority when the services extended beyond those who were highly disadvantaged – an important *business* and *mission* issue.

Although about 20 member organisations expressed initial interest in participating in a national Catholic Social Services Australia tender for JSA services, the issues above led eventually to a number of member organisations withdrawing from the process. Ultimately, the Catholic Social Services Australia Board assessed the likelihood of winning a business level sufficient to maintain financial viability of national contracts was low and hence had no option but to withdraw from national contracting.

In the end, 14 Catholic Social Services Australia member organisations tendered in their own right and seven won contracts. However, the transition from the six nationally held contracts to a number of locally held JSA contracts had the following results:

- The number of member organisations participating in DEEWR-funded contracts fell by more than three-quarters from 30 to seven; and
- Representation in DEEWR's local service districts (Employment Services Areas) fell by almost two-thirds from 44% to 16%.

Contract Issues

During 2008-09, Catholic Social Services Australia administered six national contracts funded by the Federal Department of Education, Employment and Workplace Relations (DEEWR): Job Network Services; Job Placement Services; Personal Support Program; Disability Employment (Uncapped) Services; Indigenous Youth Employment Consultant; and Remote Services (including Community Work Coordinator Services and Disability Employment (Uncapped) Services).

With the exception of Disability Employment (Uncapped) Services, all of these contracts expired on 30 June 2009. Disability Employment (Uncapped) Services were extended to 28 February 2010 but Catholic Social Services Australia's contracts in this program, at Catholic Social Services Australia's request, were novated by DEEWR to participating member organisations to commence in July 2009.

Program Performance

The following program achievements were recorded in 2008-09.

Job Network Services

- Almost 20,000 job seekers registered for Job Network services and almost 5,400 were placed in employment;
- 6,250 job seekers commenced Intensive Support services while over 2,700 13 weeks outcomes and over 1,200 26 week outcomes were achieved.

Personal Support Program

- Almost 4,900 commenced in services while over 1,200 13 week outcomes and almost 2,200 social outcomes were achieved.

Disability Employment Network Services (Uncapped)

- Over 400 job seekers commenced in services while 32 job seekers reached 4 week employment milestones, 29 reached 13 week employment milestones and 23 reached 26 week employment milestones.

Over the Years

It is worth recording the achievements for our disadvantaged job seekers over the life of national contracts. The only program that has adequate performance data over that whole period is Job Network. Over the 11 year period since the beginning of Job Network in May 1998 to its closure in June 2009: almost 68,000 disadvantaged job seekers commenced in personalised services offered by Catholic Social Services Australia member organisations delivering Job Network services under national contracts; and

- Over 31,000 (46% of commencements) 13 week employment outcomes were achieved.
- From this perspective, the 'experiment' that was Catholic Social Services Australia national contracting was highly successful.

Summary

This is the 10th and last contribution I will make to Catholic Social Services Australia's Annual Reports on behalf of Catholic Social Services Australia's Vocational Services Network.

It has been an interesting and challenging decade, and although it ends on a disappointing note for the people who made up the national office team, myself included, it has nevertheless also been a very rewarding experience.

The whole network has made a substantial contribution to realisation of the Catholic Church's mission to people in great need. The achievements quoted above speak for themselves. But, in addition, there have been many opportunities to influence Federal Government policy in this field and also to interact with, influence and learn from the wider employment services industry consisting of a mix of Church, community and private sector providers.

All of those who worked at any level in Catholic Social Services Australia's Vocational Services Network can hold their heads high in the knowledge that we made a difference. I congratulate and thank all of these contributors, especially those who delivered the services directly and those in Agencies and national office who supported their efforts in various ways.

I trust that in the years ahead, the Catholic Social Services Australia member organisations that remain in these services will find a new way of interacting nationally so that an improved form of national *communion*, necessary for the achievement of mission in these national programs, will quickly emerge.



Membership and Governance

Mary Jamieson, Manager

The 2008-09 year was both unique and challenging for Catholic Social Services Australia and its member organisations.

The range of challenges including natural disasters of droughts, floods and the devastating Victorian bush fires coupled with the impact of the Global Financial Crisis continue to shape the range of social services that our members respond to on a daily basis. The response of our network highlights the agility of our members to respond to immediate and priority national and local issues affecting the communities they serve.

In addition to these operational and community service responsibilities Catholic Social Services Australia, in partnership with our members, was also heavily involved in the development of a broad range of national policy submissions including the major reviews of Government policy such as the Henry review of Australia's Tax system and the Productivity Commission's study into the contribution of the Not for Profit Sector.

The culmination of a long-term review of Catholic Social Services Australia's strategic direction led to decisions by the Board with significant re-focusing of our strategic priorities for the future and associated new membership fee arrangements. In addition the National Employment Services tender process was a major task both within the national office and for many of our members with mixed results for our network.

In light of the above, the membership and governance team focussed on developing responses to meet identified member needs in service and business development, in developing service partnerships and in providing a focal point for member communications. Some key activities are detailed below.

Family Services Network

Our families network has continued to work collaboratively over the past 12 months focusing on sharing best practice, business development opportunities and service delivery issues. In particular, our Family Relationships Centre network has been very active having held regular meetings throughout the year with two forums attended by our FRC Managers in Cairns in November and Perth in June. These forums proved very worthwhile in supporting the sharing of best practice, discussing practice and service delivery issues and in the development of a network that is working collaboratively to create synergies across 15 FRC's. This also included the development of a vision statement for the 15 FRC's and one that has now been presented to the wider families network as a key document for the way the network operates.

The FRSP audits have been a major focus this year for many of our members and will continue to be a focus for others over the next 12 months. They are by no means small or trivial matters. We thank those agencies who have shared their agency policies and procedures, their insight, their audit documents and most importantly their time.

Finally Catholic Social Services Australia continues to represent the network with key stakeholders and client groups including: the Chief Justice Forum, Relationship Support Network meetings, regular meetings with Family Relationship Services Australia and through Kerry Martin's (Centacare Broken Bay) involvement on our behalf at the Child Support National Stakeholders Engagement Group.

Business Development

Once again this year has provided some large and small tender opportunities. The largest being the Employment Services tender which will have been addressed elsewhere in this annual report and then smaller opportunities that the national office has helped to facilitate. These have included Proceeds of Crime that closed 20 March and is yet to be announced, the Jobs Fund, Personal Helpers and Mentors Program that saw Centacares successful in 5 sites and Post Separation Cooperative Parenting that saw a joint tender successful for Melbourne and Gippsland.

Catholic Social Services Australia has also supported many of our agencies through the facilitation of documents, policies and procedures and by providing direct assistance in the preparation of tender submissions and the development of governance and vision statements.

Finally the last of the FRC's opened this year. The hard work by many agencies over several years came to fruition for those successful in winning bids. Congratulations to all involved.

Network Growth

During the year Catholic Social Services Australia welcomed four new members to our network of member organisations.

- Catholic Health Community Services, NSW
- St Anthony's Family Care, Croyden, NSW
- Personal Advocacy Service, Perth, WA
- Sisters of Mercy Congregation Leadership Team, Brisbane, QLD

We warmly welcome these members and look forward to developing relations with them that will benefit both parties and the network as a whole.

Catholic Social Services Australia and Catholic Health Australia working together

Catholic Health Australia and Catholic Social Services Australia have agreed in a Memorandum of Understanding to jointly advocate for improved social inclusion for all Australians.

The two groups, which collectively represent 66 social service organisations, 75 public and private hospitals and 550 aged care providers throughout Australia, will build pilot programs to show how social services, health and aged care can better interact.

The two member organisations often serve similar people, have common objectives, and provide services that are closely related.

The two organisations will work together to advocate for improvements in the social factors that lead to poor health and poor life expectancy, such as education, employment and housing status.



The signing of the Catholic Social Services Australia CHA MoU (left to right): Martin Laverty, Frank Quinlan, Fr Joe Caddy, Tony Wheeler, Archbishop Phillip Wilson.

State Activities

Once again the Catholic Social Services Australia Board invested in state branch activities through the allocation of funding grants to Catholic Social Services Australia NSW/ACT Branch and Catholic Social Services Victoria. Each entity achieved many significant outcomes over the year with the major activities outlined below.

Catholic Social Services NSW/ACT commenced the year with its new strategic plan endorsed by the Branch in June 2008. Main highlights over the year included the facilitation of Quality Assurance workshops; program meetings including the Youth Services Network meetings and the re-establishment of the Ageing & Disability working group; coordination of training for member agencies in tender writing with Bid Management International and ongoing work and development of the Branch section of the Catholic Social Services Australia website.

The Branch identified Child Wellbeing as a key social policy objective and has been actively involved in the non-government and Catholic sector response to the Governments *Keep Them Safe (KTS)* Action Plan (a 5 year Plan to improve the safety and wellbeing of children and young people in response to the Report of the Special Commission of Inquiry into Child Protection Services in NSW).

Homelessness was identified as another key area of focus and the Branch has been involved in submission writing, representations to key players in Housing NSW including the Housing Minister and government officials and attending homelessness forums.

The Branch was also heavily involved in World Youth Day activities including arrangements for the very successful Catholic Social Services Australia booth at the World Youth Day Vocations Expo which attracted hundreds of young people from all over the world curious about a career in social services. Hopefully these interactions will result in an increase in the number of young people choosing social services as a career.

Catholic Social Services Victoria also made significant progress in working with member organisations to advance their mission of justice and service.

Advocacy activity included representation to members of State Parliament and others on a broad range of issues through meetings and submissions on the Victorian Budget priorities; human rights and life issues; homelessness; problem gambling; youth in out of home care; mental health services; the implications of the Global Financial Crisis and the need for Governments to renew their focus on the needs of the vulnerable.

Member services activities continued to be a priority with the electronic member newsletter MiniMicah published monthly, a series of very well attended breakfast briefings for members on a broad range of topics and several forums held to share experiences on issues such as fundraising strategies and pastoral care in aged care. The annual Dinner and annual Commissioning Mass continue to be focal points for the sector.

Other major activities during the year related to World Youth Day and a project on the implications of Catholic identity for the engagement and development of new staff in the sector. CSSV worked closely with the Archdiocese of Melbourne in organising a series of seminars in 2009 on 'Strengthening Catholic Identity in health, welfare and education agencies and is now developing a 'presentation kit' on Catholic social teaching.

CSSV along with other Catholic social service agencies continue their support for affected bushfire communities, as part of an integrated, long term effort, in consultation with local parishes and communities.

Identity and Leadership

In February 2009, twenty three directors and senior network and diocesan staff members committed to attending an overseas leadership enrichment program titled *Catholic Identity and Pastoral and Social Care*, to be hosted by Catholic Social Services Australia. The program commences with a visit to Rome in mid-September, followed by a four week program run by the Katholieke Universiteit in Leuven. Throughout their journey the participants will have the opportunity to experience pastoral and social care in practice, whilst reflecting on the issue of Catholic identity in the context of social service.

The Membership and Governance team have been working steadily on coordinating this event and look forward to providing a full report on the conclusion of the program.

In addition, Catholic Social Services Australia co-sponsored a colloquium hosted by the Australian Catholic University "How to be authentically Catholic within our Australian social and cultural context". The colloquium was the third in a series dealing with issues of identity and mission of Catholic agencies with very positive feedback received from delegates.

Network Movements

Welcome

The 2008/09 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.

- **Diane Campbell**, St Anthony's Family Care, Croyden
- **Sr Annette Cunliffe**, Sisters of Charity of Australia
- **Jude Ekerick**, MacKillop Family Services NSW (formerly Edmund Rice Community Services)
- **Robert George**, Centacare Family and Community Services, Bathurst
- **Hilary Martin**, Marymead Child and Family Centre
- **Liz Orupold**, Sisters of Mercy Congregation Leadership Team, Brisbane, QLD
- **Janis Redford**, Catholic Health Community Services, NSW
- **Leonie Reid**, Personal Advocacy Service, Perth, WA

Farewell

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.

- **Sr Maureen Delaney**, Sisters of Charity of Australia
- **John Honner**, Edmund Rice Community Services
- **Vivienne Llewellyn**, Centacare Family and Community Services, Bathurst

Bishops Commission for Health and Community Services

At their May plenary, the Australian Catholic Bishops Conference established the Bishops Commission for Health and Community Services which replaces the Bishops Commission for Justice and Service. Bishop Pat Power will chair the new commission and members include Bishops David Walker, Anthony Fisher, Joseph Oudeman, Terry Brady and Leslie Tomlinson. Reporting bodies to the new Commission are Catholic Social Services Australia and Catholic Health Australia. Frank Quinlan continues his role as the Executive Secretary.



Msgr David Cappo delivers the McCosker Oration

McCosker Oration

Msgr David Cappo

2008 National Conference McCosker Oration

On Monday 13 October, Monsignor David Cappo AO Vice Chair Australian Social Inclusion Board, Vicar General Archdiocese of Adelaide, Commissioner for Social Inclusion South Australia, presented the McCosker Oration at the Annual Conference of Catholic Social Services Australia in Brisbane.

In his delivery Monsignor Cappo said social inclusion is about giving people the opportunity to experience a fulfilling life through participation in the economic and social life of the community. The keys to participation are education, health and work.

Experience in South Australia shows that people who are the most vulnerable in one sphere tend to be vulnerable in others. Problems such as childhood neglect or trauma, low educational attainment, joblessness and low income often overlap.

Problems tend to be deeply interconnected and joined-up problems demand joined-up solutions. Fragmented responses are not only a waste of money, they don't work. We need a 'people first' approach to social inclusion – a multi-disciplinary approach that integrates services rather than just coordinating them. South Australia's Social Inclusion Unit attempts to do this by using the authority of the Premier to cut across departments to join up solutions and to monitor and evaluate implementation.

South Australia's efforts to reduce rough sleeper homelessness is one example of the approach in action. Over 10 government departments and particular agencies were brought together in the one plan and the one budget, all designed by the Social Inclusion Initiative and steered through Cabinet. An assertive engagement plan focusing on particular subpopulations and intervening at key transition points was at the heart of bringing government and the community sector together.

As a result, South Australia is the only state that had a reduction in rough sleeper homelessness in the last census while the average national increase was 19 per cent. Looking to the future, the Global Financial Crisis means that government budgets will be more restrictive and the competition for funding will be fiercer. Governments which handle this crisis in a constructive way will shift resources away from programs which don't work to those that do. Catholic Social Services Australia needs to help governments to do this.

A full copy of the presentation is available at www.catholicocialservices.org.au.

Monsignor JF 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.

In the late 1940s as director of the Catholic Welfare Bureau in Sydney - later CatholicCare - 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 counseling as part of matrimonial and family law, child endowment and national Catholic welfare.

Msgr David Cappo AO Vice Chair Australian Social Inclusion Board, Fr John Usher, CatholicCare Sydney Board member and Gary Esler from CCI (left) at the McCosker Oration.



2008 Annual Awards Honour Innovation and Outstanding Achievement

Catholic Social Services Australia's Annual Awards, now in their eighth year, continue to highlight the extraordinary work of the social services sector.

This year's winners include a ground breaking program for at-risk youth in Sydney's western suburbs; a woman whose determination and commitment to her local rural community has seen a drop in the number of male suicides in several communities in South Australia; and a program which is changing anti social behaviour among Indigenous Youth in Toowoomba.

The Awards were presented at Catholic Social Services Australia's National Conference in Brisbane on 13 October. Each winner received a trophy and a cheque for \$750.

For more information please visit:
www.catholicsocialservices.org.au.

Catholic Social Services Australia is grateful to Catholic Church Insurances who continue their very generous support of the Awards.

 Catholic Church
Insurances Limited
Serving Church



Tracy Adams, Chief Executive Officer, BoysTown and Cate Sydes, Chief Executive Officer, Marist Youth Care accept the Norma Parker Award

The Winners

Norma Parker Award for the Most Innovative Program

Marist Youth Care's Model: linking housing, health, education, training and employment outcomes for 'at risk' young people

This award highlights outstanding achievement by a member of Catholic Social Services Australia which offers programs that set trends and benchmarks in their area of service. The award is presented in honour of Norma Parker, who co-founded Australia's first professionally organised child and family welfare agency.

At-risk youth living in Sydney's western suburbs are the beneficiaries of this truly innovative program run by Marist Youth Care, BoysTown (Qld) and TranZend. This ground breaking new program aims to foster a pathway to independence for at-risk youth by linking clinical and practical support, accommodation, health, training, education and employment programs. These young people are far from the mainstream. The intensively case managed program offers them stability and solidarity as they move towards a better future.

Perkins Award for Excellence in Service (Individual)

Merrill Lymn, Centacare Port Pirie, SA

This award is presented to an individual who has shown outstanding commitment to service and is open to the general public. The award is presented in honour of Bishop Eric Perkins, who had a major impact on national Catholic social policy.

This year's award was presented to a woman whose determination and commitment to her local rural community has seen a local response that includes much educative work directed towards the rural community. Folk involved have included the rural workforce, health workers, local government and farmers and their partners. The number of male suicides in the region has subsequently dropped as Merrill was determined that other local men would not take their own lives. She introduced Men's Nights, collaborated with a local Drought Counselor to coordinate the Family Matters Program and also instigated the Flying Nun Tour that toured in several communities. Her intervention and leadership in rural social care has meant better services for vulnerable people. Her efforts have also led to increased funding for a number of programs in the area.

Award for Excellence in Service (Organisational)

Whaddup Youth Program, Centacare, Toowoomba, QLD

This award is presented to the program which has most successfully met or is meeting the needs of a local community.

The Whaddup Youth Program, which aims to change anti social behaviour among Indigenous Youth in Toowoomba, was created by a local woman in response to the overrepresentation of young Indigenous people in the court system.

Indigenous Administrative Coordinator Stacey McCarthy, developed and implemented the program with support from a team of volunteers. Come Friday night, around 70 young Indigenous people and their non Indigenous friends are ferried to a venue where they enjoy a barbeque and sports and games. Everyone who attends is expected to actively take part. Respect for one another and the venue is a given. Inappropriate behaviour draws penalties ranging from cleaning the barbeque to suspension for a couple of weeks. Local Indigenous elders are delighted with the program and the project is also highly regarded in justice circles in Toowoomba. Other communities are keen to initiate similar programs.



Peter Munn, General Manager Centacare, Port Pirie, SA, accepts the Perkins Award from Bernard Boerma, CEO CatholicCare Sydney on behalf of Merrill Lymn.

Stacey McCarthy and Alf Orcher receive the Award for Excellence in Service - Organisational for the Whaddup Youth Program, Centacare Toowoomba.



National Conference 2008

Social Inclusion: An Agenda for All Australians • 13 – 15 October • Brisbane

The theme, *Social inclusion: An agenda for all Australians*, reflects Catholic Social Services Australia's interest in the Rudd Government's commitment to a social inclusion agenda through the establishment of a separate portfolio and also the establishment of the Social Inclusion Board and Social Inclusion Unit in the Federal Department of Prime Minister and Cabinet.

One hundred and ten delegates attended this year's national conference in Brisbane. In a break from tradition the conference was open to delegates beyond agency directors and CEOs – a trend we will continue in the years ahead. Wednesday 15 October, was open to Catholic Social Services Australia members only, allowing comment on strategic planning for the year ahead and input into the national policy agenda.

The Catholic Social Services Australia and Catholic Social Services Australia Ltd AGMs were held at the beginning of day three of the conference.

The McCosker Oration and Annual Awards were a highlight of the conference again this year.

Presenters

In addition to the McCosker Oration delivered this year by Monsignor David Cappo AO, the tightly packed program included the Anti-Poverty Week lecture by Peter Saunders Research Professor in Social Policy from the Social Policy Research Centre and Keynote Address by Patricia Faulkner AO Chair of the newly created Social Inclusion Board.

ABC Radio National Life Matters' Richard Aedy chaired the keynote discussion panel, which included Patricia Faulkner, Professor Saunders and Cate Sydes, CEO of Marist Youth Care and Catholic Social Services Australia Board member.

Bob Gregory Professor of Economics at the ANU provided insight into the future for people on welfare payments and the second discussion panel, which included Professor Gregory, McCullough Robertson Lawyers Special Counsel Heather Watson and Neumann & Turnour Lawyers Chairman Matthew Turnour, focused on the impact of tax reforms on the sector.

Robert Fitzgerald, Productivity Commissioner gave a frank assessment of how the sector might maximise its contribution to Australia's economic and social wellbeing and ABC Radio National Background Briefing's Wendy Carlisle chaired the third panel, which included Robert Fitzgerald, Frank Quinlan and Linda White, Assistant National Secretary of the Australian Services Union.

The Hon Tim Fischer, Australian Ambassador (Designate) to the Holy See spoke at the conference dinner, which was held at Brisbane's Customs House.

Other presenters included: Brian Lawrence, Chairman of the Australian Catholic Council for Employment Relations; Chris McGillion, Senior Lecturer in Media at the Charles Sturt University; John Dalglish and John Perry from Boys Town; Ruth McCausland, Senior Researcher at Jumbunna Indigenous House of Learning, University of Technology Sydney; Fr Gerald Gleeson, Professor of Philosophy at the Catholic Institute of Sydney; Don Luke, CEO of Spiritus and former CEO of Sun Super; and Deirdre Cheers, Executive Director of Centacare Broken Bay.

Sponsorship

Our thanks go to the organisations which generously provided sponsorship for our 2008 national conference and awards.



Cate Sydes, Chief Executive Officer, Marist Youth Care, Professor Peter Saunders, Research Professor in Social Policy and Patricia Faulkner AO, Chair, Australian Social Inclusion Board discuss the social inclusion agenda.



Professor Bob Gregory presents on what lies ahead for people on welfare payments as a result of the Global Financial Crisis.



Robert Fitzgerald AM, Commissioner, Productivity Commission, Frank Quinlan, Executive Director, Catholic Social Services Australia and Linda White, Assistant National Secretary, Australian Services Union consider the future of the church and charitable sector.



From left: Kath McCormack, Director CatholicCare Wollongong; Myolene Carrick, Director Childcare Services Centacare Brisbane; and Margaret Roots, former Director of Family Services Catholic Social Services Australia. Margaret's dedication to child and family services was acknowledged at the conference dinner.



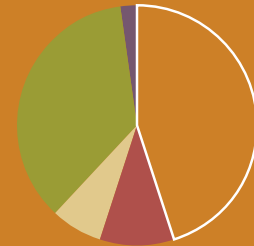
Financial Report

Trevor Murphy, Treasurer

Catholic Social Services Australia 2008-2009

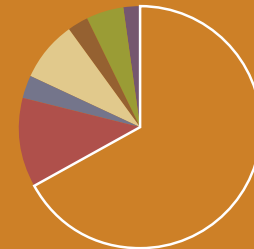
INCOME

○ Management & administration fee	45%
● ACBC funding	10%
● Membership fees	7%
● Other operating revenue	36%
● Donations	2%
○ Deficit	0%



EXPENDITURE

○ Staff expenses	67%
● Administration	12%
● Computer & equipment expenses	3%
● Consultancies	8%
● Promotion, printing & telecommunications	3%
● Travel	5%
● Governance	2%



The financial year 2008-09 was a milestone for Catholic Social Services Australia (CSSA) because at the end of that period, an important element in the organisation's income stream ceased to be available.

Elsewhere in the Annual Report is a discussion about the arrangements leading up to the awarding of Federal Government contracts for employment services, the aftermath thereof and the Board's decision not to hold such contracts beyond June 2009. As well as the ultimate loss of income to the organisation, the process had an early effect on its running costs.

As the year progressed, it became evident that extensive contact with existing stakeholders was necessary to handle two strategic issues associated with the forthcoming round of tenders. The first was possible structural changes within Catholic Social Services Australia itself to enhance its ability to add value to any contracts which might be awarded to member organisations. The second issue involved the provision of assistance to members as they wrestled with the options of "going it alone", being part of a joint tender or withdrawing from the field.

The rationale underlying the numerous meetings, discussions and where appropriate, consultancies, was that every opportunity had to be taken to ensure all voices had a chance to offer their views about both aspects. While there is no doubt these activities were a very valuable step to take, they nevertheless resulted in a substantial increase in meeting and consultancy costs.

The Board decided that in view of the loss of income as a result of no longer holding employment services contracts, membership fees should be increased to a level of 0.2 per cent of their annual income for the 2009-10 financial year. Member organisations are to be congratulated for the way they have responded to the new arrangements.

Also impacting on costs as the year progressed was the need for the national office with the assistance of member organisations, to respond to the significant number of initiatives announced by the Federal Government. Tasks of this nature generally, require long hours on extensive research, advocacy and representation work so that decision-makers are not only aware of the Catholic viewpoint but also of the underlying philosophy which gives rise to it. The following example illustrates how Catholic Social Services Australia's professional approach achieved an influence which extended broadly across the social welfare network and beyond.

Catholic Social Services Australia commissioned Access Economics to write the discussion paper: *The Impact of the Global Financial Crisis on Social Services in Australia*. The paper was launched at Parliament House Canberra at the first forum hosted by the newly formed alliance of the Major Church Providers (Anglicare Australia, Catholic Social Services Australia, UnitingCare Australia and The Salvation Army). The alliance was formed to strengthen the voice of the church and charitable sector in the extensive discussions on the impact of the GFC on the sector. The success of that advocacy was reflected as commentators began to include the concerns of welfare organisations alongside those of the banks and business. Success can also be measured by the invitations that followed from the Deputy Prime Minister, the Minister for Families, Housing, Community Services and Indigenous Affairs, and the Parliamentary Secretary for Social Inclusion to engage in strategic discussions regarding the Government's response to the GFC and the general future of the church and charitable sector.

Other reports outline in more detail the advocacy work undertaken by Catholic Social Services Australia in the year under review and the resulting significant public profile.

The increased number of assignments of this nature generated additional costs. In recognition of the valuable role being performed in representation and advocacy work, the Australian Catholic Bishop's Conference increased the funds it provided to Catholic Social Services Australia during 2008-09.

Because there is no longer any need for Catholic Social Services Australia to retain the full range of employment services specialist staff, the Board endorsed the implementation of a redundancy program which will see the overall number of employees reduced by half by end-October 2009. The program includes positions which could no longer be justified given the reduced establishment. It is a measure of the quality of staff who have left the organisation, that each has already taken up alternative employment.

Additionally, some changes in financial management practices have already been proposed, for example, outsourcing and more will follow. The Board expects that the changes by way of income availability and cost reduction should lead to a balanced budget outcome for the 2009-10 financial year.

Susan Morphett, previous Financial Controller of Catholic Social Services Australia, left the organisation in May 2009 to follow other opportunities. The Board is indebted to Susan for her major contribution to the financial management task over a period of some eight years and wishes her well in her new endeavours.

Board to 30 June 2009



Fr Joe Caddy

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



Prof John Warhurst

Deputy Chair
Appointed by the Australian Catholic
Bishops Conference



Mr Trevor Murphy

Treasurer
Appointed by the Australian Catholic
Bishops Conference



Mr Tony Davies

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



Bishop Patrick Power

Aust. Catholic Bishops Conference
Bishops Commission for
Health and Community Services



Sr Mary Quinlan rsj

Catholic Religious Australia
representative



Mr Michael Reutens

Elected by Member Organisations
Dec 2007 for three year term



Mr Barry Sheehan

Director, Centacare Toowoomba
Elected by Member Organisations Dec 2009
for a three year term



Ms Cate Sydes

Director, Marist Youth Care
Elected by Member Organisations Dec 2009
for three year term



Bishop Terry Brady

Bishops Commission for Health and
Community Services (alternate member)



Ms Helga Biro

Elected by Member Organisations Dec 2005
for three year term (term exp Dec 2008)



Mr Bernard Boerma

Elected by Member Organisations Dec 2005
for three year term (term exp Dec 2008)

Board Meetings

**meeting held via teleconference*

19 August 2008*
24 September 2008
7 October 2008*
17 November 2008
16-17 February 2009
5 May 2009
10 June 2009

Annual General Meeting

Catholic Social Services Australia - 15 October 2008
Catholic Social Services Australia Ltd - 15 October 2008

National Office Contact Details at 30 June 2009

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Catholic Social Services Australia Member Organisations

As at 30 June 2009 (66 Member Organisations)



Member Organisation

NSW/ACT

Boys' Town Engadine	Salesians of Don Bosco
Catholic Care (incorporating Centacare Newcastle)	Diocese of Maitland/Newcastle
CatholicCare Sydney	Archdiocese of Sydney
CatholicCare Wollongong	Diocese of Wollongong
Catholic Community Services	Public Juridic Person
Centacare Ballina (St Francis Xavier's Parish)	Diocese of Lismore
Centacare Canberra & Goulburn	Archdiocese of Canberra/Goulburn
Centacare Casino (St Mary's Parish)	Diocese of Lismore
Centacare Catholic Family Services Broken Bay	Diocese of Broken Bay
Centacare Catholic Family Services Wagga Wagga	Diocese of Wagga Wagga
Centacare Catholic Social Services Parramatta	Diocese of Parramatta
Centacare Coffs Harbour	Diocese of Lismore
Centacare Family and Community Services Bathurst	Diocese of Bathurst
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 NSW	CLRI (NSW)
Daughters of Charity of St Vincent de Paul	Trustees of the Daughters of Charity
Edmund Rice Community Services	Christian Brothers - St. Mary's Province
Good Grief	Sisters of St. Joseph of the Sacred Heart
Marist Youth Care	Marist Brothers - Sydney Province
Maronite Community and Social Services	Maronite Eparchy of Australia
Marymead Child and Family Centre	Archdiocese of Canberra/Goulburn
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
Sisters of Saint Joseph of the Sacred Heart NSW Congregation Leadership Team	Sisters of St Joseph of the Sacred Heart
St Anthony's Family Care, Croyden	Sisters of St Joseph of the Sacred Heart
St Carthage's Community Care Lismore	Diocese of Lismore
St Francis Social Services	Franciscan Friars - Order of Friars Minor
St Joseph's Cowper	Sisters of Mercy - Grafton Congregation
St John of God Casa Venegas	St John of God Brothers
Trustees of the Presentation Sisters (Wagga)	Presentation Sisters

Central

Catherine House Inc.	Sisters of Mercy, Adelaide
Centacare Family Services Adelaide	Archdiocese of Adelaide
CatholicCare NT	Diocese of Darwin
Centacare Port Pirie Diocese (Whyalla)	Diocese of Port Pirie
South Australia Province of the Sisters of St Joseph, (including St Joseph's Family Care Centre and 'Ain Karim')	SA Province of the Sisters of St Joseph 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
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
Personal Advocacy Service	Catholic Archdiocese of Perth
St Patrick's Community Support Centre (Fremantle)	Archdiocese of Perth

Queensland

Bridgeworks Employment and Training	Sisters of Mercy – Brisbane Congregation
BoysTown	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
Sisters of Mercy Brisbane Congregation Leadership Team	Sisters of Mercy - Brisbane Congregation

