



CATHOLIC SOCIAL SERVICES AUSTRALIA

ANNUAL REPORT 2011-12



Catholic Social Services
Australia

THE NATIONAL NETWORK OF CATHOLIC SOCIAL SERVICES



Catholic Social Services
Australia

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Page 12 – MercyCare, page 13 – FIPS (CatholicCare Melbourne), page 14 – Centacare Catholic Family Services Broken Bay, page 18 – Peter Burgoyne on behalf of the KKIM Partner



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About Catholic Social Services Australia

Catholic Social Services Australia (CSSA) is the Catholic Church's peak national body for social services in Australia. Our 68 member organisations provide social services to over a million Australians a year, delivering services in local communities in metropolitan, regional and remote Australia.

Our Vision

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

Our Mission

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

Operations

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.

CSSA is a commission of the Australian Catholic Bishops Conference, reporting to the Bishops through a Board of nine persons appointed by the Conference.

Catholic Social Teaching

CSSA 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



With the Commonwealth and most State Governments in Australia looking to reduce expenditure there has been plenty of pain over the past couple of years for Catholic social service agencies, especially at a time when wages and other costs continue to rise appreciably. This is a pain that is shared with others who seek to address the needs of the less fortunate in our communities. It is difficult for agencies because they see needs in their communities and are committed to improving the conditions of those who are suffering but through lack of resources they find they cannot do enough to prevent some falling even further behind.

In 2007, Catholic Social Services Australia (CSSA) and Jesuit Social Services undertook landmark research through Professor Tony Vinson's study on the spatial distribution of poverty and disadvantage in Australia. "Dropping off the Edge" showed that certain communities and regions in Australia were over represented on a very wide range of indicators of disadvantage. Despite a social policy focus on social inclusion and some very encouraging developments around mental health services and social housing over recent years, the experience of CSSA agencies suggests that many in the less fortunate communities are dropping even further 'off the edge'.

CSSA is an energetic, effective and efficient network of independent agencies who work together in concert to bring to public discourse and national debates a perspective from Gospel-based social justice. While Catholic Social Teaching on human dignity, common good and preferential option for the poor informs CSSA, it attempts always to speak in a way that is intelligible and accessible to any reasonable person of goodwill. CSSA acts both in support of the capacity of member agencies and to improve directly the conditions in our society for those who are less fortunate.

“CSSA is an energetic, effective and efficient network of independent agencies who work together in concert to bring to public discourse and national debates a perspective from Gospel-based social justice.”

A recent example of CSSA's support for the capacity and sustainability of member agencies has been its activity in assisting to improve the outcomes of the legislation for Australian Charities and Not-for-Profit Commission. Paul O'Callaghan and I made a presentation to the Australian Catholic Bishops Conference Plenary meeting in May on this topic and we welcomed the interest shown by the Bishops on this issue, and their broader support and interest in the work of the network more generally.

In terms of seeking to influence policy directly for fairer social outcomes, a current example is the role that CSSA is taking in bringing public attention to the level of poverty endured by those forced to get by, often for many years, on the inadequate Newstart allowance. CSSA has urged for greater levels of support and specialised services for those who face many serious barriers to full workforce participation. CSSA consistently advances the line that even if they are unable to participate for a time in the workforce, disadvantaged members of our society have an innate dignity that demands that they still be able to participate and be included socially.

As I stated earlier, CSSA acts on behalf of, and for, its members. It is able to enter into the discourse on public policy and have a plausible voice only through

the enormous amount of high quality work achieved by those member agencies in service of the less fortunate in our society. I take this opportunity to thank members for their ongoing support of CSSA and commend membership to others who would seek to join us in our task of contributing to the development of a fairer and more inclusive Australia.

The work would never be achieved but for the highly effective leadership and professional capacity of Executive Director, Paul O'Callaghan and his small but dedicated team. We all owe them a great debt of gratitude.

Finally I would like to thank the members of the Board who bring valuable reflection, inspiration and clear direction to the work of CSSA. In particular this year I would like to welcome Bishop Terry Brady; Sr Margaret Mary Flynn, ivbm; and, Paula la Rosa, who bring the benefit of their excellent experience and influence to the CSSA Board. I would also like to acknowledge the enormous contribution over many years of Bishop Pat Power who retired from the Board in May. Bishop Pat has been a tireless advocate for social justice and the well-being of the less fortunate in our communities and while we miss him dearly, we wish him every blessing and good health.

Executive Director's Report

> Paul O'Callaghan



Over the last year, CSSA was active in advocating for poor and disadvantaged Australians and in seeking to support and strengthen the work of member agencies. The momentum of coordinated network activity on family support and mental health issues was particularly notable and the network demonstrated a keen interest in developing collaborative learning activities in the area of organisational mission and identity.

CSSA pursued advocacy this year for family services, income support payments, community detention - especially for unaccompanied minors, problem gambling, mental health, and the need for improved policy to promote social inclusion for those with severe and multiple disadvantages. We also called on the Australian Government to account for a number of measures, including its plan to shift 100,000 single parents off Parenting Payment and onto the lesser value Newstart allowance, and its poor track record on promoting disability employment within the public service. The contributions by many member agencies greatly assisted these efforts and enabled CSSA to be effective in its government engagement.

Other features this year included influencing the construct of the emerging Australian Charities and Not-for-Profit Commission (ACNC) legislation and the Commonwealth Government's funding supplementation formula for agencies receiving government funds that were required to increase wages in accordance with a Fair Work Australia Order for staff employed under the Social, Community, Home Care and Disability Services Industry (SCHADS) Award. In both cases, the views of CSSA were regularly sought out by senior Government contacts. The intention to create the ACNC marks a major change for the sector in the way in which it is regulated. In March, Senator Mark Arbib (then Assistant Treasurer), moved to defer the start date of the ACNC until 1 October 2012. We believed more time was required to ensure appropriate consultation was held with the sector on an issue that would result in such radical change for the sector and in the way it

functions. The extended period of consultation enabled CSSA to ensure that its views were heard. At the same time, throughout the numerous meetings, we were disappointed by the greater focus by some politicians and many officials with strengthening regulation of charities rather than identifying how government would take leadership in reducing the sector's onerous red tape.

While there are potential benefits from a well-functioning ACNC, the lack of a legislated commitment to reducing red tape is unfortunate and is going to remain a key focus of our sustained advocacy as debate around the Bills governing the ACNC continues.

The Equal Remuneration Order Wage Case decision will deliver a much needed increase to the salaries of staff employed under the SCHADS Modern Award – ranging from a 19 – 41 per cent increase for staff over an eight year period. We are pleased to see the value of their work more aptly acknowledged through this decision but we must be realistic in acknowledging the significant increase in salaries may prove fiscally challenging for some members. CSSA was engaged in regular discussions with the Department of Finance and Deregulation (Finance) on what the Government's commitment to fund 'its fair share' of the wage increase for federally funded services impacted by the decision should look like. Core to our message was the view that the Government should fully fund its share of the wage increase, that the funding should be delivered by the start date of 1 December 2012 to ensure that agencies were 'not out of pocket' as a result of Fair Work Australia's decision on this matter and that the process should be as free from red tape as possible.

Our work with Finance was underpinned by rigorous data we were able to capture with a modeling tool developed specifically for the purpose. This continued to provide an evidence-based position to federal Ministers and officials about the need to ensure that agencies would not be short-changed as a result of this process. As at 30 June 2012, the process was being transferred from Finance and into the respective domains of the relevant Government agencies. Work at present appears on track with our key messaging on the issue and we remain hopeful that trend will continue.

I greatly appreciated the opportunity I had this year to visit a wide range of CSSA member agencies. This enabled me to learn a great deal about the diverse range of work undertaken across the network and some of the challenges in different places. Importantly, these visits provided a more fulsome basis for developing our influencing strategies with government and in identifying opportunities for increasing that influence.

In the second half of this financial year we initiated consultation with member agencies in regards to planning a pattern of regular collaborative, engagement across the network on mission and identity matters, particularly through information sharing and training activities. The focus of this work is on leadership from the network, with National Office facilitation of activities of special interest.

We face the coming year with optimism and confidence in CSSA's capacity to promote a Catholic view on social policy at a national level. I am especially conscious of the active contribution of members in all aspects of our advocacy and network activity. The nature of this commitment bodes well for our work into the future. I



Retired Auxiliary Bishop of Canberra/Goulburn, Bishop Pat Power; Minister for Veteran's Affairs and the Minister for Indigenous Health, the Hon Warren Snowdon MP; and, Executive Director of CSSA, Mr Paul O'Callaghan.

believe that members can be assured that, with such a small National Office team, much is being achieved on their behalf.

I am especially grateful to the professionalism and commitment of Mary Jamieson, Jackie Brady, Sue

Ludwig, Heather Grant and Don Arthur for the achievements of the National Office. I also wish to acknowledge the generous advice and time made available by Board Chair, Fr Joe Caddy, and for the support of all the Board members in leading CSSA's work.

Government and Public Affairs

> Jackie Brady , Director, Government and Public Affairs



The Minister for Families, Community Services and Indigenous Affairs, the Hon Jenny Macklin MP

Boosting the adequacy of the Newstart Allowance, taking action on problem gambling and making sure pay equity does not come at the expense of services are just a few of the issues on CSSA's advocacy agenda in the past year.

Both in the media and behind closed doors, Catholic Social Services Australia has been pushing for a fairer deal for disadvantaged Australians and the sector that serves them.

The campaign to increase Newstart and other allowances saw CSSA working together with the other major church

providers, ACOSS and organisations like the National Welfare Rights Network.

As an active member of the Australian Churches Gambling Taskforce, CSSA has lobbied government to act on the recommendations of the 2010 Productivity Commission Report on Gambling in Australia.

The recent Fair Work Australia ruling in the equal pay case for community sector workers was a welcome development and CSSA has worked hard to ensure that the Commonwealth Government fully funds its share of the increase in the cost of services that will result.

Not-for-profit reform has been a long-running issue and CSSA has taken a deliberately cautious approach to the government's reform agenda. There is much attention on regulatory reform of the sector itself and too little delivery on the Government's promise to deliver red-tape reduction as part of this reform agenda. We are making sure that our concerns continue to be heard by those who can bring about more constructive change.

Last year's Directors Forum raised two issues that CSSA has explored over the past year, including in discussions with ministers. The first is the need for a better approach to supporting communities in rural and regional Australia while the second is the failure of the new employment services model to adequately serve clients with multiple and severe barriers to work.

Looking forward, we continue to pursue our strategic priorities bearing in mind the Federal Government election looming in 2013. Therefore, we continue to deliver our messages and maintain contact with people in the Coalition and Labor Parties, the Greens and the Independents.

Submissions

- 08/07/2011 Submission to the Treasury Consultation Paper, 'Better Targeting of Not-for-Profit Tax Concessions'
- 29/07/2011 Submission on the Senate Inquiry into Commonwealth Funding and Administration of Mental Health Services
- 09/09/2011 Joint Policy Paper, 'What if employers say no?'
- 01/10/2011 Submission to the Australian Government's Tax Forum 4-5 October 2011
- 07/12/2011 Joint submission of statement of support for Equal Remuneration Case (C2010/3131)
- 14/12/2011 Submission to the Independent Inquiry into Insecure Work in Australia, 'Is any job better than the dole?'
- 27/01/2012 Treasury Consultation Paper, 'Review of Not-for-Profit Governance Arrangements', and Exposure Draft Australian Charities and Not-for-Profits Commission Bill 2012



- 27/01/2012 Pre-budget submission for 2012-13 Federal Budget
- 25/06/2012 Policy Paper, Rural Australia and Globalisation

Opinion Pieces

- 06/07/2011 Houses without Walls
- 27/07/2011 The poor? We don't give a Friar Tuck
- 30/11/2011 Jobs lost in the office evolution
- 15/02/2012 Cheap talk doesn't pay the bills
- 09/05/2012 Good for battlers – but some still left behind

Media Releases

11/07/2011 Fairness for low income households vital for carbon pricing future

06/09/2011 Joint media release, People with disability deserve a 'fair go'

07/09/2011 New head of the National Mental Health Commission is an outstanding appointment

06/10/2011 Tax Forum – more action needed on poverty

14/10/2011 Part of the on-shore solution

14/10/2011 Catholic Social Services Australia Award winners 2011

10/11/2011 State/Territory Governments need to match Federal Government commitment to Fair Pay Case

23/11/2011 Cooperation not intervention: a call for a new direction in policies affecting Indigenous Australians in the Northern Territory

07/12/2011 Gambling Reform is needed to address Problem Gambling

01/02/2012 A Major Step Forward for Community Workers



Shadow Minister for Families, Housing and Human Services, the Hon Kevin Andrews MP

07/02/2012 People need more than \$35 a day to live on

01/03/2012 Welcome decision for the NFP Sector

30/04/2012 CSSA Welcomes Establishment of National Children's Commissioner

08/05/2012 A good Battler's Budget – but, some left behind

18/05/2012 A welcome step towards not-for-profit reform

Membership and Network Support

> Sue Ludwig, Director, Membership and Network Support

CSSA's 68 member agencies benefit from being involved in our national network in several ways. Member engagement is an important prerequisite for meeting our network's advocacy, policy and research priorities, and inter-agency cooperation and communication in various other national and more localised contexts.

Families



CSSA member agencies provide support to children, young people and families in many locations across the country. With a focus on providing renewed hope and assistance, and strengthening families to live in safety and harmony, the network has over the past year focused on a number of joint activities.

Family Support Program (FSP)

Thirty two of our 68 members deliver FSP services funded by the Department of Families, Housing, Community Services and Indigenous Affairs and the Attorney-General's Department. Between them, the 'CSSA-FSP Group' covers the entire range of FSP services, providing critical support to vulnerable and disadvantaged families across the country including Communities for Children, Family and Relationships Services, post-separation support for parents and for children, family dispute resolution and other family law services. This activity currently accounts for around 18 per cent of all FSP services (close to \$200 million over three years). Fourteen members are the lead agencies for 16 Family Relationships Centres, located in Western Australia (2), Queensland (7), New South Wales (2), South Australia (1) and Victoria (4).

Since November 2011, the CSSA-FSP Group has been working together to develop a common framework for the provision of FSP services across our sector. This collaboration was initially supported by a small working group Chaired by Peter Burgoyne (CatholicCare Wollongong), and now includes a number of working groups focused on strengthening our network's presence and capacity in relation to the provision of FSP services.

Family Relationships Services Australia (FRSA)

Twenty-nine of CSSA's member agencies are also members of FRSA and CSSA is an associate member. Membership enables our network to remain apprised of policy, program and legislative issues relating to the federal Family Support Program and Family Law Act. Membership is also an opportunity for structured engagement with other stakeholders in family relationships/support, including government, peak bodies, academics, experts in family law and other service providers and practitioners. In November 2011, with the generous support of 14 of our members, CSSA was a gold sponsor at the annual FRSA Conference held at the Gold Coast.

Child Support National Stakeholder Engagement Group (CSNSEG)

CSSA is currently represented on the CSNSEG by Centacare Broken Bay. The Group, comprising key government and community stakeholders, aims to achieve better outcomes for separated and separating families, and especially children, in the child support system.

Family Intervention Post Separation (FIPS)



Early in 2012, 26 members of CSSA providing FSP services across Australia collaborated to submit a tender for Primary Dispute Resolution (PDR) services directed by the Federal Magistrates Court (FMC). Under the lead of CatholicCare – Archdiocese of Melbourne, this collaboration resulted in a three year contract, with options for renewal, for the delivery of services relating to Children's Matters. Given the diversity of our network, a key challenge was to convey a common CSSA 'brand', reflecting the breadth of coverage and the range of post separation services offered by our members. This resulted in a common branding, Family Intervention Post Separation (FIPS), clearly identifiable through a set of cards that depict the range of FIPS services offered by CSSA members in participating states and territories.



National Framework for Protecting Australia's Children

CSSA participates in the Coalition of Organisations Concerned about the Welfare of Children (the Coalition), which is actively engaged in promoting the National Framework for Protecting Australia's Children 2009-20. In early 2012, CSSA contributed to the Coalition's proposals to COAG for the national Framework's second three-year action plan (2012-15). COAG finalised the action plan in August 2012, and it is pleasing to note that many of the Coalition's proposals have been incorporated.

CSSA also advocated for the establishment of a National Children's Commissioner, and contributed to the December 2011 NGO Consortium Position Paper, A National Commissioner for Australia's Children. We also endorsed the NGO Consortium's Joint Submission to the Senate Inquiry into the Australian Human Rights Commission Amendment Bill 2012.

Mental Health

An increasing Australian Government focus on improving services and support for people with mental illness, including their families and communities provided the backdrop to increased collaboration among member agencies in the area of mental health.

Advocacy

Many Member Agencies contributed to CSSA's submission to the Senate Community Affairs Committee Inquiry into Commonwealth Funding and Administration of Mental Health Services Inquiry in August 2011. Our submission emphasised the importance of wrap-around, holistic services that give priority to the needs of the 'whole person', and recommended greater flexibility and expansion in chronically under-serviced regions. Early in 2012, the Government released its draft Ten Year Roadmap for Mental Health Reform. The National Office coordinated a CSSA response, drawing on the collective expertise and experience of our member agencies.

Mental Health Council of Australia (MHCA)

As a member of the Council, CSSA participates in regular policy forums and advocacy events. The MHCA has been active in a number of areas of interest to our members, notably the establishment of the new national Mental Health Commission, development of the Ten Year Roadmap for Mental health, and influencing the shape of the Partners in Recovery program.

CSSA Mental Health Forum and working groups

More than half of all CSSA members are active participants in our Mental Health National Action working groups and activities. At a CSSA forum held in November 2011, 27 people from 19 member agencies developed an action plan to steer network-wide activity on mental health over the coming year. The resulting plan has three high-level objectives:

- 1 To strengthen the CSSA network's capacity to learn from and engage with each other in order to support CSSA's mental health service delivery and advocacy.
- 2 To position the CSSA network to shape mental health services and influence future mental health policy.
- 3 To plan and implement a specific project: Personal Helpers and Mentors Services (PHAMS) development, expansion and partnerships.

Working groups were established to progress the recommended strategies. An immediate result was the strengthening of relationships among members, and facilitation of teleconferences for information sharing on issues of common interest. An emerging area of interest in 2012 is Partners in Recovery, a Government approach to coordinated support and flexible funding for people with severe and persistent mental illness with complex needs.



2011 Leuven Group in Brussels

Mission and Identity

CSSA Mission and Identity

'Catholic Identity and Mission' is one of the priorities of the National Office's Strategic Plan for 2012-15. The first step has been to consult with members before developing a plan for regular engagement across the network on mission and identity matters, particularly through information sharing and training activities. Members have provided feedback which suggests initial focus on:

- Integrating Catholic Social Teaching principles into planning, service delivery and organisational culture, decisions and interactions, recruitment and training.
- Mission and Values (e.g. what it means to work in a faith-based social service organisation).
- Catholic Context (e.g. relationship of the CSS sector with other parts of the Catholic Church).

A small steering group will take the many suggestions forward for implementation over 2012-13.

Leuven Leadership Enrichment Program 2011

Ten people from the CSSA network joined seven people from Catholic Health Australia agencies to participate in the 2011 Program run by the Catholic University of Leuven. This was the second time our network had undertaken the Program, which was preceded by a week in Rome and the opportunity to meet with members of the Vatican Councils concerned with health and welfare. Participant Tony McMahon, CEO of Centacare Townsville, reflects on the experience:

"The most interesting aspect of the study, for me, was the opportunity to discuss and reflect on what we mean by a Catholic identity for a Diocesan social service agency. At the beginning of the course I asked myself and the other participants, if all who work in our field share the same values, what's Catholic about what we do? What makes something Catholic at the level of action, of practice? Is there such a thing as 'Catholic' good practice? By the end, I felt I had I gained most about an understanding of Catholic identity from the many experiences of hospitality we met at the University in Leuven and in the places we visited, the considered and thoughtful articulation by excellent lecturers of academic issues within a Catholic framework and terminology and the reconnection with Catholic rituals.

As a representative of a Diocesan agency, I certainly feel a sense of responsibility to manage a Catholic agency within a Catholic context. This, to me, means not only tying what we do into the work of the Diocese but having a coherent explanation in Catholic terms of what we are doing. I see this management within the context of the ministry of charity or diakonia as explained by Pope Benedict in the encyclical *Deus Caritas Est in 2005*. After my study, I am even more convinced that this is where

Centacare expresses the life of the Church and expresses its Catholic identity. To reiterate what the Pope said in the encyclical:

The Church's deepest nature is expressed in her three-fold responsibility: of proclaiming the word of God (kerygma-martyria), celebrating the sacraments (leitourgia), and exercising the ministry of charity (diakonia). These duties presuppose each other and are inseparable. For the Church, charity is not a kind of welfare activity which could equally well be left to others, but is a part of her nature, an indispensable expression of her very being (s. 25, my emphasis)."

For us in Leuven, as we experienced the Belgian Church, it was the Catholic Social Services and Catholic Health ministries that were flourishing and obviously expressing an identity that was Catholic. This was exemplified by a poster of the Corporal Works of Mercy (Feed the hungry; Give drink to the thirsty; Clothe the naked; Shelter the homeless; Visit the sick; Visit those in prison; Bury the dead) in a Catholic Worker house in Amsterdam that underlined for me that what we do, in the community services and health ministries, is a true work of the Church and the Church truly at work.



Peter Burgoyne, Executive Manager Family Services CatholicCare Wollongong; Ann O'Brien, Senior Manager CatholicCare Social Services Diocese of Parramatta; Michael Austin, Director Family Services CatholicCare Sydney; Trish Devlin, Senior Manager, Family Centres, Centacare Broken Bay, at the official launch of the Keeping Kids in Mind Program

Catholic Social Services (CSS) NSW/ACT

> Sandra Sutalo, Executive Officer

CSS NSW/ACT is a Branch of CSSA. The Branch advances the social service ministry which is integral to the Mission of the Catholic Church of Australia. It provides a forum for diocesan and congregational

agencies to influence policy development on issues in NSW and the ACT, to share their practitioner expertise and experience and to collaborate on and respond to State-based issues.

The 34 Member Agencies of CSS NSW/ACT provides services in rural and regional NSW, as well as the Greater Sydney metropolitan area. Our member organisations operate from more than 60 sites and provide outreach services to many remote and regional communities.

The NSW/ACT Branch has had a successful year with some of its key achievements being:

- 1 The development of political and sector development forums;
- 2 Greater engagement with politicians and key state decision makers. This culminated in the 2011 Political Forum.
- 3 The development of agenda setting and sector discourse meetings such as the Youth Network Meeting and Quality Assurance meetings. This has strengthened the sector and Catholic inter-Agency discourse.

Annual General Meeting

CSS NSW/ACT held its Annual General Meeting on 21 November 2011. Mr Fergus Fitzsimons was welcomed as the incoming Branch Chairman while Ms Cate Sydes was thanked and acknowledged for her vision and stewardship as Chair of the Branch for the period 2008-2011. A new Executive was confirmed and they are:

Bishop Terence Brady DD VG

Bishops Commission for Health and Community Services

Fergus Fitzsimons

Chairman, CSS NSW/ACT

Chief Executive Officer, Centacare New England North West

Deirdre Cheers

Treasurer, CSS NSW/ACT

Executive Director, Centacare Broken Bay

Bernard Boerma

Chief Executive Officer, CatholicCare Sydney

Otto Henfling

Executive Director, CatholicCare Social Services – Diocese of Parramatta

Mary-Helen Martens

Chief Executive Officer, Centacare Catholic Family Services Wagga Wagga

Hilary Martin

Chief Executive Officer, Marymead Child and Family Centre

Cate Sydes

Chief Executive Officer, Marist Youth Care

The Strategic Planning Day resulted in a draft three year Strategic Plan specifying priorities, action areas and team leaders. After much deliberation and workshopping, the Executive developed the following objectives as being the most pertinent for the Branch over the coming three years. These include:

- 1 “Clear Communication” – A communication strategy that touches on members, nationally and within the Church;
- 2 “A Voice of Influence” – Developing our position as an advocacy body that can effectively lobby at the NSW Government level to influence social policy;
- 3 “Members connection” – Enabling the sharing of expertise and supporting agencies in the area of funding tenders. Also holding forums to discuss local issues;
- 4 “Improve Financial Resources and Viability” – Ensure the viability of CSSA NSW/ACT nationally.

CSS NSW/ACT Parliamentary Forum – A Social Conscience in Lean Times

The NSW Political Forum is an annual event and was held on 18 October 2011 at Parliament House, Sydney. The Forum was hosted by Leslie Williams MP, Member for Port Macquarie. This is the third Political Forum we have held at Parliament House, and the first with the then new Government.

The Forum provided the Directors of our Member Agencies and their staff with the opportunity to meet key policy makers and discuss issues affecting the most vulnerable in their communities. Michael West, Cultural Representative from the Aboriginal Metropolitan Land Council, opened proceedings and stated a mutual belief that 'society is judged on how we treat our children'.

We had two guest speakers; Professor Frank Stilwell, Professor of Political Economy at Sydney University and Professor Greg Craven, Vice Chancellor of Australian Catholic University. Both speeches kept the audience enthralled, but in different ways. Both speeches made reference to the theme of the day, which was 'a social conscience in lean times'. In all, eight Ministers spoke that day encompassing Member portfolios such as Family and Community Services, Mental Health, Aged and Disability Services, Justice and Aboriginal Affairs.

Special Interest Working Groups

As at late 2011, two Special Interest Working Groups were in operation, the Youth Services Network and the Quality Assurance Working Group. Both continue to run smoothly, are well received and continue to engage Members.

Seat at the Table

The NSW/ACT Branch is well represented at key meetings within the sector. The Executive Support Officer attends and reports back relevant information to Members on activities that may be occurring at meetings such as the Forum of Non-Government Agencies, Sector Development Forum and the Catholic Education Commission Social Welfare Coordinating Committee.

Membership

Membership remains stable however the Branch is looking at marketing strategies to improve membership on previous years.



Denis Fitzgerald (CSSV) and Sandra Sutalo (CSS NSW/ACT)

Catholic Social Services Victoria (CSSV)

> Denis Fitzgerald , Executive Director

Promoting Gospel-inspired compassionate service and work for justice in Victoria

Catholic Social Services Victoria operates as a peak body in Victoria for Catholic community service organisations. There are currently 50 members, several of which have joined over the past year. Close links with CSSA help ensure that the work of the two bodies is complementary, and that together we can achieve, with our members, much more than any of us could do on our own.

We work as part of the Church. Links with Bishops, parishes and religious congregations extend the reach of our member organisations. The Dioceses of Victoria supports CSSV financially as well as spiritually and organisationally; as does CSSA.

Key people make a difference. At our March 2012 Annual General Meeting, Patrice Scales took over from Peter Bearsley as Chair of our Council and both have made strong contributions to our spirit and direction. Paul O'Callaghan has been a steady supporter and a valued presence at our key events. Our Council members keep us inspired, grounded and relevant.

Our three strategic areas of focus continue to be policy and advocacy, building a cooperative community of shared interests, and working with members to reflect on the development of their Catholic ethos and identity.

Advocacy

Our member organisations are very active in policy and advocacy. CSSV contributes best when there is an advantage in building on the experience and understanding of members to highlight issues and directions.

The principles of Catholic Social Teaching inform our work in these spheres, and our links with various parts and levels of government are key enablers.

Over the year, our policy and advocacy work included a continued focus on criminal justice issues – sentencing, prison management, prevention – with member organisations, chaplains, and as chair of the Interchurch Criminal Justice Taskforce. Output included discussion papers, advocacy with Ministers, participation in various forums, and a lunchtime reflection on The Victorian Criminal Justice System: A chaplain's perspective, in light of the restorative justice of God in Luke's Gospel

Other advocacy work during the year included:

- Continued activity in support of a National Disability Insurance Scheme;
- Pre and post-budget dialogue with Ministers;
- A submission to a Parliamentary review of the Victorian Charter of Human Rights and Responsibilities;
- As chair of the Social Questions Commission of the Victorian Council of Churches, a submission and workshops on freedom of religion and human rights in Victoria.

Network Development and Member support

The development of a community of shared commitment to service and justice has remained a priority for CSSV. So too has the promotion of cooperation initiatives within the sector, and assistance to individual agencies.

A regular E-update for members and friends was complemented by our fortnightly column in Kairos, the newsmagazine of the Archdiocese of Melbourne, and the publication of items in other Catholic media and on our website.

Promoting appropriate cooperation between member organisations has been a productive strand of operations over recent years. Over the past 12 months there have been active discussions between various groupings of member organisations about working more closely together, including amalgamation.

All indications are that external pressures and a commitment to continuing mission-driven services in challenging times will ensure that this theme remains central, and that that facilitating closer cooperation will remain an activity of CSSV.

Our Breakfast Briefing series continued to bring together and inform members. Speakers included:

- Paul O'Callaghan, "The National NFP Reform Agenda";
- Bill Scales AO, "Protecting Vulnerable Children";
- Fr Frank Brennan SJ, "Health Inequality: A Justice Challenge for Catholic Health and Welfare Providers";
- Patricia Faulkner AO, "The Social Equity Dimension of a Carbon Tax";
- Professor Margaret Somerville, "A Contemporary Reflection on the Case Against Euthanasia".

Our annual dinner is a major event in our calendar and an important point of gathering for our members and others that we work with. Our August 2011 dinner was well attended and very well received. Victorian Minister for Community Services, Mary Wooldridge MP, was our guest speaker.

At our Annual General Meeting in March 2011, Sr Margaret Mary Flynn, ibvm, challenged us to remain true to our mission by always drawing on the energy and preferences of marginalised groups to frame our own program responses.

Other member events included:

- A series of seminars on working with people experiencing mental illness;
- A workshop on Understanding and Managing the Impact of Family Violence at Work;
- A day of reflection and workshops to explore our Catholic response to asylum seekers in Victoria;
- Member gatherings on the current Victorian Parliamentary Enquiry into handling of child abuse; and
- A fundraising forum.

Catholic ethos and identity

All of our work aims to help those active in the sector to reflect and act on the implications that their Catholic identity has for their work. Some activities have a more specific focus in this area than others.

In addition, our Mission Network sought to support mission leaders in our various member organisations, and our Catholic Ethos and Identity Committee oversaw an active program of events that sought to build momentum for a sustainable engagement with member organisations at various levels.

Our October 2011 conference on the influence of Mary MacKillop on Catholic social services in Australia invited participants to go more deeply into Mary's life and the work that she continues to inspire, to explore her influence today and beyond. Papers and other links from the conference are available on our website - www.css.org.au/MaryMacKillop.



An artistic representation of St Mary MacKillop

Michael Yore spoke at our third annual workshop for Religious working in the social services *Induction for Mission*. This was a practical workshop on how our Catholic identity and ethos can impact on induction and orientation of our staff and volunteers.

Planning also commenced during the year in question for a major conference in Autumn 2013 on how mission affects what we do and how we do it.

Treasurer's Report

> Trevor Murphy



In addition to noting the positive result for CSSA in the 2011-12 financial year, it is worth recording the fact that against a backdrop of rising costs in so many different areas, the National Office has been able to contain the increase in staffing and administrative expenditure over the previous year to just 2.8 per cent. This is significant because not only does the same comparison for total costs, show an increase of 11.8 per cent, but also, because the staffing and administrative costs as a proportion of total costs fell by just over 5.0 per cent during 2011-12. Furthermore, these outcomes occurred even though both the quantity and range of advocacy work rose during this time.

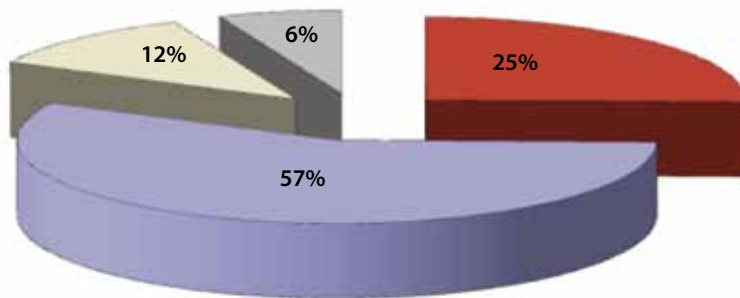
In practical terms it means that the successful control over major cost items and realised productivity gains makes it possible for a higher proportion of member agencies' fee payments to be directed towards the actual promotion and advancement of the ministry of Catholic social welfare.

Overall income including those fee payments rose by some 13 per cent and on behalf of the Board I express the Organisation's thanks for the continuing financial support which enables the Catholic voice to be heard about the worrying issues affecting asylum seekers, problem gamblers, people living with mental illness and those with multiple and severe barriers to employment to name just a few aspects of the advocacy programs dealt with in the last twelve months.

CATHOLIC SOCIAL SERVICES AUSTRALIA SUMMARY FINANCIALS

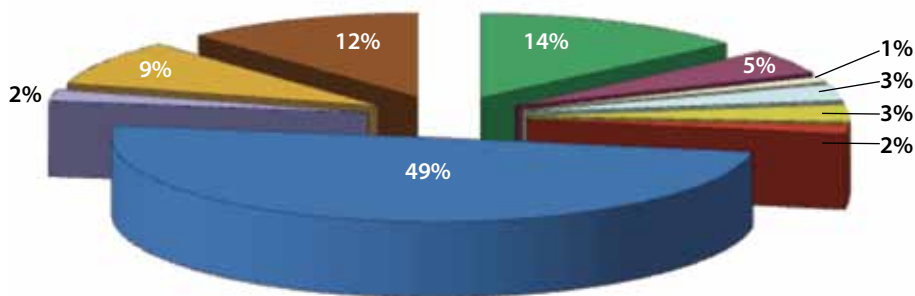
FOR PERIOD ENDED 30 JUNE 2012

INCOME



- ACBC Funding
- Membership Fees
- Mission and Identity
- Other Operating Revenue

EXPENDITURE



- Administration
- Computer & Equipment Expenses
- Consultancies
- Promotion & Printing & Telecommunications
- Travel
- Board
- Staff Expenses
- Events
- State Allocation
- Mission and Identity

National Directors Forum 2011 & CSSA Awards

National Directors Forum, 11-12 October 2011



Last year's National Directors Forum was held in Canberra on 11-12 October 2011. The event was a great opportunity for all of the CSSA Directors and Senior Managers to come together and engage with one another in relation to the theme of "Reform Agenda and Related Adjustments in Agency Planning". This included topics such as NFP regulatory reform, consumer-directed models of care, evaluation and research, mission and identity.

The two days were made up of a mixture of informative presentations and appealing activities. CSSA was able to call upon a wide range of speakers such as Executive Directors from across the Network,

numerous senior politicians from all sides of the House, and an inspiring McCosker Oration from Sr Anne Derwin, rsi, (Congregational Leader of the Sisters of St Joseph and President of Catholic Religions Australia) at the Forum Dinner.

Parliamentary Breakfast and Award Presentations

The breakfast held at Parliament House on Tuesday morning attracted about 45 Senators and Members of Parliament (MPs). The politicians engaged actively with our members throughout the morning and this interaction is a key feature of the Forum. It was during breakfast that this year's CSSA Awards were presented.

Political Meetings

In addition to the exchanges with many MPs and Senators at our breakfast event, we had meetings with Ministers Macklin and Plibersek, as well as Parliamentary Secretary Jacinta Collins, Shadow Minister Kevin Andrews and Green Senator Rachel Siewert. Participants raised questions on issues including the Newstart allowance, asylum seekers, rural counselling support programs, Fringe Benefit Tax (FBT) concessions, funding for the ASU wage case, the new disability impairment tables, income management and the Not-for-Profit reform agenda. The responses clarified a number of policy positions, which have assisted our advocacy efforts.

The 2011 CSSA Awards

The 2011 CSSA Awards were held at Parliament House in front of a wide representation of our member network and 45 federal politicians. These awards are a highlight of the CSSA calendar and mark the tremendous contributions that our agencies, and the people who work within them, have made to social services.

Two awards were presented by Cate Sydes (CSSA Board Member & CEO of Marist Youth Care) and Tony Davies (CSSA Board Member & Director of Centacare Port Macquarie). CSSA acknowledges the generous sponsorship contribution from Catholic Church Insurances who have supported this important event for many years.

Award for Excellence in Service (Individual) – The Perkins Award

Presented to:

- An individual who has shown outstanding commitment to service;
- The award is open to people from our agencies and also to people in the wider community;
- Presented in honour of Bishop Eric Perkins, who had a major impact on national Catholic social policy.

Mr Ray Reid, Senior Professional Consultant and Former Director of Centacare Parramatta.

Under his leadership, marriage and counselling services expanded and additional funding was secured for relationship education, pre-marriage education, problem gambling counselling, family support and pregnancy counselling. In 1996, Ray won a Churchill



Fellowship to travel to the United States and Canada to interview experts on the impact of clerical abuse on church communities. His report, 'Pain – Hope – Healing' looked at how to assist church members when their leaders are involved in claims of sexual abuse.

Mr Reid had written on social work practice and Catholic Social Teaching, advised the social work faculty at the Australian Catholic University, and lectured in social work. Throughout his working life he continued learning and studying and was awarded a Master of Arts in Philosophy. Ray's CSSA award was collected by Oscar Modesto Ramirez, a colleague at CatholicCare Parramatta.

Sadly, Ray passed away in April 2012 and his legacy lives on in the minds and hearts of people whose lives he has touched through his presence and his work in its many and varied forms.

Award for Excellence in Service (Organisational)

Awarded to the program which has successfully met or is meeting the needs of a local community.

Presented to an organisation that has:

- Identified and illustrated the design, development and implementation of the particular program, including evidence of best practice and achievements.

- Identified and illustrated the level of support, feedback and involvement by the community for which the particular program is designed.
- Identified people or organisations from outside the target community who have recognised the particular program for its excellence in meeting the specific needs of the community it serves.

Kolbe Cottage Respite Service, CentaCare Adelaide



Deputy Executive Director of Kolbe Cottage, Ms Brooke Rule; and, Mr Oscar Modesto Ramirez, CatholicCare Parramatta, accepting the Perkins Award on behalf of Mr Ray Reid

Seeing an unmet need in their community, Centacare Adelaide established Kolbe Cottage to provide care on weekends and school holidays for children and adolescents between five and 18 years of age with intellectual disabilities.

As mother Danielle said in support of the award nomination: "My daughter has learned to socialise, become more independent, make new friends, become a ten pin bowling fanatic and explore new foods, all in

an environment where she is supported by genuinely caring, compassionate and professional staff who go above and beyond."

Deputy Executive Director of Kolbe Cottage, Ms Brooke Rule, accepted the Award.

The Annual McCosker Oration

On Tuesday 11 October 2011, Sr Anne Derwin, rsj, Congregational Leader, Sisters of St Joseph, presented the McCosker Oration at the National Director's Forum Dinner held at a function at Floriade in Commonwealth Park, Canberra.

The topic of Sr Anne's Oration was 'Women as Leaders: Visionaries and Agents for Change in the Development and Delivery of Social Services in Australia.

Sr Anne delivered a warm and insightful McCosker Oration telling the story of Catholic social services in Australia and how it has been shaped by the influence of wonderful visionary women leaders.

Sr Anne reflected that St Mary MacKillop was true to her mission of envisaging a fairer, more inclusive Australian society that reflects and supports the dignity, equality and participation of all people.

"St Mary MacKillop's influence and impact on the delivery of social services in Australia is significant. She was a visionary and she was also a visionary leader. Not only did she dream what life should be like for the children, women and men, who were poor, but she acted for them and she was able to harness the commitment and participation of others in the work. She brought her vision for the poor into being and transformed the society around her, seemingly in small ways but actually in a big way."

In our time we aim to go beyond welfare in the delivery of social services but in Mary MacKillop's time services were generally welfare services. However for Mary MacKillop, education and welfare always seemed to go hand in hand."

Sr Anne also described St Mary MacKillop's strong sense of the need for collaboration to achieve genuine outcomes for those in need. This was shown through the commitment of St Mary MacKillop and her companions in delivering whatever services they could to those who were poor by drawing on support from others in society, Catholics and people of other Christian traditions and faiths, which resulted in becoming involved in different areas of social services.

This McCosker Oration is a highlight of the CSSA National Events Calendar and is currently held as part of National Directors Forum activities. Each year a member of the community is chosen to deliver the McCosker Oration which honours Monsignor McCosker who played a significant role in church-state relations in Australia and was truly a founding father of Catholic social services in Australia.



McCosker Orator, Sr Anne Derwin, rsj, (on the right) after receiving her gift of thanks on behalf of the network from Director of CatholicCare Wollongong, Ms Kath McCormack

CSSA Board as at 30 June 2012



Fr Joe Caddy – Chair

CEO, CatholicCare Archdiocese of Melbourne
Appointed by the Australian Catholic Bishops Conference



Bishop Terence Brady DD VG

Bishops Commission for Health and Community Services
Appointed by the Australian Catholic Bishops Conference



Mr Tony Davies

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



Sr Margaret Mary Flynn, ibvm

Catholic Religious Australia Representative
Appointed by the Australian Catholic Bishops Conference



Ms Paula La Rosa

Deputy Director, Centacare Catholic Family Services Townsville
Member Organisation elected representative



Mr Trevor Murphy – Treasurer

Appointed by the Australian Catholic Bishops Conference



Mr Peter Selwood

Executive Director, Centacare Brisbane
Member Organisation elected representative



Ms Cate Sydes

CEO, Marist Youth Care
Member Organisation elected representative



Professor John Warhurst – Deputy Chair

Appointed by the Australian Catholic Bishops Conference

Board Meetings

- 1 July 2011
- 26 August 2011
- 15 November 2011
- 5/6 March 2012
- 15 May 2012

Annual General Meeting

- 11 October 2011

Working Parties

The CSSA By-Laws provide authority for the Board to establish Working Parties from amongst its members and other persons co-opted by the Board. The composition and operations of each of the current committees, as at 30 June 2012, include:

Membership Committee

Chair: Prof John Warhurst.

Members: Fr Joe Caddy, Mr Trevor Murphy, Ms Cate Sydes, Mr Paul O'Callaghan.

Established by the Board in July 2009, the Membership Committee is responsible for the broad range of matters relating to CSSA membership including assessing applications for new membership and membership fee issues and making recommendations to the Board on these issues.

Governance Committee

Chair: Fr Joe Caddy.

Members: Mr Peter Selwood, Ms Cate Sydes, Mr Paul O'Callaghan.

Established by the Board in 2011 to oversee the selection, appointment and induction of new Board members and manage the process of Board performance evaluation. The Committee also oversees the strategic planning for the organisation and provides advice to the Board on changes to the Constitution or other proposed changes related to membership.

Finance and Risk Committee

Chair: Mr Trevor Murphy

Members: Mr Tony Davies and other members as required, two external members to be appointed.

The Finance and Risk Committee assists the Board in fulfilling its responsibilities relating to finance and risk matters, including the financial reporting process, systems of internal accounting and financial controls, oversight of the external auditor, risk management and internal controls and legal and regulatory requirements.

Scholarship Committee

Members: Ms Cate Sydes, Ms Paula La Rosa, Mr Trevor Murphy, Prof John Warhurst, Mr Paul O'Callaghan.

Established by the Board in May 2012 to explore the concept of CSSA establishing a recurring scholarship fund for research that helps to raise the Australian community's awareness of the need for a fairer, more inclusive Australian society that reflects and supports the dignity, equality and participation of all people.

Bishops Commission for Health and Community Services

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

Elections to the Australian Catholic Bishops Conference Commissions were conducted at the Bishops May 2012 Plenary Meeting. Membership of the Bishops Commission for Health and Community Services now comprises:

Chair: Bishop Donald Sproxton DD, Auxiliary Bishop of Perth.

Members: Bishop Terence Brady DD VG, Auxiliary Bishop of Sydney; Bishop Joseph Oudeman OFM Cap DD, Auxiliary Bishop of Brisbane; Bishop David Walker DD MTh (Lon), Bishop of Broken Bay.

National Office Contacts as at 30 June 2012



Retired Auxiliary Bishop of Canberra/Goulburn, Bishop Pat Power; CSSA Director of Corporate Management, Ms Mary Jamieson; CSSA Administrative Officer, Ms Heather Grant; and, CSSA Policy and Research Officer, Mr Don Arthur

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- > **Librarian:**
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CSSA Member Organisations as at 30 June 2012

NSW/ACT

CatholicCare Hunter-Manning	Diocese of Maitland/Newcastle
CatholicCare Sydney	Archdiocese of Sydney
CatholicCare Wollongong	Diocese of Wollongong
CatholicCare Canberra & Goulburn	Archdiocese of Canberra/Goulburn
CatholicCare Social Services – Diocese of Parramatta	Diocese of Parramatta
Catholic Community Services	Public Juridic Person
Centacare Ballina (St Francis Xavier's Parish)	Diocese of Lismore
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 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 in NSW	CLRI (NSW)
Daughters of Charity of St Vincent de Paul	Trustees of the Daughters of Charity
Dunlea Centre, Australia's Original Boys' Town	Salesians of Don Bosco
Good Grief	Sisters of St Joseph of the Sacred Heart

Rosemount Good Shepherd Youth & Family Services	Good Shepherd Sisters
Marist Youth Care	Marist Brothers – Sydney Province
MaroniteCare	Maronite Eparchy of Australia
Marymead Child and Family Centre	Archdiocese of Canberra/Goulburn
Sisters of Charity of Australia	Sisters of Charity
Institute of Sisters of Mercy of Australia and Papua New Guinea	Sisters of Mercy of Australia and Papua New Guinea
Trustees of the Sisters of Mercy Parramatta	Sisters of Mercy - Parramatta
Sisters of the Good Samaritan	Sisters of the Good Samaritan
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 Francis Social Services	Franciscan Friars – Order of Friars Minor
St Joseph's Cowper	Sisters of Mercy - Grafton Congregation
St Michael's Family Centre Limited	Trustees of the Sisters of Mercy Parramatta
Trustees of Mary Aikenhead Ministries	Sisters of Charity of Australia
Trustees of the Presentation Sisters (Wagga)	Presentation Sisters

CENTRAL

Catherine House Inc.	Sisters of Mercy, Adelaide
Centacare Catholic Family Services Adelaide	Archdiocese of Adelaide
CatholicCare NT	Diocese of Darwin
Centacare Catholic Family Services Country SA	Diocese of Port Pirie
Mary MacKillop Care SA Ltd - Sisters of St Joseph Ain Karim	Mary MacKillop Care SA
South Australia Province of the Sisters of St Joseph	SA Province of the Sisters of St Joseph of the Sacred Heart

SOUTHERN

Catholic Society for Marriage Education	Archdiocese of Melbourne
Centacare Catholic Diocese of Ballarat Inc	Diocese of Ballarat
CatholicCare Archdiocese of 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 Geraldton	Diocese of Geraldton
Centacare Kimberley	Diocese of Broome
Centrecare Inc. Perth	Archdiocese of Perth
MercyCare	Sisters of Mercy - Perth
Personal Advocacy Service	Archdiocese of Perth
St John of God Healthcare Inc – Social Outreach and Advocacy	Sisters of St John of God
St Patrick's Community Support Centre (Fremantle)	Archdiocese of Perth

QUEENSLAND

Bridgeworks Employment and Training	Sisters of Mercy – Brisbane
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
North West Qld Indigenous Catholic Social Services (NWQICSS)	Diocese of Townsville
Sisters of Mercy Brisbane Congregation Leadership Team	Sisters of Mercy - Brisbane

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Australia