



ANNUAL REPORT 2019



CONTENTS

- 04 Archbishop's Message
- 05 Chairman and CEO's Letter
- 06 Our Purpose, Vision, Mission and Principles
- 09 Our Focus, Work and Approach
- 10 CCareline 13 18 19
- 11 Children and Youth Services
- 12 Parenting Services
- 14 Counselling and Relationship Services
- 16 Community Services
- 17 Employment Services
- 18 Senior Services
- 21 Carer Gateway
- 22 Clinical Governance
- 23 Volunteering
- 24 Services within the Catholic Community
- 26 People at CatholicCare
- 27 Our Supporters
- 28 The CatholicCare Board
- 29 The Executive Leadership Team
- 30 Financial Summary

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Archbishop's Message

'Never see a need without doing something about it.'

Mary Mackillop, Australia's first saint

CatholicCare is the social services agency of the Archdiocese of Sydney. The organisation's mission is to follow in the footsteps of Christ and promote dignity, strengthen families and connect communities.

CatholicCare today is one of Sydney's larger social services agencies. It serves hundreds of people facing crisis or disadvantage: those who are aged and in need of care or companionship; those with mental health concerns; those who seek support with parenting or a relationship breakdown; those who have a disability; and those who require assistance with addiction.

Additional to this very important work, CatholicCare leads the Archdiocese in acts of love and compassion. A notable and very tangible expression of this work has been CatholicCare's leadership of a Sydney-wide collaboration that aims to end rough sleeping in our city, the End Street Sleeping Collaboration. This initiative gained strength when a coalition of Catholic social services and health care organisations coming together to work on the seemingly intractable problem of loneliness. It now has the support of the Institute for Global Homelessness, the NSW State Government, City of Sydney and our city's largest homelessness organisations. The End Street Sleeping Collaboration has grown from being a very good idea, to becoming an independent entity driven by a joint commitment from all parties to halve street sleeping by 2025 and to end it by 2030 right across NSW.

Throughout these times of change, we rely upon CatholicCare to show leadership, humility and love, working every day with those who are vulnerable or in need and acting as an advocate for the silenced and for those who have become disheartened.

May God continue to bless this work, those who serve and those who are served.



A handwritten signature in black ink that reads "Anthony Fisher, OP".

Most Rev Anthony Fisher OP
Archbishop of Sydney

Chairman and CEO's Letter

CatholicCare envisions a society in which we all feel supported and valued, irrespective of age, beliefs and abilities. It is this vision that informs all that we do in our work every day.

Over the last year, CatholicCare has continued its significant program of reform, responding to a combination of shifts in community need and new policy directions from government. We have also pursued opportunities to create innovative practice models by harnessing our clinical expertise and deploying it more widely using new technologies.

Family Spirit, the new social enterprise partnership between Marist180 and CatholicCare that launched on 1 July 2018, saw its first full year of operation. Family Spirit cares for around 100 children in foster care, facilitates adoptions as one of only three accredited adoptions agencies in NSW and works directly with birth families on preservation of their family unit. Family Spirit is a shining example of how collaboration between two value-aligned agencies can improve organisational sustainability and the wellbeing of those we care for.

Other collaborations included CatholicCare working on behalf of the Archbishop to facilitate the End Street Sleeping Collaboration and the very important work that CatholicCare and Sydney Catholic Schools are doing to improve the wellbeing of the children in the schools network. Additionally, CatholicCare's new Community Development team commenced working with parishes to assist with the conversion of underutilised church properties into social housing.

Important progress has been made during the year on CatholicCare's systems for the evaluation of outcomes. This will guide us to provide even more improved care to our clients. We have introduced a new volunteer service to regularly check on the wellbeing of seniors waiting for government funded services; and have further upgraded our free-to-all-callers CCareline 13 18 19 service, the number to call for help finding help.

During 2019, CatholicCare won a very significant tender with the Federal Department of Social Services to develop and operate a telephone and web counselling service that provides care and support to carers all over Australia. The national reach and digital innovation demanded of this program is strategically significant for CatholicCare and complements our many years of telephone counselling experience with Parent Line NSW and CCareline.

Our most sincere gratitude goes to the Boards of CatholicCare, AccessEAP, Family Spirit and our Foundations. When an organisation's program of innovation is as ambitious as ours, Boards are called to go above and beyond and we are grateful for the stewardship our board members have provided.

We would also like to acknowledge and thank members of the leadership and management teams; members of our Clinical Advisory Committee; our staff and our volunteers; our donors and benefactors; the State and Federal Governments and their agencies. Together, we work to realise our vision for a more loving society.

A handwritten signature in black ink that reads "Richard Haddock AM".

Richard Haddock AM
Chairman, CatholicCare Sydney Board

A handwritten signature in black ink that reads "Mark Phillips".

Mark Phillips
CEO, CatholicCare



Our Purpose

Guided by the Archbishop, we lead and assist the Sydney Catholic community in works of love and charity, supporting those who are vulnerable or in need.

Our Vision

A society in which everyone is valued and supported.

Our Mission

In the footsteps of Christ, we promote dignity, strengthen families and connect communities.

Our Principles



We preserve human dignity, affirming that each person is loved and respected.



We nurture the common good, fostering relationships so everyone has a sense of belonging.



We value subsidiarity, supporting people to make their own decisions about their lives.



We walk in solidarity with others, putting ourselves in their shoes and understanding their needs.





Our Focus

- We care for people of all ages and all beliefs.
- We help people who are in the most vulnerable situations; those who are falling between the cracks and for whom the care they need is not otherwise available.
- We also provide some services that are more commonly available. We do so where the services assist us to fulfil our mission and can be provided competitively and used to support our other activities.
- We seek enduring, not temporary, improvements in people's wellbeing. We do this by providing strategies, tools and other assistance that enable people to support themselves and those in their care, and to be connected to community.
- Our principal focus is to help the people of Sydney. Increasingly, we will use technology and form partnerships to provide care and support to people across NSW and Australia.

Our Work

We fulfill our purpose in a variety of ways.

- We provide direct care and support to people in need.
- We provide services that enhance the capacity of individuals, families and communities to care for and support themselves and each other.
- We collaborate, advocate and provide leadership for systemic change in support of the vulnerable and needy.

Our Approach

- The people we serve are at the centre of all that we do. We seek a shared understanding of what being person-centred means, including engaging clients in the co-design of services.
- We aim to achieve best practice outcomes for our clients, which means being prevention focussed and evidence and trauma informed.
- Our staff and volunteers are our most important assets. We engage and develop our people, including assisting them to acquire new competencies.
- We hold ourselves to account by measuring and reporting the impact we have on the wellbeing of the people we serve.
- When providing services, we are aware of the importance of offering value for money. It is a priority for funders and allows more people to access our assistance. We are alert for opportunities to lower our costs and to incorporate technology and innovative practices into our service delivery.
- We seek diverse sources of funding to ensure our sustainability.
- We increase our impact by using the capability present within the wider Catholic community. Wherever practical, we look to collaborate with parishes, schools and other Catholic agencies. We also partner with non-Catholic organisations where this provides the best support to our clients.
- We create pathways for volunteers and students to join us in our mission wherever practical.



CCareline 13 18 19

When times are tough, most people don't know how to start solving their problems.

CCareline provides professional and caring phone-based advice, advocacy and referrals.

This innovative service was established in 2017, to help people who were having difficulty finding their way through the new government systems for aged care and disability services. Yet, once the phone lines opened, we found that people with all manner of problems called.

The CCareline team receives over 20,000 calls per year from people who are facing trouble in their relationships; people who are ageing, isolated and lonely; people struggling with parenting; people who face challenges like family violence, mental health problems, disabilities or addictions.

In response, we've extended the CCareline service, developed a directory of social services across Sydney, and added crisis counselling to provide immediate support to those in need.



2,333 calls from seniors who needed companionship, practical in-home help or assistance navigating the complicated aged care system



1,085 calls from people seeking help with parenting, some of whom were on the verge of having their children removed into care



2,281 calls from people seeking counselling and family dispute resolution



378 calls from men who had been perpetrators of family violence and were looking to change



538 calls from people needing to find specialist services for children with disabilities



563 calls for help with addictions or financial relief, help finding shelter or food

Children and Youth Services

Children and young people need help to reach their full potential at all stages of development.

Our programs support vulnerable children, young people and their families.



18 young people participated in Cook and Phillip Literacy Programs, successfully graduating with TAFE Certificate I, II or III qualifications



800 young people accessed services and activities facilitated by the Cook and Phillip Literacy Program



200 young people participated in the City of Sydney community events



86 children were provided with 1,345 hours of clinical therapy services

This year nine young people received one-to-one support through the **Cook and Phillip Literacy Program**. This program facilitates supported education for young people not currently connected with a formal learning or training provider. The program takes into consideration the systemic and personal barriers experienced by young people and encourages their unique skills, abilities and aspirations. Young people who have experienced a range of obstacles to mainstream education, such as homelessness, childhood trauma and family breakdown, can enrol for nationally recognised qualifications through TAFE Digital and graduate from a variety of Certificate I, II and III courses.

In addition, a further nine young people successfully completed the **Youth Campus Program**; a partnership with Woolloomooloo PCYC and TAFE Digital. They graduated with their Certificate I Access to Work and Training and Certificate II in Business. The program also participated in a range of community development activities and events such as Woolloomoolivin' – an Urban Arts and Culture Festival, and hosted the City of Sydney Youth Week celebrations which attracted over 200 young people.

In July 2018 the Early Intervention NDIS Therapy Service was remodelled to enable clinical services to be offered to clients of all ages. Now operating as **Clinical Therapies**, the team continue to provide children living in South West Sydney with therapies from our own Occupational Therapists and Speech Pathologists. We also offer services for children with a disability and their families to meet their individual needs, including allied specialist services and supported group therapies. This year the clinical therapies service saw 86 children across our services, providing 1,345 hours of service.



Parenting Services

Being a parent is one of life's most rewarding experiences – but it can also be the most challenging.

Our qualified counsellors and educators provide a range of parenting and life skills education programs as well as counselling for individuals, couples and families.



35 young mothers received help through The HOPE Program which continues to achieve 100% family preservation



8,615 calls from parents and carers to Parent Line NSW which is a 10% increase from the previous year



868 participants attended Parent Education Programs in 21 locations across Sydney



993 families from the inner-west and south-west were helped by Family Support

Our **Pregnancy Counselling and Support Service** helps women and families within the Bankstown local government area through a counselling and case work model. Issues that expectant mothers present with can range from struggling with mental health concerns, relationship issues, social isolation and domestic and family violence. With this type of support, families can protect the health and wellbeing of their unborn children and strengthen parent relationships; both with each other and their babies.

The **HOPE Program** continues to offer specialist community based pregnancy and parenting support. The program is for vulnerable young women, aged 16 - 20 years, who are pregnant or have a child under the age of two. The program works with young mothers who experience domestic violence, poor mental health, homelessness, substance misuse or have a history of complex trauma. This year, 35 young women have received support. The program has grown in referrals and capacity and continues to build working relationships with other agencies in the community. Over the past year the program has facilitated supported play groups, parenting groups and activity days for the young mothers in the program. As in past years, there continues to be 100% family preservation for families in the program.

Our **New Parents Program** helps expectant mothers and parents in the Fairfield local government area with children up to three years. Common stressors identified by our families include isolation, coping with becoming a new parent and understanding their child's developmental needs. Through individual casework including home visits and group work, we have assisted parents to feel confident as they enter the next level of their parenting journey.

Parent Line NSW is our telephone counselling service providing immediate access to parenting help across NSW. The service is available seven days a week for parents and carers with children aged 0 - 18 years. This year, Parent Line NSW handled calls from concerned parents, relatives, carers and professionals working with children. Average call length to the service has increased from 23 to 25 minutes, reflecting greater call complexity and more contacts from parents affected by complex trauma which is impacting on their parenting. Parent Line NSW had 8,615 contacts to the service this year, and celebrated its 25th anniversary of providing support to the families of NSW.

Our **Parent Education** team delivered parenting courses and seminars to 868 participants in 21 locations across Sydney. Our program offers ten different courses across our sites and with community partners. We have also delivered a number of short seminars to schools and child care centres. Courses such as Circle of Security, 1-2-3 Magic and Emotion Coaching are designed to equip parents with skills to build positive relationships between themselves and their children across different developmental stages. We also encourage grandparents and those in a caring role to attend as the holistic benefits help to build security and positive attachment

Top Parenting Concerns

During the reporting period, we have seen significant numbers of parents seeking help to address:

- Relationship stress
- Child and adolescent mental health concerns
- Managing challenging behaviour
- Parent/carer mental health concerns which are impacting parenting capacity
- Parent/carer toxic stress affecting parenting capacity

for children. Our parent education staff also train family work practitioners to deliver two courses: My Kids and Me groups for families whose children are in out-of-home care and; Keeping Kids in Mind groups for parents experiencing medium to high levels of conflict post-separation. The team trained 114 staff across NSW and Victoria including regional areas. The Keeping Kids in Mind and My Kids and Me parenting courses, developed in partnership with other CatholicCare agencies, have been internationally recognised and listed on the California Evidence Based Clearing House (Child Welfare).

Our **Family Support** services, which operate in the inner-west and south-west, worked with 672 families who have children aged 0 - 15 years. Key stressors for these parents include domestic and family violence, housing, financial issues and mental health concerns. There were 321 participants in our parenting and psychoeducation groups such as educating women around domestic violence.




Our **Intensive Family Preservation** services in the inner-west and south-west of Sydney continue to support families with children aged 0 - 18 years. They specialise in families at risk of having their children placed in out-of-home care, or living with an authorised carer where there is placement instability. They also provide an intensive service for restoring children to their family.







Counselling and Relationship Services

Throughout life, everyone is presented with challenges. Our experienced counselling and family law service team help individuals, couples and families to achieve positive changes in their lives.

Common issues addressed in counselling include family transitions, communication issues, work/life balance, conflict, parenting after separation, grief and loss and decision making.

-  1,115 counselling sessions for 328 individuals across five locations
-  255 new Men and Family Relationship Services clients in 872 sessions
-  579 new clients benefited from Family Dispute Resolution services
-  2,600 occasions of service from the Bankstown Family Relationship Centre

-  750 Sydney Children's Contact Service sessions for parents and children
-  70% of adults who participated in Family Recovery reported a reduction in alcohol, drug or gambling use for their family
-  58 people supported by Gambling Help
-  113 clients assisted by the Financial Counselling Problem Gambling Program

Counselling Services support individuals, couples and families experiencing relationship and parenting issues, domestic and family violence and mental health concerns. Our **Family Law Counselling Service** helps people with relationship difficulties to better manage their personal or interpersonal issues to do with children and family during separation. All counselling services focus on safety and the best outcomes for children. This year, we facilitated 1,115 counselling sessions for 328 individuals across five locations. The program continues to work in partnership with the NSW Department of Justice and Victims Services along with other community based agencies and services.

Our **Men and Family Relationships** team had 255 new clients in 872 sessions. The team worked with men using violence in their intimate relationships, men who have committed an aggressive crime and with women whose relationships have been impacted by violence. In line with the Premier's priorities, we successfully tendered with NSW Justice to undertake a new program aimed at reducing the number of domestic violence repeat offenders presenting at court before they are sentenced.

Our **Family Dispute Resolution Service** is celebrating 30 years of service to the community, as CatholicCare was one of the first agencies to introduce family mediation to Australia in 1989. Our professional, accredited team provided over 2,000 occasions of service, helping 579 new clients to mediate post-separation parenting and/or property matters.

Bankstown Family Relationship Centre provides a range of relationship services for children and parents. The cross-disciplinary team partners with legal and community organisations to support families who may be impacted by separation and family violence. Through information sessions, post-separation case management, family dispute resolution, free legal advice, and child inclusive practice, over 2,600 occasions of service were provided. The Culturally Appropriate, Legally Assisted (CALA) mediation pilot had a successful evaluation and we are one of only eight national sites piloting innovative models of family dispute resolution.

Sydney Children's Contact Service supports parents and children in the family court system by providing supervised contact or changeovers through an integrated case management approach. The specialised team provided over 750 occasions of service, supporting families to develop and maintain safe and child focussed parenting relationships. The service has also assisted families to move to self-managed parenting arrangements.

Through the **Family Recovery** service, we work with family members and significant others who are impacted by someone's alcohol, drug or gambling use. This year 95 adults and 63 children and young people took part in over 920 individual or group counselling sessions. 60% of young people who participated showed positive improvements in their lives. 70% of adults reported a reduction in alcohol, drug or gambling use for their family. The program also assisted NSW Ministry of Health in the development of a range of resources for families affected by alcohol and drug use.

58 people were supported with 359 counselling sessions as part of **Gambling Help** this year. The service assists people affected by gambling behaviours and associated issues. 75% of those people who engaged with the service reported a reduction in their gambling behaviours.

The **Financial Counselling Problem Gambling Program** assisted 113 clients this year, providing 609 occasions of service. The program provides information, advice and advocacy to people in financial difficulty, especially those impacted by problem gambling. Financial Counselling also works with individuals and families who are impacted by another party's gambling use. The program uses a holistic approach to alleviate financial stress, addressing the underlying life factors contributing to the hardship. The program also strives to build long-term financial capability, with 95% of clients who engaged with the service reporting increased capacity to better manage their finances.



Community Services

CatholicCare offer a broad range of community services that enhance the capacity of individuals, families and communities to care for and support themselves and each other.

Our caring and compassionate teams provide the help needed to live a full and rewarding life.



566 occasions of service for the ClubCare program



2,000 hours giving support to 83 individuals with NDIS services



100 clients supported by Tree of Hope

The **ClubCare Program** takes an outreach approach to services aimed at vulnerable people in a club environment, giving easier access to services, especially for community members experiencing barriers. This year, the ClubCare team helped patrons 566 times with issues such as gambling related harm, financial stress and family and domestic violence.

Throughout the year the **Personal Helpers and Mentors Program (PHaMs)** helped 54 people who live with a mental illness, supporting them on their journey to recovery. The program worked one-on-one with participants to understand their individual needs and goals and assist participants to apply for NDIS services. PHaMs also delivered support co-ordination under the NDIS to eligible participants. For participants not eligible for the NDIS, PHaMs offers a time-limited period of case management help, assisting clients through mentoring, psychoeducation, assistance with referrals and linking clients with appropriate services. On 1 July 2019 the government ceased funding for this program. Clients have either been transitioned over to the NDIS or now receive support through other CatholicCare programs, or other mental health programs in the community.

Our **NDIS Support Coordinators** assist individuals with an NDIS plan to link to appropriate services, helping them to achieve their goals. This year, our support coordinators provided over 2,000 service hours working with over 80 clients at any one time.

Our **Tree of Hope** pastoral care program has been operating for over 20 years. The program provides opportunities for people living with HIV/AIDS to build relationships and organise activities along with family members, carers and loved ones. Our work includes community gatherings, such as lunches and dinners, excursions, annual retreats and an annual World AIDS Day celebration. We have a regular pool of around 30 members who attend gatherings and about 100 clients from the HIV sector. We continue to reach out to members of the community affected by HIV who may be in need of pastoral or community support.

Employment Services

For over 20 years Centacare has helped people with intellectual disabilities find satisfying and meaningful work, learn life skills and connect with the community.

Our employees enjoy the sense of satisfaction that comes from meaningful work.

Centacare Work. Learn. Connect. provides meaningful employment opportunities for 75 participants with intellectual disabilities and/or mental health issues. We offer a variety of roles including packing and assembly in our workplace, garden maintenance and office cleaning.

Over the past 12 months Centacare has broadened its scope to include new training and work experience opportunities.

Our training department now offers two programs: Life Skills and School Leaver Employment Supports (SLES). 50% of our employees attend our Life Skills Program in our newly renovated training centre. Over the past 12 months we have concentrated on domestic skills, travel and financial management. Our SLES Program commenced in the second half of the year and we now have six students preparing themselves for open employment.

We have started preparing for future students and supported employees, by initiating work experience



75 Centacare participants in employment and training



50% of our employees participated in the Life Skills Program



6 students in the SLES program



157 students and 33 teachers participated in our Solidarity Program

programs with three local disability high schools. The 20 students who visit Centacare each week work alongside our supported employees and gain new skills and experience to help them as they transition from the classroom into the real world.

In April this year we commenced our Solidarity Program, providing high school students from elite colleges with the opportunity to spend a day with our supported employees. The students and their teachers work alongside our supported employees and help our life skills students in their training sessions. The program has been beneficial to the students, teachers and everyone at Centacare.

The Centacare Holiday Program ran again in January, providing participants with care and social support while our supported employees are on vacation. Many of our cohorts attended off site events such as dances, football, movies and a handful represented Australia at the Order of Malta summer camp for young people with a disability in the Asia and Pacific Region.



Senior Services

CatholicCare provides practical and social services tailored to meet individual needs and assist those wishing to remain in their own homes to be happy, healthy and enjoying life to its fullest.

Research tells us that an absence of social interaction for older people can lead to higher levels of the inflammatory factors that may lead to Alzheimer's, cancer and heart disease. We also know people fare better if they remain at home for as long as possible. Our care workers are available to assist older people in their homes on a daily, weekly or ad-hoc basis, helping to maintain a vital sense of dignity and wellbeing.

This year, our **Senior Services** team assisted more than 2,000 older people with a range of services including personal care and domestic assistance in the home, transport to appointments, nursing care and social support. We also helped older people at risk of homelessness and delivered care to almost 1,000 frail people leaving hospital. In all, we provided nearly 180,000 hours of ageing support this year.

Our flexible services include personal care, in home help, transport and social outings, all enabling individuals to live their life, their way.



2,000 seniors were assisted by our team this year



85 Seniors Ministry presentations were delivered in parish communities to more than 2,000 parishioners



1,500 'Wellbeing Calls' have been made by volunteers to existing clients



95 volunteers support seniors



318 people helped through the Community Visitors Scheme and Commonwealth Home Support Program



89 seniors were supported by the various health professionals within the clinical therapies team

The way that government funds these services has changed and individuals must directly seek assessment and approval to receive funded services. There is also a long waiting time for many of the funded services once approved. The process of engaging with a government department can be daunting, particularly for seniors who don't have any family to help, where English is their second language or who have some early cognitive impairment.

With the endorsement of the Archbishop and the College of Consultors, a Seniors Ministry Team of experienced staff has been established to support seniors with integrated care, assistance and advice. Through our Seniors Ministry we are utilising our resources to engage directly with the Catholic community, taking our knowledge of how to support seniors to parishioners themselves and the seniors they may already be assisting through Parish Pastoral Care teams. Over the year, we have attended Deanery meetings and delivered 85 Seniors Ministry presentations in parish communities to more than 2,000 parishioners.

The key message is the value of our seniors, as well as our role as a church in providing care, support and community to seniors as they age. The team describes how to navigate the My Aged Care system, the extensive waiting time to be allocated funding and the importance of seeking help quickly. We encourage calls to CCareline 13 18 19 to seek support with the funding process either over the phone or through an in home visit from a Home Care Specialist.

In due course, we will look at expanding the range of services within the Seniors Ministry to enable the Church to truly 'put its arms around' people as they age. In particular, we are keen to:

- Reduce the impact of loneliness that accompanies ageing by expanding our range of volunteer roles and services
- Broaden our services to increase the feasibility of ageing people being able to stay in their own home
- Expand our in-house palliative care via chaplaincy and practical guidance

Our **Senior Volunteers Programs** gives 95 volunteers the opportunity to make an extraordinary difference in people's lives; people who otherwise may feel lonely or isolated from the community. Together, the **Community Visitors Scheme** and **Commonwealth Home Support Program** assisted 318 people living at home or in an aged care setting, providing over 14,000 hours of social support.

Volunteer roles, not funded as part of government programs, have been established in response to the 'gaps' we are seeing in the aged care system. There are extensive waiting times for many of the in-home aged care services which mean that when we are asked for help we are unable to find timely government support for seniors. To date, 1,500 'Wellbeing Calls' have been made by volunteers to existing clients and those waiting to receive government funding.

The Early Intervention NDIS Therapy Service moved into the Home Care Division in July 2018 as a strategic alignment of clinical services to be provided across CatholicCare programs. Allied Health Services now operate as Clinical Therapies. Seniors may now access **Clinical Therapies** which include our own nursing services, occupational therapy, physiotherapy and speech pathology.

Clinical management of clients is a significant consideration in accreditation and quality assurance processes across all of our programs. In house clinicians assist the maintenance of clinical care for clients directly through individual therapy and providing support and guidance for non-clinical staff involved in the client's management.



Carer Gateway

Caring for a loved one who is ill or living with a disability is often deeply rewarding, but it can also consume a lot of time, be physically and emotional draining and lonely. The Carer Gateway Service was introduced to take care of the carers.

The Australian Government is introducing a range of new tailored supports and services for carers who look after a person with a disability, mental illness, chronic condition or an older person who is frail.

CatholicCare tendered for two of these new services in April 2018; a Digital Counselling Service and Online Community Forum. We were successfully appointed to create these new services in August 2018.

Carer Gateway Counselling Service

This telephone-based counselling service has been designed to operate nationally from 8am to 6pm weekdays. Staffed by experienced, professional counsellors, carers are supported with evidenced-based therapy to manage daily challenges, reduce stress and strain and plan for the future. Carers also have access to a website with self-help articles to use, in conjunction with therapy.

The service enables carers to have an online account to access notes made for them by counsellors, including links to additional resources. Carers can also see their appointment times and make changes to sessions without having to make a phone call.

The Carer Gateway Counselling Service went live on 1 July 2019.

Amongst other services offered, CatholicCare was appointed to provide two key services, a free digital counselling service and an online community platform, to support people in their caring roles.

Carer Gateway Community Forum

Research shows that carers, at times, feel isolated and alone in their caring experience.

The Community Forum is an online community designed to connect carers to each other in a safe, anonymous space to share knowledge, support one another emotionally and feel connected. The Forum has been designed to be available online 24/7 to allow carers to post about their experiences, both positive and negative. Other carers can add helpful comments, support those who are doing it tough, and offer tips that they have found useful in similar situations.

The Forum is moderated by a trained team of professionals who ensure the space remains safe and respectful. Moderators can also provide important referral sources for carers needing immediate support.

The Forum went live in late 2019.



Clinical Governance

As care needs for our clients become more complex, CatholicCare understands that it is important that there is clear guidance for both staff and our clients.

The Clinical Advisory Group brings together clinicians, allied health professionals, and other healthcare staff to provide expert advice to improve the quality, safety, consistency and access of services provided by CatholicCare to our clients.

Community services organisations benefit from client and community trust that they provide quality and safe services. With the increasing complexity and breadth of service provision, it is critical to fulfil this trust by ensuring robust clinical governance. Clinical governance acts as the backbone to quality and safe clinical care.

CatholicCare provides a broad range of services to clients within the community and in-home contexts.

While traditionally considered a community service organisation, as distinct from a healthcare organisation, it is critical to acknowledge that components of CatholicCare's service delivery include clinical care. This includes clinical services such as psychology, nursing, occupational therapy, speech therapy and other allied health services.

CatholicCare may be supporting clients with daily living tasks and over time this may evolve into more complex clinical care as needs change, particularly within the in-home aged care context. As care needs increase,

become more complex, or more clinical in nature, it is important that there is clear guidance for staff and clients.

The CatholicCare Sydney Clinical Governance Framework is designed to articulate the overarching principles and components of CatholicCare Sydney's Clinical Care Governance. It reflects CatholicCare's commitment to quality clinical outcomes and holistic service delivery. Fundamental to this commitment is having systems in place which are integrated into the day to day practice of all stakeholders including Board Members, Executives, Senior Management, Allied Health and Health Professionals, Case Managers, Care Workers, subcontractors and, where relevant, clients.

CatholicCare Clinical Advisory Group

The CatholicCare Clinical Advisory Group (CCAG) is responsible for providing expert advice and strategic direction to the Executive Leadership Team and where required the Board. The CCAG brings a valuable perspective to the work we do in helping our community with relationships, parenting, ageing, disabilities, addictions and mental health concerns. The CCAG commenced in June 2018 and is comprised of industry experts, currently including:

- Professor Jo-Anne Brien - Conjoint Professor of Medicine at St Vincent's Hospital Clinical School, UNSW; Chair in Clinical Pharmacy (St Vincent's Hospital) at the University of Sydney
- Professor Don Chisholm - Honorary Endocrinologist, St Vincent's Hospital; Professor, UNSW (conjoint appointment)
- Professor Steevie Chan- Associate Dean Sydney Clinical School and Head of Student Matters at the University of Notre Dame

CatholicCare also acknowledges past CCAG participants Associate Professor Joe McGirr and Doctor Cynthia Turner for their valuable contribution. The skills and experience of this group is already proving invaluable in guiding development and monitoring clinical quality, safety and improvement of our practices.

Volunteering

Volunteers are an essential part of CatholicCare's work, bringing the gift of their time and skills to services across the organisation every day. Coming from many different backgrounds and age groups, from students to retirees, they all play an important role in enhancing the care provided to our clients.

It's the little things that count. While an hour of your time may not seem like much, it can be a priceless contribution to someone else's life. Choosing to donate your time to others is a rewarding experience that not only enriches lives but can also bring great satisfaction. CatholicCare volunteers maintain social connections, support and companionship to our clients, and to each other.

This year CatholicCare volunteers have helped by:

- Providing social support to seniors by visiting them in their homes or nursing homes
- Transporting clients to hospital to attend appointments
- Helping with child minding groups so parents can attend education and support sessions
- Making regular wellbeing calls to seniors to check in, provide support and link them with services
- Assisting our finance team with improvement projects
- Supporting retired priests

Call us on **13 18 19** to find out how you can become a volunteer. We seek enthusiastic people between the ages of 18 and 80 years to assist in various Sydney regions.



188 CatholicCare volunteers



Over 16,000 hours of volunteering

We are looking for enthusiastic volunteers between the ages of 18 and 80 years to give their spare time to vulnerable people living in various Sydney regions.

Options may include: providing seniors with companionship, check-in calls, transport or work around the house; help at playgroups and with children's community events or with child-minding while parents attend training programs; or putting your professional skills to work in our community to help people facing disadvantage or crisis.

We're also looking for community fundraisers with a talent for organising events, or connecting people to our cause.

Call us on **13 18 19** to find out how you can become a volunteer.

Services within the Catholic Community

Our vision of a supported community directly reflects the belief of our founders; that the disadvantaged, distressed and devalued in society deserve the best professional care from the Church.

Catholic Social Teaching informs our mission and our work. We believe that every person is of infinite value and worth.



64 counsellors based in 120 Catholic Schools



5,961 students aged 5-18 years received counselling



277 students across 25 schools took part in the specialist Student at Risk program



18 additional counsellors joined the team



5,058 group-based and individual sessions to 843 couples across 12 locations within the Archdiocese



70 pre-marriage sessions of Natural Fertility Services for engaged couples

For over 75 years, we have walked in solidarity with individuals, families and communities. Our mission, that 'in the footsteps of Christ, we promote dignity, strengthen families and connect communities', guides us every day. A fundamental part of this work is serving Catholics throughout the Sydney Archdiocese.

The **Community Engagement** team continues an outreach program designed to take CatholicCare's message to the grassroots of our communities.

The Community Engagement team works closely with parishes and schools, builds connections with other Catholic agencies and collaborates with Catholic health and social services providers. The aim is to create awareness of CatholicCare's social services within the wider Catholic community.

Backed by the team who deliver our **13 18 19** CCareline number, CatholicCare is working hard to ensure that any Catholic facing distress, crisis or disadvantage is aware that help is available to them.

We have 64 counsellors based in 120 **Catholic Schools** in the Archdiocese of Sydney. This year, they provided support and counselling to 5,961 students aged 5-18 years, both individually and in groups. Common issues for students include mental health concerns, family issues and social skills. Counsellors also work with students to manage study and exam stress. Our specialist **Student at Risk Program** in eastern and southern Sydney supported 277 students across 25 schools throughout the year. **Natural Fertility Educators** visited 39 primary schools and presented 69 puberty sessions.

In 2018, CatholicCare and Sydney Catholic Schools strengthened their partnership to promote student wellbeing, with the implementation of **Counsellors in School Communities** in all Sydney Catholic Schools between 2018 and 2020. In the Counsellors in School Communities model, the counsellor is a mental health

resource, offering services such as individual counselling and group work for students, advice and presentations to staff and parents, and assisting with external referrals. In 2020, the plan is for every primary school in the Archdiocese of Sydney to have a CatholicCare counsellor, at a ratio of 1:1000 students. As a result, in 2018 an additional 18 counsellors joined the program. In addition to the direct counselling service, CatholicCare has embarked on identifying additional wraparound services, such as Parent Talks, to support school communities.

For adults, our **Marriage and Relationship Education Program** offers courses in two formats (groupwork and individual couple) to help couples prepare for marriage by building their skills and assisting them in navigating the potential challenges of married life. Couples have the opportunity to strengthen their connection and friendship, develop their emotion regulation and communication skills, and have meaningful conversations about the sacrament of marriage. Our focus is on helping couples see beyond the big day and towards their life journey together. This year we delivered 5,058 group-based and individual sessions to 843 couples across 12 locations within the Archdiocese. Our team consists of 20 professional educators passionate about marriage and relationship education.

Natural Fertility Services provides effective, healthy and modern approaches to managing fertility by assisting couples to achieve or avoid pregnancy, naturally. We facilitated natural family planning education to couples through face-to-face and online sessions. The program presented 70 fertility awareness sessions at CatholicCare's pre-marriage courses. We also offer accredited training for new educators in the natural family planning sympto-thermal method, and Family Life Educators.

Fertility Services facilitated over 60 Puberty Education presentations for students and parents in 32 Sydney Catholic Schools.

People at CatholicCare

People are the heart of CatholicCare. Without our staff, we would be unable to offer the myriad of services to the people we serve.

At CatholicCare we're fortunate to have very loyal staff and volunteers dedicated to exercising the ministry of charity.

Our staff and volunteers are united by our mission to promote dignity, strengthen families and connect communities. Our team of over 500 staff and 180 volunteers work in the communities we serve. We have a diverse staff at CatholicCare who speak over 50 languages, reflecting the diversity of the people we serve.

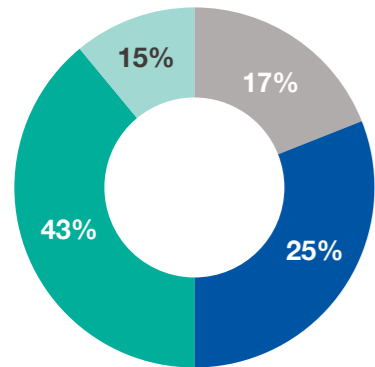
We offer a range of challenging and rewarding employment and volunteer opportunities for people who want to make a real difference. Our passionate frontline staff are youth workers, social workers, counsellors, aged care workers, nurses and more, backed by our dedicated operational teams in areas such as finance, IT, human resources, marketing and fundraising.

Many of our front-line staff as well as our management team have been with CatholicCare for a long time, and have dedicated their career to the not-for-profit/for-purpose sector. We value their dedication to this greater good. Congratulations to our longest serving staff member of 30 years, Sharron Matayalo, Executive Manager Families, on reaching this incredible milestone!

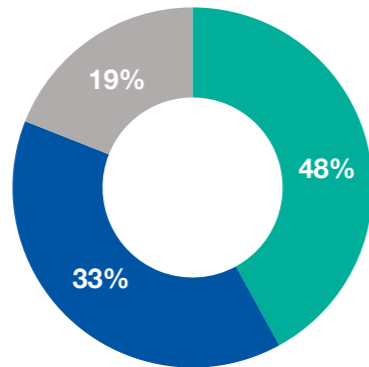
Employees Demographics



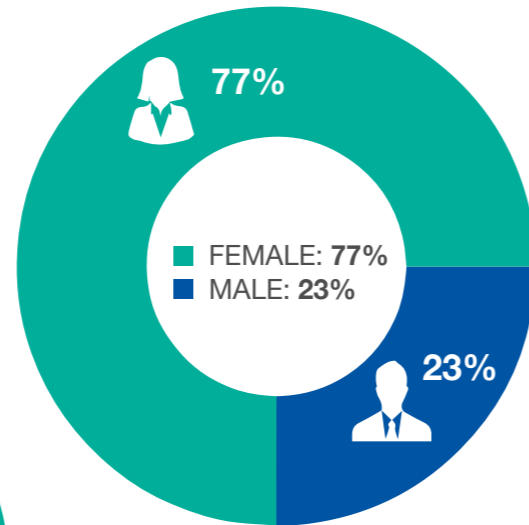
530
EMPLOYEES



■ In families and children: 43%
■ In aged care: 25%
■ In disability: 17%
■ In supporting roles: 15%



■ Part time: 48%
■ Full time: 33%
■ Casual: 19%



Average length of service: 5.7 years
Longest current service: 30 years
Age range: 20 to 76 years
Average age: 46 years

Our Supporters

Blackmores Sydney Running Festival

77
PARTICIPANTS

\$21,551.58
RAISED FOR CENTACARE

City 2 Surf

54
PARTICIPANTS

\$18,176.36
RAISED FOR HOPE

Gift of Goodness

66
PARTICIPATING SCHOOLS

\$77,979.25
RAISED FOR HOPE

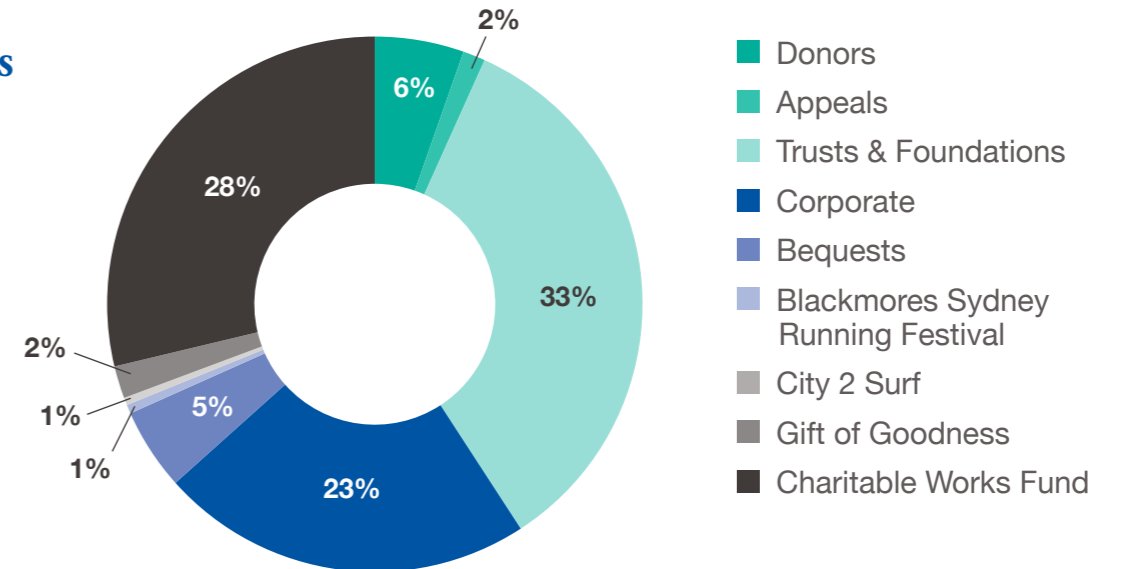
Gift Hamper Supporters

- St Vincent's College, Potts Point
- St Patrick's College, Strathfield
- Santa Sabina College, Strathfield
- Bethany College, Hurstville
- Our Lady of the Sacred Heart, Kensington
- Catholic Commission for Employment Relations

Donors (>\$1,000)

- Access Programs Australia
- Aged Persons Welfare Foundation
- Betty Wade Charitable Trust
- CatholicCare Foundation
- Charitable Works Fund
- Challenge Sydenham-Bankstown Ltd
- City Tattersalls Club
- Club Burwood RSL
- Curran Access Children's Foundation
- Harris Farm Markets
- Makinson & d'Apice
- Milton Corporation Foundation
- Perpetual IMPACT Grants
- Phillips Family Foundation
- Radio Community Chest
- Tenix Foundation
- The Walter and Eliza Hall Trust

Donations 2019



The CatholicCare Board



Richard Haddock AM (Chair)

Richard began his professional life as a lawyer with Blake Dawson Waldron and went on to become Deputy General Manager at BNP Paribas. Richard is currently a professional company director and also serves on the boards of several charitable organisations including St Vincent's Curran Foundation and the Sisters of Charity Foundation.



Rev. Dr. Gerald Gleeson

Fr. Gerry was ordained a priest in 1978. Most of his priestly ministry was spent teaching philosophy and Christian Ethics at the Catholic Institute of Sydney. He served as CatholicCare Sydney's Director of Mission for several years before being appointed to the position of Vicar General for the Archdiocese of Sydney in 2015. Fr. Gerry has served on the boards of a number of organisations and was a member of the Australian Health Ethics Committee from 2006-12.



Michael Digges

Michael began his career as an industrial scientist. Today Michael is the Business Manager of the Archdiocese of Sydney, appointed by Archbishop Anthony Fisher OP in 2014. He holds Masters of Science and Australian Institute of Company Directors qualifications. Michael is also a member of the Sydney Archdiocesan Catholic Schools Board; a Board Member of the Catholic Development Fund; a Trustee of the University of Notre Dame Australia; and the Diocesan Financial Administrator for CatholicCare Wilcannia-Forbes.



John Leotta

John is a partner at Deloitte with over 30 years' experience providing audit and advisory services to leading Australian and international organisations, working closely with senior management, boards and audit committees. John has extensive experience leading the audits of major corporations operating in diverse industries and expertise across strategy, operations and finance.



Sr. Moya Hanlen FDNSC

Sr. Moya is a Daughter of Our Lady of the Sacred Heart and holds degrees in education and Canon Law. She has ministered in secondary education and religious formation and was privileged to serve her Congregation as Provincial Councillor and then as Provincial Leader. In 2005, she joined the Office of the Bishop, Wollongong, initially as Canonical Consultant and then, as Chancellor and Bishop's Delegate for Child Protection. She returned to Sydney in 2015 to assume a leadership role within her Congregation. Sr. Moya continues her work in Canon Law and is also a member of a number of councils for Catholic bodies. In 2014 Pope Francis bestowed on her the Cross of Honour "In recognition of distinguished service to the Church and to the Pope".



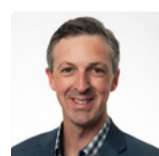
Greg Mackay

Greg worked with the Macquarie Group in Australia, the UK and Asia for over 20 years. His time with Macquarie saw him work in varied fields such as derivatives trading and funds management. Greg is currently a partner at Alfred Street Investment Partners and a director of Forager Funds Management. He is also a member of the St. Ignatius' College (Riverview) Council and Chair of the Finance Committee.



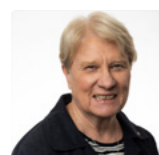
Madeleine Mattera

Madeleine is a partner and the Head of Financial Services at Grant Thornton Australia. She has a keen interest in helping organisations grow and succeed in an environment of evolving regulatory pressure, demographic shifts, financial technology innovation and changing consumer behaviour. Madeleine is a Fellow of Chartered Accountants Australia & New Zealand, a Member of the AICD and a Registered Company Auditor. She has over 25 years' of business experience and has also served as a member of the Good Samaritans Finance Council.



Graham West

Graham brings over 25 years' experience in the NFP and Government sectors as a CEO, Government Minister, Member of Parliament and consultant. Today, Graham is the Australian National President of the St Vincent de Paul Society and is the Chair of the International Vincentian Family Homeless Alliance, and through his consultancy, KB West Advisory, he works with several of Australia's leading social services organisations.



Sr. Ailsa Mackinnon RSM AM

Sr. Ailsa is a Sister of Mercy who has ministered in various roles in Western Sydney. After many years in educational leadership, including Principal at Our Lady of Mercy College Parramatta, Sr. Ailsa served as Congregation Leader for six years. She has recently retired from the position of Executive Director of Mercy Works after seven years of engagement in this development ministry. Sr. Ailsa is also the Vicar for Consecrated Life in the Diocese of Parramatta. Sr. Ailsa was appointed to the Board in November 2018.

The Executive Leadership Team



Mark Phillips (2016-Present) Chief Executive Officer BCom (Hons), MCom

Mark has a broad background in international financial markets and a proven track record in establishing, managing and growing businesses. His executive roles have included being Managing Director of ASX- Listed companies and holding senior positions with a major Australian bank. His non-executive roles have included directorships of companies in the banking, transport, insurance and property industries and he also has extensive involvement with not-for-profit entities.



Luke Stevens (2015-Present) Deputy Chief Executive Officer Diploma of Law (SAB), BA (Behavioural Science), Diploma of Teaching (Early Childhood)

Luke has more than 25 years' experience leading diverse business areas including finance, IT, HR, property and business development in both the corporate and non-profit sectors. Before joining CatholicCare, Luke was the Chief Executive Officer at Sydney law firm Bartier Perry. Prior to that, he held senior leadership positions in the early childhood education sector, including Corporate Services Manager with KU Children's Services.



Raymond Pak (2017-Present) Chief Operating Officer BSc, BCom, CAIB (Institute of Bankers)

With deep experience in the banking sector, Raymond has held senior leadership positions at financial institutions both in Australia and overseas. Raymond started his career in IT, quickly moving into corporate and institutional banking. Prior to joining CatholicCare Raymond held a senior position at a big four Australian bank.



Richard Melki (2017-Present) Chief Financial Officer BCom (Hons), MCom

Richard has held senior positions in the corporate and not-for-profit sector. Richard began his career in Banking (financial markets) and Funds Management before taking on the role as Head of Treasury and Management Reporting at Anglicare. Richard is also a non-executive director with the National Council of Churches in Australia Limited.



Kerryn Tutt (2016-Present) General Manager, Home Care BAppSc (Phy), MBA

Kerryn has held senior management roles in health care and the community sector, most recently serving as Executive Manager of Community Care for HCF. Prior to this she was National Ambulatory Care Manager with Australian Unity, responsible for allied health and community care services across NSW and Victoria. A qualified physiotherapist, Kerryn has also held senior hospital management roles with Healthscope and Ramsay Health Care.



Michael Everett (2019 - Present) General Manager Families BAsc (Leisure & Health), Ms Injury Mgmt, Grad Cert Org Change Mgmt

Michael has held senior operational and leadership roles in injury, health and wellbeing industries in both the UK and Australia, specialising in using technology to deliver clinical therapies and services. Michael's passion is focusing on where service users, technology and skilled practitioners intersect and looking at innovative ways to improve the client experience, and ultimately their outcomes.



Sharron Matayalo (1989-Present) Executive Manager, Family Services BSW, Cert IV Frontline Management

Sharron has worked in the community sector within CatholicCare for over 30 years. Currently working within the family services division, Sharron has also held management positions within child protection, domestic violence and case management programs.



Jennifer Cordingley (2017-Present) General Manager, Community Engagement BA, MBA, Grad Cert (Social Impact) ongoing

Jennifer has worked with some of Australia's largest retail and service brands in her own creative agency and earlier in multinational agencies. Recently Jennifer specialised in marketing-lead organisational change projects. Jennifer is a past board member of the CREATE Foundation and has held Committee positions with the Sydney Children's Hospital Foundation.



Anna Slowiaczek (2016-Present) Executive Manager, People at CatholicCare BA (Hons), Cert IV Human Resource Management, Cert IV Work Health and Safety

Anna has a background in people management in the not-for-profit and tertiary education sectors. Anna's career began in research and IP support at the University of Sydney. Before joining CatholicCare, Anna worked in HR management in independent medical research, most recently at the Centenary Institute.



Marcelo Steimbeisser (2019 - Present) General Manager Community Development

Marcelo joined CatholicCare with over 30 years of property development experience. Graduating from University of Technology, Sydney, as a Civil Engineer, Marcelo assisted some of the most prominent developers in New South Wales. He later moved into property development, gaining experience in master planning residential communities, aged care, retirement living and social/affordable housing.



David Stefanoff (2017 - Present) Executive Manager, Strategy Management BCom, BEc

David has 20 years experience in structured finance, investment analysis and risk management, having worked for ASX-listed entities as well as private investment companies. In addition, David has provided advisory services to small businesses going through rapid growth and/or change. David sits on the St Vincent's Hospital Human Research Ethics Committee.

Financial Summary

STATEMENT OF FINANCIAL POSITION

as at 30 June 2019

	2019	2018
CURRENT ASSETS	\$	\$
Cash and cash equivalents	1,725,812	13,248,729
Fixed-term deposits	12,600,000	
Receivables	7,933,961	2,703,105
Prepayments	319,586	306,386
Total current assets	22,579,359	16,258,220
Property, plant and equipment	6,033,528	6,628,992
Intangibles	381,936	687,126
Equity accounted investees	3,366,135	3,289,982
Other non-current assets	279,125	227,750
Total non-current assets	10,060,724	10,833,850
TOTAL ASSETS	32,640,083	27,092,070
LIABILITIES	\$	\$
Trade and other payables	2,146,348	3,023,628
Employee benefits	3,575,860	3,889,909
Provisions	4,987,780	736,915
Other liabilities	6,133,986	3,846,703
Total current liabilities	16,843,974	11,497,155
Employee benefits	853,754	785,069
Other non-current liabilities	685,586	681,711
Total non-current liabilities	1,539,340	1,466,780
TOTAL LIABILITIES	18,383,314	12,963,935
NET ASSETS	14,256,769	14,128,135
EQUITY	\$	\$
Accumulated funds	14,256,769	14,128,135
Total accumulated funds	14,256,769	14,128,135

SOURCE OF INCOME



2019

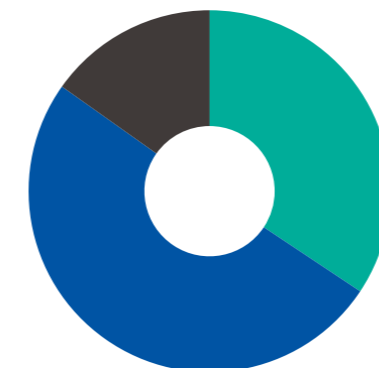
Department of Social Services	\$10,790,222
NSW State Funding	\$4,971,106
Client Directed Fund	\$4,943,030
Program Funded	\$11,658,583
Donations and Fundraising	\$4,071,092
Other Income	\$1,173,437
TOTAL FOR THE YEAR	\$37,607,470



2018

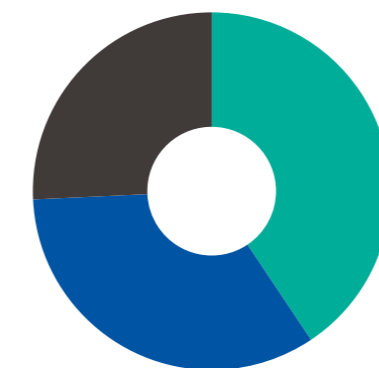
Department of Social Services	\$15,626,406
NSW State Funding	\$12,689,527
Client Directed Fund	\$6,102,546
Program Funded	\$8,626,549
Donations and Fundraising	\$2,705,580
Other Income	\$5,523,988
TOTAL FOR THE YEAR	\$51,274,596

EXPENDITURE



2019

Home Care	\$10,763,243
Counselling and Relationship Services	\$15,821,545
Family Support Services	\$4,760,583
TOTAL FOR THE YEAR	\$31,345,371



2018

Home Care	\$19,892,715
Counselling and Relationship Services	\$16,473,892
Family Support Services	\$12,603,841
TOTAL FOR THE YEAR	\$48,970,448

Do you need help finding help?

Call CCareline
on 13 18 19



Counselling. Relationships.
Parenting. Ageing. Disabilities.
Addictions. Mental Health.



CCareline
131819
CatholicCare.org