

# ANNUAL REPORT 2006



Catholic Social Services  
**Australia**

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## MISSION STATEMENT

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

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

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

## ABOUT CATHOLIC SOCIAL SERVICES AUSTRALIA

Representing 61 member organisations, Catholic Social Services Australia is the Catholic Church's peak national body for social services.

It advises the Australian Catholic Bishops' Conference on social policy issues as well as supporting the delivery of a broad range of social services.

For 50 years, Catholic Social Services Australia has assisted and promoted better social policy for the most disadvantaged people in Australian society. This continues a much longer tradition of such engagement by the Catholic Church in Australia.

Catholic Social Services Australia has the mission of promoting a fairer, more inclusive society that gives preference to helping people most in need. It is committed to an Australian society that reflects and supports the dignity, equality and participation of all people.

To this end, Catholic Social Services Australia works with Catholic organisations, governments, other churches and all people of goodwill to develop social welfare policies and other strategic responses that work towards the economic, social and spiritual well-being of the Australian community.

Our 61 member organisations employ over 6,500 people and provide 500 different services to over a million people each year from sites in metropolitan, regional and rural Australia.

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

Our National Office in Canberra employs 22 staff under the leadership of the Executive Director, Frank Quinlan.

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

## MESSAGE FROM THE CHAIRPERSON

FR JOE CADDY

### Something old and something new...

This year has seen some historic changes. Most importantly we commenced the year as Catholic Welfare Australia and we ended the year as Catholic Social Services Australia. At last year's Annual General Meeting, directors of member organisations set a new direction for the organisation. Changes include a smaller Board, new arrangements for the election of Board members and a new challenge to serve the needs of a broader membership. A foundation was laid for our new future together.

The change of name, which occurred in April, has captured that sense of renewed mission and has been carried forward with messages on behalf of the unemployed, families, social security recipients, and the vulnerable.

Poverty and disadvantage still exist alongside unprecedented national wealth in Australia. Many parts of the community reap the benefits of a record budget surplus, low unemployment and low inflation. But people on benefits, and other low income earners, suffer as interest rates increase, forcing up private rental markets. The cost of food and other essentials such as petrol have risen well beyond the CPI. The most marginalised Australians are finding it increasingly difficult to escape the poverty cycle and participate more fully in their local communities.

2006 marks our 50th year. Like all birthdays, this is an opportunity for us to reflect on our progress to date, and to plan our future. We have been reflecting on the *Signs of the Times* and for most of our member organisations there is a sense of increasing challenge.

Changes in the way government services are funded and managed, changes in the way the community thinks about people in need, and changes in the way Catholic agencies are servicing the needs of the community all suggest that new solutions will be required if we are to continue to serve those most in need.

The year also saw the first encyclical of the new Holy Father, Pope Benedict XVI, which confirmed the importance of the very challenges we are facing. The Pope reaffirmed the centrality of the charitable mission of the Church:

*...along with the administration of the Sacraments and the proclamation of the Word: love for widows and orphans, prisoners, and the sick and needy of every kind, is as essential to her as the ministry of the Sacraments and preaching of the Gospel. The Church cannot neglect the service of charity any more than she can neglect the Sacraments and the Word.*

Deus Caritas Est No. 22

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

The task for the year ahead will be for us to respond to these challenges. We have built the foundations and we must now build a new platform to carry forward our mission together.

Outgoing Board members have provided a wonderful service for many years. I thank Myolene Carrick, Centacare Brisbane; Kath McCormack, Centacare Wollongong; Pauline Robertson, Centacare Perth; David Beaver, Centacare Ballarat and Fr Peter Norden, Jesuit Social Services; for their very considerable contribution over the years.

# REPORT FROM THE EXECUTIVE DIRECTOR

FRANK QUINLAN

This Annual Report provides Catholic Social Services Australia with a number of opportunities.

The first opportunity is for the National Office to stop and reflect and to take a moment from the busyness of doing, to celebrate what has been done. As you look through this report you will see that there has been a great deal of activity.

Our policy and research team is building our policy platform and building a network amongst member organisations with an interest in developing and promoting social policy built on both Catholic Social Teaching and our experience of service delivery. Their voice has been heard in submissions to both government and opposition. Their work has also supported our efforts to make our voice heard by members of parliament as we tread the halls of Parliament House, and by the general public as we speak through the media.

Our work as a focal point for communications amongst our member organisations has also grown. Whether in the meetings convened amongst various interest groups within our membership or in our communications on key issues, the National Office has played a role in bringing member organisations together, building quality, pooling our limited resources, and supporting leadership and Catholic ethos amongst our directors and workforce.

Tendering and service development activities have also required a great deal of work, not just for the National Office but right across the network. Our efforts to support the growth of employment and family services were a particular focus of the past year, with little prospect that this will require much less effort in the year ahead!

Our administrative team has supported all this work; ensuring finances flow, travel arrangements are made, meetings have venues, correspondence is managed, the building we are in does not fall down, the list goes on...

All this has occurred while staff in the National Office were also being asked to consider our internal structures and arrangements. That so much internal change has been achieved while so much effort remained focussed on the needs of member organisations is a great credit to the commitment

and talent of Catholic Social Services Australia's staff. My thanks to you all!

The second opportunity is for you, as our member organisations and friends, to reflect on our work and to consider its merits in the light of your own expectations and hopes for the organisation and the network. Our objectives, at their essence, appear deceptively simple. To be a voice for the poor and marginalised and to develop services with and for the poor and the marginalised – both within the Catholic social services sector and more broadly. I hope it will be your assessment, on reading this report, that we have made some considerable progress on both of these objectives. They go hand in hand. Our voice would be a hollow one were it not for the rich experience that our network brings in serving the needs of so many of Australia's most needy; remembering always the words of the US Bishops who said: *The extent of their suffering is a measure of how far we are from being a true community of persons.*

Finally, with an annual report, there is an opportunity for all of us to consider the future. As a network we face many challenges. We are asked to remain 'true to our mission' but also asked not to surrender our independence as we seek funding from government and others. We are asked constantly to do more for less but see increasingly complex barriers and concerns amongst those we serve. We are asked to rally support from government and the community for the people we serve, but we are also asked to challenge government and the community to face the blindness that we can all have to poverty and disadvantage.

Privileged as I am to reflect with so many of you on the challenges we face (at Board meetings, agency visits, conferences and network meetings, social gatherings and the like) I have become convinced of two things. Firstly, our mission is clear – to give voice to those most in need and to build services to support them. Secondly, our future is together. Though there may be new arrangements and ways of organising ourselves there is a strong resolve for us to build the communion that we share.

Let's look forward together to the year ahead.

## POLICY RESEARCH AND COMMUNICATIONS

FRANK QUINLAN – EXECUTIVE DIRECTOR

This year we said goodbye to Catholic Welfare Australia as we launched Catholic Social Services Australia. The new name and logo reflect the substantial changes to the sector in recent years. The new logo, the stylised Southern Cross, is made up of many parts, drawn together and united. United we can shape the future, and perhaps hold back some of the trend towards individualism that threatens to undermine our communities.

Our efforts continued this year with policy and communications staff beating a path to Parliament House to visit politicians, their advisers and journalists. We also met with government, non government organisations, church groups and individuals.

The big issues this year were debate around the welfare to work legislation which will come into effect on 1 July 2006 and a number of pieces of legislation which will affect family law, most notably the Shared Parental Responsibility Bill, which will lead to the establishment of Family Relationship Centres to be rolled out from 4 July 2006.

Broader issues, related to anomalies in industrial relations reform combined with welfare to work legislation, have also kept us busy. Consultation continues on pregnancy counselling and mental health.

We put in a number of submissions, appeared at public hearings and presented papers to a range of forums. Media releases, transcripts, articles and speeches also added to our efforts.

### SUBMISSIONS AND APPEARANCES AT PUBLIC HEARINGS

#### 2005

Mental Health: Submission to the Senate Select Committee on Mental Health. Submission, 13 May 2005; Public Hearing, 4 July 2005. Our written submission was cited in the major report, issued by the relevant senate committee in March 2006, *A National Approach to Mental Health – From Crisis to Opportunity*.

Family law: Exposure Draft of the *Family Law Amendment (Shared Parental Responsibility) Bill 2005*. Submission, 15 July 2005; Public Hearing, 25 July 2005.

Pre-Budget Submission: 2006/07 Pre-Budget Submission, 11 November 2005.

Welfare-to-work: Inquiry into *Employment and Workplace Relations Legislation Amendment (welfare to work and other Measures) Bill 2005* and *Family and Community Services Legislation Amendment (welfare to work) Bill 2005*. Submission 16 November 2005; public hearing 21 November 2005.

#### 2006

Pregnancy counselling: Inquiry into *Transparent Advertising and Notification of Pregnancy Counselling Services Bill 2005*. Submission 16 June 2006; Public Hearing 22 June 2006; Questions on Notice.

### EXAMPLES OF PAPERS AND PRESENTATIONS BY STAFF

Frank Quinlan spoke on IR Reform: Social and Economic Dimensions at a forum on this topic organised by the Brotherhood of St Laurence in December.

Simon Smith presented a paper in December at the Centre of Full Employment and Equity's (CofFEE) Annual Conference, held at the University of Newcastle. The paper was called *Creating a Culture of Full Employment for Single Parents*. It looked at the experience of welfare reform in the United States and United Kingdom, and compared this to the welfare-to-work package in Australia. Catholic Social Services Australia was the only non-profit organisation to present a paper at the Conference.

Patricia Hewitson and Simon Smith each had an article published in a special issue of *Parity* on employment, unemployment and homelessness (Vol. 19, Issue 4, May 2006). Simon's article was about homelessness, employment assistance and the welfare-to-work package. Patricia's article addressed "WorkChoices" and homelessness.

## RESEARCH PROJECTS

Research/policy unit staff developed a substantial paper on poverty – a *Poverty White Paper* – which was the subject of discussion at the April 2006 Social Policy Forum (see below). The approach to poverty in that paper is based on a theory around social exclusion rather than financial deficit, and the topics addressed included employment, education, housing, and changes in families.

Late in the reporting period, the research/policy unit began work on a project to collect case studies from within our network to identify and document the impact of the Federal Government's welfare-to-work package, to be introduced in July 2006.

The Board resolved in September 2005 that Catholic Welfare Australia would become official partners with Jesuit Social Services on a national 'Poverty by Postcodes' research project. The project is being written by Professor Tony Vinson from the University of New South Wales and is due for release early in 2007.

We also commissioned questions in the 2006 National Church Life Survey to learn respondents' views on questions surrounding welfare payments; the work/family balance; the roles of Catholic social service agencies; and the principle of preference for the poor.

## LIAISON WITHIN OUR NETWORK

The Social Policy Forum held in early April 2006 brought together representatives from some member organisations and from other Catholic organisations. The Forum enabled substantive discussion of issues raised in the *Poverty White Paper* (see above), and the exchange of information on current research projects. It also generated a number of ideas for enhancing cross-network cooperation and coordination on research and policy issues. One such idea was for a loose research network to be established within the broader network, and this idea was acted on before the end of the reporting period.

Members of the research/policy unit visited a number of member organisations and attended network-level conferences on strategic planning, the Personal Support Programme, family relationship services, and employment assistance services.

The policy/research unit also began contributing a regular item to the newsletter *Network News* under the heading From the Policy Desk.

## LIAISON BEYOND OUR NETWORK

We continue to develop our connections with contacts in government, the community sector and academia. Our external liaison included Catholic organisations, notably the Australian Catholic Council on Employment Relations, and Catholic Health Australia. We also continue to participate in, or joined a number of alliances, committees and organisations to address various issues including, for example:

- Welfare-to-work Consultative Forum
- Loose consultative network of church-based providers of social services
- Australian Catholic Bishops' Conference (ACBC) Pastoral Responses to Abortion Committee
- Forgotten Australians Taskforce
- Australian Council of Social Services (ACOSS)

The policy and research team provided a Federal Budget night report to the membership of Catholic Social Services Australia in May. This was a team effort from across National Office, co-ordinated by the policy and research unit.

In the context of the strategic goals identified in the *Statement of Strategic Intent* approved by Catholic Social Services Australia's Board in April, the research/policy unit began planning its 2006-2007 work program.

Towards the end of the reporting period, the policy/research unit was increasingly focused on building systems for data collection, for cross-network research liaison and for information management.

## A SNAPSHOT OF THE YEAR

### Catholic Social Services Australia Media Releases

#### 2005

- 31 July** Less time in court makes for happier families
- 16 August** Catholic Welfare Australia Awards 2005
- 18 August** Community groups will be major players in putting family law into action
- 21 Sept** Welfare to work announcements the first steps in a long journey
- 21 October** Winners of the 2005 Catholic Welfare Australia Awards
- 8 Nov** Less incentive in new welfare to work package
- 21 Nov** More investment and incentive needed to move people from welfare to work

#### 2006

- 9 March** Senate poverty report a lost opportunity
- 15 March** Australia's poor are our most highly taxed
- 30 March** New contracts focus on the most disadvantaged Australians
- 30 March** Mental health report a way forward
- 4 April** New relationship centres are good news for families
- 12 April** No surprises in treasurer's tax report as battlers are overlooked – again
- 27 April** Catholic Welfare Australia enters a new era
- 30 April** Families minister off the mark on child poverty
- 9 May** Benefits to the poor, but more to the rich
- 26 May** Falling unemployment provides opportunity for investment

## Transcripts

### 2006

- 25 June** Welfare to Work – what's wrong with the new changes  
(ABC Radio National 'National Interest')

## Staff Changes

There have been a number of staff changes in the team this year. Rachel Harrigan took up a policy position with the Australian Nurses' Federation in late 2005. My thanks to Rachel for her very significant contribution to this team. Jackie Brady has been on maternity leave since early December and will return in July 2006. Congratulations on the safe arrival of the beautiful Grace. Judith Tokley commenced as Public Affairs Manager in February and Patricia Hewitson commenced as Senior Policy Officer in March. Simon Smith our Policy Officer has been a constant member of the team this year. In the busy hurley burley of public debate, this team has provided tremendous support on a wide variety of issues, often at very short notice!

## 2005 AWARDS

The annual awards showcase the outstanding work of the social services sector in Australia. The winners for 2005 are:

### Award for Excellence in Service (Organisational)

**Heritage and Information Service, MacKillop Family Services:** This is a free service provided to the community of 'Forgotten Australians' whose lives were shaped by family separation: people who spent their lives as children in institutional care, people who as infants were separated from their mothers and people who as young mothers were separated from their children. Through this service, MacKillop Family Services preserves records, releases records, helps search for separated family members and supports former residents. The award was accepted by the Manager of the service, Jenny Glare.

## **Award for the Most Innovative Program – The Norma Parker Award**

### **The Bilby Bus – Centacare Catholic Family Services**

**(Adelaide):** The Bilby Bus is a mobile playgroup which is integral to this intensive support program, developed to provide free supported playgroup sessions for children aged up to five years, and their families, who are homeless or at risk of homelessness. The project targets caravan parks and housing trust areas where tenants are at risk in the northern, western and southern suburbs of Adelaide. The Bilby Bus project is an innovative service that brings the service to the people and helps people to help themselves within their own community. The award was accepted by Bernie Victory, Assistant Director at Centacare Adelaide.

## **Award for Excellence in Services (Individual) – The Perkins Award**

### **Phil Glendenning, Director of the Edmund Rice Centre for Justice and Community Education:**

For more than 15 years Phil has pursued justice for people on the margins – people whose needs are borne out of poverty, injustice or lack of education. Through his service, Phil evokes a deep consciousness of the needs of various groups in Australia and overseas and he has worked passionately and effectively in a number of spheres. The Award was accepted on Phil's behalf by Peter Casey, Principal, St Patrick's College in Ballarat.

**Special thanks are extended to Catholic Church  
Insurances for their sponsorship of the awards.**

# MEMBERSHIP AND NETWORK SUPPORT

MARGARET ROOTS – DIRECTOR FAMILY PROGRAMS AND NETWORK SUPPORT

Membership and Network Advisory Group – Kristin Johnston rsj, Kath McCormack, Helga Biro

## NEW IDENTITY

The 2005-2006 year saw the emergence of Catholic Social Services Australia. This new identity, branded under a logo design based on the Southern Cross, reflects the diversity of heritages that have contributed so richly to the development of the Catholic welfare sector in this country.

## NETWORK GROWTH

Recruitment was firmly on the agenda for this year. To facilitate the recruitment process a membership information package was designed and developed. Integral to this project was another substantial piece of work – the review and redesign of the *Catholic Social Services Australia Code of Ethics*. The new Code, with Catholic Social Teaching at its centre, comes in two versions – one for organisational commitment and a more extensive document that incorporates service delivery. It was adopted by the Board at their April meeting.

Catholic Social Services Australia now has 61 member organisations, an increase of six members over the past year. It is with much pleasure that Catholic Social Services Australia welcomes to its ranks the new members for 2005-06:

- Catherine House Inc – Sisters of Mercy, Adelaide
- Maronite Community and Social Services – Maronite Eparchy of Australia
- Mercy Community Services, Hunter Region – Sisters of Mercy Singleton
- Sisters of St Joseph of the Sacred Heart Congregational Leadership Team (General)
- South Australia Province of the Sisters of St Joseph – (incorporating Ain Karim along with St Joseph's Family Care Centre, Parkholme – which already holds Catholic Social Services Australia membership.)
- St John of God Casa Venegas – St John of God Brothers

Tracking the ever changing size and shape of the Catholic Social Services Australia network continues to present great challenges. Accuracy and reliability of information has been difficult to access. To solve

the limitation imposed by the complexity of our network, a project to enable up-to-date information on all aspects of our operations has commenced. This expensive but necessary project will deliver a database capable of tracking our demographics at the touch of a button.

## NETWORK DEVELOPMENT

Throughout the year there has been a concerted effort to ascertain the needs of the network and to develop a support system to meet these needs. This has produced three main foci:

### 1 State structure development

Three states have progressed in their development of a more defined state structure throughout the year.

NSW/ACT Branch created a part-time executive support officer position to co-ordinate branch activities throughout the whole year. This has been so successful that NSW/ACT member organisations have decided to shoulder the extra financial commitment and extend the position to full-time. During the year Mary Helen Martens (Centacare Wagga Wagga) released the chairmanship of the branch to Bernard Boerma (Centacare Sydney).

In July 2005, Catholic Social Services Victoria entered into a Memorandum of Understanding (MoU) with Catholic Social Services Australia. The objectives of the MoU are that the two organisations collectively seek to identify opportunities to work together in the interests of their respective members. They might do this by operating in a manner which encourages open and ongoing communication, working with members to ensure that services are provided within an agreed quality framework and providing opportunities to participate in social policy reform initiatives. One of the benefits of this collaboration is that Catholic Social Services Victoria and Catholic Social Services Australia have agreed that their members have, for an initial period of one year, non-voting reciprocal rights to membership benefits which include access to policies and procedures, tender lists, press clippings and inclusion in the national database.

The Queensland Branch, under the leadership of Barry Sheehan (Centacare Townsville), has met regularly throughout the year. They have completed all the lead up administrative and recruitment requirements and will have an executive support officer for the State commencing from July 2006.

## 2 Professional development

The professional development strategy for the past year has had two main objectives. These set out to ensure high standards of professional performance at all levels of the network's operations and to ensure the ethos and standards of the network create a transformative culture that will take the very best of what is on offer and pass it on through succession planning.

Given limited resources and the number of networks operating, choices had to be made where best to target energy.

### Strategy 1: Training and development

Four workshops were conducted during the year, each targeting a different area of development that was assessed as crucial to the ongoing viability and smooth running of member organisations.

- Two-day Internal Auditing Course (20 participants)
- Two-day Government Contracts Negotiation Workshop (10 participants)
- Two-day Financial Administrators Support Network Conference (52 participants)
- FRSP Tender Preparation Workshop (26 participants)

### Strategy 2: Support for senior staff

Central to this strategy has been informing directors and senior staff of developments both internal and external that could either enhance or hinder their task. Three principles directed this strategy: to share wisdom; build on strength and talents; and acknowledge and/or reward contributions.

This year has seen a higher than usual turnover in the senior staff ranks. Two induction days were held to familiarise newcomers to the network with the way the network operates and to give these recruits an opportunity to ask questions and explore where their particular talents and interests could contribute to the national scene.

The National Office has facilitated a number of forums where decision makers have come together

to deliberate on emerging issues. Most significant has been the *Signs of the Times* strategic forum.

Unfortunately the number of issues facing senior staff never seems to lessen. This year National Office has tried to implement mentoring arrangements for a few of the less well supported directors. Whilst this program is still in its infancy it is hoped that it will fill a niche, until less structured approaches and the enormous goodwill of the network works its magic.

### Strategy 3: Preparing leaders for the future

Attracting and keeping staff with talent and who live out the values of Catholic Social Teaching is high on the priority list for member organisations. As a result of requests made at the 2005 Annual Conference, National Office has partnered with Australian Catholic University (ACU) to design a leadership training course for staff engaged in welfare services based on Catholic ethos and identity. The graduate certificate course, which could be the basis for a higher academic qualification will commence in February 2007. Studies will be accessible by distance education so that staff across the country can take advantage of this opportunity.

## 3 Strengthening communication channels

*Network News* continues to grow and reach an ever expanding readership. The original four pages have expanded to an average of nine each month. Increase in size has been matched by increase in interest, measured by the number of questions and follow up that National Office receives in response to each edition and by the number of unsolicited articles that are forwarded to the National Office for inclusion.

## FAREWELL

This report would not be complete without recognising the wonderful contribution to the Catholic Social Services Australia network of Sister Mary Comer. Director of Centacare Bathurst for 17 years, Mary's humility, dedication, persistence and good humour shone like a beacon of inspiration in our network. She has now moved on to her appointment as Congregational Leader of the Sisters of St Joseph Perthville.

# FAMILY RELATIONSHIP SERVICES PROGRAM

MARGARET ROOTS –DIRECTOR FAMILY PROGRAMS AND NETWORK SUPPORT

The past twelve months has been a time of transition in the Catholic Social Services Australia Family Services portfolio. The Family and Relationships Services Program (FRSP) has undergone radical change, the significance of which cannot be underestimated. FRSP has been the constant thread through the development of the Centacares around the country and the parent to the service delivery arm of the Catholic Social Services Australia network. Consequently, changes to this program have a way of reverberating across many Catholic Social Services Australia operations.

## IMPACT OF GOVERNMENT POLICY ON SERVICE DELIVERY

The long awaited increase in investment into the family relationship domain has dominated activity this year. New services have been designed and new relationships between providers organised. Tendering for the much publicised Family Relationship Centres and supporting services placed a huge drain on reserves of energy, time and resources. As anticipated, this government-driven direction is reshaping the sector.

With any shake up there is both opportunity and disappointment. The Catholic Social Services Australia FRSP sector did particularly well in the tendering round to provide early intervention services, but was not so successful in the Family Relationship Centre tendering process.

Along with the development of the Family Relationship Centres the sector has experienced a change in management style by Government. Government Departments have taken a much more hands on approach to the implementation of these new programs (much more akin to the Job Network) and this has placed increased pressure on the sector.

The other major policy requiring sector adjustment is the Government's decision to create a single Industry Representative Body (IRB) to manage the FRSP sector. The defunding of the current three IRBs has mixed blessings for Catholic Social Services Australia member organisations. It allows

Catholic Social Services Australia Family Services to reorganise its priorities from a concentration on Federally funded FRSP (which represents less the 20 per cent of our network's Family Services contribution to this country). Whilst this defunding of National Office will almost certainly cost our membership in terms of representation, dollars, time and effort, it paves the way for Catholic Social Services Australia to build an even more independent voice on matters pertaining to family policy.

## CATHOLIC SOCIAL SERVICES AUSTRALIA INVESTMENT IN FAMILY SERVICES

### Operating according to mission

The Catholic Social Services Australia Board has increased the staffing of the families team at National Office. Despite the unrest being generated from the political arena and a changeover of staff in the National Office family team, Catholic Social Services Australia has stood resolute in backing its mission that Australian families, and particularly those who are marginalised and or disadvantaged, should have access to high quality services that meet their needs. The increase in staffing will allow concentration on two main directions, securing business and maintaining consistently high quality service delivery.

Being true to mission and values is central to the way the Family Services sector delivers services. These principles have informed all the workshops that National Office has organised for network staff, throughout the year. Workshops have been conducted on family services practice issues, contract negotiation, and quality control.

### Continuity and succession planning

This year, with many senior staff moving on, continuity and succession planning has been a priority. New senior staff have taken the opportunity to participate in induction days conducted at National Office. In addition, potential leaders of the

future have been identified and were sponsored at leadership training courses. The Australian Catholic University Graduate Certificate course in 'Catholic Identity and Leadership' to commence in 2007 will further strengthen the leadership talent within the Family Services network.

## **Contribution to Government family policy**

The staff at National Office have continued to have input into family policy formation. This has been particularly evident at the service delivery level. The network has participated on a number of departmental reference groups dealing with performance frameworks; Indigenous servicing, data collection and rural and remote servicing. The research paper on good practice in rural and remote locations, after many iterations was finally accepted by FACSIA and it was pleasing to see the major recommendations of that report implemented by the Department. At long last we can now claim that the rural and remote service providers have a venue whereby the issues unique to their locations can be communicated to the Department before decisions, rather than after decisions.

## **The difference State Offices make**

The bulk of the funding for the Catholic Social Services Australia Family Services membership comes from State governments. The way has been open to better co-ordinate State services by resourcing and supporting the formation of Catholic Social Services Australia State Branches. Both NSW/ACT and Queensland branches have already seen benefits from taking an all of State approach. This will only strengthen over time. As part of this development, there has been an increase in sharing of resources. The generosity of member organisations to each other and to the Family Service sector as a whole is to be admired. The Family Services network of Catholic Social Services Australia can truly claim that it is making a huge and positive contribution to the wellbeing of today's and tomorrow's Australian society.

# EMPLOYMENT SERVICES – CENTACARE EMPLOYMENT

PHIL MURRAY – NATIONAL MANAGER EMPLOYMENT SERVICES

2005-06 was the final year of the Employment Services Contract 2003-06 (ESC3) and so it was a hectic period of maximising performance before tendering, coordinating the national tender, and preparing for the implementation of a new three-year contract. This is the most demanding year of the three-year contract cycle.

## EXCELLENT PERFORMANCE

The Department of Employment and Workplace Relations (DEWR), the purchaser of Job Network services, uses a five point Star Ratings system to measure the comparative performance of Job Network members.

While overall performance fell somewhat in comparison with the first 18 months of ESC3, Centacare Employment sites continued to perform strongly.

- In the Star Ratings releases in December 2005 (the latest available at the time of drafting this report), Centacare Employment's Employment Service Area Star Ratings were in the top three among the ten national provider networks;
- 7 (50%) of Centacare Employment's 14 Employment Service Area ratings were four Stars or better compared with a Job Network average of 35 per cent.

These results came about because of high achievement levels with respect to placing job seekers, especially disadvantaged job seekers, into employment.

- Almost 25,000 job seekers registered with Centacare Employment Job Network sites during the year and over 8,000 were placed in employment.
- Over 10,200 Intensive Support commencements were recorded and over 3,800 Intensive Support job seekers realised 13-week employment outcomes during the year. Among these over 600 were for job seekers unemployed for between one and two years; over 1,100 were for job seekers unemployed for between two and three years; and

almost 600 were for job seekers unemployed for three years or more.

- Over 300 Indigenous job seekers and more than 1,000 job seekers classified as Highly Disadvantaged because of multiple employment barriers, achieved the highest level of 13-week outcomes in full-time jobs.
- At the end of June 2005, almost 17,000 people were receiving services from Centacare Employment's sites.

## ADVOCACY AND POLICY DEVELOPMENTS

As the detail of the Federal Government's welfare to work reforms became clearer, there was continuing concern over the proposed processes and penalties for compliance breaches. The Inter-Church Alliance continued to promote change. Federal Cabinet overruled the Alliance's proposal that subsequent engagement in services should always be an alternative to the eight-week loss of allowance for certain breaches. However, the alliance succeeded in negotiating fairer processes with respect to the notice period used by Centrelink prior to allowance suspension at the time a breach is alleged.

In February 2006, Catholic Social Services Australia made a major submission to the Minister and DEWR with respect to a mismatch between the Government's stated aims for Job Network and the financial and Star Ratings incentives that apply. A comprehensive analysis of Centacare Employment's data in comparison with data for all providers in the 14 Employment Service Areas in which Centacare Employment operates showed that:

- Ultimately, the only real incentive relates to quantity of outcomes achieved;
- The incentives supposedly available for speed, equity and sustainability of outcomes for job seekers effectively cancel each other out.

At the end of 2005-06, Catholic Social Services Australia, then Catholic Welfare Australia, was

continuing to work with the Minister's office and assist with DEWR's further analysis of these issues with a view to realising a more appropriate incentive structure in the future.

## NETWORK EXPANSION

Catholic Social Services Australia successfully tendered for a number of DEWR-funded employment services contracts late in 2005 with the following results:

- An additional Job Network site valued at \$1.3m over three years;
- Eight new Disability Employment Network (Uncapped) sites valued at \$4.2m over three years; and
- Two new Community Work Coordinator Services sites valued at \$0.3m over three years.

The feedback received from DEWR regarding Catholic Social Services Australia's national tenders was very positive. In most Employment Service Areas, Catholic Social Services Australia was rated in the top three tenderers out of up to 33 tenders in particular ESAs. Disappointingly, the Government's decision to put only 5 per cent of Job Network business to tender (compared with 40 per cent in 2002) meant that even high performers struggled to realise increased business.

Since October 2004, support has been provided to ASK Employment and Training Services (ASK), an agency of the Catholic Archdiocese of Adelaide offering Job network services, regarding the possibility of contract merger. Late in 2005, the Archdiocese decided to merge ASK with Centacare Catholic Family Services Adelaide. Centacare Catholic Family Services Adelaide therefore needed to make its own assessment of the situation before making a final decision on merger with Catholic Social Services Australia's national contract. At the end of 2005-06, discussions were continuing with Catholic Social Services Australia offering continuing support until a final decision is made.

## PROGRAM INTEGRATION

The new DEWR contracts for various programs have been aligned for the 2006-09 period. Therefore, there is a general expectation throughout the employment services industry that the Government will move to more closely integrate these programs by the next contract round commencing in July 2009.

As with most provider networks, the Centacare Employment Network Strategic Forum has been examining options for a closer coordination of Catholic Social Services Australia's DEWR-funded (both locally and nationally contracted) and other related programs.

## SUMMARY

At the end of 2005-06 there were increasing concerns about the financial viability of several DEWR-funded programs, including Job Network. The program integration thrust is one way of improving financial viability through more efficient integration of services to job seekers and more efficient integration of program infrastructure and site support arrangements. Therefore, as the next three-year contracts commence, emphasis will be needed from Catholic Social Services Australia and all affected member organisations to make improvements in both areas.

To make this a reality will require continued and generous cooperation among network members. I believe this has been one of the hallmarks of Centacare Employment's success in recent years.

I would like to express my appreciation to the Board of Catholic Social Services Australia, the Directors, Managers and staff of all participating member organisations and the staff of Catholic Social Services Australia's National Office for their cooperation and support during the last year.

With its expanding program base and continued cooperation among its members, the Centacare Employment Network will go from strength to strength with respect to its mission to unemployed people who are among Australia's poorest and most needy citizens.

# PERSONAL SUPPORT PROGRAMME (PSP)

KERRI VOLKE – COORDINATOR PROGRAM OPERATIONS

2005-2006 was the fourth and final year of the Round One Funding Agreement for the Personal Support Programme (PSP) which is now firmly aligned with other employment and employment related programs under the administration of the Department of Employment and Workplace Relations (DEWR). Twenty-seven Catholic Social Services Australia Member Organisations continued to deliver the program under the trading name of Choices PSP.

## BUSINESS GROWTH

The year has seen a 10 per cent increase in Choices PSP business, including the establishment of a new site at The Entrance which took the total number of Choices PSP sites nationally to 61. This number does not include a number of regular outreach posts in rural and regional areas. Unfortunately delays in the allocation of growth places meant that the financial benefit was later than expected and not as great as it might otherwise have been. The delays, attributed by DEWR to 'machinery of government changes', created some challenges for agencies trying to manage staffing and resources in anticipation of places that had been negotiated. The places were much needed with waiting time for referrals still up to 12 months in some areas.

## EMPLOYMENT SERVICES PURCHASING PROCESS

An important focus during the year has been the Employment Services Purchasing process. Conducted between August 2005 and March 2006, the purchasing process applied to a range of employment and employment related programs that are to be administered by DEWR under the broader umbrella of the Employment Services Funding Deed for the period 2006-2009.

The purchasing process for PSP was a dual process with high performing providers being offered the opportunity to roll-over, and even extend in some cases, their existing business. For Catholic Social Services Australia Ltd this resulted in a 92 per cent rollover of business and some extra places. There was also scope for new and existing providers to gain places through an open tender process.

A PSP tender application for Catholic Social Services Australia, involved 21 Member Organisations in a national bid for business in 18 of the 19 Labour Market Regions and 49 Employment Service Areas. Capably coordinated by John Ferguson in the National Office, the task could not have been done without the valuable assistance of Jan Bate who was released by Centacare Adelaide to assist with the tender writing. The process was supported by the tireless efforts of individual agencies working on multiple tenders and still managing to maintain the usual high quality service to individual clients across a whole range of program areas.

The PSP tender was very successful, with the current capacity set to increase 23 per cent. As a result of the tender, Centacare Wagga Wagga will join the Choices PSP network delivering services from Griffith from 1 July 2006, when new PSP services will also operate from sites in Maroochydore, Underwood, Goodna, Maitland and Bundoora. With an overall growth of 150 per cent in the four years since the program started, Catholic Social Services Australia, along with Mission Australia, is still one of the country's largest providers of PSP services.

## CoAG FUNDING

As part of its commitment to the Council of Australian Government's National Mental Health Action Plan, the Australian Government has funded an additional 2,500 PSP places. The places, due to be released in the next financial year, will be maintained for five years. These CoAG places are a welcome addition to the 24,000 places allocated in DEWR budget for national distribution in the 2006-2009.

## NETWORK MENTORING

The extra demands on the National Office during the tender period made it difficult to provide the level of on-site training and support that is usually available to the network. In a new and very successful initiative, National Office was able to fund and facilitate a process of network mentoring which involved larger agencies releasing experienced staff to provide much needed training and support in a number of remote locations.

## CATHOLIC SOCIAL SERVICES AUSTRALIA NETWORK PSP CONFERENCE

On 21 and 22 June 2006, 76 delegates from 26 delivering agencies welcomed the opportunity to network together in Brisbane at the first ever Catholic Social Services Australia network PSP Practitioners Conference.

After a beautiful and very humbling welcome to the land by Turbal Songwoman Maroochy Barambah, the conference was officially opened by Executive Director Frank Quinlan, who renewed the commitment of the National Office to the support of a program which is so close to the heart of the mission of the Church. The network in turn conveyed the growing need increased representation at national level.

Presentations were made by representatives from the Department of Human Services and the Department of Employment and Workplace Relations with speakers providing opportunities for discussion and questions.

Overall the conference provided a valuable forum for the network to discuss concerns especially in relation to funding and policy trends. One of the highlights was the dinner which provided informal networking opportunities in the quiet atmosphere of a river boat cruise.

Feedback from the Conference showed overwhelming support for it becoming a regular event.

## CHALLENGES AHEAD

The legislative changes that have come with the Government's welfare to work initiative have heralded some significant changes in the Personal Support Programme. The client group has extended to include more single parents, more mature aged people and more people with disabilities.

While the Government demand for employment related outcomes increases, the nature of the referrals has become more complex with an increasing prevalence of people experiencing severe mental health problems.

A substantial increase in allocated places is needed to address current and projected needs for PSP. In a time of unprecedented economic growth there is an opportunity for the Australian Government to support the social investment that can be made through PSP to reap longer-term economic benefits of engaging more people in the social and economic life of the community.

The commitment of Catholic Social Services Australia Member Organisations to this task is unquestioned. Their ongoing dedication and hard work is again to be congratulated.

# REVENUE AND EXPENDITURE – 2005-2006

## GRAPH EXPENDITURE (DETAILS PROVIDED)

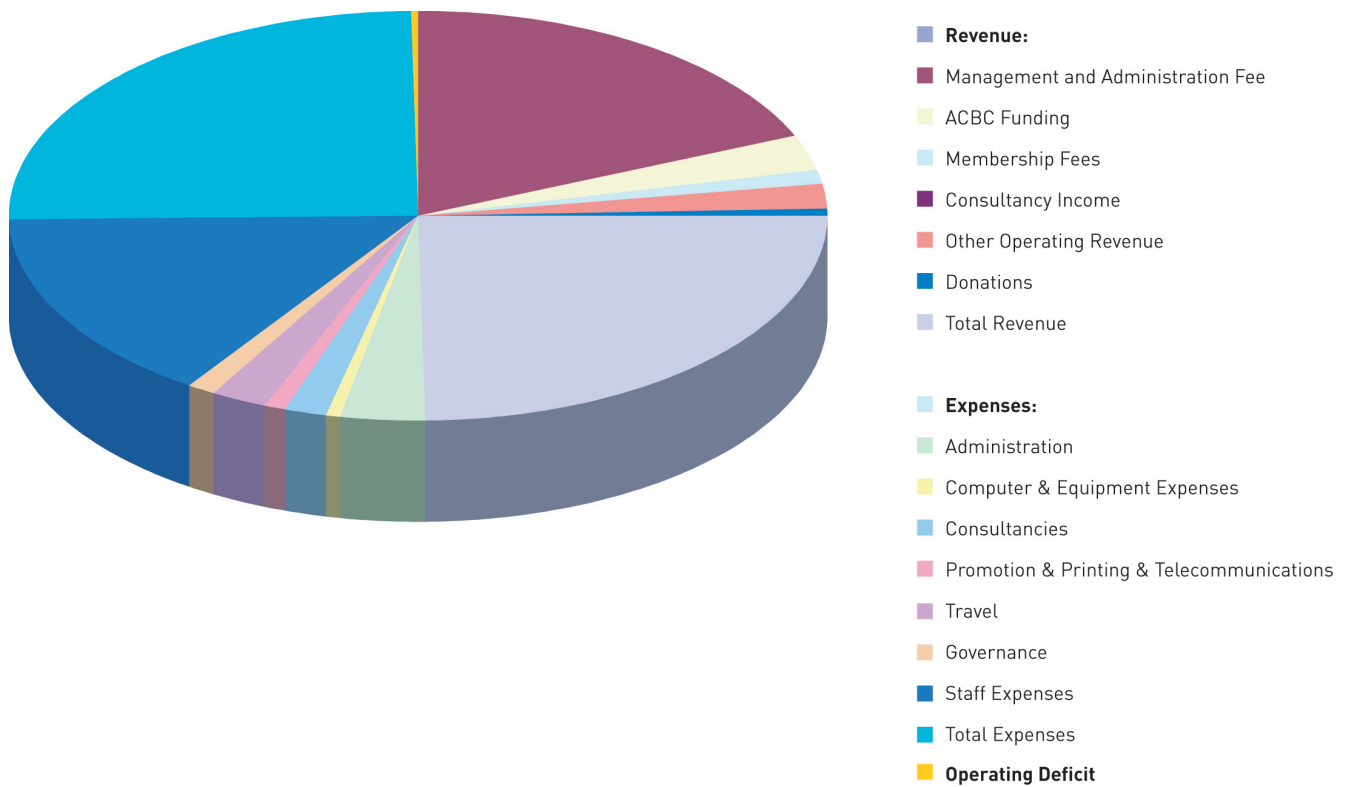
Total Revenue for 2005-2006

\$2,767,462

Total Expenditure for 2005-2006

\$2,783,267

Operating Deficit \$15,805



# THE BOARD OF CATHOLIC SOCIAL SERVICES AUSTRALIA

AS AT 30 JUNE 2006

## Fr Joe Caddy\* (Chairperson)

Executive Director, Centacare Melbourne  
- appointed by Australian Catholic Bishops' Conference

## Bishop Patrick Power (from May 2006)

Australian Catholic Bishops' Conference - Bishops' Commission for Social Justice and Service

## Dr Kristin Johnston rsj\*

Executive Director, Australian Conference of Leaders of Religious Institutes - appointed by Australian Catholic Bishops' Conference

## Helga Biro

Director, Centacare Cairns - elected by member organisations

## Bernard Boerma

Chief Executive Officer, Centacare Sydney - elected by member organisations

## Tony Davies\*

Director, Centacare Port Macquarie - elected by member organisations

Australian Catholic Bishops' Conference appointed members x 2 positions to be appointed

\* Members of the Executive

## Departing Board Members

Special thanks to the following people for their dedication and commitment to the Catholic Social Services Australia Board:

Archbishop Adrian Doyle (to May 2006)

David Beaver (to April 2006)

Myolene Carrick, AM (to April 2006)

Kath McCormack (to April 2006)

Pauline Robertson (to April 2006)

Fr Peter Norden sj (to October 2005)

## Board Meetings held

### Face-to-face

12 September 2005

18-19 July 2005

17 October 2005

5-6 December 2005

6-7 February 2006

27-28 April 2006

### Teleconference

1 July 2005

5 August 2005

7 October 2005

28 November 2005

25 March 2006

11 April 2006

**2005 Annual General Meeting was held on 17 October 2005**

## Bishops' Commission for Justice and Service

### Membership as at 30 June 2006

**Chairman:** Bishop Christopher Toohy

**Members:** Bishop Patrick Power (Bishop Member Catholic Social Services Australia Board)

Bishop Chris Saunders

Bishop Peter Stasiuk

Bishop Joseph Oudeman

Bishop Max Davis

## NATIONAL OFFICE CONTACT DETAILS

AS AT 30 JUNE 2006

### GENERAL SECRETARIAT

**FRANK QUINLAN**

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**SUE WEST**

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**JOHN PETTIT**

IT Support/Network Administrator

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**GRICELDA ZABRA**

Administrative Officer

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**EDITH SAMUEL**

Cleaner (part-time)

**FAYE PADARIN**

Librarian (part-time)

### FINANCE SECTION

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**NORMA TAYLOR**

Accounts/Payroll Clerk

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**SARAH HILL**

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**PATRICIA HEWITSON**

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**SIMON SMITH**

Policy Officer

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### MEMBER AND NETWORK SERVICES

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**MAUREEN GHIRARDELLO**

Project Officer

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### FAMILY AND RELATIONSHIPS SERVICES PROGRAM

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National Manager

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**JOHN SCOLLEN**

Development Officer Family Programs

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## EMPLOYMENT SERVICES – CENTACARE EMPLOYMENT

### PHIL MURRAY

National Manager

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Coordinator Program Operations

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### LIZBETH SALCEDO

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## PERSONAL SUPPORT PROGRAMME – CHOICES PSP

### KERRI VOLKE

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### JOHN FERGUSON

Special Projects Officer PSP

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## STATE-BASED ORGANISATIONS

### JUDE EKERICK

Executive Support Officer

Catholic Social Services NSW/ACT

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## GENERAL ENQUIRIES

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CURTIN ACT 2605

# CATHOLIC SOCIAL SERVICES AUSTRALIA MEMBER ORGANISATIONS

AS AT 30 JUNE 2006

## NSW/ACT

Boys' Town Engadine	Salesians of Don Bosco
Centacare Canberra/Goulburn	Archdiocese of Canberra/Goulburn
Centacare Catholic Family Services Broken Bay	Diocese of Broken Bay
Centacare Catholic Family Services Parramatta	Diocese of Parramatta
Centacare Catholic Family Services Sydney	Archdiocese of Sydney
Centacare Catholic Family Services Wagga Wagga	Diocese of Wagga Wagga
Centacare Catholic Family Welfare Services Wollongong	Diocese of Wollongong
Centacare Coffs Harbour	Diocese of Lismore
Centacare Diocese of Bathurst	Diocese of Bathurst
Centacare Newcastle	Diocese of Maitland/Newcastle
Centacare New England North West	Diocese of Armidale
Centacare Port Macquarie	Diocese of Lismore

Centacare Wilcannia Forbes	Diocese of Wilcannia-Forbes
Daughters of Charity of St Vincent de Paul	Trustees of the Daughters of Charity
Edmund Rice Community Services (NSW)	Christian Brothers - St Mary's Province
Good Grief	Sisters of St Joseph of the Sacred Heart
Marist Youth Care	Marist Brothers – Sydney Province
Maronite Community and Social Services	Maronite Eparchy of Australia
Marymead Child and Family Centre	Archdiocese of Canberra/Goulburn
Mercy Community Services (Hunter Region)	Sisters of Mercy, Singleton
Sisters of Charity in Australia	Congregation of the Religious Sisters of Charity
Sisters of Mercy Parramatta (including St Michael's Family Centre Ltd; St Mary's House, Campsie; and Mamre Plains Ltd)	Sisters of Mercy - Parramatta Congregation
Sisters of Saint Joseph of the Sacred Heart Congregational Leadership Team (General)	Sisters of Saint Joseph of the Sacred Heart
St Carthage's Family Services Lismore	Diocese of Lismore
St Francis Welfare	Franciscan Friars – Order of Friars Minor
St Francis Xavier's Parish, Ballina	Diocese of Lismore
St Joseph's Cowper	Sisters of Mercy - Grafton Congregation
St Joseph's Parish, Tweed Heads	Diocese of Lismore
St John of God Casa Venegas	St John of God Brothers

## CENTRAL

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

## SOUTHERN

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

## WESTERN

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

## QUEENSLAND

BoysTown Family Care	De La Salle Brothers
Centacare Brisbane	Archdiocese of Brisbane
Centacare Cairns	Diocese of Cairns
Centacare Catholic Family Services Townsville	Diocese of Townsville
Centacare Employment Mt Isa (Good Shepherd Parish)	Diocese of Townsville
Centacare Rockhampton	Diocese of Rockhampton
Centacare Toowoomba	Diocese of Toowoomba
Mercy Family Services (Qld)	Sisters of Mercy – Brisbane Congregation

## EXPRESSIONS OF THANKS

Attorney-General's Department	Department of Communications, Information Technology and the Arts
Anglicare Australia	Department of Employment and Workplace Relations
Australian Catholic Bishops' Conference General Secretariat	Department of Family and Community Services and Indigenous Affairs
Australian Catholic Commission for Employment Relations	Department of Health and Ageing
Australian Catholic Social Justice Council	Family Services Australia
Australian Catholic University	Jobs Australia
Australian Conference of Leaders of Religious Institutes	Joint Liaison Group on Child Migration
Australian Council of Social Services	National Australian Torres Strait Islander Catholic Commission
Australian Federation of Disability Organisations	National Employment Services Association
Australian Federation of Housing Organisations	National Welfare Rights Network
Bishops' Committee for Social Welfare	Relationships Australia
Bishops' Commission for Justice and Service	The Salvation Army
Brotherhood of St Laurence	The Salvation Army Employment Plus
Catholic Church Insurances Ltd	UnitingCare Australia
Catholic Health Australia	Wesley Uniting Employment
Centacare Australia Ltd Board	
Commission of Australian Catholic Women	

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