



Catholic Social Services  
**Australia**

**OUR VISION:**  
A FAIR, JUST, INCLUSIVE SOCIETY  
ANNUAL REPORT 2010-11

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COVER PHOTO: Mum and Dad with baby – our thanks to St John of God Health Care for permission to publish this photo which is from their “Strong Family, Strong Culture” service in WA.

# About Catholic Social Services Australia

Catholic Social Services Australia (CSSA) is the Church's peak national body for social services in Australia. Our 69 member organisations provide social services to over a million Australians a year in local communities, in metropolitan, regional and remote Australia. CSSA's national office in Canberra operates a policy and research unit informed by this extensive services delivery network which provides over 500 programs nationally.

## Our vision

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

## Our Mission

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

## Operations

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

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

## Catholic Social Teaching

CSSA seeks to embody and promote the core principles of Catholic Social Teaching.

### Dignity of the Person

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

### Common Good and Community

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

### Preferential Option for the Poor

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

### Rights and Responsibilities

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



# Chairman's Report

Fr Joe Caddy

This year saw a consolidation of the many recent changes to Catholic Social Services Australia and to the relationship with our members described in my last annual report. Members continued to indicate their support through their engagement with Catholic Social Services Australia and by their generous responses to the second year of the new fee arrangements. It was also a year of continued challenges and changes, which included working with a new prime minister and several new state premiers, a federal election, the devastating impact of the floods in Queensland and other states, and the departure of our long-serving Executive Director.

We remain under considerable pressure to produce high-level professional responses to the demands made upon the sector, but your board remains confident that we do so. Nevertheless we continue to explore additional funding sources in order to expand our capacity and endeavour to monitor our own performance in relation to members' expectations.

The business of advocating for a fair, just and inclusive society on behalf of those who are most vulnerable remains central to our mission and is the constant driver of our daily activities. Over the year our major activities included three major submissions: on a national quality framework to support quality services for people experiencing

homelessness; on a Commonwealth Commissioner for Children and Young People; and, with CCER (NSW/ACT) on the Equal Remuneration Case conducted by Fair Work Australia. In addition, we actively lobbied in Canberra and reported to members around the federal election and the federal budget on issues such as combating poverty, addressing mental health and revisiting the social contract. We warned of the threat to services potentially posed by wage rises in the sector and welcomed increased support for relationship counselling. We continued our most productive relationship with fellow members of the Major Church Provider's group, including issuing a joint call for a ten year plan to overcome poverty. We held a successful annual conference in Sydney in May in conjunction with CatholicCare Sydney.

During the year we began to hold board meetings outside Canberra as part of our efforts to be better informed and to have better two-way communications with our members. We met in Sydney and board members took the opportunity of also meeting representatives of our members separately; another meeting was scheduled for Melbourne. We continued to encourage collaborations and to promote networking, including support for State branches. We also took steps

*“None of what happens at the national level could happen if it were not for the enormous contribution to social wellbeing that is made through the efforts of our member agencies ...”*

to improve regular communications between the Executive Director, CSSA staff and members.

Promotion of the mission and identity of Catholic social service agencies was enhanced by the planning, on this occasion in conjunction with Catholic Health Australia, of a second enrichment leave program to Rome and the Catholic University in Leuven. The program will begin in September 2011.

I wish to acknowledge the outstanding contribution of our departing Executive Director, Frank Quinlan. The farewell function in March 2011 for Frank Quinlan at Parliament House, addressed by the Minister for Social Inclusion, the Hon. Tanya Plibersek and the Opposition Leader, the Hon. Tony Abbott, in the presence of many other parliamentarians and senior Commonwealth bureaucrats, demonstrated the public standing of both Frank and by extension, CSSA.

I would also like to acknowledge the contribution of Paul O’Callaghan, who is currently filling the role of Executive Director in an Interim Capacity taking up the role in late April. The Board thought such an appointment was necessary to ensure the process of finding an ongoing Executive Director of CSSA was not rushed. At the time of writing this report, the Board had embarked on an open recruitment

process to fill this position in an ongoing capacity.

I would also like to thank my fellow board members, including Mr Michael Reutens and Mr Barry Sheehan who retired from the board during the year and take pleasure in welcoming Executive Director of Centacare Brisbane, Mr Peter Selwood.

During these changes the staff of the secretariat continued to perform in the professional and competent manner we all value so highly.

We continue our commitment to advocate on behalf of those who are the least well off; to promote the interests of our member agencies; to assist agencies to maintain and develop their sense of their Catholic mission and identity and to encourage cooperation between members. We welcome four new members to CSSA, St Joseph Ain Karim, St Michael’s Family Centre, Good Samaritan Sisters and the Trustees of Mary Aitkenhead Ministries. Sadly, we say goodbye to two members: Centacare Coffs Harbour ceased to operate in December 2010 and Centacare Employment and Training.

None of what happens at the national level could happen if it were not for the enormous contribution to social wellbeing that is made through the efforts of our member agencies - it is to those who directly deliver services that we owe the greatest thanks.



# Executive Director's Report

## Mr Paul O'Callaghan

After the major organisational changes undertaken in 2009/10, the last year has been one of adjusting to a much smaller organisational structure with a redefined purpose. Without any contract management role the CSSA office can now focus on core functions of policy, advocacy and membership support. Of course, this re-adjustment has been quite a process in itself. It was also marked by the departure of former Executive Director, Frank Quinlan. Frank made a huge contribution to promoting CSSA's objectives and in gaining recognition for CSSA's voice over seven years. Most of the work completed during this reporting period was done under Frank's stewardship.

During the year, we engaged actively with government on issues of concern to members and the people they serve. This included significant advocacy work on community mental health, family services, drought relief counselling, income support payments and community detention. Prior to my arrival, substantial work had been done on the government's Not-for-Profit reform agenda and Frank was appointed to the newly created Not-for-Profit Reform Council.

At the Federal level, the Government has finalised its mammoth task of streamlining the range of

family services delivered through the Department of Families, Housing, Community Services and Indigenous Affairs. 1 July 2011 marked day one of the new look Family Services Program. As part of the restructure the Government is hoping to achieve a greater focus on service delivery to vulnerable and disadvantaged families in our community which is certainly a welcome objective. Although the contract negotiation period between FaHCSIA and many of our member agencies was not without its challenges, it was definitely good to see that, after many years advocating for longer term contract periods for families programs, the new FSP agreements extend over a three year period.

The loss of funding to a range of Early Intervention programs funded out of the Attorney-General's Department was definitely a low point for family services in our network.

After a decade of little action on the national Not-for-Profit reform agenda, the government moved with resolve on a number of fronts over the last year. It established the Office of the Not-for-Profit Sector and put in train plans to create an Australian Charities and Not-for-Profit Commission. The government reiterated its policy goal of

*“Regardless of the subject matter being discussed I was struck by the expressed commitment of those gathered to the principles of Catholic social justice in policy and service delivery issues alike.”*

reducing red tape and to improve contracting and compliance with the sector. It also embarked on a program of legislative change, including for a statutory definition of charity and for an Unrelated Business Income Tax for agencies which undertake commercial activity.

Each of these measures has implications for CSSA member agencies and we engaged with government in trying to influence these developments through formal submissions and direct advocacy.

Community detention issues were prominent through most of the year, as government finally responded to advocacy on this issue and sought to engage the Churches networks to become involved in meeting their objectives in this area. With a background of expertise in providing services to unaccompanied minors and vulnerable children and families a number of our agencies became providers of community detention services. Given the political sensitivity of these issues in national debate, it was perhaps not surprising the rollout of this program was less than smooth. We used our position on the Department of Immigration's Residence Determination Reference Group and our relationship with the Australian Red Cross, as

government contractor for delivering this program, to effectively achieve some improvement.

The Fair Work Australia (FWA) Equal Remuneration case was another area of major activity for us in the second half of the year. We collaborated with the Catholic Commission for Employment Relations (NSW) to put forward views to the Prime Minister and other ministers about the need for full government funding to match an expected financial gap for service providers related to this case. We also provided human resource and financial data as part of the 'Perfect Storm' project with other church providers. This combined church data filled a significant information gap for government as it prepared its own approach to the FWA process.

The year was also marked by a steady deterioration in the political debate about the needs of the poor and marginalised in our community. This was evident in the lead-up to the 2010 election and re-surfaced before the May budget, as leaders from both major political parties regularly used negative stereotypes to criticise people who are not able to make a transition from unemployment into employment. While a stronger government focus on workplace training and participation has many benefits, it was unfortunate to witness the

lack of empathy for the many thousands of people who, for a variety of reasons, were unable to make this transition.

CSSA has been involved in a review of the Australian Catholic University's Leadership Development program with a specific mission and identity focus for people working within the social services and health sectors in the Church. We are already in planning mode for the 2011 K.U. Leuven Professional Development Program which will depart in September 2011. We have received a positive response from members wishing to participate.

Facilitation of network development and sharing of best practice and business development activities for members remained a core part of CSSA's work and one of the features this year was to bring together 16 member agencies to focus on community mental health issues. This network activity has focussed mainly on initiatives in the May federal budget. It enabled CSSA to put forward views on gaps in mental health services that could be included in the National Mental Health Partnership Agreement. Network members also began work to identify policy proposals related to the Personal Helpers and Mentors Scheme (PHaMS), *headspace*, and coordinated care and flexible funding.

In October last year Directors gathered in Canberra to discuss emerging pressures on the social services sector and explore new ways of working with one another as trends towards cross-agency activity gain prevalence in both Federal and State funding agreements across a range of portfolios.

The Annual Conference held in Sydney in May afforded me an opportunity engage with many Directors and Senior Managers from around the CSSA network only two weeks after taking up the role of Executive Director. This provided me with a great opportunity to make connections in a short period of time and to start to build on the types of relationships needed in a national network such as ours. Regardless of the subject matter being discussed I was struck by the expressed commitment of those gathered to the principles of Catholic social justice in policy and service delivery issues alike. We also took the opportunity at the National Conference to help CatholicCare Sydney celebrate 70 years of service. Congratulations!

These achievements reflect well on the focus and dedication of the now small staff team at CSSA. I wish to especially commend the contributions of Mary Jamieson, Jackie Brady, Sue Ludwig, Don Arthur and Heather Grant. I also acknowledge the leadership of our Chair, Fr Joe Caddy, and all Board members in providing the guidance needed to consolidate CSSA's new structure and for their direct support to me and all the staff.

# Policy and Public Affairs

Jackie Brady, Director of Government and Public Affairs



Member for Riverina, Mr Michael McCormack, MP; Minister for Families, Communities, Housing and Indigenous Affairs, Ms Jenny Macklin; Auxiliary Bishop of Canberra Goulburn and CSSA Board Member, Bishop Pat Power; Director of Centacare Wagga Wagga, Ms Mary-Helen Martens and the former Executive Director of Catholic Social Services Australia, Mr Frank Quinlan.

## STRATEGIC POLICY PRIORITIES

In consultation with its members and other stakeholders, the Board has identified the following strategic priorities to guide the work of Catholic Social Services Australia:

- Income security
- Employment
- Social participation and inclusion
- Housing and homelessness
- Mental health
- Locational disadvantage

Catholic Social Services Australia has engaged in a broad scope of activities to meet the advocacy objectives of the organisation ranging from submissions to formal inquiries, collaboration with like-minded organisations and participation in a variety of established and consultative networking bodies.

## Federal Election 2010

21 August 2010 will mark in history the day that Australian voters stripped Labor of 16 seats and produced the nation's first hung parliament since World War II.

After 17 days of negotiation, the first female Prime Minister of Australia emerged from a public electoral process, Ms Julia Gillard, holding the bare minimum of 76 votes to give her a majority in the 150 seat lower house. The Prime Minister pulled together a Coalition of Mr Windsor, Mr Oakeshott, and newly elected Greens' Member, Mr Adam Bandt and newly elected Tasmanian Independent, Mr Andrew Wilkie.

The issues of importance for CSSA and our members were not high on the election campaign agenda. Both leaders were certainly more intent on asserting their credentials as preferred leader rather than to offer any leadership on justice relating to those issues we and our members deal with everyday.

We can certainly expect a rather turbulent political period of government at the Federal level given the fragile nature of hung parliament arrangements. And, as such, CSSA will continue to meet with Members and Senators from all party affiliations (and the Independents) to ensure that the views and concerns of our members and those without a voice in society are always represented.

### Some key sector based issues:

#### Not-for-Profit sector reform

Following on from the work the Government has done thus far in relation to establishing a National Compact with the Not-for-Profit (NFP) Sector, the next tranche of reform of the NFP sector for government appears to be focused on a few main areas of activity:

- (i) The establishment of an Australian Charities and Not-for-Profit Commission,
- (ii) A review of the Definition of charities, and,



Minister for Mental Health and Ageing,  
the Hon Mark Butler.

- (iii) The Introduction of an Unrelated Business Income Tax.

In the final stages of this reporting period CSSA is finalising a submission to a Treasury Discussion paper on NFP Tax concessions. We have been working collaboratively with our network, the Australian Catholic Bishops Conference Tax Working Group, and the National Roundtable of Nonprofit Organisations to inform our response to this particular Consultation Paper.

We envisage this to be a major body of work for CSSA into the new reporting period so as to ensure that our members continue to provide much needed services to the community unencumbered by overly zealous Government bureaucracy and administration.

## ASU Wage Claim

A key issue confronting the social services sector in this reporting period and into the future is the Equal Remuneration Case currently before Fair Work Australia. CSSA along with our co-members of the Major Church Providers network – Anglicare Australia, The Salvation Army and UnitingCare Australia - was able to provide advice to the Departments of Finance and Treasury as to the projected cost of the impact of the wage claim for our combined agencies. This projection was based on a specific model developed by UnitingCare and KPMG.

CSSA is also in the process of conducting a research project aimed at providing analysis of the ASU wage claim in terms of the impact on the CSSA network. All members were offered an opportunity to participate in this project which aims to deliver individual reports to members as well as state/territory and national aggregate data to provide a more thorough picture of what the ASU Wage claim and other staffing cost pressures will amount to in the network.

This project will be completed by mid-late September.

## TASKFORCES AND COMMITTEES

Catholic Social Services Australia is regularly invited to participate on Government Taskforces and Committees. Catholic Social Services Australia membership provides an opportunity to participate either as our network representative and/or to provide expert operational and policy input through these avenues. Our recent representation work includes the following forums:

- Australian Government's Not-for-Profit Sector Reform Council,
- National Roundtable of Not-for-Profits,
- Australian Government's Gambling Advisory Group,
- Chief Justice Family Law Forum,
- Child Support National Stakeholder Engagement Group (CSSA is represented by Dr Kerry Martin, CatholicCare BrokenBay on this Group),
- Centrelink Service Delivery Advisory Group,
- Australian Churches Gambling Taskforce, and,
- ACOSS' Social Security network.

## CONFERENCES AND FORUMS

Catholic Social Services Australia hosts regular forums, including the national conference, to inform and to seek feedback from members on key issues. These gatherings also provide a valuable opportunity for the sector to come together as a national body. For example recent events included:

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**25-26 October 2010** National Directors Forum

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**14-15 April 2011** Reconfiguring Catholic Governance – CSSA was a contributing agency to this Conference led by Catholic Health Australia.

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**2-4 May 2011** National Conference – Sydney



(l to r) Director of Marist Youth Care, Ms Cate Sydes, pictured with her local Federal Member and host of the CSSA 2010 Director's Forum gathering at Parliament House, Mr Ed Husic, MP (middle) and Director of Centacare Port Macquarie, Mr Tony Davies.

## PUBLICATIONS AND COMMUNICATIONS

- Daily web-based news highlights service to members,
- Election Issues highlights – web-based newsletter
- Annual report,
- NetworkNews – electronic newsletter keeping members in touch with members,
- Website development (National and NSW/ACT),
- Contacts database, and,
- Member surveys.

## MEDIA AND GOVERNMENT RELATIONS SUPPORT TO MEMBERS

- Develop media strategies,
- Media liaison,

- Develop media releases,
- Advice on government relations strategies, and,
- Appointments with Federal politicians and staff.

## RESEARCH AND EVALUATION GROUP

The Research and Evaluation Group held their inaugural teleconference June 16 and plans to keep in touch through quarterly and ad hoc teleconferences as well as through the use of a web log. Ms Sandie Cornish from Rosemount Good Shepherd and Mr Don Arthur from CSSA are coordinating the group.

The group will share information about current and planned research and evaluation activity, discuss issues such as partnerships with academics and cross-agency projects and share ideas on methodologies such as Social Return on Investment.

## POLICY AND MEDIA ACTIVITY

### Submissions

- 06/08/2010** Submission to the Fair Work Australia – Equal Remuneration Case. A joint submission by CSSA and CCER (NSW/ACT)
- 15/12/2010** Submission to the Senate Legal and Constitutional Committee Inquiry into a Commonwealth Commission for Children and Young People Bill 2010
- 15/05/2011** Submission in response to an Options Paper: A national Quality Framework to support quality services for people experiencing homelessness: Department of Families, Housing, Community Services and Indigenous Affairs

### Opinion pieces

- 12/08/2010** Mid-Election Reflection
- 13/08/2010** Pay rise threatens jobs and services to the poorest
- 18/08/2010** Inside Canberra’s Catholic lobby
- 11/11/2010** A plan to overcome poverty
- 04/04/2011** Why Tony Abbott is right about welfare
- 10/05/2011** Budget must revisit the social contract (Joint Op Piece with Caritas Australia and Catholic Health Australia)
- 10/05/2011** Mixed Budget Blessings

### Media Releases

- 02/08/2010** Supporting teenagers at home a welcome policy by the ALP
- 09/08/2010** Welcome reforms will breathe life into social and community services choked by red tape
- 13/08/2010** Assistance to Relationship counselling welcomed
- 13/08/2010** Services to the vulnerable threatened as Election Campaign ignores wage case
- 20/08/2010** Major church groups call for a ten year plan to overcome poverty (Joint Media Release with MCPs)
- 21/10/2010** Parliament ignores its own advice for another year – National Anti-Poverty Week 2010
- 03/11/2010** Government announcement means better services to families
- 07/02/2011** ACOSS urges Parliament to pass flood levy: cut wasteful tax breaks to rebuild QLD not essential programs or income support payments
- 10/05/2011** Federal Budget – Some positive measures but more to do

### Open Letter

- 06/08/2010** Mental Health: time to end the neglect (joint social service agency action)

# Membership and Network Support

Sue Ludwig, Director, Membership and Network Support

The primary objective of the member and network support position is to 'provide CSSA network members with strategic support, and to assist them in supporting each other.' Over 2010-11 that work focused on the following priorities:

## Families and Children:

### Family Support Program

The national office, along with the 27 member agencies that provide family relationships services programs, participated in consultations regarding the restructure of FRSP programs into the Family Support Program. We also facilitated meetings between our members and key FaHCSIA officials and maintained ongoing dialogue with FaHCSIA: Federal Families Minister, the Hon. Jenny Macklin; Parliamentary Secretary for Community Services, the Hon. Julie Collins; and, Attorney-General, the Hon. Robert McClelland on a range of issues:

- Impact of funding cuts to post separation services (administered by the Attorney General's Department),
- Concerns about aspects of the new Family Support Program and impact of some of the contractual changes on clients and staff,
- Longer-term issues being faced by agencies funded under the Drought Response Support Team funding, and impact on clients, communities and agencies of the cessation of these funds, and,
- The detail of the proposed performance framework and client access plans.

### Family Relationships Services Australia

CSSA provided gold sponsorship at FRSA's 2010 national conference, and used the occasion to host a meeting of CSSA delegates to network and share information and concerns about issues of common concern, particularly in relation to the changes

to FSP. In June 2011 CSSA became an associate member of FRSA, which will assist the national office as we seek to support our families' network and add value to FRSA's own member support focus.

### Federal Magistrate's Court (FMC) Tender for the provision of Primary Dispute Resolution Services

Under a lead agency model, with CatholicCare Melbourne as the lead, 24 CSSA member agencies submitted a tender at the end of May 2010 for FMC primary dispute resolution services in all states and territories except WA. This was a huge collaborative effort and is evidence of the possibilities available to the sector in relation to tender applications. The outcome of the tender is yet to be announced.

### Out of Home Care – National Guidelines

The national office coordinated and submitted CSSA feedback on the draft national guidelines in November 2010. The Guidelines were endorsed and released by Commonwealth, State and Territory Community and Disability Services Ministers on 16 December.

### Family Relationships Centre (FRC) Managers Network

The network meets by teleconference from time to time to discuss issues of mutual interest or concern. The national office provides a point of contact for information sharing and teleconference facilitation. Several FRC member agencies are



assisting in the planning of the 2012 forum on Child Inclusive Practice, to be held in Sydney on 15-16 March. With the theme of CIP and Beyond, this practitioner lead Forum will explore new and emerging practices as well as focus on the linkages between, research, policy, theory and practice.

## Mental Health

'Mental health' is one of CSSA's strategic priorities. In early 2011 a national CSSA survey confirmed that member agencies were keen to collaborate to

influence government policy and decision making and to strengthen links among member agencies in order to learn from each other, share information and best practice and work cooperatively to improve operational systems and service delivery. Since then, working groups have been established to facilitate member engagement on a number of opportunities that have arisen as a result of the 2011-12 Federal Budget's Mental Health Reform Package. Three groups are now developing opportunities for network-wide take up of new or expanded funding in relation to Personal Helpers

and Mentors Program (PHaMS), *headspace* and coordinated care and flexible funding. The fourth is seeking to establish a clearer picture of the breadth and nature of member agencies' work with people who have mental health needs.

The national office also facilitated member agency input to a number of processes and submissions and met with the Minister for Mental Health, the Hon. Mark Butler MP, and key staff. Major activities included:

- Participation in a Families Australia/Orygen Youth **National Roundtable on Mental Health: 21st Century Challenges for Australian Families** This post-Federal Budget gathering focused on the roles and needs of families in relation to national mental health reform and implementation of the federal budget measures.
- Contribution to community sector input on key COAG processes that relate to mental health. Specifically, we commented on gaps in mental health services that could be included in the Government's proposed National Mental Health Partnership Agreement.
- Members are currently working on a CSSA submission to the Senate Community Affairs Committee Inquiry into the Funding and Administration of Mental Health Services. The Inquiry Committee is due to report in September 2011.

## Workforce innovation

Over 2010 and early 2011 CSSA members in two states participated in consultations in relation to

the workforce innovation project undertaken by Business Group Australia. Phase 1 of the project investigated the workforce skills needs of a range of service areas which are increasingly required to provide support and deliver services to a broader client base that requires complex, multi-layered and high quality advice and assistance. The participating organisations were Anglicare Australia, UnitingCare Australia, The Salvation Army and CSSA.

Phase 2 was to customise pilot training modules through participating technical colleges. Unfortunately the project did not achieve its key milestones and the funding body (DEEWR) did not renew funding beyond June 2011, despite the interest of community agency front-line workers and TAFEs, particularly in NSW and WA.

## Other member and network engagement

- Support for NSW-ACT Branch activity, notably recruitment of a new Executive Support Officer,
- Participation in CSSV AGM and commissioning Mass,
- Visits to member agencies to connect with key staff in areas relevant to current CSSA priorities – Sydney, Melbourne, Bendigo, Adelaide and Canberra,
- Contribution to establishment of a research and evaluation special interest group, and,
- Participation in the Leuven Leadership Enrichment Program 2011 organising committee.

## New Members

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

- St Joseph An Karim – Ordinary Member
- St Michael’s Family Centre – Ordinary Member
- Good Samaritan Sisters – Associate Member
- Trustees of Mary Aitkenhead Ministries – Associate Member

CSSA currently has 69 members.

## State Activities

The Catholic Social Services Australia Board renewed its commitment to strengthening state structures through the allocation of funding grants to support the operations of state structures to the NSW/ACT Branch and to CSS Victoria. Both state branches have been very active during this reporting period and a summary of their activities is provided below by the respective Branch operations managers.

### CSSA NSW/ACT

**Executive Officer, Ms Claire O’Neill**

#### Advocacy in the build up to the 2011 State Election

NSW held a State Election in March 2011 and the Catholic Social Services NSW/ACT Branch advocacy activity this year was directed at engaging both the Government and Shadow Cabinet in discussions around key policy areas in the run up to this. The Branch identified child protection and homelessness

as crucial issues affecting the most vulnerable people in NSW. Members also engaged in advocacy around the relationship between government and the not-for-profit sector and how this could be enhanced through policy initiatives.

Branch Meetings provided the opportunity for CSS NSW/ACT Directors and their staff to hold open discussions with some of the politicians and look at ways to develop policy together to best support the communities of NSW. Attendees included: Premier Barry O’Farrell; Minister for Community Services, the Hon. Pru Goward; Minister for Ageing and Disability, the Hon. Andrew Constance; and, Greens’ Party Member, Ms Cate Faehrmann. These meetings were particularly useful in terms of developing the relationship between the Catholic sector and the new Liberal Government.

#### Collaboration between Catholic Social Services NSW/ACT Agencies

A major project this year has been the development of a CSS Working Party Discussion Paper: *Future Tendering and Funding arrangements between member agencies of Catholic Social Services NSW/ACT*. For well over 10 years there has been discussion regarding the need for increased collaboration among Catholic social service agencies within the CSS NSW/ACT Network, in order to more effectively fulfil the Mission of the Church. A Working Party of Branch Members was formed with the task of developing a proposal. This proposal was presented to NSW and ACT Bishops at their March 2011 meeting. The Discussion Paper has sparked further investigation by the NSW and ACT Bishops into the most suitable model for Catholic Agencies going forward.



## Maximising connections between Catholic Education and Catholic Social Services for better Child Protection in NSW

The NSW Labor Government had been implementing a new approach to its Child Protection system known as *Keep Them Safe*. CSS NSW/ACT in conjunction with the Catholic Education Commission NSW (CEC) developed a set of targeted *Keep Them Safe* implementation support materials for use by both NSW Catholic Schools and NSW Catholic Welfare Agencies. These materials were developed using a small *Keep Them Safe* implementation grant from the Department of Premier and Cabinet. An excellent 'train the trainer' workshop session was held for members of Catholic Schools and Catholic social services agencies around the changes to the child protection system in NSW.

A pioneering forum with the shared aim of better addressing the needs of at risk children and maximizing local connections and partnership will be held in August 2011 for Catholic schools and Catholic Social services agencies across NSW.

### Directors Forums & Working Groups

The Branch held a couple of Directors Forums over the past year. These took the place of our regular Branch Meetings and focused on topics of particular relevance to Agencies.

Recent years have seen a strong focus in NSW on evaluation of programs targeting vulnerable clients to ensure that outcomes achieved are positive. In August 2010 the Branch held a **Results Based Accountability (RBA) Forum** for interested members, in Sydney. Dr Stephen Mondy from Centacare Broken Bay, and Sue Richards from NSW FaMs facilitated the successful session that focused on how to implement an RBA approach within agencies.

In March 2011 the topic was **Workforce Planning**. Agenda items included attracting and retaining staff and Aboriginal employment strategies. Directors were joined by guest speakers from ABRS Socialworks Recruitment Agency, the Community Services and



Health Industry Training Body and the Australian Employment Covenant. A session was also held by the Catholic Education and Employment Relations Commission on the Pay Equity case and its likely impact on the Catholic social services sector.

The NSW/ACT Branch also convenes a number of working groups on topics relevant to members.

This is an opportunity for agencies to share expertise, knowledge and practice wisdom across specific program areas. Agencies also engage with the key stakeholders from the relevant government departments and ministers on specific areas of concern. The standing working groups are the Quality Assurance Working Group and the Youth Services Network.

## Catholic Social Services Victoria (CSSV)

### Executive Director, Mr Denis Fitzgerald

Catholic Social Services Victoria (CSSV) assists the Church in Victoria in its Gospel-inspired mission of compassionate service and work for justice, and complements the broader range of Catholic Social Services Australia's work with a focus on Victorian issues and members. This report highlights themes and developments over 2010/11. Most items referred to are covered in more detail at [www.css.org.au](http://www.css.org.au).

CSSV has around 45 members, several of which have joined over the past year. This reflects the efforts of the staff and Council to encompass the range and variety of the Catholic social services community, to support them, and to work to maximise the impact of the Church in this broad field.

The three strategic areas of focus for the organisation are policy and advocacy; building a cooperative community of shared interests; and, working with members to reflect on the development of their Catholic ethos and identity. A committee from our Council focuses on each of these areas:

### Policy and Advocacy

The year under consideration included the lead-up to the 2010 Victorian election. Our advocacy work in that context included;

- Support for the development of *Your Vote, Your Values*, a Statement by the Catholic Bishops of Victoria to assist voters engage on key issues for the November 2010 Victorian election,
- As chair of the Interchurch Criminal Justice Taskforce, CSSV played a key role in the pre-election brochure by the taskforce calling for consideration of issues of criminal justice from a broad Christian perspective, and,
- We hosted a forum on *Putting Pokies on the Agenda*, involving the Minister for Gaming, the Shadow Minister for Gaming, and other political candidates.

Other work during the year included;

- A submission on *Disability Care and Support* to the Inquiry by the Productivity Commission into a proposal for a National Disability Insurance Scheme, and a response to the draft report by the Commission,
- A submission in July 2010 to the Productivity Commission enquiry into *Caring for Older Australians*. This submission focused on the needs of ageing people who have been homeless,
- Advocating to the Victorian Government to proceed cautiously on sentencing reform, in order to achieve just outcomes, and,
- Wide-ranging consultations in development of a submission to the review of the *Victorian Charter of Human Rights and Responsibilities*.

## Member support

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

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

Cooperative activity catalysed by CSSV included the establishment of CatholicCare Victoria Tasmania. This is an agency of the Bishops of the two states, within which the relevant Centacares have agreed to cooperate, particularly in their relations with Government. Chaired by John Hurren, and with the CEO's of the relevant Centacares as Directors, this development has significant potential over time for both the quality and the efficiency of the mission-directed work of the sector.

Cooperation across the sector in responding to the various needs of refugees and asylum seekers was also very pleasing.

Our Breakfast Briefing series continued to bring together and inform members. Topics included;

- Protection and Care for our Environment,
- Out of home care,
- Goodstart childcare,
- A perspective from the Chair, and,
- Keeping faith with the staff.

Governance leader, Ms Elizabeth Proust, spoke at our Annual Dinner in August 2010. Ms Proust's presentation on 'Building a mission focused organisation' was appreciated by all. Reflecting on her experience in a number of organisations, she offered the advice on mission development that put the onus clearly back on senior people within an organisation, and called for personal ownership of this endeavour.

The atmosphere throughout the evening was a tribute to, as one participant put it: 'the very strong sense of community and being part of a big group of people committed to working together'.

At our Annual Commissioning Mass and AGM in March 2010, Professor Ruth Webber spoke about the post-bushfire recovery work undertaken by Centacares with support from the Melbourne Archbishop's fund. Her message was one of congratulations to the Catholic organisations who are still engaged in this work, and of encouragement to respond more systematically to such disasters in the future – Professor Webber's findings have also been shared with agencies in Queensland and beyond, who have faced more recent tragic emergencies.

Other member events included;

- Seeking Social Inclusion: Equipping Organisations to respond to people experiencing mental illness, a workshop in September 2010, and,
- A Retreat for Women in the Social Services Sector in May 2011.



Sacred Heart Mission Chairperson, Judge Michael McInerney speaking at one of the CSSV Breakfast Briefings.

## Catholic ethos

All of our work – advocacy, member support, etc - aims to help those active in the sector to reflect and act on the implications that their Catholic identity has for their work, but some activities have a more specific focus in this area than others.

In addition, the Catholic Ethos and Identity Committee oversaw an active program of events that sought to build momentum for a sustainable engagement with member organisations at various levels. Activities included:

- Continuation of our network of people with responsibility for mission: gatherings each two months provide a forum for reflection, learning and development,
- *Nurturing the Founding Spirit* in July 2010, a symposium on sustaining the mission and spirit of our organisations,
- A workshop with Jacqui Remond of Catholic Earthcare Australia,
- Our second annual workshop for Religious working in the social services,
- *Recruitment for Mission* - a practical workshop on how our Catholic identity and ethos can impact on recruiting our staff, volunteers, etc., and,
- Lunchtime Dialogue, Tuesday 23 November: thanks to Fr Mark O'Brien for his lecture and discussion on *"The ties that bind: Exploring the relationship between justice & mercy in the Old Testament"*.

## Our people

Chair of Council Peter Bearsley and Episcopal Vicar Fr Tony Kerin were key leaders at CSSV during the year, supported by members of the Council and Committees, and CSSV staff – our website, at <http://www.css.org.au/council.html> provides further information.

# Treasurer's Report

Trevor Murphy, Treasurer

The 2010-11 financial year was one of consolidation for Catholic Social Services Australia. All residual amounts due from Job Network contracts had been paid out by Federal Government agencies in the previous year and consequently, the major sources of income for the year ended 30 June 2011 were firstly, membership fees and secondly, support from the Australian Catholic Bishops Conference (ACBC). In overall terms, those funds together with money from some other sources resulted in total income being nearly 39 per cent lower than in 2009-2010.

Having regard to that outcome, it is appropriate to express the Board's grateful thanks to members who continue to support CSSA and its work even though it is apparent that in some cases, doing so causes difficulty for member bodies because of the need for them to re arrange internal priorities. One example of that support is that over one-quarter of the current year's membership fees was paid in advance prior to 30 June 2011.

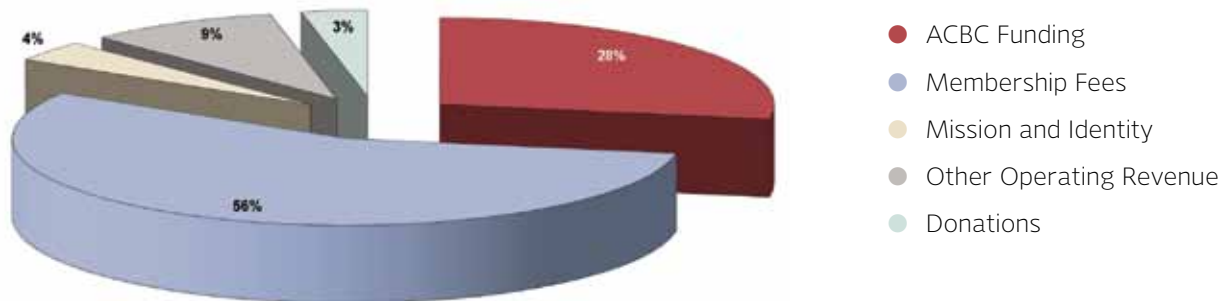
Outlays have also been reduced. The actions foreshadowed in last year's Annual Report to reduce costs by for example, making current processes less complex and outsourcing have been successful. In summary, total expenses were reduced by 39 per cent including a reduction of nearly 44 percent in staffing costs.

When taken together, these changes to the financial landscape resulted in a positive outcome for the 2010-11 year. But the Board recognises that the all important need to maintain portfolio advocacy and representations to Government either separately or as part of a group eg, the Major Church Providers, may in future, necessitate other income sources being found. With that in mind, steps have already been taken to identify and explore innovative opportunities to increase CSSA's yearly income stream.

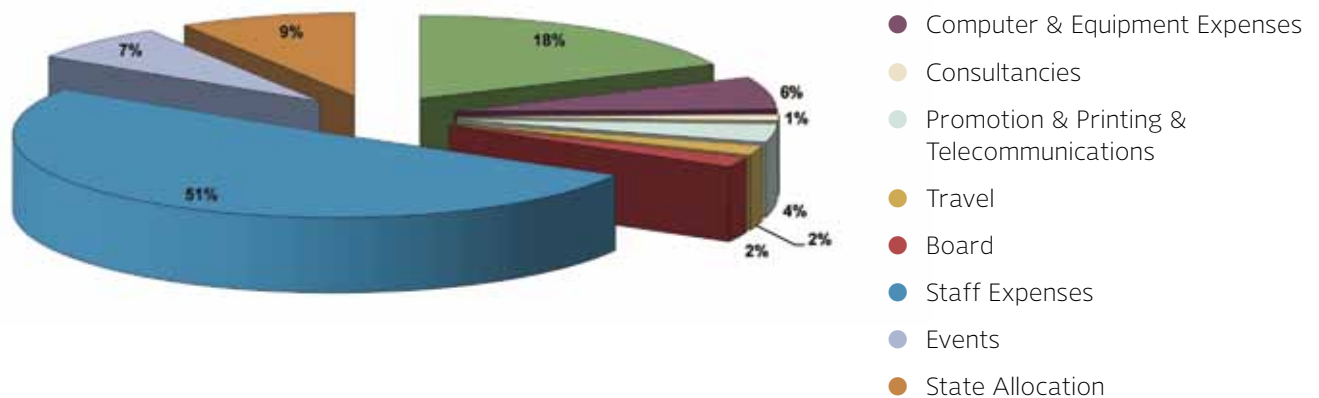
Additionally, expenditures which can be described as major project costs involving part or the whole of the membership network eg, the recent Equal Remuneration Case survey or which are in line with the Mission of the Organisation, will in future be funded from accumulated monies rather than being added to day-to-day running costs This is because the Board remains committed to the principle of ensuring that Catholic Social Services, Australia should break even each financial year.

CATHOLIC SOCIAL SERVICES AUSTRALIA  
**SUMMARY FINANCIALS**  
 FOR PERIOD ENDED 30 JUNE 2011

**INCOME**



**EXPENDITURE**



# National Conference 2011



Members of the network farewelling Frank – (from l to r), Mr Paul Fogarty, Director of Centacare Sandhurst; Ms Mary-Helen Martens, Director of Centacare Wagga Wagga, Frank Quinlan, outgoing Executive Director of CSSA; Ms Kath McCormack, Director of CatholicCare Wollongong; Mr Denis Fitzgerald, Executive Director of CSSV; Ms Deirdre Cheers, Director of CatholicCare Broken Bay and her husband Warren; and CEO of CatholicCare Melbourne, Fr Joe Caddy.

This year's National Conference was held in Sydney from 2 – 4 May 2011. The theme chosen for this year was "From reform to reality" which aimed to discuss how principles and recommendations become operational.

The Minister for Human Services and Minister for Social Inclusion, the Hon. Tanya Plibersek, talked about the Government's ongoing commitment to social inclusion and their focus on reform of the Not-for-Profit sector. Delegates said they found

the presentation delivered by the CEO of the National Council of the St Vincent de Paul Society, Dr John Falzon's presentation on Social Inclusion, Dignity and Liberation, "passionate....inspiring... clever and thought-provoking".

The Minister for Mental Health and Ageing, the Hon. Mark Butler, provided reassurance to the delegates that this Government was very focused on addressing Mental Health issues and looking at ways in which social services become more

integrally involved in the delivery of services aimed at assisting people with mental health issues. Without giving too much away, he did indicate that the upcoming Federal Budget would deliver on some of these initiatives (which in fact it did!).

Delegates also heard from Dr Louise Roufeil from the Australian Psychological Society as she reflected on the specific care requirements associated with the treatment of people in rural, regional and remote Australia. This presentation resonated well with delegates who found the session “grounded in reality”.

A section of the Conference focused on alternative and emerging trends in the funding of social services programs. The 90 delegates heard Associate Professor Cheryl Kernot, Director of Social Business, Centre for Social Impact, provide some tips and advice relating to Social Enterprise initiatives whilst Mr Kevin Robbie, Director of Employment from Social Ventures Australia looked at the Myths and Realities of Social Impact Bonds.

Another section looked at assessing the value of community services and the ways in which they can demonstrate their results and the impact of their service. Dr Stephen Mondy from Centacare Broken Bay and Ms Catherine Harris from Family Life reflected on their experience of this type of assessment which proves particularly challenging for social service programs.



Celebrating Sydney's 70th Birthday: Ms Deirdre Cheers, Director, Centacare Broken Bay; Fr Gerald Gleeson, the Catholic Institute of Sydney; Mr Michael Austin, Director, Family Services, CatholicCare Sydney; Fr Michael MacLean, long-standing Board Member with CatholicCare Sydney; Mr Bernard Boerma, CEO, CatholicCare Sydney.

Following on from the floods that impacted so harshly on Queensland, NSW and Victoria earlier in the year, it was timely that research undertaken into the response and involvement of Centacare agencies responding to the Victorian bushfires of a few years ago was available. Professor Ruth Webber presented her research which looked at the lessons learnt and learnings shared through that particular experience. She was supported by Ms Helen Goodman in this session who has been



The Minister for Human Services, Minister for Social Inclusion, the Hon. Tanya Plibersek.



Panellists tackle the complexity of welfare reform at the Conference: Professor Peter Whiteford (UNSW), Political Editor with the Australian Financial Review, Ms Laura Tingle and Mr Patrick McClure, CEO of Aged and Community Services Australia.

intrinsically involved in the Bushfire Community Recovery Services with CatholicCare Melbourne.

Emeritus Professor Gabrielle McMullan presented the session on Catholic Identity and Mission which a number of delegates described as 'authentic and challenging'.

The Members Only day looked at the issues of Housing and Homelessness, Indigenous Employment and the ASU Wage Case before Fair Work Australia. The national office team also took an opportunity to initiate some fairly substantive cross-agency, collaborative work on Research and Evaluation and Mental Health.

But - there was also time taken during the Conference for a couple of major celebrations. Delegates joined with guests of CatholicCare Sydney to help them celebrate 70 years of service delivery. At the Conference Dinner held at NSW Parliament House the network also took the opportunity to 'formally' farewell outgoing Executive Director, Mr Frank Quinlan, after seven years with Catholic Social Services Australia.

Our special thanks go to the Major Conference sponsor this year - the Australian Catholic University.

# The CSSA Board

## The Board to 30 June 2011



**Fr Joe Caddy – Chair,**  
CEO, CatholicCare Archdiocese  
of Melbourne

Appointed by the Australian Catholic  
Bishops Conference



**Professor John Warhurst**  
Deputy Chair

Appointed by the Australian Catholic  
Bishops Conference



**Mr Trevor Murphy – Treasurer**  
Appointed by the Australian Catholic  
Bishops Conference

Reappointed for a further three years  
in December 2010



**Mr Tony Davies**  
Director, Centacare Port Macquarie

Appointed by the Australian Catholic  
Bishops Conference



**Bishop Patrick Power**  
Australian Catholic Bishops Conference

Bishops Commission for Health and  
Community Services



**Mr Michael Reutens**  
Elected by Member Organisations

Term expired December 2010



**Mr Peter Selwood,**  
Executive Director, Centacare  
Brisbane

Elected by Member Organisations.



**Mr Barry Sheehan**  
Director, Centacare Toowoomba

Elected by Member Organisations  
(until February 2011)



**Ms Cate Sydes**  
Director, Marist Youth Care

Elected by Member Organisations



**Bishop Terry Brady**  
Australian Catholic Bishops Conference

Bishops Commission for Health and  
Community Services

## Board Meetings:

- 17 August 2010
- 16 November 2010
- 15 February 2011
- 1 March 2011
- 8 March 2011
- 22 March 2011
- 19 April 2011
- 17 May 2011
- 7 June 2011

## Annual General Meeting

Catholic Social Services Australia, 25 October 2010

Catholic Social Services Australia Ltd, 25 October 2010

## Working Parties

The Catholic Social Services Australia By-Laws provide authority for the Board to establish Working Parties from amongst its members and other persons co-opted by the Board. The composition and operations of each of the three current committees, as at 30 June 2011, include:

## Membership Committee

**Chair:** Prof John Warhurst.

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

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

## Fundraising Committee

**Chair:** Ms Cate Sydes.

**Members:** Other members as required (from amongst the membership and beyond) possibly 3 to 4 members.

The Fundraising Committee is responsible for developing a strategic plan for Catholic Social Services Australia, exploring opportunities for fundraising to support the delivery of programs and services by Catholic Social Services Australia and its members.

## Finance and Risk Committee

**Chair:** Mr Trevor Murphy.

**Members:** Mr Tony Davies and other members as required. Two external members to be appointed.

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

# National Office contacts at 30 June 2011

## Bishops Commission for Health and Community Services

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

**Chair:** Bishop Patrick P Power

**Members:** Bishop Terence J Brady  
Bishop Anthony C Fisher OP  
Bishop Joseph Oudeman OFM Cap  
Bishop Leslie R Tomlison  
Bishop David L Walker

## Executive Director

**Paul O'Callaghan**

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## Government and Public Affairs

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## Policy & Research

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## Membership and Network Support

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## Corporate Management

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## Administration

**Heather Grant**

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# CSSA Member Organisations

## at 30 June 2011

NSW/ACT	
CatholicCare Hunter-Manning	Diocese of Maitland/Newcastle
CatholicCare Sydney	Archdiocese of Sydney
CatholicCare Wollongong	Diocese of Wollongong
CatholicCare Canberra & Goulburn	Archdiocese of Canberra/Goulburn
CatholicCare Social Services – Diocese of Parramatta	Diocese of Parramatta
Catholic Community Services	Public Juridic Person
Centacare Ballina (St Francis Xavier’s Parish)	Diocese of Lismore
Centacare Casino (St Mary’s Parish)	Diocese of Lismore
Centacare Catholic Family Services Broken Bay	Diocese of Broken Bay
Centacare Catholic Family Services Wagga Wagga	Diocese of Wagga Wagga
Centacare Family and Community Services Bathurst	Diocese of Bathurst
Centacare New England North West	Diocese of Armidale
Centacare Port Macquarie	Diocese of Lismore
Centacare Wilcannia Forbes	Diocese of Wilcannia-Forbes
Conference of Leaders of Religious Institutes in NSW	CLRI (NSW)
Daughters of Charity of St Vincent de Paul	Trustees of the Daughters of Charity
Dunlea Centre, Australia’s Original Boys’ Town	Salesians of Don Bosco
Good Grief	Sisters of St Joseph of the Sacred Heart
Rosemount Good Shepherd Youth & Family Services	Good Shepherd Sisters
Marist Youth Care	Marist Brothers – Sydney Province
Maronite Community and Social Services	Maronite Eparchy of Australia
Marymead Child and Family Centre	Archdiocese of Canberra/Goulburn
Sisters of Charity in Australia	Sisters of Charity

Sisters of Mercy Grafton	Sisters of Mercy - Grafton Congregation
Trustees of the Sisters of Mercy Parramatta	Sisters of Mercy - Parramatta
Sisters of the Good Samaritan	Sisters of the Good Samaritan
Sisters of Saint Joseph of the Sacred Heart NSW Congregation Leadership Team	Sisters of St Joseph of the Sacred Heart
St Anthony's Family Care, Croyden	Sisters of St Joseph of the Sacred Heart
St Francis Social Services	Franciscan Friars – Order of Friars Minor
St Joseph's Cowper	Sisters of Mercy - Grafton Congregation
St John of God Casa Venegas	St John of God Brothers
St Michael's Family Centre Limited	Trustees of the Sisters of Mercy Parramatta
Trustees of Mary Aikenhead Ministries	Sisters of Charity of Australia
Trustees of the Presentation Sisters (Wagga)	Presentation Sisters
<b>CENTRAL</b>	
Catherine House Inc.	Sisters of Mercy, Adelaide
Centacare Family Services Adelaide	Archdiocese of Adelaide
CatholicCare NT	Diocese of Darwin
Centacare Port Pirie Diocese (Whyalla)	Diocese of Port Pirie
Sisters of St Joseph Ain Karim	SA Province of the Sisters of St Joseph,
South Australia Province of the Sisters of St Joseph	SA Province of the Sisters of St Joseph of the Sacred Heart
<b>SOUTHERN</b>	
Catholic Society for Marriage Education	Archdiocese of Melbourne
Centacare Catholic Diocese of Ballarat Inc	Diocese of Ballarat
CatholicCare Archdiocese of Melbourne	Archdiocese of Melbourne
Centacare Gippsland (Sale)	Diocese of Sale
Centacare Sandhurst (Bendigo)	Diocese of Sandhurst
Centacare Tasmania	Archdiocese of Hobart
Jesuit Social Services	Jesuits Society of Jesus

Mackillop Family Services	Sisters of Mercy, Christian Brothers and Sisters of St Joseph
Marriage Education Program (Inc.)	Lay Association
Sacred Heart Mission (St. Kilda)	Archdiocese of Melbourne
Sts Peter and Paul Centacare, Nth Melbourne	Ukrainian Catholic Eparchy,
<b>WESTERN</b>	
Catholic Marriage Education Services (Perth)	Archdiocese of Perth
Centacare Geraldton	Diocese of Geraldton
Centacare Kimberley	Diocese of Broome
Centrecare Inc. Perth	Archdiocese of Perth
MercyCare	Sisters of Mercy - Perth
Personal Advocacy Service	Archdiocese of Perth
St John of God Healthcare – Social Outreach and Advocacy	Sisters of St John of God
St Patrick’s Community Support Centre (Fremantle)	Archdiocese of Perth
<b>QUEENSLAND</b>	
Bridgeworks Employment and Training	Sisters of Mercy – Brisbane
BoysTown	De La Salle Brothers
Centacare Brisbane	Archdiocese of Brisbane
Centacare Cairns	Diocese of Cairns
Centacare Rockhampton	Diocese of Rockhampton
Centacare Toowoomba	Diocese of Toowoomba
Centacare Catholic Family Services Townsville	Diocese of Townsville
Mercy Family Services (Qld)	Sisters of Mercy – Brisbane
North West Qld Indigenous Catholic Social Services (NWQICSS)	Diocese of Townsville
Sisters of Mercy Brisbane Congregation Leadership Team	Sisters of Mercy - Brisbane



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Catholic Social Services  
**Australia**