
CATHOLIC
WELFARE
AUSTRALIA



ANNUAL REPORT

2002-2003



Catholic Welfare Australia

MISSION STATEMENT

Catholic Welfare Australia strives to promote and advance the ministry of Catholic social welfare as integral to the mission of the Catholic Church in Australia.

It carries out this mission by interacting with Catholic organisations, governments, other churches and all people of good will, 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.

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National Director
Catholic Welfare Australia
PO Box 326
Curtin ACT 2605
Email: admin@catholicwelfare.com.au

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MESSAGE FROM THE CHAIRPERSON

DAVID BEAVER

The formation of any organisation is fraught with challenges especially after the initial excitement dissipates. Catholic Welfare Australia is only two years old. In its short history it has achieved much but the challenge now before us all is how can we guide Catholic Welfare Australia towards reaching its full potential.

It is pleasing to report that during the past year much has been achieved. The Board has concentrated on the implementation of the Strategic Plan which was launched last year. The main outcomes have been:

- The development of the Research and Advocacy arm of Catholic Welfare Australia. As a result we have made submissions to several Federal Government inquiries and other consultative processes.
- The development of the Integrated Quality Business Management system to assist the National Secretariat and Member Organisations to continue to deliver quality and responsive services.
- The collaborative work with agencies to implement the Personal Support Programme and the Employment Services Contract 3.

For what has been achieved I would especially like to thank the staff of the National Secretariat and the members of the Network. It has been a truly collaborative approach.

In our successes we have also uncovered some serious challenges to ourselves as a network. I believe these need to drive the work of the Board in the coming year.

Firstly, the recent experience of the Job Network with its resulting contractual and performance pressures, challenges us all to clarify what brings us all together and what are the respective roles and responsibilities of the Board, the Member Organisations, and the National Secretariat. To remain relevant and meaningful we need to continually ask ourselves 'What is our purpose?'

Secondly, we need to strengthen the ties between the Social Policy and Research Project unit of our National Secretariat and the vast service delivery arm which through our 53 Member Organisations provides services at some 250 locations across Australia. If we can develop and solidify this association we stand to greatly benefit from the credibility the work of our network achieves on the ground. Catholic Welfare Australia needs to be able to speak conscientiously, not just out of established principles and values, but from the experience of practice.

Finally, what is Catholic about Catholic Welfare Australia and its members? How are we different from other networks and welfare providers? I believe that Catholic Welfare Australia will serve an important role in assisting this organisation and its membership harness and promote our Catholic identity.

In conclusion I would like to record my thanks to the members of the Boards of Catholic Welfare Australia and Centacare Australia Ltd. They have all contributed a great deal to the progress Catholic Welfare Australia has made in achieving its mission. In thanking the Board I wish to single out Bishop Pat Power who has recently stepped down from the Board after 15 years commitment to the work of Catholic Welfare Australia and its predecessors,

the Australian Catholic Social Welfare Commission and Centacare Australia. Bishop Pat has brought not only vision and commitment but a genuine love for the vulnerable in the Australian community to the work of the Board that will be sadly missed.

I also wish to record my thanks to the staff of the National Secretariat for their continued excellent work in a period of transition and consolidation and, for their assistance to both the Board and to the Member Organisations.

A handwritten signature in black ink that reads "D. Beaver". The signature is written in a cursive style with a large initial "D".

Mr David Beaver
Chairperson

REPORT FROM THE ACTING NATIONAL DIRECTOR

NEIL HARRIGAN

*'Today, more than ever, the Church is aware that her social message will gain credibility more immediately from the **witness of actions** than as a result of its internal logic and consistency. This awareness is also a source of her preferential option for the poor, which is never exclusive or discriminatory towards other groups. This option is not limited to material poverty, since it is well known that there are many other forms of poverty, especially in modern society – not only economic but cultural and spiritual poverty as well. The church's love for the poor, which is essential for her and a part of her constant tradition, impels her to give attention to a world in which poverty is threatening to assume massive proportions in spite of technological and economic progress. In the countries of the West, different forms of poverty are being experienced by groups which live on the margins of society, by the elderly and the sick, by the victims of consumerism, and even more immediately by so many refugees and migrants...'*

Pope John Paul II, Centesimus Annus (1991), n. 57

The words of Pope John Paul II in his Encyclical, Centesimus Annus, clearly articulate that the strength of Catholic Welfare Australia as a voice for the underprivileged in Australian society has its strong foundation in her membership. The 53 Member Organisations around the nation comprising over 5,500 staff work tirelessly for the benefit of those they serve.

You will read elsewhere in this Annual Report that this national network we call Catholic Welfare Australia directly assists over 400,000 Australians on an annual basis. On the one hand it is outstanding to know that we have impacted on the lives of 1 in every 50 Australians over the last twelve months. On the other, it is troubling to know that our services are so frequently called upon.

The Board of Catholic Welfare Australia and the staff at the National Secretariat do not take lightly the role entrusted to it by this fine network.

You will find outlined in the project area reports the vast and various work undertaken by the National Secretariat this year. The Board has focused strongly on facilitating moves towards establishing quality frameworks within the NS and the broader network. The appointment of Margaret Roots as the Director

of Network Support and Quality Assurance is indicative of the Board's commitment to this area of work.

Speaking of appointments, we have also had some movement on the Board over the last twelve months with the appointment of Fr Peter Norden, sj, Director of Jesuit Social Services and Mr Terry McCarthy, National President, Social Justice Committee of the Society of St Vincent de Paul and Dr Kristin Johnson,rsj, Executive Director of ACLRI replacing Mr Mark Nicklen, Prof. John Warhurst and Sr Daphne McKeogh, rsm, respectively. To the outgoing members of the Board, sincere thanks to you all for your outstanding contribution to the life and work of Catholic Welfare Australia.

The Board has also had to say farewell to Bishop Pat Power due to a change in the membership of the Bishops' Committee for Social Welfare. Bishop Pat has made a formidable contribution to the Catholic social welfare sector over the last 15 years in which he has served as a member of the Boards of Catholic Welfare Australia (previously the Australian Catholic Social Welfare Commission) and Centacare Australia Ltd. Bishop Pat has not only been an active church leader in the public debate on many issues over the years, but he has been a source of strength and support to all of us as well. His personal interest in our work for those less well-off, his deep sense of the Gospel and Catholic Social Teaching, and his care for us

when that has been needed, will be missed.

The new members of the Bishops' Committee for Social Welfare bring with them a mix of the old and the new; with a relatively new member of the Conference, Bishop Gerard Hanna joining the Committee and a former member of this Committee, Bishop Geoffrey Robinson, formally rekindling his past association with the Catholic welfare sector. Bishop Robinson will also fill the position of Bishops' Deputy to the Board of Catholic Welfare Australia. A warm welcome to you both. Of course, the other Bishops who hold membership of this Committee are Archbishop Adrian Doyle and Bishop Eugene Hurley and I would like to thank them for their ongoing support and encouragement of the work of Catholic Welfare Australia.

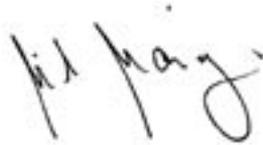
Another area of focus for the Board has been within the Social Policy and Research project area of the National Secretariat. Former Director of Policy, Mr John Ferguson moved on to take up the position of National Executive Officer of the Australian Catholic Social Justice Council in Sydney and it is pleasing to see 'one of our own' heading up another of the Bishops' Conference organisations. Sr Helen Anderson, sgs, also took her leave from Catholic Welfare Australia due to health reasons.

A new Social Policy and Research team was appointed comprising Mr Brendan Long, Mr Adam Mitchell, Ms Margaret Deerain and Sr Liz

Rothe, rsm, who you will agree have done some outstanding work in their short five months here.

Of course, one of the notable changes to the National Secretariat over the last twelve months has been the omission of Mr Toby O'Connor in the Chair of National Director since mid-March this year. Whilst Toby has been on Long Service Leave and I have been acting in his position, I have come to know and appreciate the many qualities the staff of the National Secretariat bring to their work. It has also been satisfying to me to experience the strong support I have received from many of you

in the Network, both informally and in the more formal management systems we operate. Most of all, this period has given me the opportunity to experience at a national level the deep convictions that drive the thinking and actions of all of you who make up this Network. That for me has been a privilege.



Neil Harrigan
Acting National Director

NETWORK SUPPORT AND QUALITY ASSURANCE

MARGARET ROOTS

In 2001 Catholic Welfare Australia was formed. This followed a decision by the Australian Catholic Bishops' Conference, to bring together Centacare Australia, the Catholic Social Welfare Commission, and other organisations that delivered welfare services in the name of the church. This amalgamation was a huge task. It required strong leadership and persistence to maintain focus on common goals when diversity, competing demands and difference threatened to undermine the new entity.

Catholic Welfare Australia is a sizeable operation. It has 53 Member Organisations. The network directly assists over 400,000 Australians annually, through its multitude of services and administers in excess of \$200,000 million through the efforts of over 5,500 employees.

The end of the formative stage heralds the beginning of a new era, and with it a focus on consolidation, sustainability and a commitment to ongoing quality improvement. Catholic Welfare Australia is clear about the principles it stands for, those of distributive justice; common good; solidarity; subsidiarity, preferential option for the poor; and commitment to the dignity of the human person. It prides itself on the fact that these principles inform the quality of the service provided to the Australian public.

Network Support and Development

In late 2002, the Catholic Welfare Australia Board made a substantial investment in network development. The Board created a Director's position that was tasked with configuring the network in such a way that would systematically maximise high quality service delivery. Given the variety and complexity of the Network's work, this has not been an easy task. There are many competing views on how this should be achieved. So the first half of 2003 has been given over to consulting, listening and preparing a way forward from which all the Network can benefit.

The Membership and Network Standing Committee has been active in this process. Regular teleconferences have taken place with the chairpersons of the State networks. At these meetings issues raised at the State gatherings were tabled for national consideration. Industrial relations, performance monitoring, problem solving, and quality service delivery were regular features of every agenda. However it soon became obvious that even with these deliberations there were marked differences in how the Network was being supported. It also became clear that the complexity, dynamism and diversity of the Catholic Welfare Australia Network often meant that some areas received much more attention and support than others.

A new way of ascertaining the Network's needs and deciding priorities had to be found. It became obvious that the way the network was structured profoundly affected priorities. A new concept was now needed, one beyond formation, and based on reliability and sustainability. This had to have the capacity to: ensure all areas of the network's work is appropriately supported to go about the given tasks; be strategic about future development; be able to react when reaction is needed; and engage and mobilise the membership in a way that Network expertise is made widely available for the betterment of the Australian public. Deliberation on these needs identified a configuration that on the surface appears simplistic but does set a framework to meet the requirements.

Catholic Welfare Australia is a network of networks. There are State groupings of Member Organisations; interest group networks such as the Rural and Regional Working Party that operate across state boundaries; and there are numerous program based networks that are either tightly or loosely engaged with each other at the program level. The network of networks concept can draw all these separate groupings together in a co-ordinated way, and also allows for the autonomy of each individual Member Organisation. Conceiving of Catholic Welfare Australia in this way has the potential to reconfigure that way the Network plans its operations and future development; monitors its performance; interacts with stakeholders and guides how

Member Organisations interact with each other. Integrating this concept with the quality agenda is an on-going feature of the Membership and Network Support Standing Committees discussions.

National Quality Agenda

The national quality agenda for the network has had a chequered start. While there is agreement on the need for such a strategy, there are diverse views on priorities and methodology. It has taken six months to tease out all the differences and formulate a plan that is workable given the individuality and autonomy of Member Organisations. The one area where there is universal agreement is the necessity to have Catholic social teaching underpin the quality framework. The Quality Support Group met in Sydney in April to discuss how to ensure this is foundational to all the Network's operations.

Despite the limitations, some gains have been made. The majority of Member Organisations in the Network are actively engaged in the process of establishing a Quality Assurance framework with a number seeking external accreditation; a Network Quality Bulletin has been started and regular teleconferencing amongst interested staff occurs. The National Secretariat has commenced the process of establishing a quality framework, and is actively engaged in revisiting and modifying all systems, policies and procedures to ensure that they comply with the requirements of a quality operation.

Membership Growth

It is pleasing to see that the network continues to grow. During the year six new members were welcomed to the Catholic Welfare Australia fold.

- **Boystown Family Care** – a social welfare service provided by the De La Salle Brothers (Brothers of Christian Schools).
- **Boys' Town Engadine NSW** – auspiced and conducted by the Salesians of Don Bosco, Boys' Town Engadine offers a comprehensive service to adolescent boys and their families who are at risk of family breakdown, providing family and individual therapy, academic and life skills and residential care for boys.
- **Daughters of Charity of St Vincent de Paul** – offering a range of welfare services nationally.
- **Marriage Education Programme Inc.** – A lay Association aimed at encouraging and supporting marriage and family life by promoting and conducting educational programs for engaged and married couples.

- **Sisters of Mercy, Parramatta** – providing welfare services for families at St Michael's Family Centre Ltd., St Mary's House and employment services at Mamre Plains Limited.
- **Trustees of the Sisters of Charity** – Welfare services run by the Congregation of the Religious Sisters of Charity

The network looks forward to engaging with these new members to continue to serve the Australian public.



Margaret Roots
National Manager

SOCIAL POLICY AND RESEARCH

BRENDAN LONG

This year has seen the formation of the new Social Policy and Research Unit (SPRU) in the National Secretariat. Although the team had only been in operation for some five months by the end of the financial year there were still some notable achievements. A prime example was the excellent media coverage Catholic Welfare Australia attracted in relation to the Federal Budget. We also have made a strong contribution to Government and parliamentary inquiries, especially the Senate Inquiry into Poverty and Financial Hardship.

The team's activities fall into three main areas:

- research and report writing;
- advocacy with Government, politicians and public comment in the media; and
- support to the membership on policy issues.

Research and reports

By 30 June 2003 SPRU had produced reports on the following inquiries/consultative processes:

- report on the 'Doctrinal Note on some questions regarding the participation of Catholics in political life' from the Congregation for Christian Doctrine.

- 2002/2003 Pre-Budget Submission;
- position paper on the Australians Working Together Legislation;
- submission to the Senate Inquiry into Poverty and Financial Hardship;
- submission to the Senate Inquiry to the Structure and Distributive Effects of the Australian Taxation System;
- response to the Government Agenda on Early Childhood;
- briefing on the 2003 AIRC Safety Net Review; and
- submission to the Inquiry into Senate Select Committee on Medicare.

These documents are available on the public website.

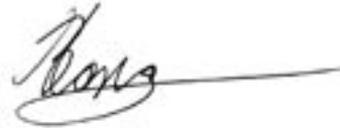
Advocacy

SPRU efforts in this area have involved attending formal and informal consultations with officials, liaison with politicians and staff from all sides of the Parliament, and seeking active media debate in the form of opinion pieces in major media outlets and letters to the editor. The high volume of parliamentary inquiries necessarily implied a certain amount of re-activeness in our advocacy efforts.

Membership support on policy issues

Sr Liz Rothe, rsm, is the Secretary of the Rural and Regional Working Party which was established in September 2002. The group has teleconferenced several times this year to discuss various issues especially that of promoting the work of Member Organisations in rural and remote regions. SPRU also supported Member Organisations in assisting with arrangements for National Families Day, liaison with Government over the future of the Family Relationships Services

Program, and work with the National Council of Churches on the Decade on Overcoming Violence, which is ongoing. Adam Mitchell is also serving the CWA Board as Minute Secretary.

A handwritten signature in black ink, appearing to read 'B Long', with a long horizontal line extending to the right.

Brendan Long
*Social Policy and Research
Team Leader*

CENTACARE EMPLOYMENT

PHIL MURRAY

In the three-year cycle that constitutes each Job Network contract, the last year is usually the most demanding. The year just ended was no exception:

- competition among Job Network Members intensified as the performance cut off period approached for determining which Job Network members would secure rollover into the ESC3 commencing 1 July 2003;
- tender preparation for ESC3 was particularly demanding and time consuming; and
- preparations for the delivery of services under the new ESC3 contract had to be undertaken without compromising the delivery of services under the existing ESC2 contract.

Thus, the whole of 2002-2003 was essentially a 'double effort' for the National Secretariat and all participating *Centacare Employment* Agencies.

To further complicate these demands, the Government decided that the Job Network would be wholly reconstituted to deliver its Active Participation Model of employment services as the ESC3 contract. The transition from ESC2 to ESC3 was therefore an extremely complex change characterised by the following major hallmarks:

- integration of a number of the formerly separate employment services into a seamless service model that job seekers would flow through automatically as duration of unemployment increased;
- assessment and referral of all existing job seekers into this service continuum;
- allocation of job seekers to Job Network members on a more or less permanent basis rather than temporary attachment to meet particular service requirements determined by Centrelink from time to time;
- a major shift of emphasis in the funding approach with much higher emphasis on payments for outcomes rather than for services provided.

ESC2

As ESC2 came to a close, *Centacare Employment* achieved its best ever performance results as measured by the Department of Employment and Workplace Relations' (DEWR) star ratings system. Average star ratings in February 2003 for *Centacare Employment* sites on the five-point ratings scale were: 3.75 for Job Matching; 3.90 for Job Search Training; and 3.24 for Intensive Assistance. Encouragingly, the biggest improvement was recorded in Intensive Assistance, the service

for disadvantaged job seekers, with seven of *Centacare Employment's* 17 ratings increasing by 0.5 stars or more.

ESC3

The Government decided that for ESC3, not all business would be subject to the expensive and potentially disruptive tender process. Accordingly, DEWR was able to award rollover contracts to the higher performing Job Network sites and opened up the tender process for the remaining 40% of the business. *Centacare Employment* was awarded rollover contracts for Job Search Training and/or Intensive Assistance in nine of the 17 Employment Service Areas where it had delivered ESC2 services: Cairns, Central Perth, East Metro Perth, Kwinana/Rockingham, Launceston, Logan, Mount Isa, North Metro Perth, South West Metro Perth, Sunraysia/Mildura and Toowoomba. Through the resulting tender process, it sought to regain some employment services in existing sites and to expand activities in some other Employment Service Areas.

The tender was co-ordinated by the National Secretariat and involved nine Catholic Welfare Australia Member Organisations, five of which were successful in securing additional ESC3 business. Three sites were offered higher business levels, and three new sites were awarded in Brisbane. In all, 15 *Centacare Employment* sites will be able to offer ESC3 services from 1 July 2003.

Job Placement

One of the features of the ESC3 Active Participation Model is the new licensing arrangements for Job Placement services, no longer seen as part of Job Network, but closely aligned with it. While all Job Network sites are automatically granted Job Placement licences, other organisations can seek licences and operate these services. On behalf of interested Member Organisations, Centacare Australia Ltd registered ten such additional Job Placement sites. These will be operated by Centacares in Brisbane (5), Townsville (1), Melbourne (1), Sydney (1) and Tasmania (2).

ESC2/ESC3 Transition

The period from March to June 2003 was nominated by DEWR as the transition period to the new contract. Amended ESC2 services operated in the transition as a lead up to the ESC3 arrangements. The transition period turned out to be very difficult for Job Network members generally as they struggled to cope with problems with DEWR's systems infrastructure, poor communications between DEWR/Centrelink and job seekers and out of date job seeker records resulting in high failure to contact rates for job seekers.

As a result of *Centacare Employment* and other Job Network Member representations, the Government announced a new strategy to improve these various arrangements so that the ESC3 introduction would be less momentous than the transition period.

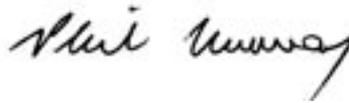
Alice Springs

In mid 2002, the Diocese of Darwin decided to withdraw its Centacare from the Centacare Australia Ltd Job Network arrangements. As a result, the Centacare Australia Ltd Board decided that the National Secretariat would directly manage the Alice Springs Job Network site and took steps to develop the necessary administrative support arrangements. With the cooperation of and a tremendous effort from the Alice Springs staff, an ESC3 contract was secured. It remains the Board's policy to develop those support arrangements to the extent where the Diocese might be able to resume responsibility for the ESC3 Alice Springs site.

Summary

All in all, 2002-2003 was a challenging year for the National Secretariat's *Centacare Employment* team and the Managers and staff of all Delivering Agencies. As the new contract approached, all were hopeful that the immense efforts of the previous year would bear fruit in high quality services to job seekers and high contract performance outcomes.

I would like to thank all members of the Centacare Australia Ltd Board, the National Secretariat team and the Directors, Managers and staff of all Delivering Agencies for their wonderful team work and support throughout the year.



Phil Murray
National Manager

FAMILY RELATIONSHIPS SERVICES PROGRAM

MARGARET ROOTS

Catholic Welfare Australia continues to provide services for Australian Families in need. This year in the family relationship area alone (excluding the work in children and youth services), Member Organisations assisted over 145,000 people from across the country. These services were provided for within a budget in excess of \$20.6 million of which the Commonwealth's contribution was \$10.7 million from the Family Relationships Services Program (FRSP).

Despite these figures every service reports that unmet need continues to grow.

A responsive Network

National emergencies have been a feature of the Australian landscape this year. Alongside the provision of our usual services to families, Member Organisations have demonstrated their integrity, professionalism and expertise in the way they have responded to these events. Many of the Network's staff were involved in caring for family members and survivors in the aftermath of the Bali disaster. The Canberra bushfire tragedy saw Centacare Canberra/Goulburn involved in the recovery effort, with support provided by other Member Organisations. When the Iraq war broke our services were again called

upon to assist persons traumatised by the images on television as well as giving support to family members of persons deployed to the war zone.

Response to the Drought

Rural Australia also came in for special attention. As the effects of the drought hit hard, 16 Member Organisations took up the challenge of giving the widest rural coverage to the effected communities. In early January, the Department of Family and Community Services ('FACS') made funding available to these Member Organisations to help alleviate the pressure on families. It has been impressive to see how responsive our network has been.

These were not easy services to delivery, as there were many factors that made the task difficult. The people most in need were not used to asking for help and many referrals were received via third party notification. The services had to be unique, inviting and appropriate to the communities they served. The timeframe within which these services were to be delivered was initially very restrictive (within a five month period) but after representation to the Department later extended. The funding came in two allocations, and the second round came as a surprise to the delivering Agencies. Whilst the additional funding was welcomed,

the planning for the services had been restricted according to the size of the original allocation.

These limitations brought the creativity of Member Organisations to the fore. The drought counsellors teleconferenced monthly to share their information, resources, issues and concerns. The services were publicised widely, both locally and on a national radio show that had immediate impact. The National Secretariat provided a call centre and referred the callers to their nearest service. Despite the intensity and demands of getting services up and running within weeks, those involved can be justly proud.

Representation of the Network's views

Catholic Welfare Australia takes advocacy on behalf of the disadvantaged and marginalised seriously. Increasingly, more and more Directors are stepping forward to make media comment on matters of importance, where marginalised voices would otherwise remain unheard. This advocacy is supported by the network which continues to be responsive to the needs of the Australian public to have a just society and quality family services. Staff have asked the difficult questions, named injustices, and provided timely information based on experience, to inform reports, submissions and representations to government.

The National Secretariat used this information to represent the membership's views at a variety of forums. These included:

- regular discussions with the legal system. Formally through the Chief Justice's consultative meetings and informally through a number of other discussions;
- input into public policy through submissions to parliamentary inquiries;
- the provision of reports to and at formal and informal meetings with staff of various Federal Government Departments but principally officers of the Attorney General's Department, Child Support Agency, and FACS;
- active participation in the Separation Support Network;
- participation on community advisory committees with frequent responses to inquiries for assistance, including the Marie-Claire campaign to stop child abuse; and
- media comment on matters of importance.

Government liaison

This has been a quieter year for government liaison. There are several factors that have contributed to this eventuality.

- The anticipated decision on future funding for FRSP did not get resolved. Funding was again rolled over by FACS for

another year, whilst it considered a response to the discussion paper on the future of FRSP. This paper was released in August 2002 and it was the result of discussions between the Industry Representative Bodies and FACS. A network consultation process followed the release of this paper and a report outlining the views of Catholic Welfare Australia was delivered to FACS in November, 2002. Since then the sector has been awaiting a formal response by the Department. The delay has been created because FACS has had considerable changes in staff over the year and a restructure. This has required the formation of new relationships and the filling in of history.

- The Quality Management Project came to a conclusion in September 2002 with the distribution of the Good Practice CD.
- Several reviews that were signalled by Attorney Generals Department were either postponed or started then deferred as other priorities took precedence.

Network Support and Development

Throughout the year the work of supporting the Family Services network has continued. Quality improvement has been firmly on the agenda with resource sharing and monitoring visits occurring across the country. Conversations about service delivery matters have been facilitated by financing workshop opportunities and organising program teleconferences. It is hoped that regular use of technologies will expand the current scope of these dialogues and strengthen the networks.



Margaret Roots
National Manager

PERSONAL SUPPORT PROGRAMME

KERRI VOLKE

The Personal Support Programme began operations on 1st July 2002. During the year 23 Catholic Welfare Australia Member Organisations were involved in delivering the program under the *Choices PSP* banner in 51 sites across every State and Territory, making the network one of largest national providers. At the commencement of the funding contract, the *Choices PSP* network had been allocated 2,390 places. By the end of the year that had grown to 2,594 places with negotiations underway for additional places planned to come on-line early in the 2003/04 financial year. This will include the establishment of four new sites - three in Queensland and one in Western Australia.

The program, which is part of the Australians Working Together initiative, is administered by the Commonwealth Department of Family and Community Services (FACS). It has been designed to assist people who experience severe barriers to employment and social participation to maintain involvement in the economic and social life of the community. The program recognises the fact that obtaining employment is not always possible for all people at all times and that other issues may be of greater priority.

Working within the resources of local communities, the Personal Support Programme aims to facilitate access for participants to a range of

counselling and practical support services for people facing difficult and complex personal circumstances like homelessness, mental illness, alcohol or drug problems, and domestic violence.

In delivering services to some of the most marginalised and disadvantaged Australians, *Choices PSP* provides opportunities for Member Organisations to put Catholic Social Teaching into practice and to help realise the mission of Catholic Welfare Australia and its Member Organisations.

Despite some initial teething problems, the new programme has been well received. Due to its size, the *Choices PSP* Network has been able, via the *Choices PSP* Help Desk, to provide FACS with valuable feedback into the operation of the program, highlight systemic issues and suggest improvements. The Network has also developed a resource CD-rom and a performance reporting system.

The two-year contract is now at the half way point. The challenges over the next twelve month will undoubtedly be driven by increasing participant numbers, new sites becoming operational, the monitoring of services by FACS and meeting performance targets.



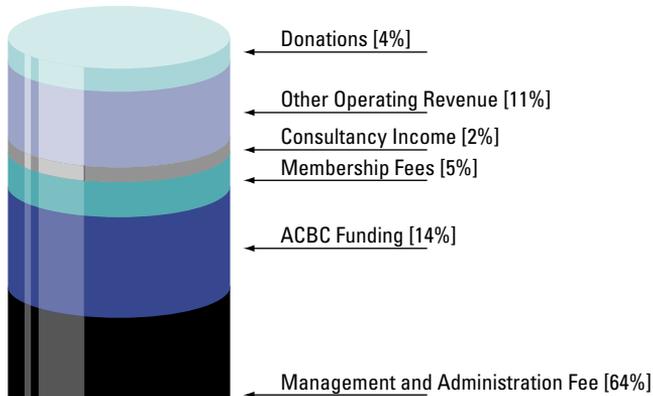
Kerri Volke
National Coordinator – *Choices PSP*

REVENUE AND EXPENDITURE

2002-2003

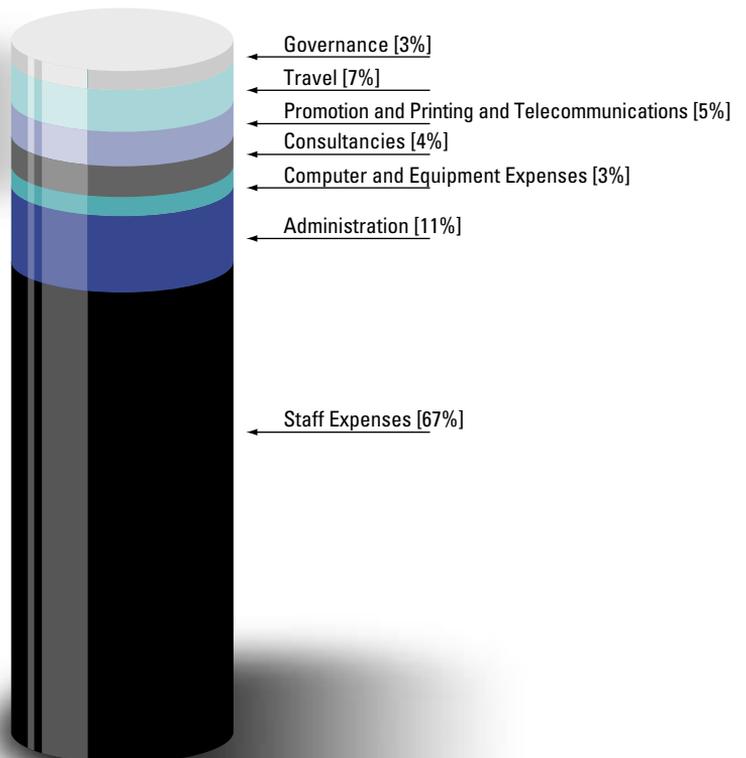
TOTAL REVENUE for 2002-2003

\$1,942,276



TOTAL EXPENDITURE for 2002-2003

\$1,878,580



THE BOARD OF CATHOLIC WELFARE AUSTRALIA

Mr David Beaver – Chairperson
Fr Joe Caddy
Ms Myolene Carrick AM
Mr Tony Davies – (Re-elected MO representative - 23/24 September 2002)
Archbishop Adrian Doyle
Sr Meredith Evans rsm
Ms Dianna Keogh
Mr Terry McCarthy – (New ACBC appointment –1st meeting 12/13 March 2003)
Ms Kath McCormack
Sr Daphne McKeough rsm
Fr Peter Norden sj – (New MO representative – 1st Meeting 23/24 September 2002)
Bishop Patrick Power – Bishops’ Deputy (Final meeting 13 March 2003)
Ms Pauline Robertson
Prof John Warhurst (Last meeting - 11/12 November 2002)
Bishop Eugene Hurley – BCSW (At AGM)
Mr Toby O’Connor – National Director and Minute Secretary
Ms Margaret Deerain – Minute Secretary (11 December 2002, 3 February 2003, 12/13 March 2003)

Meetings held

Monday 8 July 2002
Monday 19 August 2002 (AGM)
Monday 23 – Tuesday 24 September 2002
Monday 11 – Tuesday 12 November 2002
Wednesday 11 December 2002 – Executive Committee
Monday 3 February 2003 – Executive Committee
Wednesday 12 – Thursday 13 March 2003

THE BISHOPS’ COMMITTEE FOR SOCIAL WELFARE

Up until 22 May 2003

Archbishop Adrian Doyle, Chairman (Bishop Member, Catholic Welfare Australia Board)
Bishop Pat Power, Secretary (Bishops’ Deputy, Catholic Welfare Australia Board)
Bishop Jeremiah Coffey
Bishop Eugene Hurley

22 May 2003 –

Archbishop Adrian Doyle, Chairman (Bishop Member, Catholic Welfare Australia Board)
Bishop Gerard Hanna, Secretary
Bishop Eugene Hurley
Bishop Geoffrey Robinson (Bishops’ Deputy, Catholic Welfare Australia Board)

NATIONAL SECRETARIAT CONTACT DETAILS

General Secretariat

Mr Toby O'Connor	National Director*	toc@catholicwelfare.com.au
Mrs Jackie Brady	Communications and Marketing Manager	jackie@catholicwelfare.com.au
Mrs Maureen Ghirardello	Administrative Assistant	maureen@catholicwelfare.com.au
Ms Mel McLeod	Personal Assistant to ND	mel@catholicwelfare.com.au
Ms Paula Nesci	Office Manager	paula@catholicwelfare.com.au
Mr John Pettit	Network Administrator	johnp@catholicwelfare.com.au
Phone: (02) 6285 1366	Fax: (02) 6285 2399	
General email address: admin@catholicwelfare.com.au		

Quality Assurance and Network Support

Mrs Margaret Roots	Director	margaret@catholicwelfare.com.au
Mr John Ferguson	National Projects Officer	john@catholicwelfare.com.au
Mr George Kazs	Special Projects Officer	george@catholicwelfare.com.au

Research, Policy and Advocacy Services

Mr Brendan Long	Social Policy and Research Team Leader	brendan@catholicwelfare.com.au
Ms Margaret Deerain	Senior Policy and Research Officer	margd@catholicwelfare.com.au
Mr Adam Mitchell	Social Policy and Research Officer	adam@catholicwelfare.com.au
Sr Liz Rothe, rsm	Social Policy and Research Officer	liz@catholicwelfare.com.au

Family and Relationships Services

Mrs Margaret Roots	National Manager	margaret@catholicwelfare.com.au
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Disability and Community-based Aged Care Services

Mr John David Ferguson	National Manager	john@catholicwelfare.com.au
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Centacare Employment Services

Mr Phil Murray	National Manager	pmurray@catholicwelfare.com.au
Ms Karen Harvey	Contract Officer	karen@catholicwelfare.com.au
Mr George Kazs	Special Projects Officer	george@catholicwelfare.com.au
Ms Le Anh Pham Lobb	Contract Performance Officer	leanh@catholicwelfare.com.au
Mrs Lynne Richards	Contract Officer	lynne@catholicwelfare.com.au
Mr Walter Schoning	Performance Officer	walter@catholicwelfare.com.au
Phone: (02) 6285 3322 or (02) 6285 1366		Fax: (02) 6232 4666

Personal Support Programme

Mrs Kerri Volke	National Coordinator	kerri@catholicwelfare.com.au
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Finance Section

Ms Susan Morphett	Accountant	susanm@catholicwelfare.com.au
Ms Sharmaine Perrera	Accountant's Assistant	sharmaine@catholicwelfare.com.au
Mrs Norma Taylor	Bookkeeper	norma@catholicwelfare.com.au
Phone: (02) 6232 4699	Fax: (02) 6285 2399	

General Enquiries

Phone: (02) 6285 1366	Address: PO Box 326
Fax: (02) 6285 2399	22 Theodore Street
Email: admin@catholicwelfare.com.au	Curtin ACT 2605

* Mr Neil Harrigan, Director of Centacare Canberra-Goulburn, Acting National Director for the period 18 March – mid November 2003 whilst ND on LSL.

MEMBER ORGANISATIONS OF CATHOLIC WELFARE AUSTRALIA

Catholic Marriage Education Services	Archdiocese of Perth
Catholic Society for Marriage Education	Lay Association
Centacare	Archdiocese of Brisbane
Centacare	Archdiocese of Canberra/Goulburn
Centacare	Diocese of Bathurst
Centacare	Diocese of Bunbury
Centacare	Diocese of Cairns
Centacare	Diocese of Sandhurst
Centacare	Diocese of Toowoomba
Centacare	Diocese of Wilcannia-Forbes
Centacare Catholic Diocese of Ballarat Inc.	Diocese of Ballarat
Boys' Town Engadine	Salesians of Don Bosco
Boystown Family Care	De La Salle Brothers
Carthage's Family Services	Diocese of Lismore
Centacare Catholic Community Services	Archdiocese of Sydney
Centacare Catholic Family Services	Archdiocese of Adelaide
Centacare Catholic Family Services	Archdiocese of Melbourne
Centacare Catholic Family Services	Diocese of Broken Bay
Centacare Catholic Family Services	Diocese of Parramatta
Centacare Catholic Family Services	Diocese of Wagga Wagga
Centacare Catholic Family Services	Diocese of Townsville
Centacare Catholic Family Welfare Services	Diocese of Wollongong
Centacare Central Queensland	Diocese of Rockhampton
Centacare Coffs Harbour	Diocese of Lismore
Centacare Employment, Mt Isa	Diocese of Townsville
Centacare Employment and Training	Archdiocese of Perth
Centacare Geraldton	Diocese of Geraldton
Centacare Gippsland	Diocese of Sale
Centacare Kimberley	Diocese of Broome
Centacare New England North West	Diocese of Armidale
Centacare Newcastle	Diocese of Maitland/Newcastle
Centacare NT	Diocese of Darwin
Centacare Port Macquarie	Diocese of Lismore
Centacare St Francis Xavier Parish, Ballina	Diocese of Limore
Centacare Tasmania	Archdiocese of Hobart
Centacare Whyalla	Diocese of Port Pirie
Centecare Inc.	Archdiocese of Perth
Daughters of Charity of St Vincent de Paul	
Edmund Rice Community Services	Congregation of Christian Brothers – St Mary's Province
Jesuit Social Services	Society of Jesus: Jesuit Social Services
MacKillop Family Services	Sisters of Mercy, Christian Brothers and Sisters of St Joseph
Marist Youth Care	Marist Brothers – Sydney Province
Marriage Education Programme Inc	Lay group
Marymead Child and Family Centre	Archdiocese of Canberra/Goulburn
MercyCare Community Services	MercyCare
Mercy Family Services	Congregation of the Sisters of Mercy – Brisbane
Sacred Heart Mission St Kilda	Archdiocese of Melbourne
Seasons for Growth	Congregation of the Sisters of St Joseph of the Sacred Heart
Sisters of Mercy, Parramatta	
St Francis Welfare Ltd	Franciscan Friars – Order of Friars Minor
St Joseph's Cowper Inc.	Congregation of the Sisters of Mercy (Grafton)
Sts Peter and Paul Centacare	Ukrainian Catholic Eparchy
Trustees of the Sisters of Charity	

EXPRESSION OF THANKS

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Attorney-General's Department	Catholic Health Australia
Australian Catholic Bishops' Conference General Secretariat	Centacare Australia Ltd Board
Australian Catholic Commission for Employment Relations	Department of Training, Government of Western Australia
Australian Catholic Migrant and Refugee Office	Department of Employment and Workplace Relations
Australian Catholic Social Justice Council	Department of Family and Community Services
Australian Catholic University	Family Services Australia
Australian Conference of Leaders of Religious Institutes	Joint Liaison Group on Child Migration
Catholic Church Insurances Ltd.	Relationships Australia
	Worklink