



CATHOLIC
WELFARE
AUSTRALIA



ANNUAL REPORT

2003-2004



Catholic Welfare Australia



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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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MESSAGE FROM THE CHAIRPERSON

Fr Joe Caddy

The year 2003/2004 certainly saw some changes at Catholic Welfare Australia. The pleasing thing about those changes is that they do not represent a change in direction rather they reflect a growing maturity and evolution in the organisation which in its current form is only three years old.

I began as Chair of Catholic Welfare Australia in December 2003 following the inaugural Chair, David Beaver, who continues to serve on the Board. Catholic Welfare Australia owes David a great debt for his instrumental role in putting into operation the ideas which seeded Catholic Welfare Australia. This organisation has evolved as a national peak body for Catholic community service organisations with a strong brief to speak for them on behalf of the poor and disadvantaged in Australian society.

Another big change this year saw the departure of the National Director, Toby O'Connor, a few months after his return from long service leave. The organisation was greatly assisted by Neil Harrigan who took on the role of Acting National Director during Toby's absence. Toby gave immense service working for the Centacare network, the Australian Catholic Social Welfare Commission, Catholic Welfare Australia and Centacare Australia Ltd for nineteen years. The energy, knowledge and imagination that he brought to his role will not easily be replaced. We wish him well for his future.

With the vacancy arriving at the National Director level and with the organisation at such a point in its evolution the Board decided that it would be opportune to undertake a review of all its key relationships and management structures. Bruce Callaghan conducted that review, the recommendations of which point Catholic Welfare Australia to become a more membership oriented and demand driven organisation. The role of Catholic Welfare Australia lies in its capacity to serve those members who in turn directly serve disadvantaged individuals, families and communities across Australia.

Key to that service will be a continued focus on social policy and advocacy such that structures of disadvantage in Australian society are challenged and transformed. That work, informed by the experience of Member Organisations and underpinned by Gospel values and Catholic Social Teaching continues to be central. It is pleasing that even during this period of change, Catholic Welfare Australia has continued to present a strong social agenda, through meetings with parliamentarians, bureaucrats and in the media, pressing for measures to turn around the shameful reality of poverty as it exists in Australia.

The fact that during this period of transition Catholic Welfare Australia was able to continue to provide service to Member Organisations through social policy advocacy and support for employment, family services programs and the Personal Support Programme is due in large part to the work of Myolene

Carrick as Acting Chief Executive Officer. Myolene generously agreed to step in as Acting CEO, which allowed Catholic Welfare Australia time to undertake the review, assess the major directions and recruit an appropriate new Chief Executive Officer. Myolene has shown great leadership in the role and together with a really dedicated and hard working staff at the national office they have seen us through a period of great change and have allowed the organisation the space to prepare itself to move with greater clarity and vision into the future.

We all owe them a great debt.

The new year promises to be one of growth as we welcome on board a new Executive Director, explore new ways to work with members, refine new ways to work with key policy and opinion makers and build up our national office accordingly.

A handwritten signature in black ink that reads "Joe Caddy". The signature is written in a cursive, flowing style.

Fr Joe Caddy
Chairperson

REPORT FROM THE ACTING CHIEF EXECUTIVE OFFICER

Myolene Carrick

This year, 2003/04, has been a challenging one for Catholic Welfare Australia. Neil Harrigan was Acting National Director from 18 March – mid November 2003 whilst the National Director, Mr Toby O'Connor, was on long service leave. Mr O'Connor left the organisation after a short return and I was seconded from Centacare Brisbane to be the Acting Chief Executive Officer from 19 January 2004 until late May 2004.

Hence for the staff at the National Office (NO) and the Member Organisations (MOs) in our Network these changes have been disruptive and at times frustrating. The Board of Catholic Welfare Australia and the MOs can be very confident that staff at the NO has the energy, professionalism and commitment to continue to work with them, as well as at the national policy level both on behalf of our MOs and those Australians who experience poverty and disadvantage.

The Review of Structure, Governance and Management of Catholic Welfare Australia has also impacted on staff and provided an opportunity to consider further ways in which the NO can more effectively support and advocate on behalf of MOs.

As very often happens at a time of organisational change, for some members of staff this was an appropriate time to consider their future and some individuals have left. We thank them for their contribution.

Some happenings I wish to mention are:

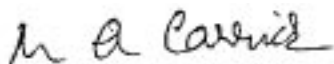
- **Centacare Employment**, Alice Springs: The ownership and management was transferred back to Centacare NT from **Centacare Australia Ltd** as from 1 July 2004. In the context of the Review it was not considered appropriate for NO staff to be involved with direct service delivery. This transfer of management and ownership allowed the staff to revert back to core functions;
- **Centacare Employment** was the highest performer of the 13 national Job Network provider networks with the star ratings announced in April 2004. This was a marvellous achievement by all involved with this work;
- The Personal Support Program [PSP], **Choices PSP**, is at the heart of our commitment to working with those who experience poverty and disadvantage. We are one of the largest providers of this Program in Australia and business is continuing to grow;
- This year has seen a focus on advocacy about those Australians who experience poverty and disadvantage:
 - in February 2004 we hosted a social policy workshop from which emerged the theme: Identifying the circuit breakers to *Breaking the Cycles of Disadvantage*;
 - as a result of the Senate *Inquiry into Poverty and Financial Hardship in Australia*, we have produced

user friendly information sheets to educate and inform MOs, the Church and the wider community about this Report *A Hand up Not a Hand out*;

- we have joined seven other Catholic and Christian organisations in a new alliance, Christian Community Services Against Poverty, in a pre-election Campaign called *Vote [1] No More Poverty*.

In conclusion I wish to thank the following:

1. the Catholic Welfare Australia Board for their support and in particular the Change Management Support Group [Fr Joe Caddy, Kath McCormack and David Beaver] for their regular and timely support during my time in this role;
2. the staff of the NO for their professionalism, commitment and humour during the past year;
3. the Network of MOs for their tolerance during this time of change.



Myolene Carrick AM
Acting Chief Executive Officer

NETWORK SUPPORT AND QUALITY ASSURANCE

Margaret Roots

Catholic Welfare Australia is a vast Network that spans the entire country. The Catholic Welfare Australia Board recognised that the Network's sphere of influence, future development, and growth is directly proportional to the degree that its wisdom and expertise can be shared. They further recognised that if this potential was to be realised, a new structure and a different way of operating would be necessary.

The Board commissioned an extensive review. A year of reflection and extensive consultation within the Network and with other stakeholders followed. The review was conducted by Bruce Callaghan and Associates and it is expected that the soon to be released Callaghan Report, will be the blueprint for a new direction and structure for Catholic Welfare Australia.

Whilst awaiting the outcome of the review, Network support has not been dormant. The notion of a Network of networks has been quietly introduced with much support and co-operation facilitated in State networks, program networks and in network centres formed around issues. There is still much to do if the full potential of this construct is to be realised.

The Quality Assurance strategy adds to the benefits such a facilitative process can provide.

Most Catholic Welfare Australia Member Organisations receive Government dollars to provide services. The government has progressively transferred responsibility to funded organisations, and have increased the demand for reassurance about consistency of quality.


Consequently, it is no longer sufficient to know that excellent services are provided. Now this reliability of quality has to be proven. The Board of Catholic Welfare Australia has made a significant investment to ensure the mark of quality is synonymous with membership of Catholic Welfare Australia.

Over the past year, the quality agenda has taken several significant steps forward. Most importantly the initial resistance to the notion of Integrated Quality Business Management (IQ-BM) has disappeared and Member Organisations have set about integrating and improving their operations.

Progress along the IQ-BM journey is varied in its route, composition and pace. The task of giving guidance and assistance, with very diverse requirements, has been challenging. In an attempt to meet the diversity of need, the National Office has produced a self assessment tool that allows each Member Organisation to plot their own milestones, chart achievement and plan for continuous improvement in a systematic way. This tool has been piloted by several Member Organisation and has been hailed as very helpful. The IQ-BM checklist will be launched at the Annual Conference in September.

A training regime has also commenced. Forty staff members, from four States and one Territory, have been trained in internal auditing procedures. It is planned to conduct another of these courses later in 2004 to accommodate the requests from the southern States. Catholic Welfare Australia is particularly fortunate to have a staff member who is an accredited trainer in QA auditing procedures and thanks must go to Centrecare Perth Inc. for making this expertise available to the whole Network. The benefit of having so many trained staff allows peer auditing across the Membership to become a reality.

This will be supported by re-arrangement of staffing in the National Office. The new structure is likely to allow more support for Member Organisations in their quest to provide the best possible service to people who choose to use Catholic Welfare Australia services in 2004-2005.



Margaret Roots
Director

SOCIAL POLICY AND RESEARCH

Myolene Carrick

With the assistance of a number of other staff at the Catholic Welfare Australia National Office, and other people from the Network and beyond, the Social Policy and Research Team has been involved in a number of projects during 2003-04.

In February 2004, Catholic Welfare Australia hosted a workshop in Canberra for social policy researchers and advocates from Catholic social service providers. The aim of the workshop was to allow an opportunity for discussion on how we can stimulate greater collaboration in formulating strategies for policy, advocacy and research prior to the 2004 Federal Election. About 50 people attended the workshop over two days and it was a great opportunity to get to build our networks to encourage the sharing of information.

In October 2003, Catholic Welfare Australia submitted to the Department of Treasury a pre-budget paper outlining what it thought should be done with the predicted surplus. Among other things, Catholic Welfare Australia's pre-budget submission requested more assistance to low-income families, increased funding to the Family Relationship Services Program to cover increased demand for services, increased funding for financial counselling services and a funding commitment to job creation schemes.

As in 2002-03, Catholic Welfare Australia received a strong representation in media coverage at the 2003-04 Budget in May this year.

The Senate Community Affairs Committee tabled its Report on its *Inquiry into Poverty and Financial Hardship in Australia* on 11 March 2004. Catholic Welfare Australia submitted a lengthy paper to this Inquiry and had also appeared at a Committee Public Hearing on 20 June 2003. Chair of Catholic Welfare Australia, Fr Joe Caddy, spoke at a Press Conference following the Report's tabling which presented comment from each of the major social service organisations including St Vincent de Paul Society, Anglicare Australia, UnitingCare Australia and ACOSS.

Since this time, Catholic Welfare Australia has endeavoured to keep the issue of poverty on the political and public radar. To this end, Catholic Welfare Australia has created summary sheets of most of the chapters in the Poverty Report for information and education purposes.

In May this year, Catholic Welfare Australia joined with Anglicare Australia, Australian Catholic Social Justice Council, Catholic Health Australia, NSW Conference of Leaders of Religious Institutes, Jesuit Social Services, the St Vincent de Paul Society and UnitingCare Australia to form the coalition of Christian Community Services Against Poverty (CCSAP). The CCSAP launched its **Vote [1] No More Poverty** campaign on 24 June at Parliament House. The launch was a great success and Catholic Welfare Australia was instrumental in the campaign and the development of the campaign's website www.nomorepoverty.org.au.

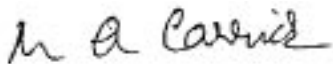
We will continue to work with this campaign in the lead up to the Federal Election.

Catholic Welfare Australia has submitted a number of papers to Parliamentary and Government Inquiries, including the:

- Pre-Budget Submission to the Department of Treasury;
- Inquiry into the Institutional Care of Children;
- Inquiry into Child Custody Arrangements in the Event of Family Separation, and;
- National Drought Review Panel.

Catholic Welfare Australia has been regularly present in the media, particularly in relation to the Inquiry into Child Custody Arrangements, the Senate's Poverty Report and the 2004-05 Budget.

National Office staff and the Chair of Catholic Welfare Australia, Fr Joe Caddy, have also been involved in some extensive advocacy work with members of Parliament and Departmental staff on a variety of issues.



Myolene Carrick AM
Acting Chief Executive Officer

EMPLOYMENT SERVICES

Phil Murray

The first year of the third Employment Services Contract (ESC3) was quite an experience for all involved.

The scale of change between ESC2 and ESC3 because of the Government's Active Participation Model, was immense. Across the whole industry providers experienced a more labour intensive and costly service delivery environment, a more complicated (and initially a less responsive) IT system, more demands with respect to contractual requirements and Job Seeker numbers that were much lower than Department of Workplace Relations (DEWR) predictions had indicated.

During the year, much lobbying by the industry through the National Employment Services Association (NESA) occurred to seek improvements to various aspects of the new contract. The Federal Government responded by promising that full funding allocations would be honoured despite the reduction in Job Seeker numbers. Further, various system enhancements were introduced to improve IT responsiveness, means of simplifying administration of the Job Seeker Account are being explored and flexible servicing arrangements were introduced to simplify services and improve financial viability of remote sites.

Excellent Performance

Despite the above, *Centacare Employment* sites have generally weathered the storm well, demonstrating excellent performance levels. In April 2004, DEWR released its first Star

Ratings for ESC3, judging providers in each Employment Services Area (ESA) on a five-point scale (with half-Star intervals):

- 10 (71%) of *Centacare Employment's* 14 ESA Ratings were 4 Stars or better compared with a Job Network average of 35%;
- *Centacare Employment's* average Star Rating was 3.93, the highest of the 13 largest provider networks (regarded as the 'national' networks).

This exceptional result came about because of high achievement levels with respect to placing job seekers, especially disadvantaged job seekers, into employment:

- Over 31,000 job seekers registered with *Centacare Employment* during the year and over 5,800 of them were placed in employment leading to paid Job Placements.
- A further almost 1,300 paid Job Placements occurred in Job Placement Only sites (CE sites that offer Job Placement services but not Job Network services).
- Almost 16,000 Intensive Support commencements were recorded and almost 2,700 of these realised 13-week employment outcomes by the end of June 2004.
- At the end of June 2004, *Centacare Employment's* national caseload stood at just over 16,000 people with almost 11,000 actually commenced in services.

CEN Strategic Forum

On 1 and 2 September 2003, the ***Centacare Australia Ltd*** Board, Directors of ESC3 Delivering Agencies and senior National Office staff met in Sydney to review the ***Centacare Employment*** Network (CEN) from a strategic perspective. The meeting decided to formalise this gathering, forming the CEN Strategic Forum that would meet twice annually to set strategic directions for the network as a whole.

There have been two subsequent meetings held during this report period. The first, held on 23 November, saw the evolution of a new Memorandum of Understanding between the National Office and Delivering Agencies. The next meeting focused on developing a five-year business strategy for the CEN Strategic Forum, which it is hoped, will be completed by the end of July this year.

Alice Springs

In February 2004, negotiations began between the ***Centacare Australia Ltd*** Board and Centacare NT with a view to the transfer of ***Centacare Employment*** Alice Springs to Centacare NT. Following agreement to the transfer, a Joint Management Committee was established to give effect to the transfer which occurred smoothly on 1 July 2004.

Prior to the transfer, National Office negotiated flexible servicing arrangements for the site with DEWR. The new arrangements give recognition to the difficult labour market circumstances faced by the site and include more favourable financial arrangements

that have improved the site's financial viability.

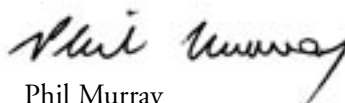
The two year management of the site by the National Office proved very challenging because of the tyranny of distance and the necessary operational management expertise; however, despite these difficulties the cooperative efforts of the Site's and National Office's staff resulted in a 4 Star performance rating by DEWR, the highest ever achieved by a Job Network site in the Northern Territory outside Darwin.

Summary

While 2003-4 began chaotically and there were many challenges to overcome, it is clear that the ***Centacare Employment*** Network has fared better than most other Job Network providers over this period.

Indeed, the year has been an especially rewarding one as the ***Centacare Employment*** Network has established itself as a force to be reckoned with in the very competitive industry of Job Network. It is reassuring that a value-based organisation can succeed in this tough environment.

I would like to thank all members of the ***Centacare Australia Ltd*** Board, the Directors, Managers and staff of all Delivering Agencies and the staff of Catholic Welfare Australia's National Office for their support and amazing efforts in this most rewarding year.



Phil Murray
National Manager

FAMILY RELATIONSHIPS SERVICES PROGRAM – A YEAR OF HOPE AND DISAPPOINTMENT

Margaret Roots

This year has been one of hope and disappointment. Three years of intense activity, directed at increasing Family Relationship Services Program (FRSP) coverage in this country, and addressing the historical inequities in the way service providers are funded, culminated in a Family and Community Services (FACS) initiated review of the FRSP. This review, conducted in late 2003, found that the FRSP was very effective and recommended that funding for the program should be doubled.

This recommendation added weight to the findings of the 'Every Picture Tells a Story' report from the House of Representative inquiry, which also recommended extending the FRSP reach. Such strong Government endorsement raised the hopes of the service providers. It was hoped that ensuring functional family relationships would now be firmly on the political agenda. Sadly, this was not to be the case.

The expected funding increases did not eventuate. Member Organisations had stretched for years to service the Government set targets. Faced with escalating costs, increased demands and a historical funding formula that expected substantial church contribution, meant that the time had come to choose viability over promises.

Drastic action was needed. FACS, trying to be sensitive to the dilemmas faced by service providers, suggested reducing numbers. It was with great reluctance

that Member Organisations agreed to see fewer people, knowing that this decision would blow out waiting lists and further disadvantage families in distress.

The disappointment for the sector has been acute. Whilst there was an overall sector reduction of 38%, Catholic Welfare Australia Member Organisation reductions were substantially greater with reductions ranging between 30% and 80%.

Despite the disappointment of having to downsize, the National Office has increased its efforts to achieve the goal of increased funding. An intense campaign is in progress to influence the federal politicians to make functioning family relationships a priority.

There have been three major influences for the FRSP this year.

The first was the House of Representative Inquiry into Custody Arrangements for Children in Separating Families. Catholic Welfare Australia put enormous effort into making submissions to this Inquiry, attending public and private hearings and being active in putting forward a case whereby the interests of Australian children are protected. The eagerly awaited report of this inquiry was handed down in late December.

Throughout the year a major review of the FRSP was conducted. This involved most of our Member Organisations contributing to the Catholic Welfare Australia submission to the review;

attending focus groups; and hosting organisational visits by the two consultant teams. This gave our Network the opportunity to voice their concerns and issues about the way FRSP operates. The report of the review was released by FACS in June, just prior to the National Forum.

The review was followed by a series of FACS funded forums around the country, culminating in a national event in Sydney. FRSP employees were asked to propose solutions to matters of concern and identify possible future directions for the program. Over one hundred and twenty Catholic Welfare Australia Staff attended these forums, making a significant contribution and ensuring each of these events was a resounding success.

The Catholic Welfare Australia FRSP Network can be justly proud of its efforts in 2003/2004. The Network has continued to deliver quality services and has contributed greatly to the welfare of Australian people who have struggled with relationship issues in the past year.



Margaret Roots
Director
Quality Assurance and Network Support

PERSONAL SUPPORT PROGRAMME

Kerri Volke

The Personal Support Programme (PSP) is part of the Australian Government's Australians Working Together initiative and is administered by the Commonwealth Department of Family and Community Services (FaCS). Under the national funding entity ***Centacare Australia Ltd***, Catholic Welfare Australia Member Organisations work together under the banner of ***Choices PSP*** to form one of the largest PSP networks, accounting for nearly 14% of the business share.

Working within the resources of local communities, ***Choices PSP*** uses an individualised case management approach to facilitate access to a range of counselling and practical support services for people experiencing multiple or severe barriers to social, vocational and economic participation in their community. Barriers might include but are not limited to, family breakdown, long term unemployment, homelessness, mental illness, domestic violence, alcohol or drug problems. Eligible participants can be in the program for up to three years depending on their circumstances.

The 2003-2004 financial year has seen the nationwide ***Choices PSP*** network go from strength to strength during a time when a number of other large providers have closed their doors. The inclusion this year of Centacare Newcastle and Centacare Wilcannia-Forbes has brought the total number of delivering agencies to 26. The network has increased its coverage from 43 to 54 employment service areas. The contracted capacity of the programme has grown from 2586 to 3866, the increase of

1280 places translating to a 33% growth in business during the financial year. After some amalgamations and some new additions, the number of official sites from which PSP is delivered is now 61. This does not take into account a large number of outreach sites that provide regular access for participants in more isolated rural and remote areas.

The program, which services the most disenfranchised in the Australian community, is central to the mission of the church. It is well supported by the range of complimentary programs that are provided by delivering agencies and this has contributed to the success of the program, especially in regional and remote areas where other services are limited. The dedication and commitment characteristic of ***Choices PSP*** staff across every site and outreach post, has resulted in a standard of service delivery that is highly recognised by program stakeholders and local communities.

Individually and collectively, delivering agencies have worked collaboratively with the Department and other providers towards continuous improvement of the program. A ministerial statement in July 2004 about the success of the programme heralded the government's commitment to extra funding. Prospects look great for continued growth in the ***Choices PSP*** network with preparations already well underway for a successful transition to Round Two of the Funding Agreement set to commence on 1 July 2005.



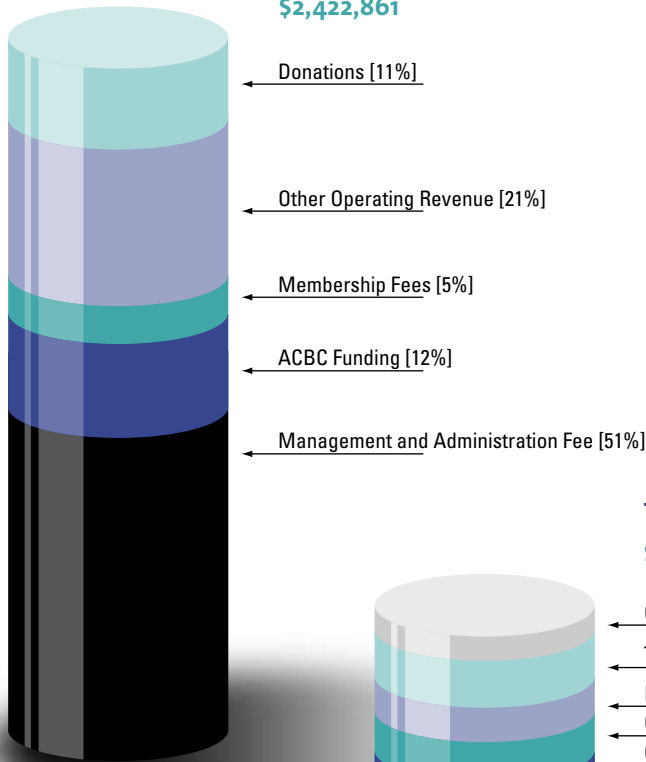
Kerri Volke
National Coordinator

REVENUE AND EXPENDITURE

2003-2004

TOTAL REVENUE for 2003-2004

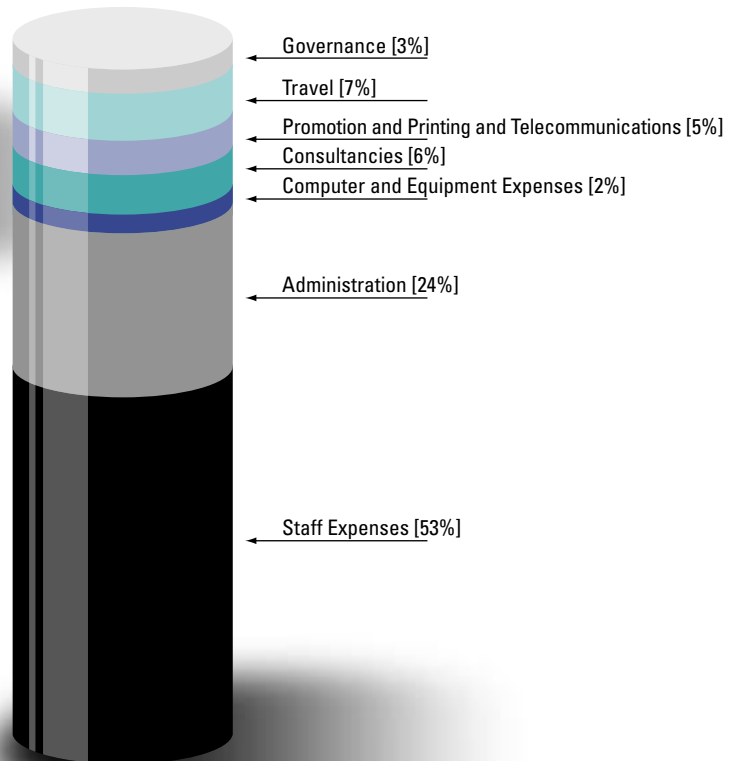
\$2,422,861



Operating Surplus after
Income tax = \$103,459

TOTAL EXPENDITURE for 2003-2004

\$2,319,402



THE BOARD OF CATHOLIC WELFARE AUSTRALIA

as at 30 June 2004

Fr Joe Caddy – Chairperson	11 December 2003 – Deputy Chairperson, 1 July 2003 – 11 December 2003
Mr David Beaver – Treasurer	11 December 2003 – Chairperson, 1 July 2003 – 11 December 2003
Ms Dianna Keogh – Deputy Chairperson	11 December 2003
Mr Tony Davies – Executive Committee Member	11 December 2003 Treasurer, 1 July 2003 – 11 December 2003
Mr Myolene Carrick, AM	
Archbishop Adrian Doyle	
Sr Meredith Evans, rsm	
Dr Kristin Johnston, rsj	
Mr Terry McCarthy	
Ms Kath McCormack	
Fr Peter Norden, sj	
Mr Pauline Robertson	Executive Committee Member, 1 July 2003 – 11 December 2003
Bishop Geoff Robinson	

Board Meetings held

2–3 July 2003

29 September 2003

10–11 December 2003

9–10 February 2004

12 February 2004 (Joint Meeting Catholic Welfare Australia Change Management Working group)

2002-2003 AGM was held on 30 September 2003 in Geelong, Victoria.

THE BISHOPS' COMMITTEE FOR SOCIAL WELFARE

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*)

NATIONAL SECRETARIAT CONTACT DETAILS

as at 30 June 2004

GENERAL SECRETARIAT

Ms Myolene Carrick	Acting Chief Executive Officer	myolene@catholicwelfare.com.au
Mrs Jackie Brady	Communications and Marketing Manager	jackie@catholicwelfare.com.au
Mr John Pettit	IT Support/Network Administrator	john@catholicwelfare.com.au
Ms Lizbeth Salcedo	Administrative Assistant	lizbeth@catholicwelfare.com.au
Mrs Edith Samuel	Cleaner	
Phone 02 6285 1366	Fax 02 6285 2399	

QUALITY ASSURANCE AND NETWORK SUPPORT

Mrs Margaret Roots	Director	margaret@catholicwelfare.com.au
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RESEARCH, POLICY AND ADVOCACY SERVICES

Mr Adam Mitchell	Social Policy and Research Officer	adam@catholicwelfare.com.au
Sr Liz Rothe, rsm (on extended leave)	Social Policy and Research Officer	liz@catholicwelfare.com.au
Mrs Faye Padarin	Librarian	faye@catholicwelfare.com.au

FAMILY AND RELATIONSHIPS SERVICES

Mrs Margaret Roots	Director, Quality Assurance and Network Support	margaret@catholicwelfare.com.au
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EMPLOYMENT SERVICES – CENTACARE EMPLOYMENT

Mr Phil Murray	National Manager	pmurray@catholicwelfare.com.au
Ms Linda Baxendale	Contract Administrator	linda@catholicwelfare.com.au
Ms Maureen Ghirardello	Project Officer	maureen@catholicwelfare.com.au
Mr Le Anh Pham Lobb	Contract Performance Officer	leanh@catholicwelfare.com.au

PERSONAL SUPPORT PROGRAMME – CHOICES PSP

Mrs Kerri Volke	National Coordinator	kerri@catholicwelfare.com.au
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FINANCE SECTION

Ms Susan Morphett	Accountant	susanm@catholicwelfare.com.au
Mr Pradeep Lingaratnam	Graduate Accountant	pradeep@catholicwelfare.com.au
Mrs Norma Taylor	Accounts Clerk	norma@catholicwelfare.com.au

GENERAL ENQUIRIES

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

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 Lismore
Centacare Tasmania	Archdiocese of Hobart
Centacare Whyalla	Diocese of Port Pirie
Centrecare 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

Special thanks to the following organisations for their support over the past twelve months:

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



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