

Supporting People



Centacare Catholic
Social Services,
Diocese of Parramatta

Annual report

2008 – 2009



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From The Bishop

This letter introduces Centacare Catholic Social Services–Diocese of Parramatta (CCSS) which embraces the social services work of the Diocese of Parramatta, directed to those who are poor, underprivileged or marginalized in society, as well as to those who have become overburdened by life’s challenges.

This Annual Report (the first for CCSS) gives an insight into the work carried out by a team of dedicated staff and volunteers in the name of the Church. They seek to spread the gospel message of hope and to be the face of Christ to those in need, through personal contact, example, influence, advocacy, projects and activities.

As a channel of Christ’s unconditional love and liberating presence in our community CCSS brings to life the call of Sacred

Scripture “to act justly, to love tenderly and to walk humbly with our God” (Micah 6:8). This is reflected in the Mission, Vision, and Values of CCSS, and also in the very practical way CCSS delivers a wide range of program and services. These programs and services are funded in partnership with Government, the Diocese, and other philanthropic interests.

I extend my deepest appreciation to the staff and volunteers of Centacare Catholic Social Services and commend this report to you.



Bishop Kevin Manning
Bishop of Parramatta
Chairman of the Catholic
Social Services Council
(Diocese of Parramatta)



From The Executive Director

Centacare Catholic Social Services (CCSS) has a rich history. On one hand it extends from the 1940s when the Archdiocese of Sydney was geographically much larger and included our own Diocese of Parramatta. On the other hand, CCSS is a new agency just 2 years old – formed by bringing together a number of agencies, services and ministries funded or partly funded by the Diocese.

It is not easy to build a new agency by combining a number of existing agencies. The different cultures, strategic directions, policies and procedures and expectations need to be homogenized into a single entity while not adversely impacting on those people who are being supported. The impact on staff, especially at the management levels, has been significant as we work to establish a new team and bring together the best each agency and ministry has to offer. This has also been a time of

understanding the linkages and the strengths created by combining the various social service or welfare works of the Diocese.

In all these aspects the staff of CCSS, and especially the management team, have risen to the challenge.

I am proud to be part of this agency of the Church. In my short time here I have come to appreciate the depth of knowledge and understanding of staff at all levels of the mission of CCSS. Our Catholic heritage and roots gives CCSS a unique role among Western Sydney’s social service agencies.

This Annual Report will give you an overview of the work we do, though it cannot adequately portray the full array of programs we provide to the community on behalf of the Diocese of Parramatta and in response to the gospel message.

I want to thank all the staff of the agency and in particular the members of the Management Team who have provided me with great advice and



have welcomed me as part of their team. My appreciation also goes to John Spillane and to Bishop Manning for their support and encouragement.



Otto Henfling
Executive Director

Supporting Australia's First Nation People

Aboriginal Catholic Social Services (ACSS) was established in 1986 as a specific program of the Diocese of Parramatta.

The current committee comprises nine Aboriginal members: Janice Kennedy, Janice Brown, Daisy Barker, Jenny Ebsworth, Judy Curry, Margaret Farrell, Rhonda Randall, Sharon Mumbler and Victoria Warner. The committee is supported by Father Phil Medlin CSsR, the Chaplain and Director, as well as Sr Naomi Smith RSJ (Coordinator), Neroli Stratti (Finance Administrator) and Sr Frances Flemming Assistant Coordinator).

ACSS serves in an Aboriginal way under the leadership and decision-making of the Aboriginal Committee. It strives to assist, nourish and facilitate the sharing and enrichment of all Aboriginal people so as to bridge the gap between them and the rest of the Australian community.

The principal objective of ACSS is to work with Aboriginal people in order to develop a positive, sustainable organisation, one that is facilitated by Aboriginal people for Aboriginal people.

Profile

Australia's largest concentration of Aboriginal Peoples is believed to reside within the Parramatta Diocese. This covers the area of Western Sydney that includes Penrith, Mt Druitt, St Marys and Blacktown.

ACSS supports the Aboriginal Peoples in this area through various comprehensive programs designed to help contribute to their social well-being and attainment of self-sufficiency.



Often the existing service sector is unable to connect with these individuals and/or families due to the lack of culturally appropriate service delivery.

ACSS members represent five Aboriginal language groups and all reside in Western Sydney. They have a very strong knowledge of the community and very extensive contacts within the Aboriginal community. As a result they have the ability to identify where pastoral care and services are required.

Pastoral care and service requirements are coordinated and delivered by persons qualified in their particular field and respected Aboriginal community elders. They are designed to help bridge the gap between Aboriginal peoples and the rest of the Australian community.

A team of dedicated volunteers, each with experience and expertise in various fields, supports ACSS in its service delivery.

Progress towards meeting goals and objectives

During the year under review, significant progress was made in meeting our principal objective. That is, to develop a positive, sustainable organisation, facilitated by Aboriginal people for Aboriginal people. To this end, members built upon their skills and increased their confidence through their participation in, and commitment to, training programs which focused on:

- Running an organisation
- Leadership
- Identifying and increasing employment opportunities
- Advocacy



In addition, skills and learning programs were made available to the Aboriginal community to enhance networking skills and strengthening community relationships.

Throughout the year, all members took advantage of every opportunity to raise the profile of ACSS in Western Sydney and beyond. This was accomplished through weekly presentations at various schools and public events. In addition, many Members participated in various conferences and forums.

Through Members' commitment to this endeavour, many more public and private entities are becoming aware of the work that ACSS is carrying out to bridge the gap between Aboriginal people and the rest of the Australian community.

Services and support

By taking account of the various needs within the Western Sydney Aboriginal community, ACSS provides services and support to help individuals and families overcome the challenges they may face. We estimate that over 2,000 clients were supported at the ACSS Centre and a further 2,000 elsewhere during the past year. All of these services are delivered in a culturally appropriate manner and include:

Counselling which covers family violence issues, drug and alcohol abuse and prevention specifically targeting young Aboriginal youths, and anger management and depression.

Court support to alleged offenders appearing in Western Sydney courts.

Prison outreach for young Aboriginal women inmates at Bolwarra, Dillwynia, and Emu Plains Correctional Centres

Supplementary services, which include housing support, employment support, and transportation



Member activities

The success of the following activities carried out during the year is an example of the significant progress Members have made in their confidence to plan and successfully deliver projects that contribute to the well-being of the Aboriginal community. These include

- Development of the **Walanmarra Aboriginal Women's Creative Healing Manual** and an eight-week art therapy workshop designed to provide assistance to local Aboriginal women who experience domestic or family violence and empower them to make informed decisions. To date a total of 45 Aboriginal women have completed this program.
- **Youth activities** that cover the Yarn-Up program, Dance group, and Young Men's Group and are structured to provide participants with viable and positive ways to avoid the dangers of drug and alcohol abuse. Many Aboriginal youths have gained a deeper pride in their Aboriginal culture through these activities.

Plans for the coming year

At the forefront of plans for 2009/2010 is the advancement of ACSS's move to a more central location in Western Sydney. A suitable site has been identified and the Diocese of Parramatta has offered land at the Holy Family Parish Centre in Mt Druitt.

Western Sydney service providers and community organisations have expressed their support of this and meetings are planned for later in 2009 with government representatives to further progress this important project.

ACSS will continue to strengthen its presence in Western Sydney through the formation of further partnerships with various bodies in the area. It will also work with non-government organisations and government departments and participate in community consultations to ensure that the Aboriginal community in Western Sydney has the opportunity to provide input into decisions that may affect them.



Supporting Families

Blacktown Family Support

There were 76 families who were provided with services under the Blacktown Family Support Service within the 12 months of 2008/2009.

Most parents were from the age group 31-40 and were either single, separated or widowed. More than 80 per cent were occupying rental accommodations, and almost 60 per cent of female clients received Centrelink benefits and regarded them as the main source of their income. The issues identified were domestic violence, parent and child relationship breakdown and child protection issues.

The main strategies/interventions implemented in assisting the client families are as follows

Counselling/Casework

There were 650 face-to-face meetings conducted and the main casework activity involved advocacy on behalf of the client families to obtain their entitlements from government and/or non-government agencies. Other casework activities included provision of court support, preparation of reports/letters, assisting with the completion of forms and providing transport.

Most of the client families were provided with intensive work aimed at assisting them address child protection issues, by either eliminating or reducing the risk of harm. For example, 40 families identified domestic violence as their main issue at the initial contacts.

Overall, the findings from the written client evaluations showed positive outcomes in all areas of work, with significant improvement in personal relationships and parenting, increased levels of child safety and more connections to the families' local communities.

Group Work

Two information sessions were facilitated. "Family Life in Australia versus Family Life in the Philippines": a group facilitated in response to the request of the Philippine Australian Community Services Inc. and "Safe & Strong Group – Helping Children Through Separation". Both groups were well attended and the participants gave positive feedback.

A therapeutic group entitled "Echoes of childhood and Joy of Parenting." was facilitated for six sessions. The participants considered the group to be beneficial in reflecting on their childhood experiences and how these influenced them in their relationships with their children.

"Triple P" (Positive Parenting Program) for parents with children below 12 years of age. This group was educational in nature and ran for six face-to-face sessions and two telephone sessions. The overall clients' feedback

indicated that the participants acquired new knowledge and skills in positive parenting.

Penrith Family Support

Penrith Family Support Service provides family support, counselling, advocacy and information to families with independent children aged 0- 16 years. The service is funded by the NSW Department of Community Services (DoCS) and the Diocese of Parramatta and services the Penrith Local Government Area covering 57 suburbs.

The service offers in-home or centre-based individual and family sessions addressing difficulties with child protection/safety of children, parenting, relationships, domestic violence, drug and alcohol use, mental health and social isolation.

We also offer group work activities for both adults and children and provide an information and referral service.

All service delivery is grounded in the principles of community development and evidence based practice in partnerships within Centacare Catholic Social Services and other external agencies.

The parenting education groups that are run with other agencies including DoCS 'Brighter Futures' Program contribute to outcomes of:

- Strong parent /child relationships
- Improved parenting competence
- Improved family resources and capacity including in some cases gaining employment
- Children being returned in to the care of their parents after being removed by DoCS.

During the last year, 145 sessions were delivered to 90 families. The families required a range of resources and support and we are beginning to see more men in our service than we have in the past.

One family that has returned to the service over several times is a single parent family. The mother, who we will call her Sarah, returned because of the help and assistance she received in the past in her times of need.

Sarah had been sexually abused as a child and not believed by her mother who was in a new relationship at the time. Sarah had a very difficult childhood, turned to prostitution as a teenager and became pregnant to an older man. For a while things went okay and another daughter came along. Then the relationship went sour when their third child, a boy, died of cot death. Another relationship and another child later, Sarah was in the depths of despair.

Sarah has had challenges in relating to her eldest daughter for many reasons, including the fear that her daughter could also suffer sexual abuse. Home and office counselling sessions with Sarah and her daughter led to an increased attachment between mother and daughter.

Sarah worked on her low self-esteem and lack of self worth. At times it was one step forward and two steps back, especially when Sarah discovered she was once again pregnant. During her pregnancy Sarah became more attached to all her children and was able to resolve a lot of issues with her own mother. She needed support and to be affirmed in what she was doing was okay.

Sarah gave birth to a beautiful baby boy who is now almost three. She popped into our office recently to touch base and let us know she is doing well. She has put a lot of things in place to support her children, especially with open communication.

Relationship and Family Counselling

The aims of the Relationship and Family Counselling program/service are to assist couples, individuals, children and families to develop and maintain safe, supportive, healthy and enriching relationships. This can be as relationships are newly established, ongoing or when there is relationship breakdown or loss due to death or other transition and change.

By professional counselling we:

- Assist couples, families and individuals to make changes within their relationships and within themselves so that the quality of their relationships is enhanced.
- Assist couples and individuals whose relationship with their partner has broken down irrevocably, to end that relationship with minimum trauma to themselves and any children of the relationship.
- Assist children (appropriate to their age) whose parents' relationships are conflicted or broken down to live in their families in ways which are least detrimental to their emotional and general well-being.
- Respond appropriately to the needs of those Catholics who approach Centacare who, for whatever reason, require and desire a counselling service that can take their religious beliefs fully into account.

Through counselling our clients work through issues and difficulties that may be impacting on their lives and their families negatively. They learn new skills and strategies to manage these issues and difficulties.

The professional and committed staff offers flexible and responsive services to the people who approach our agency for assistance. Some home visits were made where appropriate. Continuing professional development and learning are an important aspect of our services and we also offer training and clinical placements to social work, psychology and counselling students.

Examples of the client stories below give insight into the critically important work done by staff with clients, including suicide prevention and restoration of children to families. The services has undergone an external quality audit for accreditation against standards and achieved full compliance.

A Dad sought counselling because he was aware that he was often angry with his three young children and

this was impacting on his relationship with them and leading to increased conflict with his wife. Counselling assisted this Dad to sort through his expectations of himself as a father and in turn his often unrealistic expectations of his children. He reviewed his manner of communicating with his children and he realised he had “too many rules”. This in turn led him to review his work and family balance. This Dad learnt a lot about himself during the counselling sessions and also about the needs of his children. He reported a big improvement in his relationship with his children at the end of the six counselling sessions. He now looks forward to coming home from work – most of the time!

A woman was referred for counselling after conflict in her relationship with her husband escalated to violence. Her husband had been physically violent to her and the police had been called. Counselling assisted the woman to consider her safety and the safety of her children. The counsellor helped her develop a safety plan while she remained in the relationship living with her husband. This woman's cultural background made it difficult for her to leave this violent relationship. Counselling however assisted her to reject the violent behaviour of her husband and use community supports and the resource of the police and courts to increase her safety and that of her children.

A couple who had been married for 40 years sought counselling because in retirement they were arguing about many things in their time together. This was keeping them apart emotionally at a time when they were looking forward to a more peaceful life. With they counsellor they worked out what the issues were and worked on better ways to communicate with each other and learnt how to “fight fair” so that neither was left feeling resentful and misunderstood. They recently celebrated another wedding anniversary and sent a “thank you” card to the counsellor for helping them renew their marriage.

Relationship Education

The Relationship Education Program/Service aims to assist couples and individuals to prepare for relationships, enhance relationships and work through relationship breakdown and separation. Groups and courses are run for engaged couples, adults, parents and children.

This year we have introduced two new group work programs: “Keeping Kids in Mind”, a course for separated parents to assist them to focus on the needs of their children following the breakdown of the adult marital relationship; and “Rollercoasters”, a course for children affected by the changes in family relationships either through separation and divorce or death.

Forty Pre-Marriage Courses are offered throughout the year and facilitated by trained married couples. Even engaged couples very much “in love” have reported they improved their relationship skills by attending the pre-marriage courses. Marriage and relationship enrichment courses also assist couples to gain more from their loving relationships. Marriage Sunday held in August, and



promoted throughout the Diocese, offers couples the opportunity to participate in a reflection afternoon with talks and activities to enrich their marriage relationship.

A young couple attended one of our weekend pre-marriage courses and participated in the sessions facilitated by the married couple leading the courses. The sessions covered communication, family of origin, conflict resolution, the sexual relationship, family planning and the sacrament of marriage. Though they had been a little reluctant at first to wholeheartedly participate, they contributed very positive evaluations at the end of the course saying the sharing of the experiences of the married couple leading the group and the information taken in had increased their awareness of each other and given them new skills to work through some of their differences. They felt more confident in their future marriage together.

Five children attended a recent Rollercoasters group work program and at the end of the course, they had a small “party” and were asked to write down whether anything was different for them since they had been in this group. One 10-year-old girl wrote, “I don’t feel as sad anymore and I can tell Mum and Dad when I am sad if they start fighting about me. I think my little sister should come too.”

Sole Parent Ministry

This ministry offers counselling and group work for adults affected by separation, divorce or bereavement. The main focus of the work is the grief and loss experienced by adults who find their emotional lives affected by the death of a partner or the loss of their marriage relationship through separation and divorce.

Counselling and support is offered through telephone and face-to-face sessions. Home visits are made where

appropriate. Group work and courses and information sessions are offered regularly to meet the needs of clients. Some of these include:

- “Stepping Beyond” a monthly support group for those who are separated or divorced
- “Recovery workshops” for working through issues for those who have lost a partner through death, separation or divorce
- “Upper Room Gathering” a monthly support group for those who have lost a partner through death
- “Seasons Workshops” for those affected by loss and grief
- Information sessions around Annulment and the Marriage Tribunal of the Catholic Church.
- A quarterly newsletter is sent to over 2,000 people to provide information, resources and support.

Here are two examples of client cases

A woman in her sixties sought counselling and support as she was still deeply affected by the death of her husband some 2 years ago. Others were telling her she should be “over it by now” or “she should be moving on”. They had been married for 30 years and had developed a very caring and interdependent relationship. No one seemed to understand the depth of her loss. She found counselling assisted her to work through symptoms her grieving and attending the monthly support group gave her insights into how others were managing. She also took away new strategies for assisting her children and grandchildren in their grief.

A Dad sought counselling because he was isolated and alone following the breakdown of his marriage and separation from his wife and children. The family had migrated five years earlier and he had no family here in Australia. He was also experiencing great difficulties in working through the emotional upheaval of the family law processes in establishing regular contact with his children.

Counselling and support assisted this man through his time and he now has better contact with his children and attends a monthly support group.

After Hours

As its name implies this Blacktown-based program provides services outside of normal working hours, thereby allowing working people to make use of services that would otherwise be unavailable.

Eighty-two client families were provided with services during 2008/09.

In general, the characteristics of the families provided with the services are as follows

The female and male parents were mostly in the 20 – 39 age groups.

More than 59 per cent of parents were with their partners, almost 17 per cent were separated and nearly 11 percent were single parents.

25.6 per cent of the total number of clients were self-referred; 21 per cent were referred by other Centacare workers; 13 per cent referred by schools; 9.5 per cent referred by the Department of Community Services and the other 9.5 per cent were referred by other government agencies. The remaining 21 per cent were referred by other health professional, friends, family, church personnel, and other non-government agencies.

The three most common issues presented at the initial contacts were domestic violence, relationship breakdown and children's educational problems. Parenting issues were common to all 82 families.

The two main strategies of the service were counselling and facilitation of parent education programs. These were all run after hours.

Counselling/Casework

A total of 642 face-to-face interviews/contacts were made. The After Hours counsellors also performed other casework activities that were considered essential in managing the family cases. These tasks entailed contacting other workers from other agencies, reports to DoC's Helpline, attendance at the Protective Planning Meetings, advocacy, preparation of reports, and completion of forms and provision of transport as part of the case plan.

The client feedback was encouraging with 70 per cent of respondents saying they has achieved some of their goals through the services provided, while 30 per cent achieved all their goals. The clients rated the service overall "very good" (50 per cent) and "good" (50 per cent).

Thirty per cent of clients said the safety of their children was "greatly improved" and 70 per cent "improving"; Forty per cent said family relationships were "improved a lot" and 30 per cent "improved a little"; Twenty five per cent said overall changes to the family situation were "significantly improved" and 75 per cent "improving".

Parent Education Program:

The educational parenting groups facilitated within this period are as follows:

- "Keeping Children Safe": One group run over six sessions
- "Engaging Your Adolescents": Two groups of four sessions each
- "Triple P" (Positive Parenting Program): One group with six face-to-face sessions and two telephone sessions.
- "Parenting Group for African Parents": One group run over four sessions.

Problem Gambling Counselling

This service provides counselling for individuals and their partners, family members or friends affected by problem gambling. Often the problem gambler is reluctant to attend counselling and their spouse or another family member may recognise the problem and request assistance for themselves. Support and strategies for change are worked through with the partner or family member.

The aim of counselling for the problem gambler is to change their problem gambling behaviour so that, either by abstinence or control, it is no longer a problem for them or others. This behavioural change involves gamblers coming to different beliefs about gambling (many problem gamblers are notorious for their irrational beliefs about gambling) as well as coming to recognise their own personal and unique triggers for beginning episodes of problem gambling. These triggers may have strong emotional components. If so, the counsellor will attempt to assist the client to deal with the personal issues which give rise to those strong emotions.

Because of the immediate social and financial effects of problem gambling we attempt to assist the client to change the gambling behaviour. The only exception to this rule is when the client has a primary psychiatric problem that needs immediate psychiatric intervention. However, because other aspects of the client's life can be closely linked with the gambling problem, we also attempt to address problematic aspects of the client's life apart from gambling as part of the relapse prevention strategies.

A Saturday support group (which has operated for the past 20 years) offers ongoing support, education and relapse prevention strategies for problem gamblers and their partners, or other family members affected by problem gambling.

Examples of client stories, given below, present an idea of the beneficial work done by staff with clients, including suicide prevention and intervention to avoid financial ruin. The service has undergone an external quality audit for accreditation against standards and achieved full compliance.

A man telephoned the service seeking help because he was desperate and suicidal. He had lost everything – his marriage, his home, his job, and all his money due to his problem gambling. He was now threatened with eviction from his rented room and repossession of his car and was overwhelmed by his debts. A counsellor saw him immediately and suicide prevention strategies were put in place. Over the next two weeks intensive work was done with this man to give him support, link him with a financial counsellor and work through the immediate crisis. He has abstained from gambling for the past six months

and is managing to make small re-payments on his debts. He continues to receive support from the service.

A couple sought counselling as they were both problem gamblers and were in constant conflict about their debts and inability to manage their urge to gamble. The counsellor worked with them on a number of levels – initially with their financial distress and then their problem gambling behaviours. The couple were committed to change, as they wanted to start a family but knew this was unrealistic with their gambling and related financial problems. With individual therapeutic sessions to work on the underlying issues that led to their problem gambling, progress was made over a period of months to the point that both were able to support each other to abstain from gambling. Their financial position improved as they paid off debts based on a budget and repayment schedule worked out with the financial counsellor and creditors. This couple now feel more confident in their future together and about being able to provide stability and security for any children they may have.

support of the Hills Community Charitable Trust and has been operating for the last six months of the 2008/09 financial year. In this time families have appreciated the convenience of the service based in their local area.

Below are two examples of our case work:

The wife of a problem gambler sought counselling when she received notice in the mail of the imminent foreclosure on the mortgage of their family home. She had not known of her husband's gambling problem until then. Financial counselling assisted her firstly to put constructive strategies in place to save the family home. Counselling assisted her to deal with the crisis and the grief and the loss of trust, financial security and family unity. Couple counselling has assisted the re-establishment of a more positive relationship with her husband, and he is no longer gambling irresponsibly. Negotiations with creditors to save the family home are still continuing.

A couple sought counselling as they were both problem gamblers and were in constant conflict about their debts and inability to manage their urge to gamble. The counsellor worked with them on a number of levels – initially with their financial distress and then their problem gambling behaviours. The couple were committed to change, as they wanted to start a family but knew this was unrealistic with their gambling and related financial problems. With individual therapeutic sessions to work on the underlying issues that led to their problem gambling, progress was made over a period of months to the point that both were able to support each other to abstain from gambling. Their financial position improved as they paid off debts based on a budget and repayment schedule worked out with the financial counsellor and creditors. This couple now feel more confident in their future together and about being able to provide stability and security for any children they may have.

Hills Community Counselling

This past year saw the introduction of a new service to CCSS as a response to community need. The Hills Community Counselling Service, specifically providing financial counselling and gambling and family counselling, was a new endeavour for our organisation and has been well received by the community as evidenced by the growing number of referrals to the service since it began in January 2009.

This service offers a flexible and responsive approach to an identified need in the Hills area for families experiencing relationship, gambling and financial difficulties.

This service has been available through the generous



At the cheque presentation of \$100,000 to Centacare Catholic Social Services (CCSS) by the Hills Community Trust (HCT) were (from left): Angela Littleford (former Executive Director, CCSS), Ann O'Brien (Senior Manager, CCSS) John Spillane (Financial Administrator, Parramatta Diocese), Rowan Cameron (HCT Trustee), Ross Colosimo (Hillside Hotel licensee) and Michael Richardson MP (HCT Trustee). Photo: Dan McAloon.

Supporting Frail, Aged and Disabled People

Charter and Background:

The Emmaus Disabled Persons Catholic Services was founded in 1982 as a response to the 1981 International Year of People with a Disability. The service developed as a ministry for people with Intellectual disabilities and for their families within the Catholic Diocese of Parramatta.

Our service offers residential care to 16 adults (Emmaus Community Members) within four group homes and a Day Support Program, as well providing occasional support and friendship to a wider community of people with intellectual disabilities and to their families. This service promotes the inclusion of intellectually disabled people in their church and social communities.

There are four group homes located in Blacktown, Stanhope Gardens and Windsor. The Day Support Program is based at St Patrick's Parish Centre, Blacktown, and the organisational office is also in Blacktown. Throughout the year a number of family gatherings and fundraising events and the annual Sports Day and Spring Dance are held. These activities are supported with the grateful assistance of about 40 enthusiastic volunteers. We also enjoy a close relationship with the parish of St

Madeline's at Kenthurst who donate the proceeds from their annual May Fair to support our community.

Staff Education and Training Opportunities

A continuing program of staff education has been undertaken during the year consisting of four-day training sessions for all staff members. This year's training has focused on a new Positive Behaviour Support Policy, Creating Members' Daily Living Plans, Fire Safety, Manual Handling and Team Work. Additional training has also been undertaken by those in coordination positions, and for new staff who have required assistance in developing visual and signed communication strategies used within the organisation.

Ageing and Health Issues for Community Members

As the Emmaus community members' age, a growing number of serious health issues are being encountered. These issues are additional to the usual health concerns of



epilepsy, arthritis, allergies, vision, hearing and mobility concerns that are frequent factors for intellectually disabled people. It appears that this is the beginning of a trend towards increasingly health-focused care based around the specific health needs of the group. It is anticipated that these concerns will create the need for us to adapt over time the mode of care provided within some sectors of the service.

Healthy Lifestyle Activities for Community Members

The residential members of the Emmaus Community participate in a wide range of activities of interest to them, individually and in groups. A strong emphasis on health lifestyle has been incorporated into the weekly routines of each household, with most people participating in sporting groups at various stages of the year. This year community members have been involved in tee ball, netball, tennis, swimming, ten-pin bowling and athletics. There is also frequent attendance at the Bridges and Tuesday Night Club social groups and disco nights. The one activity everyone attends is the Golden Stave Music Therapy Group at UWS Nepean. This is the most anticipated night every week. Several performances have been given by the group for family gathering events, church celebrations and disability expos.

The Riverside Musical

All Day Support attendees participate in a musical production at the Riverside Theatre in Parramatta each November. The production receives great acclaim from all who attend and is always considered a wonderful success by all the dancers and actors.

Community Nights

Every month the people who live in an Emmaus house get together at the office for a Community Night that is typified by fun, sharing and learning ranging across interesting and educational topics.

Sometimes we talk about policies such as cohabitating in a harmonious way, or practising what to do when crossing roads and what traffic lights mean. One night we laughed a lot about sharing the front seat in the car so everyone gets a turn. We were also very excited to receive a visit from the Fire Brigade who refreshed our memories on fire procedures. Another night the Ambulance Service came and showed us all the things inside the ambulance and let us try out the oxygen masks and blood pressure machines.

We also had a visit from Aboriginal artists and dancers called 'Fulidreamin'. They showed us aboriginal tools, instruments, eating utensils and weapons. We got to feel all the different things while they explained to us what it was, what it was used for and what it was made from. They showed us dances while they played traditional instruments. Then we all had a go at making some body paint from a special rock and we painted our arms and faces.

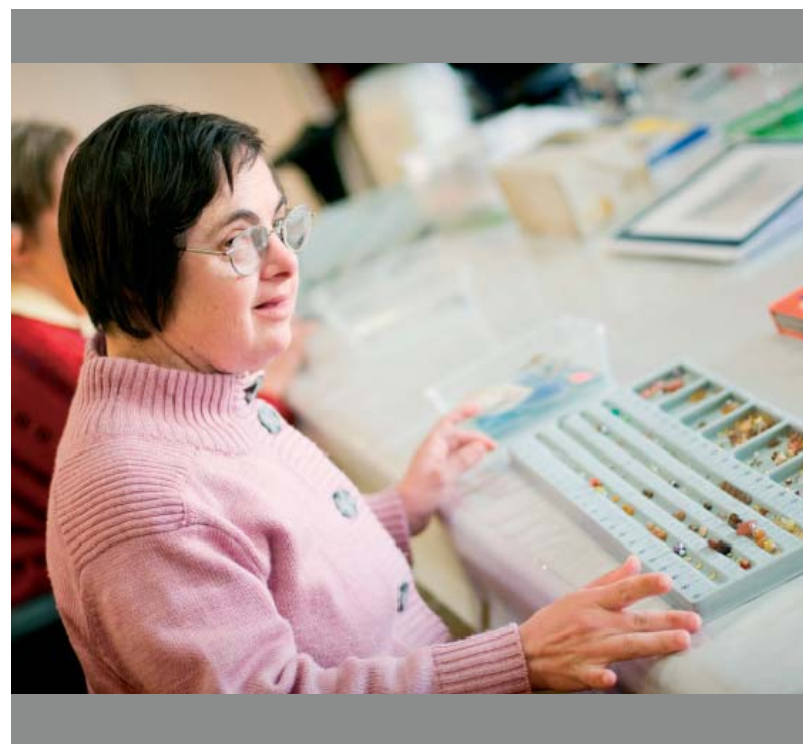
Family Gatherings

Three times a year we invite our family members and friends to come and have a fun day with us. We have a picnic lunch and all the community members help to put on a special liturgy story about something that we think is important. Sometimes we get dressed up and sing or dance. We even give special performances with our Music Therapy teacher. Other times we just like to talk to everyone – we are like a big family because we have known each other for a long time and our families know each other too. It is good. Sometimes Bishop Manning comes and joins in the fun.

We would like to share Ron and Joe's Story, below, to illustrate our community's interconnectedness in the wider community:

One morning, about 6.30am a man named Joe walked through the foyer of Blacktown Hospital after the birth of his baby son. Joe noticed another man approaching. The man had an obvious disability and was accompanied by a carer. He had been in the emergency department overnight following a severe epileptic seizure and was now on his way home. They walked past each other and went their separate ways. Joe was struck by the likeness of the disabled man to his own family members. His curiosity was aroused. It had been nearly 20 years since he had seen his older disabled brother Ron. In his family home it had been taboo to mention his brother's name so he didn't know where he lived. His search began.

About 4 months later, Joe called the Emmaus office and said he was looking for his brother and had been told that perhaps he might find him living in our service. He told



his story and gave his brother's name. Emmaus did indeed have a man of that name living in one of our group homes. The man, Ron, had had no family contact for years. Perhaps, perhaps it might just be a lost link rejoining.

After meeting Emmaus staff and putting the two stories together it became clear that Joe and our member were indeed brothers. A few days later Ron met his brother Joe. After all the years they were quietly curious about each other and the lost time. Small steps to rebuilding their brotherly relationship began that day. Now Ron and Joe meet regularly. Ron has become part of his brother's family and has two nephews as well. His brother and his family have become part of the Emmaus Community – one truly special family.

Blacktown Neighbour Aid

Blacktown Neighbour Aid (BNA) is based at St Patrick's Parish Centre, Blacktown. The main purpose of the BNA service is to assist our clients to remain living in their home for as long as possible, minimising the risk of premature institutionalisation. Often this requires networking with other services such as Meal on Wheels, Blacktown Community Transport, the Aged Care Assistance Team, and Community Nursing.

BNA remains the fundamental source for client's mental health by reducing their isolation and increasing their social contact, interaction and self worth. During the year 2008/09 BNA assisted and supported 149 clients through the work of its 27 volunteers, 4 permanent part-time Social Support Workers (SSW), and the service Manager.

This service provides social support to clients who are frail aged, or who are younger with a disability,

living within the Blacktown Local Government Area. Currently BNA supports 78 clients.

Though the BNA service commenced almost 20 years ago, up until 2007 it operated solely with its volunteers and one full-time staff member. However the primary funding source of this service, the NSW Department of Aging, Disability and Home Care (DADHC) realised that volunteer numbers were depleting and agreed to fund BNA to employ Social Support staff.

Since the introduction of paid staff, BNA no longer has waiting lists. Clients are supported more quickly and reliably and the whole profile of the service has been lifted. We still have and greatly value our volunteers, as our paid staff is mainly to "fill-in" with clients until a suitable volunteer can be assigned to them. Unfortunately, this does not happen as frequently as we would like, but at least clients are not missing out on the support they need.

When the funding was first provided from DADHC to introduce paid staff, it was for a 12-month period only, with possible reoccurrence based on successful outcomes. However, in 2009 we were informed that the funding would not only be renewed, but also renewed for the next 3 years.

An example of the impact BNA has with our clients, especially now that we have paid staff, is a particularly difficult client we'll call Miss D.

Miss D was referred to BNA from a Community Transport service two years ago. They were preparing to discharge her as their client due to her "arrogant, unappreciative, and demanding nature" and contacted BNA as a last resort.

Miss D was accepted as a client, and, based on her requirements during the assessment (she is a wheelchair-bound, elderly lady with a range of health issues), assigned two staff to assist her on Wednesdays, providing her a few hours out shopping, coffee/lunch, and general social interaction.

Though Miss D was in fact difficult at first, and took some getting used to, the two staff remained professional and patient with her, which paid off in the end. Before long they all enjoyed being out together, and Miss D eagerly looked forward to her time out with them.

Miss D recently passed away. Though sad, this is also a great example of how BNA made a significant impact onto a client's life, and played a key role in allowing her to remain home until the end.



Supporting Young Mothers and Babies

Catherine Villa

The “Catherine Villa” program has been operating for 19 years at Quakers Hill and works proactively during pregnancy and early childhood to provide young mums (under 25) and their children with appropriate early intervention and crisis support services.

The service is funded through the generous support of the Catholic Diocese of Parramatta and by the NSW and Federal governments through the Supported Accommodation Assistance Program and the Community Services Grants Program. Catherine Villa services include Supported Accommodation, Outreach Family Support, Supported playgroup, Young mums group, Ex-resident Support and Exit Housing.

Across all of these services staff offer strengths-based case management and support with pregnancy, parenting, living skills, personal development, health, baby care, vocation and education, housing and tenancy issues and recreation. The program also aims to strengthen the mother’s network of supports including family, friends and community and aims to facilitate the optimal development of the infant by

- Promoting positive relationships between parents, children, the family and community, lowering the risk of attachment disorders and long-term negative consequences. We provide young parents and children with appropriate early intervention and crisis support services.
- Modeling and mentoring positive adult relationships with parents and children who attend CV programs and to increase their awareness of community based services.

Supported Accommodation

We provide medium to long-term supported

accommodation for up to five families at any one time. This year over 220 homeless mothers and their children were referred to Catherine Villa for supported accommodation. Many NSW and interstate referrals come from Health and DoCS with a large representation from greater Western Sydney.

There has been a significant increase in referrals where women require 24 hour supported accommodation so that their children may be restored to their care. We were able to link many families to other services and were able to support 15 mothers and their 17 infants in our accommodation unit. During their stay, families’ strengths and needs are identified and they work with staff towards meeting those needs and attaining permanent or semi-supported housing.

Exit Support

We support young families to access Housing that will meet their future needs and continue to work with them in settling in to their new community. This year we supported 20 ex-resident families. We work collaboratively with agencies providing semi-supported accommodation to provide the young families with a continuum of care over several years. The agencies we work with include Anglicare, St Michaels, Bankstown CatholicCare, Fusion, NYAS /Willowtree, Red Cross, Macarthur project and the YWCA.

Exit House

Catherine Villa has an exit house with Affordable Housing where families may live for up to 18 months. This year we supported two young families transition to independent living from the exit house.

Outreach Family Support

This year we offered home visiting support to 26 families at risk and in crisis in the Blacktown/ Hills local government area. Our family workers operate within the S.C.A.R.F. child focused casework model and offer parenting support, advocacy and referral for housing, counseling, brokerage, groups, health, child protection, legal issues, skills development and needs as identified.

The **Young Mums Tuesday Group and Wednesday Supported Playgroup** are a vital pathway to connect young mothers

- To their peers / breaking down isolation and normalizing experiences
- To early childhood health services encouraging positive health outcomes
- To other community resources / resourcing to meet their own needs and building resilience.



We offered 64 groups this year. At groups we are able to assess and meet needs in an informal environment with “kitchen chat”, formal parent education, connection to community resources and positive role modeling and mentoring of parenting, play and developing new skills. This year 54 families attended Tuesday Young Mums Group and another 43 families attended Wednesday playgroup. The families attending Playgroup are from diverse cultures including Chinese, Indian, Sri Lankan, Malaysian and the Philippines.

Guest speakers at groups this year included staff from “Brighter Futures” discussing what they offer; Speech therapist promoting speech development and discussing concerns; Westmead dental clinic discussing dental care and hygiene (and giving out goody bags); Toddler safety and development; and a Fire Brigade presentation on fire safety.

“Kids Play” included Mothers’ Day and Christmas crafts, masks, painting, weather stencils, pasta jewellery, balloon tennis, bubble play, water play, threading shapes, playdough, cornflour goop, sand play and making finger puppets.

Crafts included jewellery making, canvas painting, dream catchers, Easter and Christmas crafts; scrapbooking; blanket making, pizza and pancake making and folk art.

“Kitchen chats” included stress management and anti-stress kits, family relationships, managing rental increases, pregnancy and labour, Christmas budgeting, teething, tantrums, women’s health, issues with ex-partners, homelessness, behavior management, healthy food for kids, readiness for school, starting solids and recognising sickness.

Case Study from a Catherine Villa ‘Mum’

I was referred to Catherine Villa from JPET in November 2006 for assistance with my impending birth and for parenting skills.

During my stay at Catherine Villa I was able to access support in all areas of motherhood including bonding with my baby, routines, nutrition, health care, living skills and budgeting. Before coming to Catherine Villa I was scared of having my baby as I did not have any family support and was unsure of how to care for my baby.

While I resided at Catherine Villa there was supportive staff that were available 24 hours a day and in this time I gained the skills and knowledge to confidently care for my baby.

Since leaving Catherine Villa in July 2007 I met my husband and have gone on to have a second child. I still keep in contact with women who were also staying at the centre and also regularly attend the Young Mum’s Group where my children can socialise and I can maintain relationships with other mothers.

Project Elizabeth

Project Elizabeth is a counselling and support service in relation to pregnancy and children 0-3 years inclusive.

The service provides support for the following issues:

- Needing to talk about miscarriage, abortion,

having a child fostered or adopted. This applies even when a pregnancy was some time ago and issues are still arising for the client, affecting their day-to-day life and/or their relationships

- Women and teenage girls concerned about pregnancy issues, including the ability to talk about the best options for the mother and baby
- Support for other people who are anxious about the pregnancy of their wife, partner, girlfriend or daughter
- Post-natal depression support
- Difficulties being experienced in caring for children 0-3 years.

This program is supported by grants from Sydney West Area Health Service and the Diocese of Parramatta and provides a home and centre based service in Greater Western Sydney. A telephone support service is also provided.

During the last twelve months 220 service sessions were conducted, as well as group sessions for 27 Families.

This is a very rewarding and, at times, distressing program to work in, especially if the pregnant mother has had previous children removed from by DoCS and there is a chance the newborn child will be removed shortly after birth.

One doesn’t always know how things work out when a couple come in to have a session to discuss an unwanted pregnancy. At times they have already set down a date for a termination procedure. One such case was Sam and Amy:

Amy rang two days before her booked procedure. Amy appears concerned, unsure and quite distressed about what was about to happen. After a brief chat she agreed to come in the next morning and was hoping to have her partner come in as well. Obviously she wanted to talk to him in what she was told would be a safe confidential space.

She arrived the next day with partner in tow. The air in the room was almost stifling and very quiet. Amy suddenly raised her voice and said, “I can’t do this. It’s not what I want. I am only doing it because it’s what you want!” Surprisingly, Sam replied: “It’s not what I want. I thought you didn’t want this Baby. You said we can’t afford it and we are already in debt because we are going in to business.”

After much discussion and a lot of tears they both decided to cancel their appointment for the moment to give them both more time to think. Financial counselling appointment was set up for them before they returned the next week and other referrals for assistance were also made.

They returned the next week with Sam in tears and proudly showing an ultrasound picture. “Look, here is my baby. I hope it is a boy. We know there is a struggle a head but we will try.”

Some months later, our staff member who had been working with the couple chanced upon a familiar face at a hospital. It was Sam. He caught the arm of our staff member and said, “Please come with me and see my son. Amy will be so pleased to see you too.” The joy on the faces of Sam and Amy will always remain with our staff member. She feels she has been an instrument of Christ in helping this child be delivered to his family.

Supporting Newly Arrived People

Sudanese Refugee Program

The New Arrivals Program for African Communities Program was formerly known as the Sudanese Refugee Program. Centacare Catholic Social Services commenced its management of this program during the year. The two Family Support Workers employed by this program are themselves former Sudanese refugees.

From January 1 to June 31, 2009, they provided services to 28 client families using casework as a main intervention in addressing social and cultural issues, particularly settlement. The general characteristics of these families are as follows

- Nearly 67 per cent of the female parents and 43 per cent of male parents were from the age groups 31 to 40 years old
- Twenty female parents and 13 male parents were born in Sudan
- The majority have more than three children
- All had settlement and integration issues.

Casework was one of the two strategies used to support these newly arrived families. A total of 90 face-to-face interviews were conducted and activities performed included provision of information, transport (as part of case plan), advocacy, support and collaborative work.

Client feedback

Client feedback to the Family Support Workers showed that across a range of measurements the situations of these families had improved through contact with



the service. Seventy-five per cent of clients said their home situation was “improving”; 78.5 per cent rated improvement in their parents/carer capacity; 67.8 per cent rated improved family relationships; and 64.2 per cent rated “Improved connection to their community”. Unfortunately, immigration issues were not resolved for the overwhelming majority of the clients.

Social and Sporting Groups

Another means of helping families was through organised group activities. Support groups for Parents with school age children were conducted, one at St Margaret School in Merrylands and another at Sacred Heart School, Mount Druitt.

The Sport and Recreation Group for youths and young adults was created and a soccer team formed with 30 members, with ages ranging from teens to adults.

A Music and Choir Group for youths and young adults was formed with 35 participants aged from 14 to 30 years old.

“An African Evening” fundraiser was held at the Don Moore Community Centre, Carlingford, with proceeds used to support South Sudan Educates Girls fund for the building of a girls’ school and the Aweill Sudanese Soccer club.

Celebration of Refugees’ Week under the theme “Freedom from Fear” was held on June 14, 2009, at Toongabbie Catholic Church.

The African Community Mass is celebrated every Sunday at Saint Anthony’s Catholic Church, Toongabbie.



Supporting Communities

Animation

The Mt Druitt Community Animation Project is funded jointly by Centacare Catholic Social Services, Parramatta Diocese and UnitingCare. Animation is a community development program with a difference. It is anchored in the Catholic social justice tradition and the popular education, civil rights and community development movements have also influenced its development.

The project's role is to create opportunities where people can meet and consider possibilities for community action.

Individuals do change through the animation process but they do so by coming together, sharing stories, supporting one another, and sharing understandings of community and acting together. That is, personal and social change goes hand-in-hand.

The Mt Druitt Community Animation Project has been running for 10 years.

Bidwill Residents Action Group

One of the key activities of the Animation Project has been support for the Bidwill Residents Action Group (BRAG). BRAG formed in 2004 to address the lack of shops in Bidwill, specifically the derelict shopping centre in Bidwill Square that attracted vandalism and featured prominently in negative stories in the media.

Because there were no nearby grocery shops, they negotiated the sale of basic grocery items like bread, milk and nappies with the local hotel.

BRAG developed a sport program on Saturday mornings after they reclaimed Bidwill Reserve from vandals and started a kid's holiday program. They volunteered with the Kids Club after school activity and in 2008 took over the running of it when the Indigenous Youth worker moved on.

The skills and confidence gained in being part of BRAG has led many of its members in paid work or other community roles.

They have definite ideas on what they can and won't do and have participated in workshops to enhance skills that enable them to deliver better / safer activities.

They are an active group who have served their community well and continue working towards their goal of promoting a more positive image of their community.

The Animation Project is making a significant contribution to the community, and its participants have a high regard for the Animation Worker. The Project is achieving outcomes and people are being positively impacted by their part in the Project. The work is well regarded and seen as vital to the success of a number of initiatives. The Animation Worker does a good job of linking with, and drawing on, the resources of other organisations in the area. She also does a good job of sharing information and has a good knowledge of what's happening and available in the area. She has also built relationships with local residents and other workers.

Testimonial:

My name is Kim, I am a 30 year old single mum with two sons (10 & 8) & a three year old daughter. I am a member of BRAG. I joined BRAG's sport program as I had a hyperactive son and became a committee member a short while after. A few months later the animation worker encouraged me to take the opportunity to do a coaching course through Dept of Sport & Recreation. I gained a lot of confidence through being a leader and working with the kids. I wanted to continue working with BRAG kids and have been able to gain a senior first aid certificate twice, so I can help the kids when needed.

There was no stopping me after this; I volunteered at my children's school working with the speech therapy program to help kids with speech problems and reading. I continued to work with the Kids club worker after the sport program stopped and for the last year and a half with BRAG to run the Kids Club.

For three years I was BRAG secretary and this last year vice-chair, helping to organise Gala Days, Festival's, Carol's in the Square and Seniors Lunches. I have worked on local issues such as the reopening & refurbishment of the local shopping centre (which has been closed for more than 10 years), negotiations with local hotel to sell basic grocery items like milk and bread, the closure of dangerous laneways, getting a public phone in Bidwill and the cleaning up of the reserve behind the church in Bidwill. I have completed a TAFE Outreach computer course and am now doing an Outreach course in Retail (I left school at 14 with low literacy skills).

Without the Animation worker and BRAG supporting me with it all, I wouldn't be where I am now.



Animation Project worker, Lee Healey, left, with Kim

Management Team



Back Row, from left: Otto Henfling, Executive Director; Fabian Ferretti, Manager, Blacktown Neighbour Aid; Jeanette Allen-Maritz, Emmaus Manager; Jeanette Reid, Manager of Penrith Family Support and Project Elizabeth; Ann O'Brien, Senior Manager, Counselling and Education.

Front Row: Louise Masters, Coordinator, Catherine Villa; Tony Hoban, Business Manager; Remy Matias, Manager Blacktown Family Support, After Hours and New Arrivals Program; Cecily Spradbrow, Senior Manager, Disability, Mental Health and Ageing; Cathy Tracey, Senior Manager, Family and Community Support; Fr Phil Medlin, Senior Manager, Aboriginal and Community Building.

Council Members

Bishop Kevin Manning (Chair)

Bishop Manning leads by example in his commitment to social justice and a “fair go” for all. At a recent Catholic Commission for Employment Relations conference Bishop Manning gave his perspective on social services: “Central to social services is a sense of justice, an expectation that all people have a right to their dignity, to have their basic needs met, to be safe, housed, adequately cared for and loved. The primary purpose of social services is to continue the work of Christ in acknowledging the dignity of every person, calling them to be fully alive and reaching out, in particular, to those who are poor, underprivileged or marginalised in society, as well as those who have become overburdened by life’s challenges.” He went on to say: “If we are to give continuity to the mission of Christ, ‘I

have come that they may have life, and have it abundantly’ (John 10:10), then it is imperative that we provide quality and professional services that enable people to recognise and live out their potential in life in a true spirit of hope”.

Prof Trevor Parmenter

Prof Parmenter’s expertise spans many fields, and includes quality of life; transition from school to work; employment; behaviour problems; ageing; family studies; autism spectrum disorders; policy development; evaluation of disability programs; and physical and mental health of people with a developmental disability. Prof Parmenter is the Foundation Chair of Development Disabilities at The University of Sydney and the Director of the Centre for Development Disability Studies at the Royal Rehabilitation Centre Sydney.



Back row, from left, Otto Henfling, Vince Graham, Gary Jacobson.
Front row: Bernard Ryall, Sr Libby Rogerson, Bishop Kevin Manning, Mery Carollo and Prof Trevor Parmenter

Absent:



Ann Hampshire



Sr Wendy Hildebrand IBVM



John Spillane

He is active in a range of national and international disability organisations including four years as president of the International Association for the Scientific Study of Intellectual Disabilities. Prof Parmenter is noted for his experience in translating research into practice, especially through the development of training programs; supervision of research students and strategic planning consultancies. In 2005 he was awarded the Order of Australia for his contribution to research and practice in the field of intellectual disability.

Anne Hampshire

Anne has 18 years' experience in the non-government sector, across a range of organisations, including community services and advocacy organisations. Anne currently works at Mission Australia with a focus on research, public policy and program development. She is the Chair of Mission Australia's Indigenous Working Group.

Anne has researched and written on a broad range of issues including young people, families and children, social capital, poverty and disadvantage and unemployment.

Sr Libby Rogerson IBVM

Sr Libby is the Co-ordinator of Social Justice and Director of Caritas in the Diocese of Parramatta. Sr Libby serves on many Boards, including the House of Welcome (centre for refugees and asylum seekers), Edmund Rice Community Services and Jesuit Social Services. In 1999, Sr Libby worked with Caritas in East Timor and was awarded the Humanitarian Medal. Sr Libby is involved in a variety of programs and issues including a community development program in Mt Druitt support for Sudanese refugees in the Western suburbs, and asylum seekers.

Sr Wendy Hildebrand IBVM

Sr Wendy has 17 years' experience working in the welfare sector and has worked with family and youth programs including residential, counselling, case management, education and training.

She was a member of the Parramatta Catholic Commission for Justice and Peace from 1991-93; she worked at Catherine Villa from 1991-93 and was on the Catherine Villa Board of Management from 1993-2007. She has extensive expertise and experience in program management and strategic planning.

John Spillane

John has been the Diocesan Financial Administrator since September 2000. Previously, he was the General Manager of the Diocesan Development Fund. John has a long background in finance and banking together with senior management experience in business and professional practice.

In addition to being a member of several key committees within the Diocese and Catholic Education Office, he was previously the Chair of the Board of Catherine Villa and a member of the Centacare Board.

He has a keen interest in the work of the Diocese in social welfare and in ensuring that resources are sufficient and used correctly in this important mission of the Church.

Bernard Ryall

Bernie is the Financial and Administrative leader for Catholic Education in the Diocese. Since his appointment in October 2006, he has led and implemented system-wide reform to improve financial stewardship, reporting and accountability in support of the mission to improve the learning outcomes for each student.

Prior to his appointment, Bernard held senior executive positions in the financial services sector and has a history of outstanding achievements.

Otto Henfling

Otto is the Executive Director of Catholic Social Services and was appointed to this position in July 2009. Previously Otto worked for CatholicCare (Sydney Diocese) as the Director of Employment Training Support Services. Prior to working at CatholicCare Otto spent 22 years working in the Government sector. Otto is also on the Board of Churches Community Housing Ltd, a niche provider of low cost rental housing on behalf of the church sector.

Mery Carollo

Mery is a registered psychologist currently working at CatholicCare (Sydney Diocese). Mery began as a counsellor and has worked at CatholicCare for 11 years. Mery headed up the Jobs Services Australia tender that was successful in June 2009. She is currently the Senior Manager for Clinical Services.

Vince Graham

Vince first started his working career in State owned corporations and followed that with some time as the CEO of Railcorp, Vince is currently the CEO of Integral Energy.

Gary Jacobson

Gary has worked in the Community Sector all of his working life, primarily in disability. Gary is currently working for himself following his passion "Social Economy" (how community organisations sustain themselves). Most recently he was the CEO of Windgap a inner Sydney provider of disability services.

Consolidated Financial Statements for Centacare Catholic Social Services

Year Ended 30 June 2009

INCOME STATEMENT

REVENUES	2008-09\$	2007-08\$	2006-07\$
Grants [Government, Non Diocesan]	3,269,572	3,075,949	2,721,637
Grants [Diocese]	1,007,581	495,550	507,245
Service User Contribution / Board / Consult Fees	346,354	278,353	359,712
Fundraising / Donations / Gifts	39,297	16,109	21,347
Interest	55,000	55,373	17,104
Other	47,274	70,722	63,710
Total	4,765,078	3,992,056	3,690,756
EXPENSES			
Employee Costs [Salaries, Wages, Super etc.]	3,679,962	3,092,013	2,583,645
Interest Expense	8,804	11,219	12,578
Repairs & Maintenance	32,290	38,713	21,719
Utilities [Electricity, Gas etc.]	79,013	68,180	18,612
Motor Vehicle Expenses [incl. Travel]	172,856	155,328	127,004
Insurance	88,195	141,802	61,923
Depreciation	58,187	35,145	100,050
Rent	93,548	82,807	159,264
Telephone	42,772	38,644	32,119
Equipment	31,843	59,586	50,467
Office Cost [Printing, Stationery etc.]	52,748	41,752	53,164
Other	419,427	364,344	351,356
Total	4,759,645	4,129,533	3,571,901
NET OPERATING PROFIT	5,433	-137,477	118,855
Unaccounted for movement in Equity - Solo Parents Ministry	-142		
Adjusted Net Operating Profit	5,291		
BALANCE SHEET			
Current Assets			
Cash Assets	748,526	722,889	945,943
Trade and Other Receivables	56,006	18,316	24,983
Other	26,336	15,419	11,087
Total	830,868	756,624	982,013
Non Current Assets			
Property, Plant & Equipment	772,358	781,904	773,660
Total	772,358	781,904	773,660
TOTAL ASSETS	1,603,226	1,538,528	1,755,673
Current Liabilities			
Trade and Other Payables	211,651	164,742	139,451
Short Term Borrowings	37,274	71,401	132,234
Provision	263,637	211,344	174,530
Other	185,988	163,498	218,622
Total	698,550	610,985	664,837
Non Current Liabilities			
Long Term Borrowings	52,648	80,806	106,623
Total	52,648	80,806	106,623
TOTAL LIABILITIES	751,198	691,791	771,460
NET ASSETS	852,028	846,737	984,213
EQUITY			
Accumulated Funds	852,028	846,737	984,213
Total	852,028	846,737	984,213

Centacare Catholic Social Services

Head Office

Executive Director – Mr Otto Henfling
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Business Manager – Mr Tony Hoban
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Family Counselling & Parenting Education and Blacktown Family Support

Manager – Mrs Remy Matias
Blacktown: St Patrick's Parish Centre,
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Blacktown Neighbour Aid

Manager – Mr Fabian Ferretti
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Emmaus Disabled Persons Catholic Services

Senior Manager – Ms Cecily Spradbrow
Blacktown: 26 Hereward Hwy
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Family Support Program – Catherine Villa

Senior Manager, Children & Families
– Mrs Cathy Tracey
Quakers Hill: Catherine Villa, 23 Pentland St
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Hills Community Counselling

Senior Manager – Mrs Ann O'Brien
Baulkham Hills: St Michael's Family Centre,
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HIV/AIDS Ministry

Contact – Rev Senan Ward OSA
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New Arrivals Program

Manager – Mrs Remy Matias
Blacktown: St Patrick's Parish Centre,
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Tel (02) 9671 2011, Remy.Matias@ccss.org.au

Penrith Family Support Service and Project Elizabeth

Manager – Mrs Jeanette Reid
Kingswood: St Joseph's Parish Rooms,
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Relationship and Family Counselling

Senior Manager – Mrs Ann O'Brien
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Blacktown: St Patrick's Parish Centre,
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Tel (02) 9671 2011

Relationship Education Program

Senior Manager – Mrs Ann O'Brien
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Responsible Gambling Counselling Service

Senior Manager – Ann O'Brien
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Solo Parents' Ministry

Co-ordinator – Sr Eileen Quade RSM
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The Animation Project

Community Animator – Ms Lee Healey
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