



2018 - 2019 CCSS ANNUAL REPORT

CONTENTS

- 4** BISHOP'S MESSAGE
- 6** LEADERSHIP MESSAGES
- 10** PROGRAMS
- 32** OUR TEAM AT MAMRE
- 34** LENGTH OF SERVICE
- 36** FINANCIALS
- 38** CATHOLICCARE SERVICES



**“RELATIONSHIPS ARE
AT THE HEART OF LIVING
WHEREVER WE ARE. WE NEED
READ ONLY ONE PAGE OF THE
GOSPEL TO SEE THAT EVERY
ENCOUNTER JESUS HAD WITH
A PERSON WAS RELATIONAL.”**

BISHOP VINCENT

DIOCESE OF PARRAMATTA

Old People's Home for 4 Year Olds was shown on ABC television in September 2019. There were touching and endearing scenes as the 'grown-ups' and children befriended one another, learned so much from one another and looked forward to each day's encounter.

Reflecting on that program and the sense of isolation experienced by many elderly people whether in their own homes or in a residential facility, I was delighted that CatholicCare was able to join with other CatholicCares in NSW and become part of the Community Visitors Scheme.

It is wonderful that this scheme involves volunteers who are able to share stories of their personal lives with the elderly people they visit in a way that would not be appropriate for counsellors or community workers to do.

Relationships are at the heart of living wherever we are. We need read only one page of the Gospel to see that

every encounter Jesus had with a person was relational. Every person he met emerged from that encounter with a greater sense of person, with a sense hope, and a conviction that God is always present to shower his love on us.

In early 2019, CatholicCare Advisory Council was reformed and I am grateful to Paul McMahon, formerly CEO of Southern Cross Living, for agreeing to be the Chair of the Council. I am grateful too to the new members who accepted the invitation to join the Council.

Most of all I affirm the work of all CatholicCare staff. I admire their dedication and unremitting efforts to help the people of all faiths and of secular conviction who come to us for help.

VIVIENNE KEELY

EXECUTIVE DIRECTOR

2018 to 2019 was a good year for CatholicCare. Our core programs consolidated and expanded, some new programs were added, our new Advisory Council hit the ground running, significant collaboration with other agencies continued and we all worked together to achieve good outcomes for our clients. Some significant changes at senior leadership level took place. These achievements were not without some soul-searching with regard to the future of small organisations like ours, continuing funding challenges particularly in the Disability sector.

Policies, processes, fund acquittals, continuous improvement tools, sustainability are all vital cogs in the wheel of Catholic Care and it is the business of leaders to ensure all these

“...THIS VISION AND MISSION IS FOUNDED IN LOVE, IN THE LOVE GOD HAS FOR US AND THEREFORE IN ITS ESSENCE IT IS RELATIONAL.”

cogs are in place. But that is far from all. It is the leader’s task to hold the vision, to push forward the mission. And this vision and mission is founded in love, in the love God has for us and therefore in its essence it is relational. CatholicCare’s interactions with clients and between staff members and collaborators moves beyond transaction to relationship.

In April 2019 CatholicCare was delighted to welcome Phil Collier as Operations Manager Social Services. Phil has had a distinguished career in not-for-profit social service organisations, more recently in the disability sector and we are already reaping the benefits of his experience and hard work.

I take this opportunity to pay tribute to Trish Hickey, Phil’s predecessor, and to thank her for all she did in CatholicCare and in particular for her assistance to the program managers and the chaplaincy program.

No organization can deliver services without a committed and enthusiastic staff and CatholicCare is blessed with such a staff.

To all of you, thank you.

PAUL MCMAHON

CHAIR OF ADVISORY COUNCIL

In March 2018 Bishop Vincent re-constituted the CatholicCare Advisory Council. Members bring expertise and skills in Church life, the aged and disability fields, families and children, finance and the wider human services field. The Council reports directly to Bishop Vincent.

Even though the Council has been operating for a short period, Council members have quickly come to appreciate our deeply committed staff, managers and volunteers who work so hard to be the compassionate face of Christ and help make a difference in the lives of those in need of help and support.

All not-for-profit faith based organisations face challenging times and it is important that we remain in

close dialogue with our colleagues in the Sydney Archdiocese and in the Diocese of Broken Bay in order to identify opportunities for collaboration and cooperation.

The Council members are grateful for the confidence placed in them and for the opportunity to assist CatholicCare in a very concrete way.

We wish to thank Bishop Vincent, Fr Peter and Fr Chris for their on going support, encouragement and advice.

“COUNCIL MEMBERS HAVE QUICKLY COME TO APPRECIATE OUR DEEPLY COMMITTED STAFF, MANAGERS AND VOLUNTEERS.”

PHIL COLLER

OPERATIONS MANAGER SOCIAL SERVICES

I had the pleasure of joining CatholicCare earlier in the year as the Head of Social Services. The range of services CatholicCare provides is very similar to the range of services I have previously had leadership of across Western Sydney and the Blue Mountains, having worked in the social services sector in senior leadership roles in other faith based organisations.

I have been involved throughout my career in developing and managing services for people with a disability and those socially excluded through, mental health, illness, family breakdown, financial exclusion, unemployment and homelessness.

CatholicCare is well placed to serve the people of Western Sydney and the Blue Mountains

and has a good foundation on which to continue to build up it's capacity to meet the challenges that this community faces. It is our privilege to support people and walk along side them in their journey as they build up their resilience, skills and their hope for the future. It is easy to love our neighbour, through the provision of our services, when we recognise that every person has been created in God's image.

The social services sector continues to change, as does government policy and legislation. However, what does not change, is our motivation to deliver our professional and caring services to fulfil CatholicCare's mission. I see this occur every day through the dedicated and skilled staff and volunteers.

I look forward to working as part of the CatholicCare team.

**“IT IS EASY TO LOVE OUR NEIGHBOUR,
THROUGH THE PROVISION OF OUR
SERVICES, WHEN WE RECOGNISE THAT
EVERY PERSON HAS BEEN CREATED IN
GOD'S IMAGE.”**







PROGRAMS



COMMUNITY VISITORS' SCHEME

NEW THIS YEAR

MANAGER – DEB WOOLACOTT

The aim of the scheme is to reduce loneliness experienced by many elderly people and help them feel included in their local community. In this scheme, funded by the Commonwealth government, volunteers visit people in their homes or visit people who are in residential care. As a beginning point we chose to visit people in residential facilities.

You may have seen the ABC television program on four year olds visiting an aged care facility and felt the joy of the genuine friendships between the children and their 'grown-ups'. Our volunteers are no longer year 4 year olds but the joy and hope they bring are no less vibrant. You probably know too that, sadly, very many residents receive no visitors from one end of the year to the next. The aim of the scheme is to enrich the quality of life of residents in Aged Care Facilities

who are lonely and/or isolated from family and friends in the Western Sydney and The Blue Mountains. This is done by providing a volunteer to help reduce the risk of isolation by visiting the resident on a regular basis. The activities we provide include reading with the resident, playing cards, sharing stories and, if possible, going out for a walk.

We have been able to provide continuity for a few BNA clients as well as those that have transitioned from living alone to being in an Aged Care Facility.

The service is run from our Blacktown office but covers Western Sydney and Nepean areas and if you are interested in knowing more or participating as a volunteer, please contact Deb Woolacott on ☎ (02) 88432500.

THE AIM OF THE SCHEME IS TO ENRICH THE QUALITY OF LIFE OF RESIDENTS IN AGED CARE FACILITIES WHO ARE LONELY AND/OR ISOLATED FROM FAMILY AND FRIENDS IN THE WESTERN SYDNEY & THE BLUE MOUNTAINS.



**COMMUNITY
SUPPORT
SCHEME**

CHAPLAINCY SERVICES

MANAGER – ANNA PHILLIPS

CatholicCare looks after chaplaincy services in the public hospitals and jails within the Diocese. A chaplain is a person who accompanies people while they are in hospital or in jail. Today chaplains are women and men, lay people as well as priests. We are grateful to CatholicCare's first manager of Chaplaincy, Trish Hickey, for setting up such a solid platform. Trish retired at the end of 2018 and our new chaplaincy manager is Mrs Anna Phillips.

HERE IS WHAT ANNA HAS TO SAY ABOUT CHAPLAINCY SERVICES

Chaplains ensure that spiritual, emotional and sacramental support is available for all who find themselves in vulnerable situations throughout the hospital and prison systems within the diocese. The chaplains chosen for this important ministry are well-trained professionals who work alongside others involved in the care of patients/inmates. The chaplains are available to all whether or not they belong to a particular faith group.

THIS YEAR WE WERE PLEASED THAT:

- Through the efforts of the 5 priests, 4 religious and 7 lay chaplains we were able to provide support for the patients of the 7 hospitals and inmates of the 3 prisons in the Parramatta Diocese.
- Several chaplains were able to complete the Clinical Pastoral Education in Mental Health course.
- Initial discussions have taken place between Western Sydney and Blue Mountains, Broken Bay and Sydney CatholicCares in order to explore areas of co-operation that may be beneficial to all concerned.

WE LOOK FORWARD TO:

- Promoting the support offered by chaplains in hospitals and correctional centres.
- Developing and establishing a 40-hour training programme for volunteers.
- Identifying and encouraging more suitably trained people to assist chaplains in their ministries.
- To identifying further areas of co-operation between the three CatholicCare bodies.



CHAPLAINS ENSURE THAT SPIRITUAL, EMOTIONAL & SACRAMENTAL SUPPORT IS AVAILABLE FOR ALL WHO FIND THEMSELVES IN VULNERABLE SITUATIONS THROUGHOUT THE HOSPITAL & PRISON SYSTEMS WITHIN THE DIOCESE.



FAMILY RELATIONSHIP & FAMILY LAW COUNSELLING & EDUCATIONAL SERVICES

MANAGER – KAROLYN ELLIS

WE ARE PLEASED THAT :

- Our Family Relationship and Family Law counselling clients have given us feedback showing 99.2% satisfaction with the service we have delivered to them.
- The two Family Law and Family Relationship counselling programmes have supported 1162 clients with 3739 attendances in counselling, intake and referral, advocacy, workshops and educational groups in the past year
- The DSS funded Family Law Counselling contract was renewed for a further 5 years and the DSS funded Family and Relationship counselling services has been rolled over for 1 more year.
- We were able to provide outreach counselling services in Campion College and Wilmott PS and run Cool Kids in schools in Blacktown and Springwood.
- The Keeping Kids in Mind psycho-educational programme and 1300 line for separated parents continues to be strongly supported by referrals from the public, Family Court and legal services.
- The team continues to provide ongoing support to CarersNSW and NDIS clients

WE LOOK FORWARD TO:

- Implementing the new Family Law Counselling contract which will include provision to deliver alternative pathways to the Family Court for couples wishing to separate in a less adversarial manner. Additional support is planned for those family members experiencing and witnessing Domestic Violence, with a special focus on children's needs at this time.



THE TWO FAMILY LAW & FAMILY RELATIONSHIP COUNSELLING PROGRAMMES HAVE SUPPORTED 1162 CLIENTS WITH 3739 ATTENDANCES IN COUNSELLING, INTAKE & REFERRAL, ADVOCACY, WORKSHOPS & EDUCATIONAL GROUPS IN THE PAST YEAR

- An integrated CCSS data base and centralised enquiry and referral 1300 service which will support clients , and CCSS staff across the 5 sites in Western Sydney and streamline service delivery for all.
- Being able to continue to provide an affordable and accessible counselling service and respond to the needs and requests from people in Western Sydney with a special focus on those more disadvantaged.

SOLO PARENT SERVICES:

CatholicCare Solo Parent Services is specialised and experienced to offer grief and loss support to adults and children affected by the breakdown of marriage or bereavement of a loved one.

- We provide Grief and Loss counselling,
- A monthly therapeutic support group for adults who are divorced or separated.
- Parish based educational support programs for adults whose spouse or partner have died.

FAMILY RELATIONSHIP FAMILY COUNSELING SERVICES



CATHOLICCARE SOLO PARENT SERVICES IS SPECIALISED & EXPERIENCED TO OFFER GRIEF & LOSS SUPPORT TO ADULTS & CHILDREN AFFECTED BY THE BREAKDOWN OF MARRIAGE OR BEREAVEMENT OF A LOVED ONE.

- Facilitate annual seminars on Annulments, the Legal System and Family Law.
- Offer specialised therapeutic counselling for children experiencing grief and loss.

THIS YEAR WE WERE PLEASED THAT:

- We facilitated our Bereavement Support Program for adults whose spouse/partners have died in the parishes of Castle Hill, Greystanes and St. Clair.
- We supported those bereaved by suicide with a Memorial Mass held in November 2018. This mass was attended by over 60 people who had a close family member or friend die by suicide. Some people attended from as far as Brisbane and the Central coast, and we received overwhelming feedback about how spiritually healing this mass was. This will be an annual event.
- Our “Stepping Beyond” support group has been well attended over the past year. This service provides a safe space to discuss challenges arising from the grief and trauma of relationship breakdown.

- We facilitated three Annual seminars on the Process of Annulments, Dealing with the Legal System and Understanding Family Law.
- We have successfully introduced and implemented a form of counselling through Sandplay Therapy, primarily being used with bereaved and traumatised children.

WE LOOK FORWARD TO:

- supporting adults and children through our Grief and loss counselling and support services.
- Expanding our free Parish based Bereavement Support Program to other parishes
- Running Parenting workshops to assist parents and caregivers understand their children’s grief, providing strategies and support that can help them through the process.

NDIS & DISABILITY SERVICES

MANAGER – AISHA MURRAY

THIS YEAR WE WERE PLEASED THAT:

Our Home & Community service enabled clients to build confidence and gain greater independence in their daily activities. Services include domestic assistance, personal care, individual skills development such as meal planning and cooking and yard-maintenance, travel training, attending appointments, shopping and participating in recreational activities.

Importantly this support provided valuable respite for carers and families.

Our close collaboration with the Finance team saw our Plan Management Service grow. Through this service we have assisted

participants to access greater choice of providers and ease the burden of monitoring and managing their NDIS funds. Through the Support Coordination service we helped participants to understand and implement their NDIS plans and link with their providers of choice.

WE LOOK FORWARD TO:

Expanding our core focus of direct support service to NDIS participants residing in the Penrith, Parramatta and Blue Mountains Local Government Areas.



**WE LOOK FORWARD TO
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OF DIRECT SUPPORT SERVICE TO
NDIS PARTICIPANTS RESIDING IN
THE PENRITH, PARRAMATTA &
BLUE MOUNTAINS LOCAL
GOVERNMENT AREAS.**

MAMRE GARDEN SERVICES (MGS)

MANAGER – JEAN PIERRE ABOOD

MGS employs NDIS participants who are known as supported workers (N=22). We employ people without a disability to act as supervisors of the supported workers.

Supported workers' skills are assessed at the beginning of their employment with CatholicCare using a nationally recognised tool. They are then helped to set work goals for themselves and a plan is developed to match skills and goals. Supported workers' progress is regularly reviewed and documented.

The work of the supported workers is divided into two sections: internal crew and external crew. Internal crew develop their skills on site at Mamre in our beautifully kept grounds. The external crew take on gardening jobs with external clients: domestic and commercial.

We are actively seeking to grow this business and find new clients.

SUPPORTED WORKERS' SKILLS ARE ASSESSED AT THE BEGINNING OF THEIR EMPLOYMENT WITH CATHOLIC CARE USING A NATIONALLY RECOGNISED TOOL.



HOUSES TO HOMES (H2H)

MANAGER – LOUISE MASTERS

Houses to Homes provides case management, support and transitional housing for pregnant and parenting young women 16–25 years old who are homeless or at risk of homelessness in the Blacktown/Hills Local Government Areas.

HOUSES TO HOMES OFFERS:

- transitional semi-independent housing,
- case management and support to young women and their babies and children,
- referral and advocacy to access longer term stable housing,
- support at home visits to young mothers and their babies and children,
- support and empowerment to young women to live safely,
- access to parenting skills, living skills, employment, education and
- assistance to access resources in the community.

Houses to Homes also visits young mothers and their children who are living in the community and are at imminent risk of homelessness. We provide case management and support so housing is maintained and the families do not become homeless.

THIS YEAR WE WERE PLEASED THAT

- Houses to Homes housed and supported 104 pregnant young women, young mothers, babies and children to improve their social, emotional and health outcomes.
- We enabled young women to move from shared transitional housing to our transitional independent housing or locate private rentals or community housing with continued but lessening support
- We encouraged, supported and transported these young women to engage with other services including counselling, financial counselling, English classes, legal, medical and dental appointments, parenting courses and playgroups, linked them to Churches and Mosques and child care, used interpreters, provided food parcels, EAPA energy vouchers and brokerage funds
- We successfully advocated for the children to receive prompt care for medical and developmental issues.
- Our work has been supported by generous donors. We acknowledge them with gratitude.

HOUSES TO HOMES HOUSED & SUPPORTED 104 PREGNANT YOUNG WOMEN, YOUNG MOTHERS, BABIES & CHILDREN TO IMPROVE THEIR SOCIAL, EMOTIONAL & HEALTH OUTCOMES.



WE LOOK FORWARD TO

- Supporting pregnant and parenting young women and their babies and children to empower them to arrive at better outcomes in their lives.
- Supporting women in transitional housing and then advocating for affordable and stable longer term housing to increase social, emotional and health outcomes for mothers and vulnerable babies.

FAMILY SUPPORT SERVICES

MANAGER – LINDA DAVIS

Our services operate in four strands: family support; intensive family preservation, problem gambling and financial counselling.

Although our offices are in Blacktown and Penrith, our services are offered in Parramatta, Emerton where Aboriginal Catholic Services are located, Richmond, and Springwood in the Blue Mountains.

WE ARE PLEASED THAT

- CatholicCare family support team was able to work with many vulnerable families in the Blacktown and Penrith community. We helped 860 families and 25% of clients assisted in the Blacktown area were of Aboriginal descent.
- A total of 4576 drop-in clients attend either our All Saints of Africa Centre or Aboriginal Catholic Services and 752 children attended homework groups at Allawah St or the Wilmot hub. Parenting programs at these centres were well attended.
- The Intensive Family Preservation (IFP) team worked closely with families to either prevent the children from going into out of home care (OOHC) or if the children have been removed the team has successfully worked with parents to be able to get their children back into their family home.

- Through our family support worker available two days a week at South Penrith public school we have supported many families from the school.
- We started an Aboriginal Art group at Penrith

WE LOOK FORWARD TO

- Building on the increase of people of Aboriginal descent taking up our services. In the Penrith area, we went from servicing 3% of families of indigenous background to servicing 10% of clients from Aboriginal descent
- Increasing our support to families of South Sudanese descent of whom there is a high concentration in the Blacktown area.
- Continuing mentoring of young Aboriginal workers

PROJECT ELIZABETH

Counselling and assistance for people experiencing parenting issues with children up to 2 years of age,

Project Elizabeth also assists women and families with still births, miscarriages, unexpected pregnancies



A TOTAL OF 4576 DROP-IN CLIENTS ATTEND EITHER OUR ALL SAINTS OF AFRICA CENTRE OR ABORIGINAL CATHOLIC SERVICES & 752 CHILDREN ATTENDED HOMEWORK GROUPS AT ALLAWAH ST OR THE WILMOT HUB.

PROBLEM GAMBLING AND FINANCIAL COUNSELLING

THIS YEAR WE ARE PLEASED THAT

- We have helped 667 clients and their families who have experienced gambling problems and/or financial difficulties, and we have provided over 2417 counts of services.
- Our gambling counsellors and financial counsellors have attended local interagency meetings, participated in various community events (e.g. NAIDOC, Responsible Gambling Awareness Week etc) and presented educational workshops to various community groups.

WE LOOK FORWARD TO

- Extending our hours of service by providing appointments on Saturdays at our Parramatta office.
- Providing a pathway to support our staff who want to become qualified Financial counsellors as there is a shortage of qualified financial counsellors.
- Working with the St Vincent de Paul Society to provide a seamless referral pathway.

BLACKTOWN NEIGHBOUR AID

MANAGER – DEB WOOLACOTT

THIS YEAR WE WERE PLEASED THAT:

We supported our seniors in the Blacktown area by providing more services for health, well being and independence including aqua aerobics, a falls prevention program and a fortnightly swimming class.

The Digital Mentoring group teaching seniors how to use their own iPhones, iPads or laptops was a great success. It enabled our clients to connect with their families and friends through Facetime, take and send photos as well as using emails and SMS.

The trips on our 12 seater bus are always fun where we take clients to the Blue Mountains, to Cronulla and everywhere in between. For celebrations, such as Fathers' Day, Mothers' Day and Christmas, we need an additional bus to accommodate everyone.

Our client base this year has risen to 165 clients.

WE LOOK FORWARD TO:

- Increasing our volunteer base to support more seniors in the area.
- A new exercise program, *Moving On*, that is tailored to seniors to include progressive strength and balance exercise plus general fitness.
- Being involved with the expansion of Aged Care Services within CatholicCare and provide support to more clients in need.



WE SUPPORTED OUR SENIORS IN THE BLACKTOWN AREA BY PROVIDING MORE SERVICES FOR HEALTH, WELL BEING & INDEPENDENCE INCLUDING AQUA AEROBICS, A FALLS PREVENTION PROGRAM & A FORTNIGHTLY SWIMMING CLASS.

A black and white photograph of a group of people hugging in a supportive environment. A woman in the center is smiling broadly. The image is overlaid with a teal horizontal bar and a yellow horizontal bar at the bottom. Watermarks for 'shutterstock' and 'rawpixel.com' are visible.

DROP-IN CENTRES

ABORIGINAL CATHOLIC SERVICES (ACS)

- This is a Drop-In Centre at Emerton, funded by the Diocese, where CatholicCare counselling and family support services are also provided. Many people of Aboriginal descent come in for a chat (especially with one of the Elders), advice and referral. ACS also holds a community breakfast every Thursday morning and members of the community cook the breakfast for anyone that wants to attend. It is also a therapeutic group

were people can talk to counsellors and talks on various subjects are held such as budgeting. This year we started a dance/youth group on Friday afternoon and the dancers performed at our NAIDOC ceremony.

- The HIPPY program (Home Interaction Parenting Program for Youngsters) is also run from Emerton. We encourage and support our Aboriginal family trainee workers to continue their training and support the community.



SPRINGWOOD DROP-IN CENTRE

At Springwood Drop-in Centre approximately 300 members of the public are welcomed by volunteers every month. People drop-in for information, free food, general or specific support, particularly in accessing services, or to participate in one of our free programs and activities.

SOME PROGRAMS WE HAVE BEEN PLEASED TO OFFER INCLUDE:

- Digital Mentoring provides tech support, particularly to older people, to help them learn new things on their technology devices every week.
- Reading and art therapy groups provide support for people dealing with mental health difficulties in weekly group sessions.
- Springwood Community Garden has bi-weekly working bees, children's garden, accessible gardens and community education workshops. It is also developing a native garden with medicinal and edible native foods.
- Osteopathy services to assist clients managing pain at monthly clinics.
- Church-based community hosting of refugees project supports church communities to support refugee families within their communities, provides training and support.
- Community Conversations project this year saw Springwood Community Conversation bring approximately 200 members of the community together to discuss the topic and hear stories from people seeking asylum
- Youth mental health consultations completed with Stronger Families Alliance and local high schools in the area
- Easter and Christmas community hunts and other events that bring families together
- Free fresh food, toiletries, coats and vouchers for homeless and vulnerable people
- Volunteer training workshops to better support our community

As well as our supporting these clients through drop-in services and those programs above, CatholicCare provides a range of counselling services by appointment at our centre.

We look forward to continuing these programs and developing other supports for, and with our community.

OUR TEAM AT MAMRE

CatholicCare's activities are supported by a dedicated team at Mamre in Orchard Hills who provide 'back of house' services in

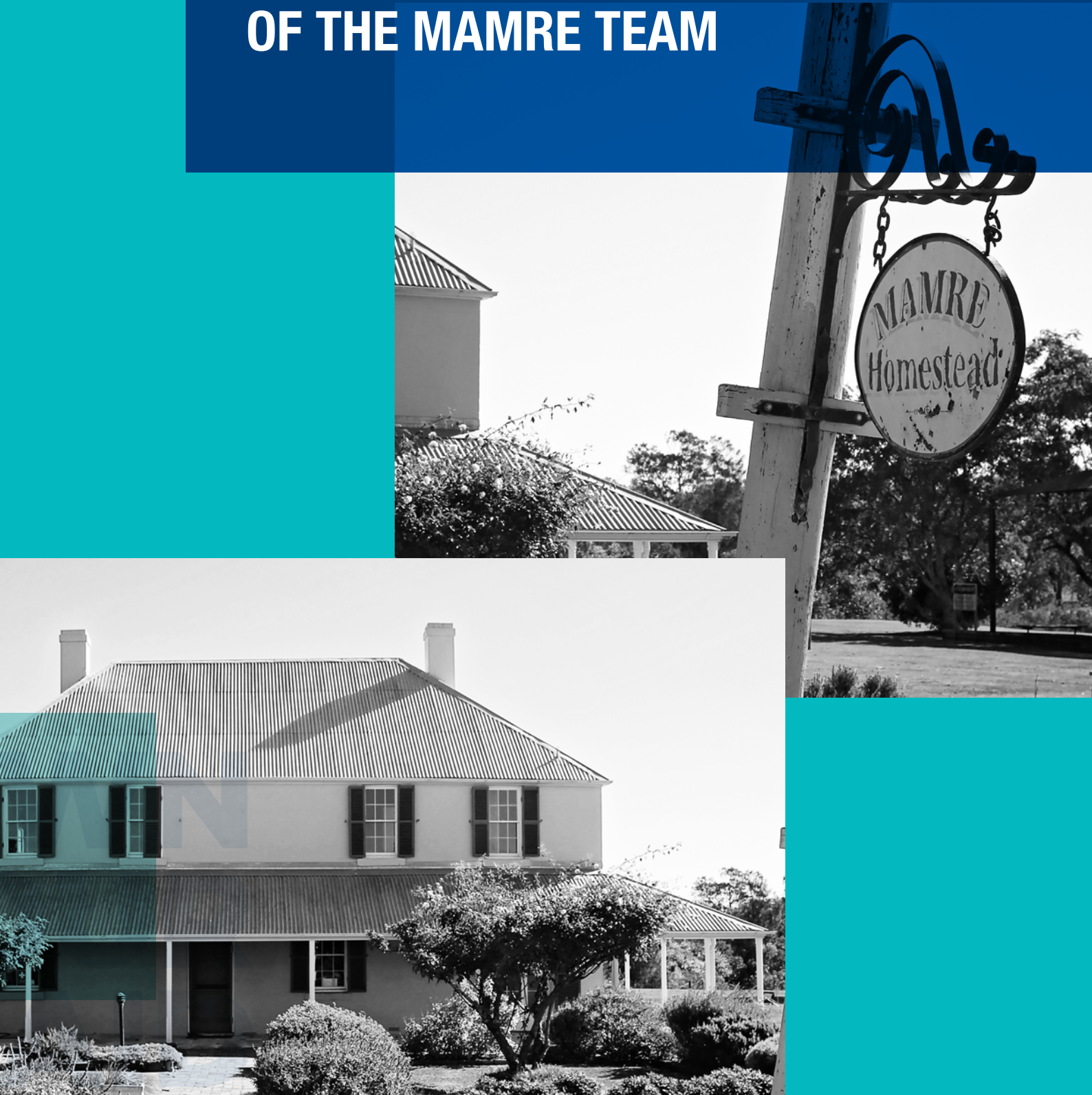
- finance
- payroll,
- HR
- property and facilities management,
- quality,
- logistics,
- procurement,
- reception

CatholicCare leadership, program managers and staff acknowledge with gratitude and appreciation the work of the Mamre Team

We are grateful to the Mamre Garden Services Team for keeping the grounds so well and giving us such a beautiful working environment.

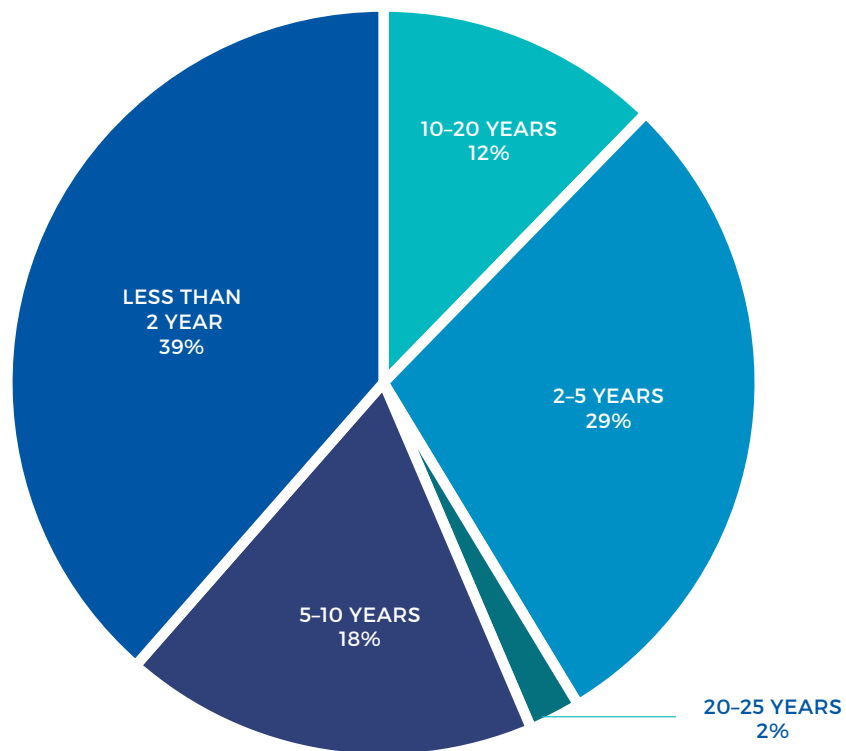


**CATHOLIC CARE LEADERSHIP,
PROGRAM MANAGERS & STAFF
ACKNOWLEDGE WITH GRATITUDE
AND APPRECIATION THE WORK
OF THE MAMRE TEAM**



LENGTH OF SERVICE

Total number of employees	179
Longest current service	27 years
Average length of service	4.8 years
Age spread	20 to 79 year

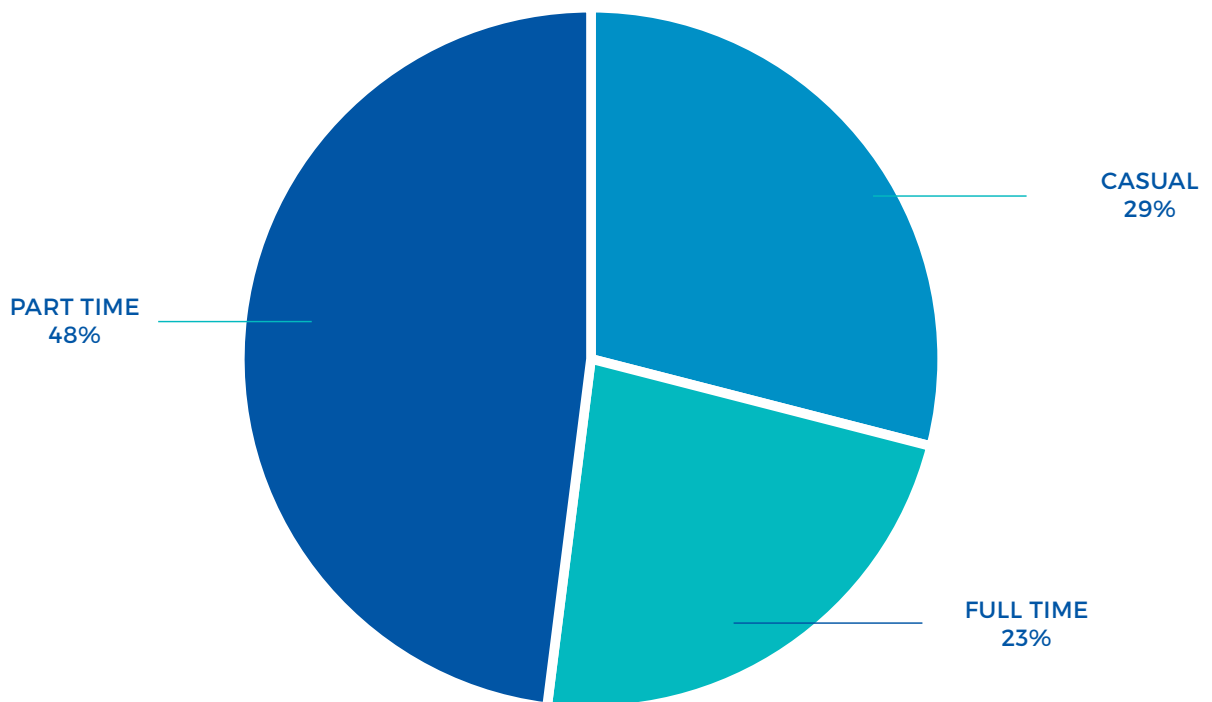


YEARS OF SERVICE	PERCENTAGE	# EMPLOYEES
Less than 2 year	38.55%	69
2-5 years	29.05%	52
5-10 years	17.88%	32
10-20 years	12.29%	22
20-25 years	2.23%	4
GRAND TOTAL	100%	179

MALE 27%

FEMALE 73%

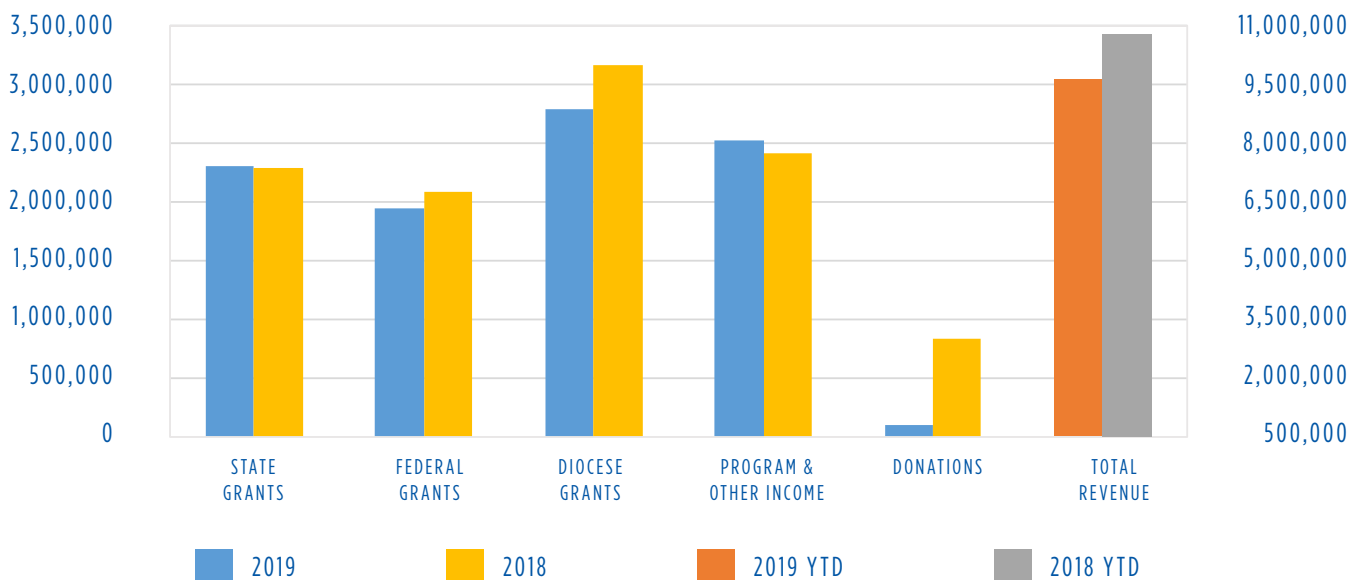
GENDER	PERCENTAGE	# EMPLOYEES
Female	73.18%	131
Male	26.81%	48
GRAND TOTAL	100%	179



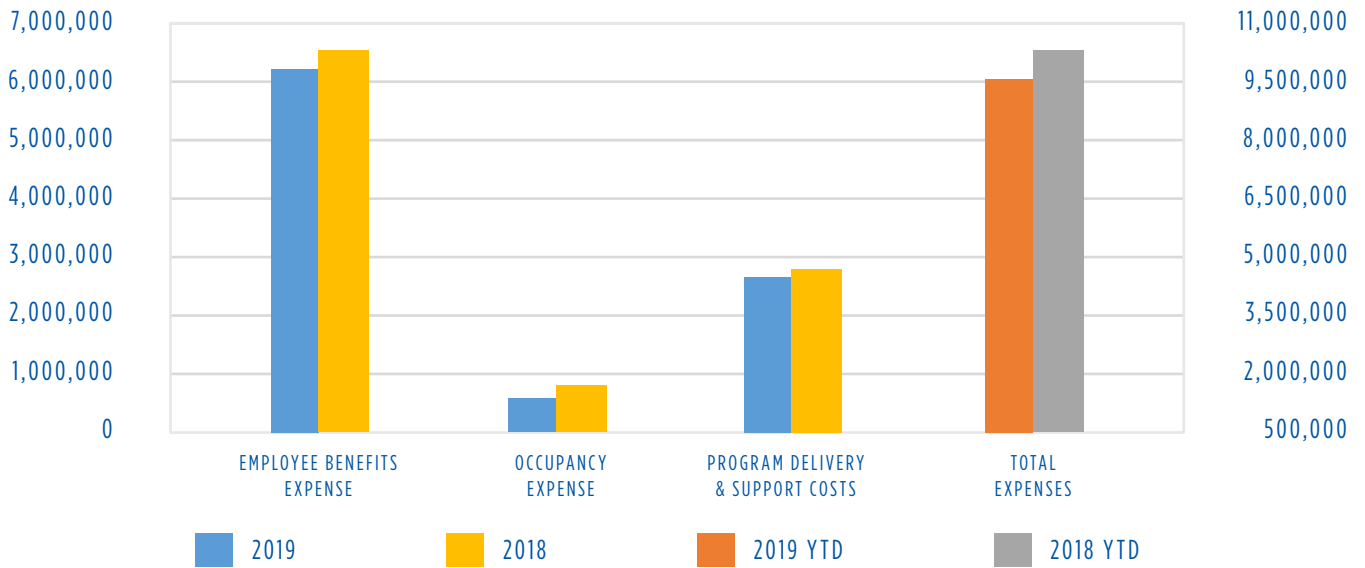
EMPLOYMENT STATUS	PERCENTAGE	# EMPLOYEES
Casual	29%	51
Permanent Full-Time	23%	41
Permanent Part-Time	48%	87
GRAND TOTAL	100%	179

CATHOLICCARE SOCIAL SERVICES

STATEMENT OF PROFIT OR LOSS & OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30TH JUNE 2019



REVENUE	2019	2018	2019	2018	2019 YTD	2018 YTD
State Grants	24%	21%	2,290,852	2,290,379		
Federal Grants	20%	19%	1,932,427	2,086,754		
Diocese Grants	29%	29%	2,775,048	3,158,850		
Program & Other Income	26%	22%	2,521,564	2,415,039		
Donations	1%	8%	99,219	831,856		
TOTAL REVENUE	100%	100%			9,619,110	10,782,878



EXPENSES	2019	2018	2019	2018	2019 YTD	2018 YTD
Employee Benefits Expense	65%	64%	6,150,386	6,604,757		
Occupancy Expense	7%	8%	628,720	819,112		
Program Delivery & Support Costs	29%	28%	2,732,640	2,853,042		
TOTAL EXPENSES	100%	100%			9,511,746	10,276,911
OPERATING SURPLUS / (LOSS) FOR THE YEAR FROM CONTINUING OPERATIONS					107,364	505,967

STATEMENT OF PROFIT OR LOSS & OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 2019

	2019	2018
State Grants	2,290,852	2,290,379
Federal Grants	1,932,427	2,086,754
Diocese Grants	2,775,048	3,158,850
Other Grants	484,135	563,387
Interest Income	37,231	38,080
Service User Contributions	1,927,208	1,430,365
Donations	99219.45	105,056
Other Income	72,989	383,207
TOTAL REVENUE	9,619,110	10,782,878
Employee Benefits Expense	6,150,386	6,604,757
Depreciation Expense	184,081	237,170
Occupancy Expense	444,639	581,942
Program Delivery & Support Costs	2,732,640	2,853,042
TOTAL EXPENSES	9,511,746	10,276,911
OPERATING SURPLUS / (LOSS) FOR THE YEAR FROM CONTINUING OPERATIONS	107,634	505,967

CATHOLIC CARE SERVICES

CATHOLIC CARE SERVICES: PARRAMATTA, BLACKTOWN, PENRITH, EMERTON, SPRINGWOOD // ☎ (02) 8843 2500

SERVICE	PURPOSE
HOUSES TO HOMES	A service for pregnant girls or parenting young women, 16–25 years old, homeless or at risk of homelessness in the Blacktown LGA. Accommodation and parenting skills, with transition to education and long term housing
Disability NDIS	A service with people with a disability, it is part of the Government’s National Disability Insurance Scheme. Catholic Care provides Plan Management and Home Support
Mamre Garden Services	Offers employment for people with a disability by providing garden services in the community, to individual homes, schools, parishes. <i>New gardening clients welcome</i>
Blacktown Family Support	A free service for families with children and young people 0–17, who are experiencing stress and/or relationship difficulties. includes Intensive Family Preservation
Financial Counselling	A free service offering a range of supports to help clients manage finances
Problem Gambling	A free service offers assistance to individuals and families affected by problem gambling
Project Elizabeth	Counselling for people experiencing parenting issues with children up to 2 years of age, also covers still births, miscarriages, unexpected pregnancies
Blacktown Neighbour Aid For Blacktown LGA	A program of social inclusion for seniors. Provides accompaniment for social activities, shopping, transport to medical appointments. <i>New volunteers welcome</i>
Community Visitors Scheme	Visit socially isolated residents in aged care facilities across the Diocese. <i>New volunteers welcome</i>
Family & Relationship Services (FARS)	<ul style="list-style-type: none"> • Counselling for adults, couples, families, children • Family Law Court referrals • Grief and Loss
Aboriginal Catholic Service Emerton	Drop-In centre for local community CatholicCare services provided for individuals and groups
Springwood Drop-in Centre	Drop-In centre for local community CatholicCare services provided for individuals and groups
Baulkham Hills Family Day Care Centre	Accredited Childcare in Hills area Contractors offer car in own home





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