



ANNUAL REPORT 2010

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OUR VISION

Building a just society

OUR MISSION

Standing in solidarity with those in need

Expressing a faith that promotes justice

OUR VALUES

Welcoming - forming strong, faithful relationships

Discerning - being strategic about how we can have the greatest impact

Courageous - standing up boldly to effect change

2009/2010 HIGHLIGHTS

A glimpse into who we work with and what we do

Who we work with

We are part of and work with:

Those most in need - individuals, families and communities

The broader communities in which we live

The service providers, government, decision-makers and institutions that affect us

Highlight from 2009/10

At Holy Family Social Services (Western Sydney), Jesuit Social Services is addressing entrenched disadvantage in one of Australia's most underprivileged urban communities. A number of local residents struggle to provide for their families and to manage mental and physical health problems. They find that the pathway to employment is just too difficult. For them a new approach is needed.

Highlight from 2009/10

"[NAB department] Group Finance has discovered a soul that runs deeper than the numbers we spend our time on" Mike Domann, NAB's Head of Group Finance, at the end of the second round of the Workplace Development Program which provides opportunities for skilled African-Australians to gain work experience within NAB.

Highlight from 2009/10

"Jesuit Social Services welcomes the opportunity to make a submission to the National Human Rights Consultation. Jesuit Social Services agrees more needs to be done to protect human rights for all Australians, but particularly for the significant minority of people who face marginalisation due to their educational, economic, cultural and/or health situations." (Excerpt from the Jesuit Social Services submission to National Human Rights Consultation.)



What we do

We strengthen and build respectful, constructive relationships for:

Action

By partnering with people most in need and those who support them to address disadvantage

Education

By providing access to education, life-long learning and development

Advocacy

By building awareness of injustice and advocating for social change

Highlight from 2009/10

Leaders from the Vietnamese community, the African community and, most recently, the indigenous community in Central Australia have approached Jesuit Social Services asking for support in advocating for the rights of their people. By forming close relationships on the ground, Jesuit Social Services works for grassroots solutions.

Highlight from 2009/10

“...it is difficult to deny the centrality of limited education and its impact on the acquisition of economic and life skills in the making and sustaining of disadvantage in Australia.” *Tony Vinson, Dropping off the Edge, 2007.*

Our new training arm, Jesuit Community College, is a Registered Training Organisation and Adult Community Education organisation delivering nationally recognised training in a flexible, supportive and practical way to people who need extra encouragement and support to complete a qualification.

Highlight from 2009/10

“Governments know that poor education levels lead to social exclusion and ultimately incarceration. They therefore have a moral obligation to intervene by investing in education rather than simply building more prisons.”
Julie Edwards, CEO, Jesuit Social Services newsletter, November 2009.



"We continue to seek to work in ways that are faithful to Ignatian Traditions and Catholic Social Teaching."

MESSAGE FROM THE CHAIRMAN



This year we have focused on trying to understand how marginalised people can find their way back into the life of our community.

We are well supported by both State and Federal Governments, however, one of our challenges is to raise funds to support our work into the future. We need untied funds to support new work and new research. Hence we are pursuing fundraising through our 'One Foot Raised' campaign and our 'Just Cycle Yarra Valley' event.

Our Annual Report demonstrates progress in each area of our strategic plan.

Our work in Western Sydney has progressed well and our invitation to assist in Alice Springs is being patiently pursued.

We are working in co-operation with other Jesuit and other welfare organisations to co-operate in pursuing the goals of the Province's Social Ministries. We continue to innovate in terms of providing both support and community development to marginalised members of our community and continue to seek to work in ways that are faithful to Ignatian Traditions and Catholic Social Teaching.

We have expanded work in advocacy, which is based on our practice, by co-operating with a variety of academics and researchers.

We have focused on trying to understand how marginalised people can find their way back into the life of our community.

I would like to thank our supporters, our staff, our volunteers, my fellow Board members and Committee members for their tireless work in trying to make a difference to the lives of those who are left out and marginalised.

A handwritten signature in dark ink that reads "P.M. Faulkner".

Patricia Faulkner
Chairman of the Board



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



For Jesuit Social Services, 2009/2010 has been a productive 12 months. We have taken a lead in many areas of social justice and continued to advocate to policy makers and all levels of government for the rights of the disadvantaged people and communities with whom we work. We have focused on promoting a reasoned and compassionate response in the face of the 'law and order' campaign that seeks to demonise vulnerable young people.

During 2009/2010, Jesuit Social Services extended its work in Central Australia where we aim to support Eastern and Central Arrernte people to improve their situation and to have more control over their lives. This project will be based on community development principles. We will commence working at the family group level with the aim of supporting community members to develop their own plans including engaging stakeholders from various sectors of the community.

A great example of our commitment to corporate partnerships is the success of the Jesuit Social Services and NAB Workplace Development program. It has expanded significantly in the past 12 months, employing 23 skilled African-Australians in a six month work experience program across several departments at NAB.

Underpinning all we do is a commitment to listen, learn and strive to respond to the needs of those facing injustice and extreme disadvantage.

Through our extensive engagement with socially excluded young people, we have identified a real gap in education and training delivery. Many of the people we work with have difficulty fitting into mainstream education and training services, thus minimising their opportunities for employment and meaningful engagement with the community. Following thorough research into this issue we have developed a new community education model and we will be expanding this over the next 12 months.

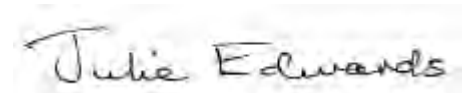
All of us engaged in the Jesuit international network are being called to 'go to the frontiers'. The frontiers may be new geographical areas, situations of

injustice or new ways of working. In keeping with this call, over the past year I attended Jesuit social justice gatherings in India, China and the Philippines and visited areas of extreme poverty and injustice.

These gatherings have provided opportunities for colleagues to share experiences but also to build each others' capacity to respond more effectively to the needs we are addressing. The relationships that we are forming through these meetings, and our shared Ignatian ethos and approach, are providing opportunities for mutual support and collaboration to work more effectively to address injustice and accompany people in need.

Underpinning this and all we do is a commitment to listen, learn and strive to respond to the needs of those facing injustice and extreme disadvantage.

I thank our donors and supporters whose hearts resonate with our vision and mission – we cannot do this without you. Thank you also to the staff and volunteers of Jesuit Social Services who work tirelessly and passionately towards building a just society.



Julie Edwards
Chief Executive Officer

MESSAGE FROM THE PROVINCIAL



'faith that does justice' which is central to everything we do. Jesuit Social Services has worked well with Jesuit Refugee Service, Jesuit Mission and our indigenous working group in Australia.

The intellectual rigour of its social analysis puts Jesuit Social Services firmly in the Jesuit tradition.

Jesuit Social Services continues to extend its reach to new frontiers, providing leadership, innovation and creativity, standing in solidarity with people in need around Australia. The intellectual rigour of its social analysis puts Jesuit Social Services firmly in the Jesuit tradition.

In addition to its many programs in Victoria, Jesuit Social Services has established a program with the Holy Family parish at Emerton in New South Wales and is supporting the work of an Indigenous community in Alice Springs. Jesuit Social Services continues to sponsor Jesuit Volunteers Australia.

Last year Jesuit Social Services gathered representatives from our schools, parishes, youth ministry, spiritual centres, communications and social ministries to look to ways of working together for a

The influence of globalisation and the importance of reconciliation with creation require an international perspective. From Rome to Richmond we are being reminded that the Jesuit enterprise is 'one body with a universal mission'. I am delighted that Jesuit Social Services has been active in strengthening relationships locally, nationally and beyond.

Jesuit Social Services is immensely blessed in its Board, staff and volunteers. I am pleased to commend to you this report on their achievements in 2009/10. Thank you for all the ways you support the wonderful work of Jesuit Social Services in helping to build a just society.

A handwritten signature in black ink, appearing to read 'Steve Curtin SJ'.

Fr Steve Curtin SJ
Australian Jesuit Provincial





BOARD OF JESUIT SOCIAL SERVICES

Patricia Faulkner (AO) is a Partner with KPMG, Australia and is Chairperson of the Australian Social Inclusion Board. Patricia has held a diverse range of high level positions, including Secretary, Department of Human Services (Victoria) from 2000-07, Director of Consumer Affairs (Victoria) and Director of Occupational Health and Safety. Patricia Faulkner is Chair of Australian Social Inclusion Board and the Jesuit Social Services Board. Appointed 2007.

Julian Slatterie SJ has had a distinguished career in Education including Deputy Headmaster of St Ignatius College Sydney, and Xavier College Melbourne. Appointed 1996.

Associate Professor Margarita Frederico is Head, School of Social Work and Social Policy, La Trobe University. Appointed 2006.

Darren Walls is General Manager of IceHouse. He has extensive experience in sales and marketing in both the commercial and not for profit sectors. Appointed 2006. *(absent from photo)*

Frank Brennan SJ is a Jesuit priest, Professor at the Public Policy Institute, Australian Catholic University and Adjunct Professor at the Australian National University. Appointed 2007.

Jennifer McAuley is the Department of Human Services Representative on the Youth Parole Board. Jennifer is a qualified social worker and has had an extensive career in several states and particularly with the Department of Human Services, Victoria, most recently as Assistant Director Child Protection and Juvenile Justice. Appointed 2007.

Brian McCoy SJ is a Jesuit priest and NHMRC Fellow for Aboriginal and Torres Strait Islander Health Research at the Australian Research Centre in Sex, Health and Society (ARCSHS) at La Trobe University. Brian was a research officer with the Royal Commission into Aboriginal Deaths in Custody (Pat Dodson's Underlying Issues Unit). Appointed 2007.

Libby Rogerson IBVM is a Loreto sister, currently working as the Executive Officer of Mary Ward International Australia. Until 2010, Sr Libby was Coordinator of Social Justice and Director of Caritas in the Diocese of Parramatta. Appointed 2008.

David Sutton worked at the Corpus Christi Community for men with a background of homelessness, addiction and/or acute health problems for 10 years. Prior to that David and his family lived and worked at St Francis Xavier School, Nauiyu Nambiyu, Northern Territory, an Aboriginal Community School. Currently David works in student counselling, St Bernard's College, Essendon. Appointed 2009.

Bernie Szentirmay has been an accountant at KPMG for over 20 years. He is responsible for the provision of statutory audit services, accounting advisory services and risk management services to a range of public and private entities. Appointed 2009.

Shane Healy is the General Manager of 3AW/Magic 693 Radio. He has 20 years broadcasting experience in management and leadership roles with a broad range of responsibilities ranging from budgeting and financial management, marketing and strategic planning to legal and human resources issues. Appointed 2009.

Jesuit Social Services is committed to building capacity for participants to be engaged in the development and design of programs.

STRATEGIC DIRECTIONS - 2008-2011

Strategic Directions

1. Build a social research-policy-advocacy unit of national standing, by growing Jesuit Social Services' capacity to advocate from grounded experience of Jesuit Social Services and others.
2. Facilitate social justice leadership across Jesuit networks in the Australian Province and network with the Jesuit social ministry internationally.
3. Strengthen service delivery on a national basis, through the ongoing enhancement of current programs and the development of new programs in other parts of the Province, focusing in the first instance on the Holy Family Community in Western Sydney and the national Jesuit volunteer programs.
4. Assess and develop effective responses to service gaps and emerging needs.
5. Strengthen Jesuit Social Services' culture, infrastructure and support base to sustain organisational development.

Strategic Plan

Jesuit Social Services 2008 – 2011 Strategic Plan provided a three-year framework to strengthen our cultural heritage and lived values and ensure sustainability into the future, thereby ensuring Jesuit Social Services could take up its leadership role for social justice in the Province. The strategic directions were identified as enabling Jesuit Social Services to be an effective force for social justice in Australia.

A commitment to improvement

Jesuit Social Services recently undertook its first Quality Improvement Council accreditation review administered by QICSA in April 2010. Jesuit Social Services received a very positive report from the review team. A quality work plan for the next three years is now being drafted prior to gaining formal accreditation.

Jesuit Social Services is currently in the process of reviewing its approach to participant consultation and engagement and workshops have been held with all senior staff to assist with this process.

The organisation is committed to:

- Strengthening organisational capacity to enable participant consultation across all programs
- Building capacity for participants to be engaged in the development and design of programs in the organisation
- Developing a consistent and continuous consultation and engagement process across all programs
- Developing a more inclusive system of consultation at an organisational level.



RESEARCH, POLICY AND ADVOCACY

Helping to shape a better tomorrow through advocacy, action, and social inquiry

Through our engagement with disadvantaged people we identify areas of unmet need, conduct research and use our findings to advocate for change.

The Research, Policy and Advocacy Unit has two key functions:

1. Research, policy and advocacy: identifying areas of unmet need, conducting research and using our findings to advocate for change in keeping with our vision of 'Building a Just Society'.
2. Developing and promoting best-practice: identifying and promoting best practice approaches to service delivery through evaluation, reflection and information sharing involving staff, participants, service providers and the broader community.

The Policy Unit advocates strongly to government and the broader community for policies and associated funding to improve the lives of disadvantaged people, families and communities. A focus of our work is ensuring that both levels of government deliver on their promises to provide improved education, training and employment opportunities for disadvantaged young people.

Governments continue to seek Jesuit Social Services' input on policy priorities, valuing the grounded 'real-life' input we provide through our programs and services. Our policy submissions are routinely published on the Jesuit Social Services website, and hard copies can be provided upon request.

Examples of recent policy submissions include:

- Submission to the Parliament of Victoria Drugs and Crime Prevention Committee, June 2010, Inquiry into the Impact of Drug-Related offending on Female Prisoner Numbers.
- Submission to the Hon Geoffrey Eames regarding the Review of Identity Motivated Hate Crime in Victoria.
- Submission to the Department of Health Services, Men's Health and Wellbeing Consultation.
- Submission to the Parliament of Victoria Drugs and Crime Prevention Committee, November 2009, Inquiry into Strategies to Reduce Crimes Against the Person.
- Submission to the Senate Community Affairs References Committee, Inquiry into Suicide in Australia.
- Submission to Parliamentary Inquiry into the Extent and Nature of Disadvantage and Inequality in Rural and Regional Victoria.



CAITLIN'S STORY

Rebuilding relationships

At 22 years old, my life hit rock bottom. Spiralling out of control for years, I relied on alcohol and heroin to get me through each day, taking accommodation wherever I could get it – usually couch surfing at friend's places as I had long used up chances with my parents and family who had given up out of frustration.

My 16th birthday stands out as a key event in what was to unfold, as I had been tempted into using heroin by my then boyfriend. My parents were furious and a huge fight erupted and in anger I lashed out and disappeared for a week. My relationship with them quickly deteriorated over the coming months as they were trying to make decisions for me and tell me how to live my life.

The next few years passed by in a blur – getting my next fix was a priority, nothing else mattered. I got busted shoplifting and was often 'moved on' by the police. I knew that the people I was mixing with and things I was doing were wrong, but I'd got myself into a situation and had no idea how to get out.

By chance, I bumped into a friend that I hadn't seen in 4 years at Flinders Street Station – we had spent a lot of time hanging around the city together and he knew my circumstances well. He had been seeing a youth worker for eighteen months and had been able to find accommodation and had just started a casual job in a cafe.

Admitting to him that I felt hopeless about my situation and not knowing what to do, he encouraged me to talk to his youth worker as that would be a step in the right direction and I figured at this point that I really had nothing to lose.

My youth worker helped me make decisions about my future and tried to get me on track. As I began to get myself sorted, they recommended I spend time at Gateway and through the Artful Dodger's program I was able to rediscover my love of drawing. I would spend many hours each week in the studio, drawing and painting and chatting to the staff and other artists.

Since then, I have worked hard to try and make things better. I now have a place to call home; I'm trying really hard to rebuild a relationship with my Mum and Dad and one day I hope to be able to work with people, that like me, feel trapped by circumstance and that they have no place to go.



Since 1977 Brosnan Youth Services has been a leader in advocating for effective, humane services that assist young people to make a successful transition from custody to the community.

JUSTICE AND CRIME PREVENTION

People involved in the justice system

Brosnan Youth Services

Youth Justice Program

Youth Justice Community Support Program is an intensive support program for young people aged 10-21 engaged with the justice system. The Youth Justice Community Support program focuses on key factors in a young person's life such as social and economic inclusion, health and wellbeing, gender, developmental needs and the individual's dreams and aspirations.

By addressing these factors we try to facilitate outcomes such as: social health and wellbeing, economic participation and connectedness, strong sense of self identity, resilience and self determination. Such outcomes equip young people with the skills and knowledge to make informed choices regarding their future and the means to participate more fully in their community.

Individual young people assisted: 160
(Southern Metropolitan Region 35,
Eastern Metropolitan Region 43,
North Western Metropolitan Region 82)
Visits to youth justice centres: 265
Engaged in employment: 41
Engaged in training: 62

From an early age, John* was mixing with an older crowd that led him to drugs and other trouble. His relationship with his family started to break down. He was kicked out of home and was homeless for five years.

He served a prison term of 18 months which turned into three years after breaching parole. In jail, John saw friends released and return after re-offending and realised that that could be him, but didn't want it to be. He started changing things.

He's been out for 16 months now. He still thinks about drugs but makes the choice not to use. He's got his own place and his relationships with his family are improving. He's trying to get a job and now feels positive about the future.

*pseudonym

Young Adults Program

Transitional Assistance, Information, Links Service (TAILS)

Provides short-term supported referral for 18-25 year olds being released from prison or involved with Community Correctional Services.

Individual young people assisted: 51

Link Out

Provides pre-release assessment and planning, intensive support and case management for males in the prison system. Delivered by a consortium of: ACSO, VACRO, Salvation Army and Jesuit Social Services.

Individual young people assisted: 123

Women's Integrated Support Program (WISP)

Provides pre-release assessment and planning, intensive support and case management for females in the prison system. Delivered by a consortium of: Melbourne City Mission, VACRO and Jesuit Social Services.

Individual young people assisted: 23

Konnect

Provides pre-release assessment and planning, and post release support to Aboriginal men and women. Support is based on holistic, culturally competent best practice and is provided predominantly on an outreach basis with a community focus.

Individual young people assisted: 66

Start Over

The Start Over program operated in the Cities of Yarra and Darebin. It provides case management and/or supported referral for young people aged 10 – 18 who have received a police caution. The program is now operating in Whittlesea.

Young people referred: 54
Individual young people engaged: 34
Referrals made to community services:22

Community Justice Group Conferencing

The Community Justice Group Conferencing program is a restorative justice program which takes referrals through the Children’s Court system. The program convenes group conferences between the victim, offender and their respective support networks. Group Conferencing is now embedded in the Child, Youth and Families Act as an intervention that the magistrate may call on for the benefit of the young person and others affected by the crime.

Referrals progressing to conference: 89%
Number of conferences: 65
Conferences with victim participation: 79%
Outcome plans actioned (commenced prior to return to court): 85%

Mentoring - Leaving Care

The Leaving Care Mentoring Program targets high risk young people who have been on an order from the Department of Human Services and who reside in residential or home based care in the Southern Metropolitan Area. Our mentoring program recruits, screens and trains volunteers who can act as positive role models and give guidance and friendship to young people, to enhance their positive integration into the community as they approach independent living.

Number of new referrals: 14
Number of young people on the program:18
Young people matched to mentors: 10
Young people accessing education/ employment: 10

When Julia*, 15, was referred to Start Over, she had a long history of substance use, family violence, anger and aggression. At the end of her time with Start Over, Julia had successfully completed a 12 week life-skills course, engaged in a Certificate II course in business administration and reported being more focused and able to use different strategies to be more in control of her aggression.

Julia described her time with Start Over: “It wasn’t a business thing for my worker - she is not a friend or family member but is there to look after you, never going to judge you. I’m never wrong; it’s about how we deal with mistakes. She doesn’t say ‘don’t do this’, she says ‘what are you going to do to get out of that?’ and shows me the big picture - that two wrongs don’t make a right”.

*pseudonym

Housing and disability

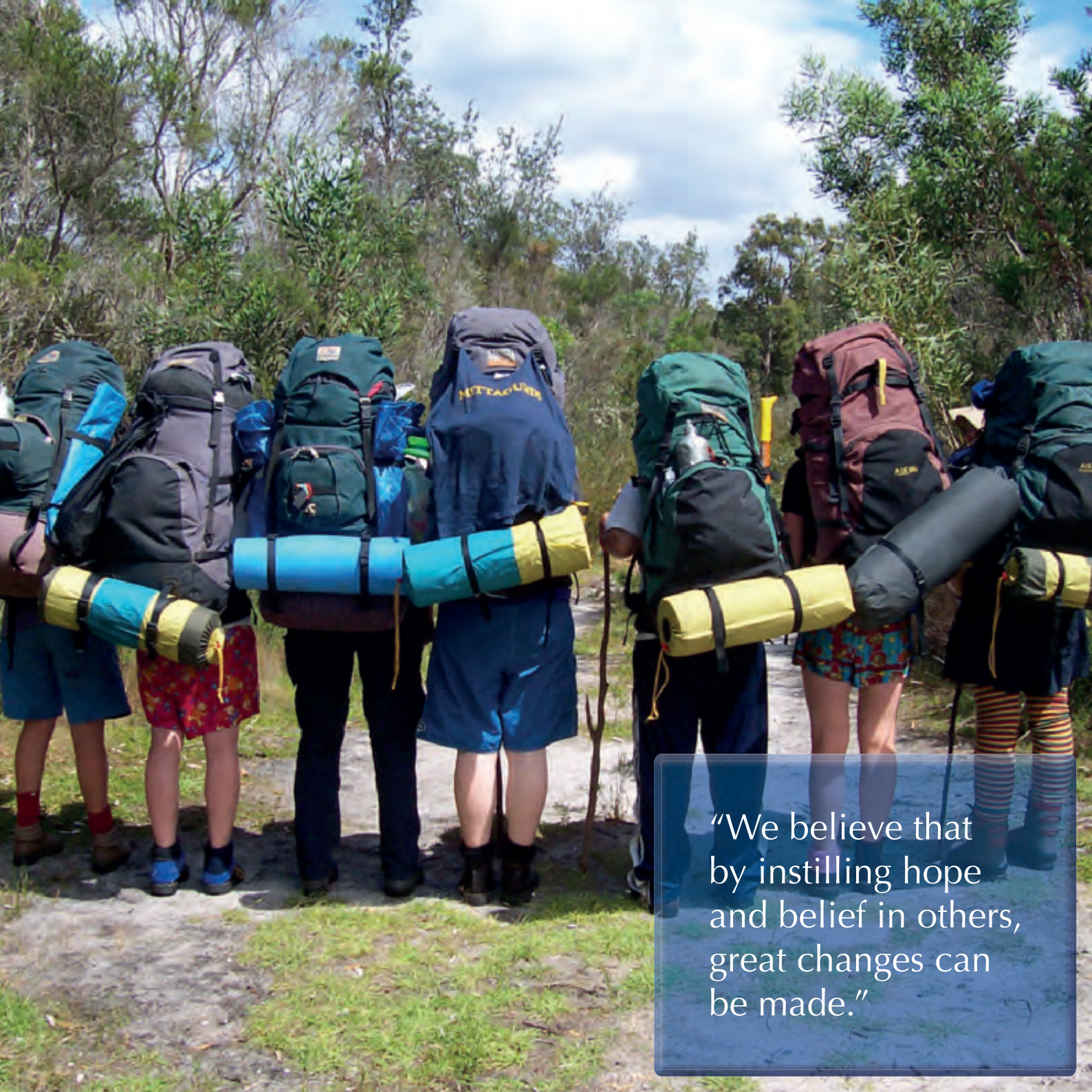
Perry House

Perry House is a 24-hour staffed residential program for young people within the justice system who have an intellectual disability. Perry House is a long-term program which assists young people to develop living skills, access appropriate programs and/or employment and secure appropriate long-term housing.

Brosnan Residential Unit

The Brosnan Residential Unit is a short-term supported, staffed residential program. The program targets young people up to 25 years who lack skills to reside in independent accommodation on release from custody or who exhibit behaviour which would place them at risk in independent accommodation. This program focuses on providing support and developing independent living skills.





"We believe that by instilling hope and belief in others, great changes can be made."

We provide a safe, trustworthy place to help people develop the skills they need to establish meaningful connections – with family, friends and the community.

MENTAL HEALTH SUPPORT AND WELLBEING

People with multiple and complex needs

Connexions

Connexions was established in January 1995 as a response to young people experiencing co-existing mental health and problematic drug use. It provides intensive outreach support and counselling programs to young people with a dual diagnosis of mental illness and substance misuse.

Connexions seeks to engage young people in a relationship of trust and understanding, providing a professional service of counselling and treatment. The program endeavours to bring about change in the health services system by identifying existing gaps and by pointing to a better way of responding to the multiple needs of alienated young people.

Program participants:	82
Outreach participants:	30
Counselling participants:	52
Average age:	20-21

Primary drug of use:
alcohol, amphetamines, cannabis,
ecstasy, heroin

Major mental health issues:
depression and mood disorders, anxiety
based problems, psychotic illnesses,
personality disorders

Karen*, 19, paid for her drug habit through sex work. She frequently 'self-harmed' including regular suicide attempts. After two years of intensive support with Connexions, Karen has not used drugs or self-harmed for eight months and she utilises strategies she learned in counselling (when she feels the urge to hurt herself). She has also taken part in family therapy to enable her to live at home again. She is currently enrolled in a university degree.

*pseudonym

TOE recently completed an innovative program of bushwalking and rafting on the Mitchell River in Gippsland with a group of young men who have problems with alcohol and/or other drugs. The challenges of the trip were met with persistence and determination by the young men involved.

TOE program coordinator, Fiona, said "The young people are supported to deal with and reflect upon the difficult life circumstances that may have brought them to TOE. These programs assist them to recognise their own strengths and to make changes that will be valuable in their everyday life."

The Outdoor Experience (TOE)

TOE's Bush Adventure Therapy Program takes small groups of young people on extended wilderness journeys to some of the most remote places in Victoria. The program is for young people who have problems with alcohol and/or other drugs. This program provides a number of significant opportunities for participants to develop healthy relationships with self, others and the environment.

Number of participants:	65
Male:	41
Female:	24
Aged under 20 years:	46
Aged over 20 years:	19

Cultural background:
Australian 63% (Indigenous 7%),
Other 37% (including Karen, Eritrean,
Somali, Maori, Uruguayan, Vietnamese,
Yemeni)

Primary drug of use (highest to lowest):
cannabis, alcohol, heroin, amphetamines

We work to increase the capacity of at risk young people for social connection, safety and economic participation.

Gateway

Gateway participants are unemployed young people aged 15 to 28 years who have multiple and complex needs. Most participants are early school leavers, are unemployed and are experiencing one or more of the following:

- mental health problems
- substance misuse
- lack of stable accommodation
- history of offending behaviour
- lack of stable family and social support.

Some young people who are struggling to manage mental and physical health problems find that mainstream education and training is not flexible or supportive enough to meet their learning needs. For them employment opportunities are very difficult to access and maintain.

Gateway offers a range of pre-employment programs in a safe and supportive environment. The programs are experiential, developmental and educational. Each program area offers nationally recognised units of competency.

Pathway Support workers carry out comprehensive assessments and individually tailor pathways enabling young people to increase their participation in education, training and employment.

Number of referrals:	108
Unemployed at referral:	99%
Average level of education:	Year 10
History of substance use:	71%
Mental health issues:	71%
Offending history:	66%
Participants with a dual diagnosis (substance use and mental health problems):	52%
Participants who completed accredited training through Gateway:	44
Participants who completed accredited training externally (VCAL, TAFE, other):	11
Participants who engaged in employment externally:	12

Artful Dodgers Studios

www.artfuldodgers.tv
The Artful Dodgers studios provide innovative and creative spaces for young people whose lives have been affected by difficult circumstances.

Young people work in fully equipped art and music studios with experienced artists and musicians - exploring and developing their creative skills, meeting and connecting with other artists and musicians and getting involved in high profile projects and exhibitions such as the Melbourne Fringe Festival, as well as exhibitions and public outcome events.





Support After Suicide

www.supportaftersuicide.org.au

Support After Suicide is a program which provides timely and appropriate support to people who have lost a loved one through suicide. The program offers counselling to individuals and families, group support and through the program website, a range of information and resources.

Support After Suicide also works to increase the capacity of other professionals (eg in health, welfare and education) to respond to people bereaved by suicide by conducting education sessions about the unique and challenging issues and experiences faced by those bereaved by suicide. These education sessions have been conducted across metropolitan and rural Victoria.

Counselling program participants: 268
Education/information sessions: 15
Participants in education/information sessions: 351
Number of support groups held: 5
Total number of participants in groups: 63

Website:
Visits: 39,850
Downloads: 19,750
Page views: 77,938

In April 2002, Billy* found his dad hanging in the garage at home. He was nine years old at the time. It was about six years before his mother felt able to seek counselling. For these six years, Billy did not speak about the experience of finding his dad; he had not expressed his thoughts or feelings about his dad's death.

At an adventure camp run jointly by Support After Suicide and The Outdoor Experience, Billy often responded by saying 'I don't know'. Perhaps the experience of losing your dad to suicide is something for which there are no words. On the second camp that Billy attended he took part in writing and recording a song. A key line in this song was from him: "You ask me how I feel. I don't know. It hurts"

We spoke to Billy's mother a few weeks after the camp to ask her how he was going and whether she had noticed any changes. She said "On the camps Billy found his voice. My son found his voice." Before the camp Billy hadn't gone to school for years, but now he attends regularly and is more active and happy.

*pseudonym

StrongBonds

www.strongbonds.jss.org.au

The Strong Bonds Project was developed in response to a need in the youth work field for a better understanding of the dynamics between young people with complex needs and their extended family. The project also looks at ways that this knowledge can be better used in practice.

The Strong Bonds Project:

- provides workers in the youth field with training and resources to assist them to implement 'family-aware' youth work practice in their work with young people with complex needs; and
- provides easy-to-use resources which will support families of young people with complex needs.

The Strong Bonds materials have now been adapted to meet the needs of parents and carers from culturally and linguistically diverse (CALD) backgrounds. A new training project has been delivered to casework staff in Jesuit Social Services, Berry Street and social work students at University of Melbourne and Victoria University.



"We form relationships that allow people to imagine and reach their potential"

Our work with new and emerging communities aims to enhance social interaction, build capacity and foster a sense of belonging.

SETTLEMENT AND COMMUNITY BUILDING

Recently arrived immigrants and refugees and disadvantaged communities

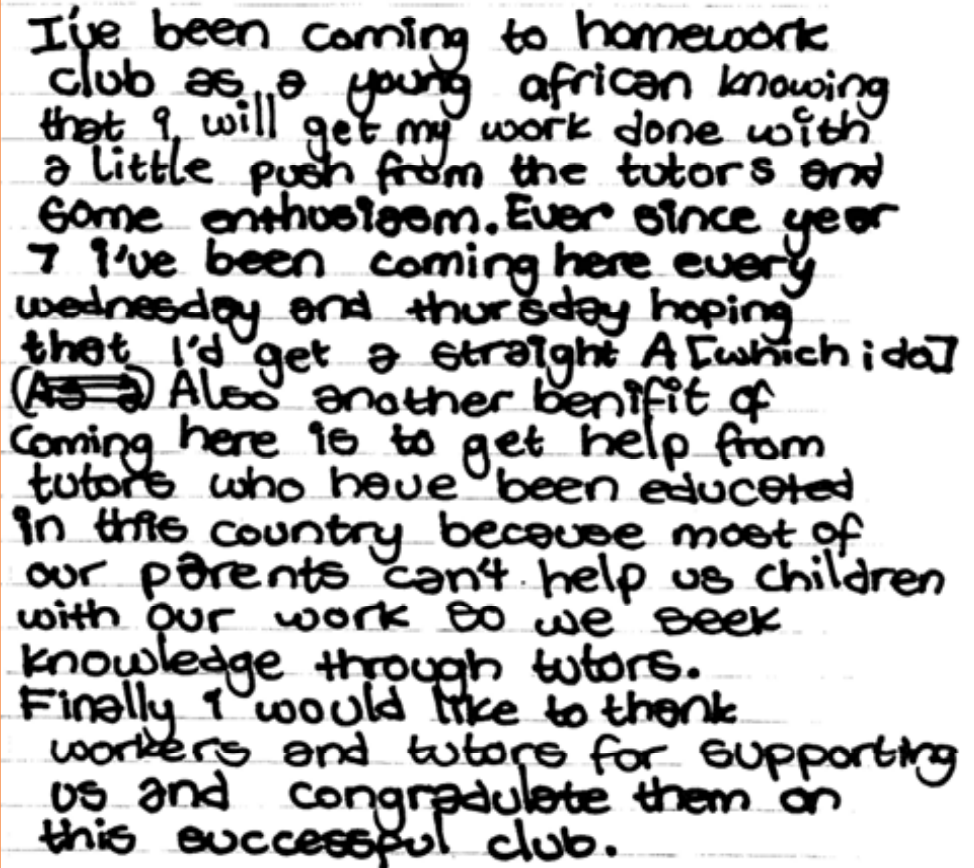
African Program

Jesuit Social Services' African Program was established in 2004 when leaders from the African communities approached Jesuit Social Services seeking their support to develop a local community program focusing primarily on services for African youth in the area of Flemington.

The African Program provides peer support and mentoring to the children and young people in public housing in Flemington and nearby suburbs. Staff offer a weekly program of education and recreation activities, including a secondary and primary school drop-in homework program, a variety of sporting programs and competitions, and organise many community celebrations and festivals.

The program works in partnership with African community organisations to strengthen newly arrived refugee communities. The African Program is staffed primarily by program and community development workers with strong community networks.

Support and referral services: 100
Group and cultural activities sessions: 88
Participants at group and cultural activities: 3150



I've been coming to homework club as a young african knowing that i will get my work done with a little push from the tutors and some enthusiasm. Ever since year 7 i've been coming here every wednesday and thursday hoping that i'd get a straight A [which i do] (A's) Also another benifit of coming here is to get help from tutors who have been educated in this country because most of our parents can't help us children with our work so we seek knowledge through tutors. Finally i would like to thank workers and tutors for supporting us and congradulate them on this successful club.

Through respectful partnerships, we draw on community strengths to create opportunities for overcoming entrenched economic and social disadvantage.

Vietnamese Welfare Resource Centre

The Vietnamese Welfare Resource Centre is based in the highrise housing estate at Flemington and has been responding to the needs of the Vietnamese community in North and West Melbourne for over 18 years. Services offered include the provision of information and referral, counselling and crisis accommodation, community groups for young people, families and the aged, and the fostering of community and cultural activities such as forums, classes, information sessions, training programs and festivals.

The Vietnamese Welfare Resource Centre now operates in St Albans too, and continues to work with both local residents and service workers - including council staff, health workers, police, teachers and Centrelink personnel - to promote cross cultural awareness and understanding.

Casework services: 707
Group and cultural activities sessions: 84
Participants at group and cultural activities: 1560

Lam* was sponsored to come to Australia by her husband and has two young children.

The Vietnamese Welfare Resource Centre staff pointed her in the direction of the Vietnamese language newspaper which advertises employment opportunities in the community and they also explained a number of other vital pieces of information: that her spouse visa was only temporary and she had to apply for permanent residency; that she needed to select a suitable school to enrol her children in; that learning English was a priority, as the government provides 510 hours of language lessons free in the first five years of residency; and, that she could apply for housing as she was currently sharing with friends.

This advice and support seems basic but it is invaluable and can make a big difference to someone's settlement experience.

*pseudonym

Collingwood Community Information Centre

The Collingwood Community Information Centre does much more than provide information. By building relationships, staff and volunteers convey respect, empathy and understanding for each person's situation. The Centre's approach offers people the environment in which to change their own situations and enhance their connections to others. This can shift the feeling of powerlessness that people in desperate situations often experience.

Episodes of assistance with information needs (housing, legal, income, emergency aid, etc): 7181
Episodes of assistance provided (January-June 2010) to people who are:
Culturally and linguistically diverse: 2746
Indigenous: 994
Under 18 years: 135
New clients: 94



Holy Family Social Services

Holy Family Parish is a unique and vibrant parish in Mount Druitt, Western Sydney.

Holy Family Parish invited Jesuit Social Services to work together to strengthen their capacity to respond to local needs.

Through this partnership, Holy Family Social Services, we are addressing entrenched disadvantage in one of Australia's most underprivileged urban communities. Mount Druitt was developed as a public housing estate from the mid 1960s.

It has come to be characterised by:

- Low educational attainment
- High levels of unemployment
- Low household income
- High crime rates
- Significant disadvantage.

A number of local residents struggle to provide for their families and to manage mental and physical health problems. They find that the pathway to employment is just too difficult. For them a new approach is needed.

Families assisted with affordable food and clothing:	9,528
Participants in holiday program:	756
Participants who completed accredited retail training:	8
Participants who engaged in retail employment:	4
Participants undertaking retail training:	13
Participants in other projects:	
School mentoring program:	12
Volunteers:	25

Alice Springs

Jesuit Social Services has been working with the Eastern and Central Arrernte communities near Alice Springs to improve their situation and to have more control over their lives.

A few years ago, their leaders approached friends in the local Catholic Church network seeking support to access mainstream services in ways that give them a voice about what matters to them. Jesuit Social Services was then approached to assist, by supporting community members to develop plans for their future and to engage stakeholders from various sectors of the community.

Eastern and Central Arrernte people made this approach to the Church network because they were deeply concerned about the impact of the changes in government business and service delivery. These changes have resulted in a reduction in the community's ability to access these mainstream systems and programs in culturally appropriate, meaningful, effective and sustainable ways.

This new project will be based on community development principles and work has commenced at the family group level. Our agreed approach will:

- embrace the importance of culture, family and sovereignty

- embrace the centrality of strong, respectful relationships and reciprocity in partnerships
- build on the strengths of Indigenous people, families and communities
- follow sound sustainable community development principles.

Through local family and community meetings, this project will undertake a local assessment of needs, identify priorities and develop plans to address these. Opportunities to directly address 'closing the gap' will be identified. Community governance structures will be established and strengthened and areas for corporate, philanthropic and government engagement will be identified.



“Working here has enabled me to get my life back on track. Abbotsford Biscuits has made it possible to realise my dream.”

Our vision of 'Building a Just Society' is only possible when all people have the opportunity to flourish and reach their potential.

EDUCATION, TRAINING AND EMPLOYMENT

People with barriers to sustainable employment

Abbotsford Biscuits

Abbotsford Biscuits is a social enterprise that had its genesis back in 2005. It exists to give people who have been excluded from mainstream training and employment a pathway to greater social and economic inclusion. In a warm and supportive environment, under the tutelage of professional pastry chefs, our Bakery Assistants make superb gourmet products while completing a Certificate II in Hospitality; our General Bakery Hands gain valuable experience and receive a certificate in Food Handling.

Bakery Assistants (4 days a week):	10
General Kitchen Hands (work experience placements):	17
Certificate II in Hospitality completed:	2
Workplace Hygiene training module completed:	12

After she left school and the structure it gave her life, Natalie* lost her part-time job and started to spiral into increasing drug use and depression.

It took a while for Natalie to get used to being on her feet all day in the busy Abbotsford Biscuits kitchen. But then she began to enjoy being productive and learning about everything that goes in to making the famous Abbotsford Biscuits: "It's also exciting going through the process of raw ingredients, dough, and then biscuit; how the minutest of changes to the recipe can make such an impact on the end product."

Natalie appreciates the opportunity that she is receiving from the Abbotsford Biscuits Kitchen and the nurturing environment that allows her the time to work through her mental health problems while gaining real work experience.

When she finishes in the Kitchen, Natalie plans to enrol in a pathology course and support herself by getting a part time job in a café.

*pseudonym



A NIGHT AT THE FOOTY

Workplace Development Program



"I can't express words to say thank you for this amazing opportunity. Thank you for recognising barriers people from African descent face in the job market."

The impact of the Workplace Development Program has been significant for both program participants and their NAB colleagues. In a moving speech, Ugandan-born Frederick gave thanks for the opportunity to show that African-Australians have skills and a keen desire to work.

Bright, a Nigerian who holds a Masters of Accountancy, said the experience gave him renewed confidence and an understanding of how an Australian workplace operates. He feels this experience is a great stepping stone to further employment in Australia.

Bright and Frederick both called on other companies to provide opportunities for skilled migrants.

"Seeing Bright and Frederick speak so eloquently gives purpose to what we do every day", said Mike Domann, General Manager Group Finance.

Bright Ejegi and Frederick Muyemba met the Prime Minister, Kevin Rudd at their first AFL match which was an opportunity that came about through NAB's sponsorship with the AFL. Through the Workplace Development Program they both completed three months paid work experience in Group Finance at NAB which has now lead to full-time work (the program has since been extended to eight months for new candidates). They are keen to respond to Kevin Rudd's words of encouragement to them to "keep it up".

Workplace Development Program

The Workplace Development Program is a professional bridging and training program for qualified African-Australians, providing six months paid work experience at NAB. Twenty three people have been placed in NAB since the program was piloted in 2009, and the program continues to grow in strength.

The Workplace Development Program is a joint initiative of Jesuit Social Services and NAB in collaboration with Adult Multicultural Education Services (AMES). The need for the program was identified by the African-Australian community who noted that lack of local experience in the Australian business sector was a significant barrier to employment for qualified African-Australians.

The positive outcomes of the Workplace Development Program have been well documented and praised by the broader community.

The program aims to provide commercial experience and learning opportunities for participants, including enhancing their business networks. All participants are provided with a NAB workplace coach and mentor throughout their placement. Participants are also provided with comprehensive job search support including interview techniques and resume writing during the later part of their work placement.

When the barrier to employment is broken down, working African-Australians have the opportunity to become role models for younger African-Australians, who in turn are then motivated to stay in school and gain appropriate qualifications themselves.



INSPIRING A GENERATION OF LEADERS

Just Leadership Program

In 2009 Jesuit Social Services initiated a Just Leadership Breakfast series designed to engage young professionals in thought and action focused on the building of a more just society. Over 400 people attended the events over the year.

The final breakfast in the series was part of the Social Enterprise World Forum and included guest speakers Andy Kuper and Lillian Masebenza from South Africa along with Cheryl Kernot, Director of Social Business at the Centre for Social Impact.

Partnering with Jesuit Social Services for this initiative was NAB, with Mallesons Stephen Jaques, BP and the City of Melbourne collaborating for the Just Leadership Breakfast series.

In June 2010, during Refugee Week, we ran Just Leadership Journeys. This was an extension of the Workplace Development Program that Jesuit Social Services operates in partnership with NAB. Just Leadership Journeys involve groups of NAB staff and senior leaders engaging with the community in a mutual learning exchange.

This first journey focused on the African-Australian community based largely in Melbourne's inner west. Partners in the Just Leadership Journeys were NAB and AMES.

Just Leadership has since received three years funding from an independent philanthropic source and will become a feature of the new work being undertaken by Jesuit Social Services in 2011 and beyond.



FUNDRAISING

Working together to shape the type of society we all want to live in

Throughout 2009-2010, we have been moved by the support shown to Jesuit Social Services by individuals, workplaces, schools and groups. Our capacity to operate and reach out to those in need is considerably increased because of this support, with every donation making a real difference to those most in need.

Newsletter appeals/General donations

The strong response to our quarterly newsletter appeals has continued in 2009-2010, with \$237,279 received in generous donations.



Community Partners

Community Partners are committed monthly donors who generously provide us with regular income. Through their generosity, \$62,135 was received in 2009-2010.

WorkPlace Giving

WorkPlace Giving is a convenient form of giving, through regular employee salary deductions and corporate matching (made available by some employers). \$9,458 was raised through our WorkPlace Giving program in 2009-2010.

Bequests

Each of us possesses an extraordinary gift – the power to help others. Leaving a bequest or legacy to Jesuit Social Services helps build a better tomorrow for those suffering extreme disadvantage.

Loyola College

In 2009, as part of Loyola College's Annual Walkathon, students from Mannix House chose to fundraise in aid of Brosnan Youth Services, with over \$3,000 being raised through their efforts. Loyola College Principal, Joe Favrin, declared "The College community is proud to sponsor and support Jesuit Social Services projects that make a difference to the lives of so many."

One Foot Raised Development Fund

The One Foot Raised Development Fund was launched in March 2010. The Development Fund will enable us to:

- Build our capacity to investigate, develop and launch new programs in response to unmet and emerging needs.
- Strengthen our research, policy and advocacy work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.
- Give us the freedom to discern where we can have the greatest impact and the independence to exercise leadership for social change.

Luther College

Following a social justice presentation from Jesuit Social Services in April 2010, Luther College students held a casual day to raise money for the organisation, raising a total of \$1,200. Social Justice coordinator Carolyn May said "The Luther College students were touched by the work of Jesuit Social Services and sought out a way that they could best help those affected by poverty and disadvantage in our community."

Major fundraising events

Annual Fundraising Dinner

Our Annual Fundraising Dinner took place on 20th March 2010 at the Sofitel Hotel, with over 460 guests in attendance. Guest speaker Deputy Prime Minister Julia Gillard delivered the inaugural Frank Costigan QC Address and officially launched *Doing Justice: Reflections from thirty years, Jesuit Social Services 1977-2007*. By popular demand, The Frantics returned for the second year to round off the evening and treat guests to an enjoyable night of music and dancing.



Women For Social Justice

The Women for Social Justice hosted a delightful winter luncheon for 320 guests at Peninsula, Docklands on 26th July 2009. Raising over \$33,000, the event's proceeds went to assist isolated and disadvantaged women needing support in inner-city Melbourne. Led by Clare Dyer, Women For Social Justice are committed to helping where they can. Clare believes "It always feels good knowing you are truly helping to make the world a better place."

Peninsula Support Group

On it's 25 year anniversary, the Peninsula Support Group, led by Tom and Maree Shelton, presented Brosnan Youth Services with a cheque for \$4,000 in October 2009. "We felt for the young people who had nowhere to go, no friends and no job and we truly appreciate Fr. Brosnan's words that every young person deserves a decent place to live, meaningful work and a friend to walk beside them" said Maree.

Friends of One Foot Raised

On 6th May 2010, 140 women celebrated Mother's Day at Billilla Historic Homestead, Brighton in support of the One Foot Raised Development Fund. The 'High Tea' was a great success, raising \$7,500. The event was organised by 'Friends of One Foot Raised' with member Annie Whitelegg, explaining "We like to know that by planning events like this we are directly helping the disadvantaged people Jesuit Social Services works with."

Just Cycle Yarra Valley

The inaugural Just Cycle Yarra Valley took place on Sunday 11th April 2010 in the picturesque Yarra Valley, with the weather putting on a show of rain, hail, wind and sunshine. The event featured the 45km NAB recreational ride and the 120km Nemesis Challenge incorporating Mount Donna Buang. Upon completion of the ride, cyclists and families were treated to a sensational live concert (featuring The Sundance Kids, Abby Dobson & Bobby Flynn, Ryan Meeking and The Few and The Little Stevies) and family entertainment at Rochford Wines.



VOLUNTEERING

Volunteering to make a difference

African Program

Volunteer tutors at the African Program homework club continue to support hundreds of school children during the school year. This service could not operate without the dedication of the 30+ volunteers who spend their time with primary and secondary school children assisting them with homework and reading and writing.

Collingwood Community Information Centre

The Collingwood Community Information Centre survives due to its vibrant community, with residents (volunteers) keeping the centre running every day.

Program support

We are fortunate to have many volunteers throughout our programs in areas such as reception, mentoring, Abbotsford Biscuits, Collingwood and Richmond information centres, fundraising, policy and human resources.

Events

We had wonderful support from our volunteers for our fundraising events - the Annual Fundraising Dinner in March and Just Cycle Yarra Valley in April.

NAB volunteer program

Over the course of the year, NAB fully funded school holiday excursions to Puffing Billy, Werribee Zoo and Healesville Sanctuary for communities from the Horn of Africa living in the public housing estates in the City of Yarra and Flemington. Approximately 25 NAB staff attended the excursions with families from the community.

Jesuit Social Services shared a barbecue lunch with NAB staff on 23rd September 2009 at Brosnan Youth Services in Brunswick to acknowledge their funding of the Hygiene Pack project for participants of Brosnan Youth Services.

Approximately 21 NAB staff volunteers rolled up their sleeves to help with the production of Abbotsford Biscuits hampers in the lead up to Christmas.

Xavier Social Justice Network

Volunteers from Xavier Social Justice Network worked with Jesuit Social Services to provide friendship and English conversation to African women living in Collingwood.

Jesuit Volunteers Australia

Jesuit Volunteers is an Australia wide program which offers those who volunteer the opportunity to deepen their commitment to social justice through reflection and spiritual conversations about their lived experience.

In 2010 Jesuit Volunteers adopted a new strategic direction with emphasis on action and reflection which is inclusive and responsive to local need. This new way of offering reflection recognises the need to provide a diversity of approaches.

The core activity of Jesuit Volunteers is reflective volunteering. This is seen as a way of:

- Nurturing the practice of contemplation and action.
- Enriching volunteering through reflective practice.
- Nurturing spirituality that will grow through reflective practice.

A program of reflections in a range of settings is being offered to volunteers within Jesuit Social Services as well as to those who volunteer in other organisations. Jesuit Volunteers operates in Melbourne, Sydney and Perth.



“When they come back from being in the bush, you can sense an internal ‘glow’ – a first time sense of pride, self worth, of real achievement.”

GOVERNANCE

Committed to best business practice to ensure organisational development and success

Jesuit Social Services Ltd is a work of the Australian Jesuit Province, operating under an independent Board of Directors as an incorporated organisation. All Directors have a strong commitment to social justice and to 'building a just society'.

There are currently 11 non-executive members on the Jesuit Social Services Board - the Chairman, four Provincial Appointees and six independent Directors.

The Directors receive no remuneration for their role on the Board and accept full responsibility for the governance of the organisation, in accordance with the Australian Corporations Law and community standards.

The Board has adopted a formal Governance Charter and good corporate governance is a fundamental part of the culture and business practices of Jesuit Social Services.

The Board sets the strategic direction and oversees the performance of the organisation with the support of the National Strategic Planning Committee, Governance Committee, Risk and Finance Committee and Fundraising Committee.

An individual Director will not participate in decision making processes if any potential conflict of interest is likely to arise.

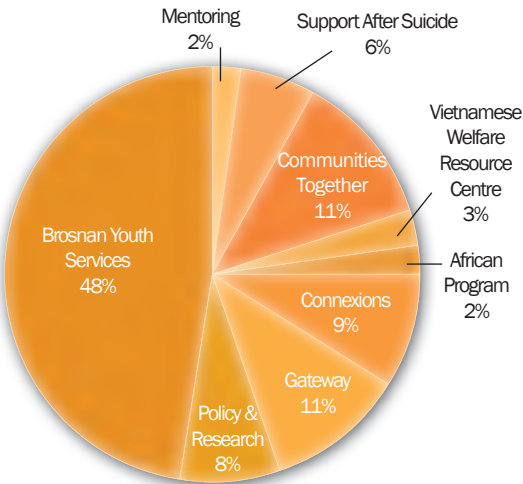
The composition of the Board of Directors and the performance of the Board are reviewed regularly to ensure that the Board has the appropriate mix of skills and experience and is operating in an effective manner.

New Directors receive an induction into the organisation and Directors participate in an ongoing development program concerning their role, responsibilities, our Ignatian heritage and the work of Jesuit Social Services. The Board supports open and transparent communication with stakeholders while regarding the confidentiality of client information as critical.

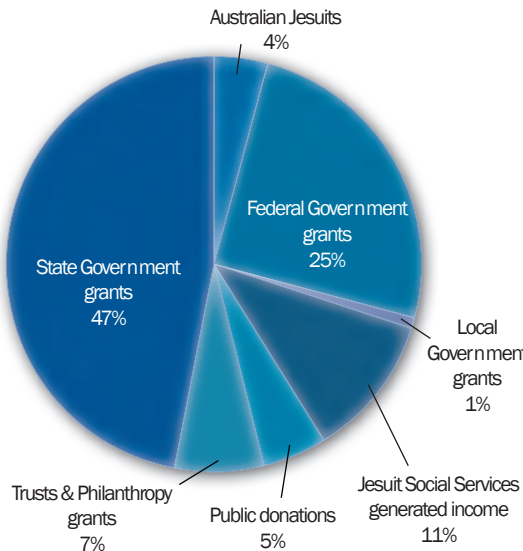
- Our legal status is defined as:
- A company limited by Guarantee
 - A Registered Charity holding an Endorsement for Charity Tax
 - Deductible Gift Recipient (DGR)
 - Concessions and Public Benevolent Institution (PBI) status, allowing tax deductions for donations
 - Fringe Benefit Tax (FBT) exempt.

A full set of our financial accounts is available free of charge from Central Office. Please contact (03) 9427 7388 or jss@jss.org.au to obtain a copy.

Allocation of resources



Sources of revenue



FUNDERS AND SUPPORTERS

Working together to build a just society

Government, Trust & Foundation Supporters

Arts Victoria
Australia Support Community Organisation
Beswick Family Fund
Centre for Multicultural Youth
City of Melbourne
City of Yarra
Collier Charitable Fund
Colonial Foundation
Department of Education, Employment and Workplace Relations Innovation Fund
Department of Education, Employment and Workplace Relations Jobs Fund
Department of Families, Housing, Community Services and Indigenous Affairs
Department of Health and Ageing
Department of Human Services
- Child Protection and Family Services
- Disability Services
- Youth Justice
- Supported Accommodation Assistance Program
Department of Immigration and Citizenship
Department of Innovation, Industry and Regional Development
Department of Justice
Department of Planning and Community Development
Drakensburg Trust
F and J Ryan Foundation
George Hicks Foundation
Inner North Community Foundation
Jack Brockhoff Foundation
Legal Services Board
Maddocks Foundation
Matana Foundation for Young People

Melbourne Community Foundation
NSW Department of Community Service
Pip Wisdom Community Corrections Grant
RACV Foundation
Reichstein Foundation
Scanlon Foundation
Schwartz Family
Simpson Family Foundation
Vic Health
Victoria Police
Victorian Multicultural Commission
Victorian Skills Commission
William Buckland Foundation

One Foot Raised Development Fund Supporters

Adrian and Trish Barr
Miss Dora O'Sullivan and Mrs Rita Andre
Rose-Mary Cassin
John and Alison Kearney
Mary Carmel Condon Trust
Norman, Mavis Waters Trust
Michael Green
John Ralph
Chris McCabe
Mark Korda
Chris Garnaut
Alice Vaughan
David and Jane Martin
Adrian Ferreira
Ian and Joan Ball
David De Souza
Mary Calman
Michael and Maria Tehan
Marietta Cronin
John Kelly
Barry O'Callaghan

Corporate Supporters

NAB
3AW
Herald Sun
Grollo Leisure & Tourism
Icehouse
Austereo
Rochford Wines
Deploy Management Solutions
Limelight Sports
Shotz Sports Nutrition
BSC Bikes
Altitude
Nemisis
Traffic
Sevenhill Winery
RACV
IT Connexions
Melbourne Racing Club
Craiglee Winery
Ben Wolstencroft Photography
Fiji Water
Premier Artists
Etihad Stadium
Fernwood Cheltenham
Heide Museum of Modern Art
Ki Viva Wellbeing Studio
Piccoli Photography
Voice Telecoms
MBE Printing
Mitchell Communications
Mallesons Stephen Jacques
BP

BUILDING A JUST SOCIETY



Policy Unit

371 Church Street | PO Box 271
Richmond 3121 | jss@jss.org.au
Tel: 03 9427 7388 | Fax: 03 9427 1819

Brosnan Youth Services

10 Dawson Street | PO Box 284
Brunswick 3056 | brosnan@jss.org.au
Tel: 03 9387 1233 | Fax: 03 9387 1178

Brosnan Youth Services - East

Level 1, 16-18 Ellingworth Parade
Box Hill 3128 | brosnan@jss.org.au
Tel: 03 9899 0736 | Fax: 03 9898 3506

Brosnan Youth Services - South

22 Mason Street | PO Box 393
Dandenong Plaza 3175 | brosnan@jss.org.au
Tel: 03 9791 6596 | Fax: 03 9791 6524

Gateway Program

1 Langridge Street | PO Box 1141
Collingwood 3066 | gateway@jss.org.au
Tel: 03 9415 8700 | Fax: 03 9415 7733

Connexions

1 Langridge Street | PO Box 1141
Collingwood 3066 | connexions@jss.org.au
Tel: 03 9415 8700 | Fax: 03 9415 7733

The Outdoor Experience

Bush Hut - 110 Studley Park Road
Kew 3101 | toe@jss.org.au
Tel: 03 9855 2633 | Fax: 03 9855 1425

Support After Suicide

16 The Vaucluse | PO Box 79
Richmond 3121 | aftersuicide@jss.org.au
Tel: 03 9427 9899 | Fax: 03 9427 7119
www.supportaftersuicide.org.au

African Program

120 Racecourse Road | PO Box 55
Flemington 3031 | african@jss.org.au
Tel: 03 9376 5747 | Fax: 03 9376 9575

Vietnamese Welfare Resource Centre

58 Holland Court Flemington 3031
vwrc@jss.org.au
Tel: 03 9376 2033 | Fax: 03 9376 4687

Collingwood Community Information Centre

74 Vere Street Collingwood 3066
communities@jss.org.au
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Holy Family Social Services

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