



Jesuit Social Services
Annual Report 2019 – 2020



**Jesuit
Social Services**
Building a Just Society



“There was a life before coronavirus, and there will be a life afterwards. How we get from the before to the after is a challenge for all of us, and we don’t have the answers yet. But there are choices we can make to influence what the new world will look like. And those choices will matter.”

- Julie Edwards, CEO Jesuit Social Services



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Strategic Plan

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We 'do' and we 'influence'. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

Our Vision

Building a Just Society.

Our Mission

Standing in solidarity with those in need while expressing a faith that promotes justice.

Our Values

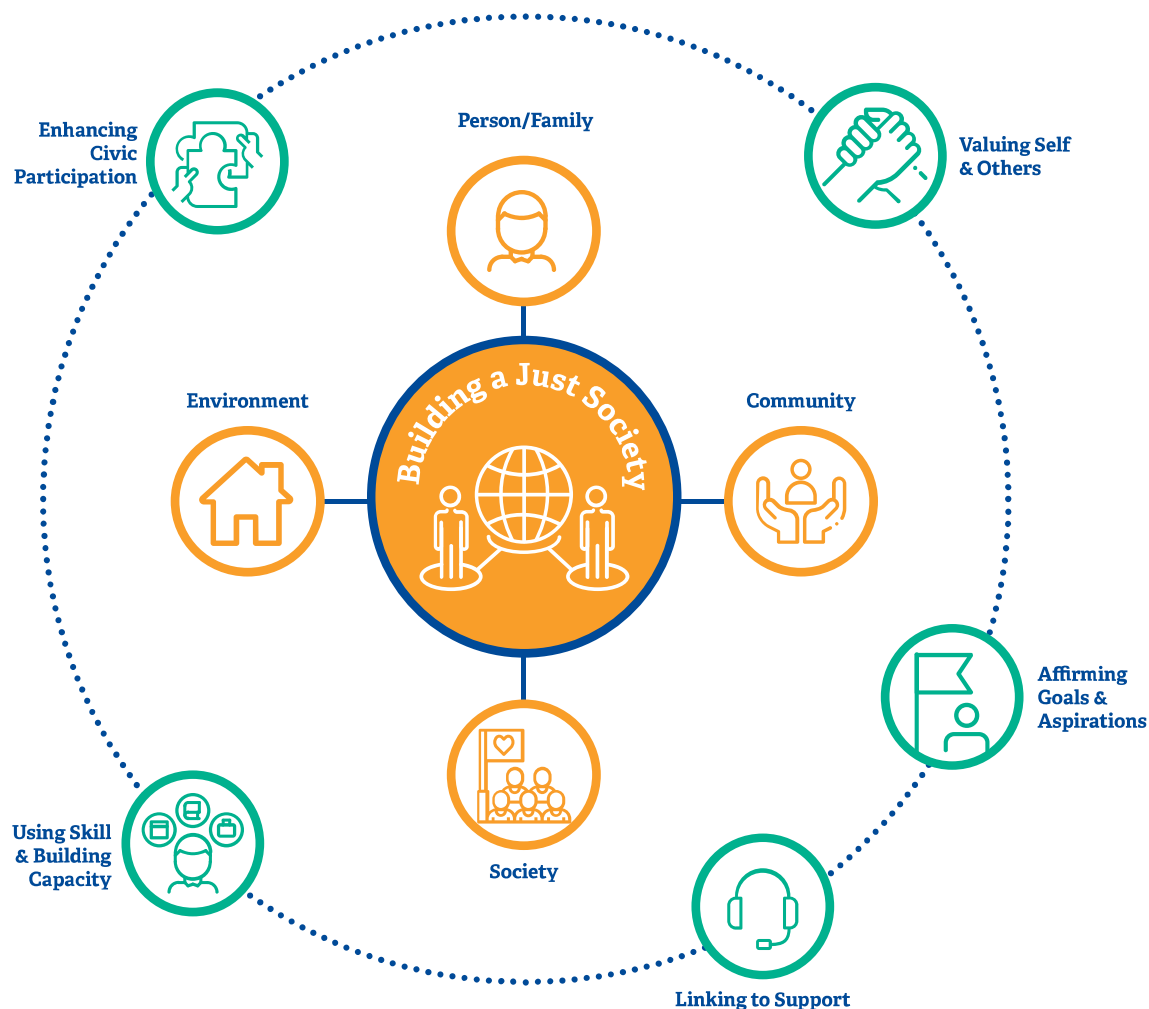
- **Welcoming:** forming strong, faithful relationships.
- **Discerning:** being reflective and strategic in all we do.
- **Courageous:** standing up boldly to effect change.

Underpinning Principle

Build and promote healthy relationships between the interconnected ecosystem of people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice and exclusion.

Our Five Priorities

- 1 Find solutions to remove barriers to inclusion and deliver meaningful social change.
- 2 Build communities of justice by engaging and activating people and communities to effect positive change.
- 3 Promote gender justice and provide leadership so boys and men can be their best selves.
- 4 Ensure our people, practices and organisation reflect the diverse communities we live and work in.
- 5 Measure and communicate our impact, ensure financial sustainability and improve execution against our plans.



Our Way of Working

The practice approach at Jesuit Social Services has five key domains:

- 1 Valuing self and others.
- 2 Affirming goals and aspirations.
- 3 Linking individuals and communities to relevant supports.
- 4 Using skills and building capacity.
- 5 Enhancing civic participation.

Our Way of Proceeding

The day-to-day life of Jesuit Social Services brings together three sets of energies and systems:

The human spirit of the people who make up the Jesuit Social Services community.

The business processes that ensures people and services are resourced, developed and accountable.

The practice framework that ensure services and advocacy are evidence-based and effective. We strive for integrity across all the domains of our activity and draw from our heritage to inform and nurture who we are (human spirit), how we organise ourselves (business processes) and how we 'do' and 'influence' (practice framework).

CEO's Message

For 43 years, Jesuit Social Services has worked alongside, and advocated for, vulnerable people and communities. This work towards our big vision of building a just society – one where everybody has the opportunity to thrive – has never been as important as it is now.

Like everybody else, Jesuit Social Services' participants, programs, staff and volunteers have been deeply impacted by the COVID-19 pandemic. In addition to the public health crisis it has caused, COVID-19 has rendered fault lines that existed within our society into massive cracks. The impact on vital services, including mental health, employment and housing has been significant, and it is uncertain what our society will look like in the future.

It has been a privilege to lead Jesuit Social Services during this challenging period, and to witness the organisation's ability to adapt to our evolving situation and ensure we continue to support marginalised people and communities during this time.

Our programs that work with people who have contact with the justice system have continued to provide a combination of face-to-face contact, adhering to all relevant guidelines, and remote service delivery – in order to make sure people do not miss out on the support they need. Many of our programs, including Support After Suicide, Artful Dodgers Studios, the Flemington Homework Club, as well as parts of The Men's Project, have adapted their services to continue to work with participants remotely during the pandemic.

Other parts of our organisation have pivoted their work to provide a direct response to people impacted by COVID-19. This includes our Ecological Justice Hub in Melbourne, which has partnered with local agencies and volunteers to prepare and deliver nutritious meals to people in need, including COVID-positive members of the community. In Western Sydney, our Ignite Food Store has remained open to provide low-cost groceries to the local community and in the Northern Territory we have adapted our work to continue supporting young people and communities from our sites in Darwin and Alice Springs.

Unfortunately, COVID-19 forced us to postpone our Annual Dinner in March. This event is the biggest event on our fundraising calendar. We are so grateful for the generous response of our donors and friends who continued to support us at this difficult time. We look forward to holding the dinner once it is safe and possible to do so.

Prior to COVID-19, we had a number of highlights and milestones across our areas of work. This included a two-year extension of funding for our Navigator program so we can continue to reengage vulnerable children with education, their family and community. We also are grateful to have secured funding from the Collier Foundation to continue our #WorthASecondChance campaign to advocate for evidence-based approaches to supporting young people in trouble.

In September 2019, we welcomed Columbia University's Vincent Schiraldi and other experts to our National Justice Symposium in Melbourne. This event brought together local and international practitioners, politicians and bureaucrats, leaders from Aboriginal and Torres Strait Islander communities and the community services and legal sectors to discuss the best way to respond to young adults (aged 18-25 years) who have contact with the criminal justice system.

We are also in the development phase of two major projects. The first is the establishment of a Centre for place-based research and action, informed by more than 20 years of our research and experience regarding locational disadvantage. The second is our plan to develop a learning centre to support young boys engaged with the criminal justice system to turn their lives around and reengage with education and pathways to further learning and employment.

Thank you to our staff, volunteers and supporters during this difficult time. Now, more than ever, we are called to stand in solidarity with vulnerable people and work towards a just society.



Julie Edwards
CEO, Jesuit Social Services

Welcome from the Chair

2019-20 has been one of the most challenging years any of us has experienced.

Over summer, significant parts of the country grappled with an unprecedented bushfire season, which had catastrophic consequences and directly affected more than half of all Australians.

The impact of the global COVID-19 pandemic was then quickly, deeply felt across all elements of our lives, including the work Jesuit Social Services performs every day supporting people and communities in need.

These two events are life-altering – and reiterate the importance of Jesuit Social Services' strong and bold advocacy in support of a just society, including around issues of climate change, ecological justice and locational disadvantage.

For example, in Victoria, the ongoing impact of COVID-19 has been deeply felt by people in insecure and casual work, and people living in areas that our Dropping Off the Edge research identified as experiencing entrenched disadvantage.

Now, more than ever, we must continue to stand up for people on the margins and work towards the type of society where everybody has the opportunity to flourish.

For 43 years, Jesuit Social Services has embodied the Ignatian philosophy of operating with 'one foot raised'. This means we stand on solid foundations but are always in a position to respond to new and emerging needs or challenges.

This has been true of the rapidly evolving COVID-19 landscape. Jesuit Social Services, along with sector partners, has advocated successfully for community service organisations to be fully included in the Federal Government's JobKeeper scheme and we continue to lobby for the permanent raising of the JobSeeker rate. The pandemic has exposed some deep cracks that were already evident in our society – and gives us an opportunity to work towards sustainable change.

Our organisation also responded to COVID-19 by delivering a pilot transitional housing program at the former Maribyrnong Detention Centre, to support men exiting prison. This program, funded by the Victorian Government, ensures vulnerable people are not exiting prison into homelessness and supports them to safely navigate the health system at a time when it is operating under stress.

In Western Sydney and the Northern Territory, our work has continued to strengthen. Alongside our day-to-day work, we have taken on leading roles in coalitions and major events with individuals and communities.

In late 2019, we were involved in the development and facilitation of ChangeFest in Western Sydney. This three-day annual event is a national celebration of place-based social change. In the Northern Territory, we facilitated two Climate Justice Workshops in late 2019 and early 2020, one in Alice Springs and one in Darwin. These brought together community organisations, environmental groups, land councils, local government and Aboriginal community-controlled organisations to generate solutions to the climate challenges facing the Territory.

I am also pleased to report that the next iteration of our Dropping off the Edge research into locational disadvantage is underway, with the University of Canberra as our research partner.

I would like to finish by acknowledging some changes to our Board over the past year. Fr Steve Curtin SJ, Judge Paul Grant and Shane Healy resigned from their positions and we thank them for their dedication and commitment. We also welcomed Inala Cooper and Julian Butler SJ to our Board, as well as the return of previous Board member Sr Libby Rogerson IBVM.

I extend my gratitude to them, and our Committee members, staff and volunteers for their support of the mission and values of Jesuit Social Services.



Patricia Faulkner AO
Chair, Jesuit Social Services

Provincial's Message

As my appointment as Jesuit Provincial is drawing to a close, I would like to thank Jesuit Social Services for accompanying so many vulnerable people and for advocating so tirelessly on their behalf. Your work is central in our Jesuit mission, and it has given me and many others great encouragement.

We shall all remember 2020 as the Year of COVID-19, hopefully the only year. It has tested us all, and particularly vulnerable people whose precarious health and wellbeing are further affected by the restrictions imposed by the virus. You have been tireless in finding new ways to accompany the people whom you serve. Your service, I know, has come at a personal cost, as the COVID-19 restrictions test also your resilience and the strength of the relationships that bind you together in your mission. They call you back to what matters most deeply.

In our Jesuit ministries, that call is built into the Province Apostolic Preferences articulated last year, and particularly in their keystone, the gift of the Spiritual Exercises. St Ignatius described his early companions as 'friends in the Lord'. In this he referred to the way in which they were bound in heart as well as in work together by their commitment to their mission and to constant reflection on what mattered most in their daily lives.

These things lie at the heart of the Spiritual Exercises. I have been particularly encouraged by how deeply they have penetrated your own lives in a way that respects the great diversity of your religious, philosophical and cultural backgrounds. Many of you have found that in the face of all the burdens you carry you have been more closely bound as companions reflecting together on how best to proceed. Others in the sector see this quality as your great gift.

I have been delighted, too, to see that you have not just bunkered down to survive the time of the coronavirus but have deepened and broadened the scope of your commitments. You have found new ways to embody and spread the message that care for the environment must include attention to personal, working and political environments, and cannot be separated from care for people who are disadvantaged.

You are also combining with other institutions to build on the research you have undertaken for many years on place-based disadvantage. This will lead to programs that help children to grow into adults well connected to society.

For these and so many other initiatives, I say thank you.



Brian F McCoy SJ
Provincial, Jesuit Social Services



Our Impact

"Today we have to realise that a true ecological approach always becomes a social approach; it must integrate questions of justice in debates on the environment, so as to hear both the cry of the earth and the cry of the poor."

- Pope Francis: Laudato Si.

Our Participants

In **2019-20**, **8,859** people received direct support from us across Victoria, New South Wales and the Northern Territory.

2019-2020 participant profile and outcomes

Justice & Crime Prevention

1,901 people supported

Education, Training & Employment

3,970 people supported

Mental Health & Wellbeing

1,894 people supported

Settlement & Community Building

1,094 people supported

During their time with Jesuit Social Services, participants reported the following improvements, measured against Our Way of Working outcomes:



Improved view of the future **66%**



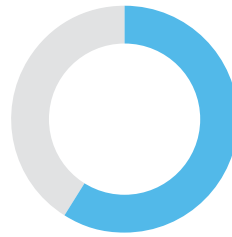
Improved use of supports **70%**



Improved view of self **65%**



Improved connection to family/significant people **64%**



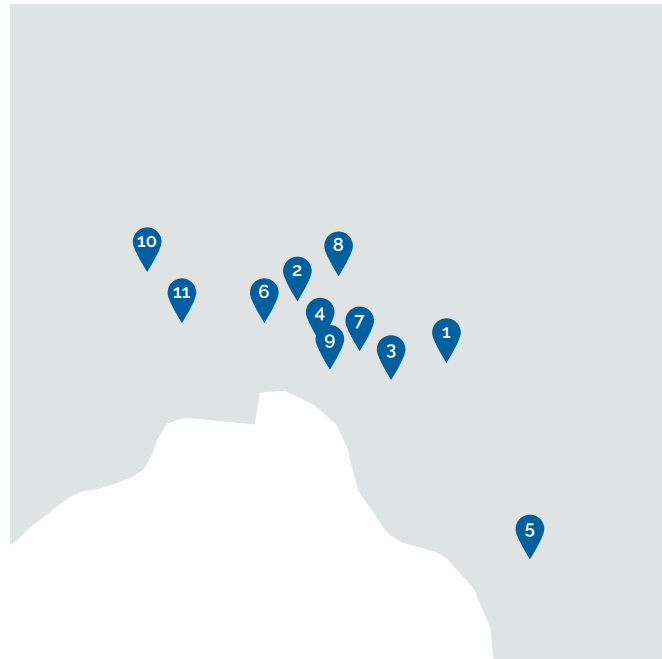
Improved capacity to manage day to day **60%**

Where we work

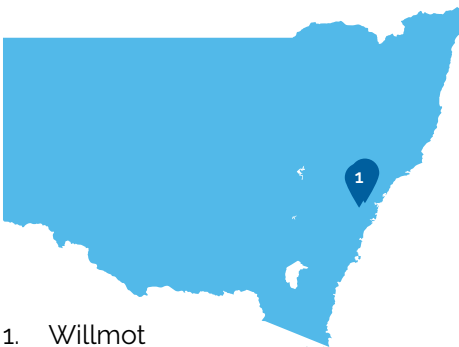
Victoria



- | | |
|-----------------------------|------------------------------|
| 1. Box Hill | 7. Kew (The Bush Hut) |
| 2. Brunswick | 8. Preston |
| 3. Camberwell (Ignite Café) | 9. Richmond (Central Office) |
| 4. Collingwood | 10. St Albans |
| 5. Dandelong | 11. Sunshine |
| 6. Flemington | |



New South Wales



1. Willmot
2. Emerton

Northern Territory



1. Alice Springs
2. Atitjere
3. Darwin
4. Katherine
5. Palmerston
6. Santa Teresa
7. Tennant Creek
8. Wadeye

Our Community Connections

We reached out to **86,880** people through community capacity building and engagement, and community organising and influencing strategies. We did this through community groups, remote community outreach, social enterprise engagement, speaking events, forums and conferences, on-line campaigns and social media followers.

60,717

Community capacity building and engagement

26,163

Community organising and influencing



What We Do



Justice & Crime Prevention

Our justice programs provide support for people who are involved in the criminal justice system or exiting prisons and youth justice precincts.

Program participants are assessed as high-risk/high-needs and have limited social and family networks, housing options, and post-release supports. They often have multiple and complex health concerns, and many have experienced trauma from an early age. We provide practical support and assistance to participants in our programs to help them stop offending and to re-engage with community. For many, this includes practical help with access to housing, education and learning pathways or employment.



Maribyrnong Community Residential Facility Transitional Support Program

Jesuit Social Services partnered with the Victorian Department of Justice and Community Safety to provide on-site support to up to 44 men exiting prison who were at risk of homelessness in order to reduce their risk of contracting COVID-19. The facility, based at the former Maribyrnong Immigration Detention Centre, opened in June 2020, and provides accommodation, including communal facilities, living areas and kitchens.

RESTORE Program

Funded by the Lord Mayor's Charitable Trust and operating out of the Melbourne Children's Court, the Jesuit Social Services RESTORE program is designed to support families in situations where young people are using violence in the home. RESTORE brings people together to safely discuss the conflicts and disputes that have occurred. This approach aims to help young people and their families reach a shared understanding of what has happened, the impacts of their actions and to develop practical solutions that will keep people safe, as well as reset relationships for the family to flourish together.

Navigator Program

Applying restorative justice principles and practice, the Navigator program works with young people aged 12-17, who are disengaged from school, to help them return to education or training. Knowing that 65 per cent of young people involved with the youth justice system have previously been suspended or expelled from school, this program is vital to helping young people stay on the right path. We were successful in our bid to expand our delivery of Navigator into North East Metropolitan Melbourne. With the program now delivered across three metropolitan regions, we are able to connect with more young people through individualised case management that focuses on their health, wellbeing and positive futures.

In 2019-2020 our work included:

- **ReConnect** – provided transitional support to high-risk and high-profile men and women in the justice system.
- **Youth Justice Community Support Service** – provided intensive support to young people aged 10-21 who intersect with the justice system.
- **Youth Justice Group Conferencing** – facilitated conversations based on restorative justice principles between people who have offended and others who have been impacted by the offending behaviour.
- **Justice Employment Training Transition Service (JETTS)** – helped young people in custody, aged 15 years or over, to prepare for future learning, training or work.
- **African Visitation and Mentoring Program (AVAMP)** – worked with people of African Australian background involved with the criminal justice system in Melbourne, matching them with a mentor to support them through their sentence and post-release.
- **Maribyrnong Community Residential Facility Transitional Support Program** – provided case management support for men exiting prison and residing at the facility.
- **L2P Learner Driver Mentor Program** – assisted young learner drivers involved in the youth justice system to reach their mandatory 120 hours of driving experience, in collaboration with VicRoads.
- **Leaving Care Mentoring** – matched volunteers from the community with young people involved in the Child Protection system, with the aim of creating lasting friendships and positive, stable role models for young people leaving care.
- **Crime Prevention Projects** – delivered intensive support to young people in contact with the justice system in Dandenong, Broadmeadows and Wyndham.
- **Restorative Justice Programs** – our **RESTORE**, **Starting Over (NSW)** and **Engage** programs worked with people, groups and communities on resetting relationships in order to address harm that has been caused and prevent further harm from taking place.
- **Northern Territory Youth Justice Programs** – our **Back on Track**, **Youth Justice Group Conferencing** and **Alice Springs Youth Diversion Program** worked to divert children and young people away from the criminal justice system.

Justice Housing Programs

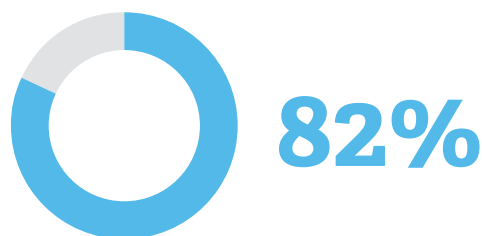
- **Perry House** – provided housing for young people living with an intellectual disability who have involvement in the justice system. Perry House offers a safe and welcoming home where participants are supported to develop independent living skills including cooking, meal planning, shopping, cleaning and budgeting.
- **Next Steps** – reduced the risk of homelessness for vulnerable young people aged 16-24 who are involved with the justice system by delivering intensive case management services and providing supported accommodation through our Dillon House facility.
- **Link Youth Justice Housing Program** – supported young people exiting the criminal justice system to access stable housing, cultivate ongoing and stable living arrangements and provided crucial after-hours support service to reduce the risk of recidivism or tenancy crises occurring.

“Tomorrow they’re coming and we’re going to Kmart... and then even the next night we’re going to cook dinner. Other workers come around just when you have an issue, [but my Link support worker] will come just if you’re stressed or low.”

“Just knowing that there is more of a future out there for me. Knowing that I’ve got the support that I need. They kept me very optimistic and positive.”



of the Victorian Youth Justice Community Support Service participants who receive more than six months of service demonstrate improvement in their capacity to manage day-to-day.



of the Northern Territory Justice Program participants fully engaged with their programs (Group Conferencing; Alice Springs Youth Diversion; and Back on Track).



Case Study: Tom*

Tom* is 25 years old with a history of sleeping rough and substance abuse. Tom also faces challenges with his mental health and has had contact with the justice system in relation to trespass, shoplifting and drug possession crimes.

After bouts of homelessness and time at a youth refuge, Tom was referred to Jesuit Social Services and now lives at Dillon House – a small residential facility for young adults in contact with the justice system.

Tom has now been at Dillon House for 19 months and, in that time, has been able to start getting his life in order. It's not easy – Tom still has times when his mental health deteriorates, he becomes paranoid and self-isolates.

But thanks to stable housing and trusting relationships formed with staff at the house, Tom has started to care for himself better and to re-establish contact with family.

Tom has even taken steps recently to advocate confidently for himself to the Mental Health Review Board when upset or unsatisfied with mental health interventions.

Tom has been able to build his independent living skills while at Dillon House and is looking forward to moving into transitional housing. When he does, the team will maintain contact to help him stay on the right track. Tom may always face challenges but he has built the skills to recognise when he needs help and the trust to ask for it.

*Not his real name

Education, Training & Employment

Not everybody has the same access to education, training and employment opportunities – often because of circumstances beyond their control. For some people, mainstream education and employment services can be difficult to access or daunting to engage with.

Our education, training and employment programs help people who have had limited access to learn, study and work. We support them so they can reach their potential by equipping them with the fundamental skills and pathways they need to ultimately thrive.



78%

of participants improved their participation in education or employment while involved with Jesuit Community College.

415

young people stayed connected to, or reconnected with, education through our Navigator program.

3,352

people helped through Jesuit Community College programs.

Out for Good

Out for Good is a partnership between Jesuit Social Services and the Victorian Government through the JobsBank program that helps employers recruit and retain people facing barriers to employment. Launched in September 2019, the Out for Good initiative and other Jesuit Social Services jobs programs such as the First Time and Young Offenders Program and the Major Projects Jobs Service, have helped many young people aged 17-26 who have been in prison, a youth justice centre or otherwise involved in the justice system into sustainable jobs. Participants are supported for as long as they need assistance to secure employment. This assistance starts with one-to-one jobs counselling, then participation in a tailored pre-employment job skills program through Jesuit Community College, then placement into a job with ongoing support provided to both the participant and their employer when needed.

Working for Victoria

Jesuit Social Services welcomed more than 40 new Working for Victoria employment participants to the organisation as part of the Victorian Government's jobs response to COVID-19. The program helped participants who had lost work as a result of the pandemic to retain their skills, while expanding their experience in a new work environment.

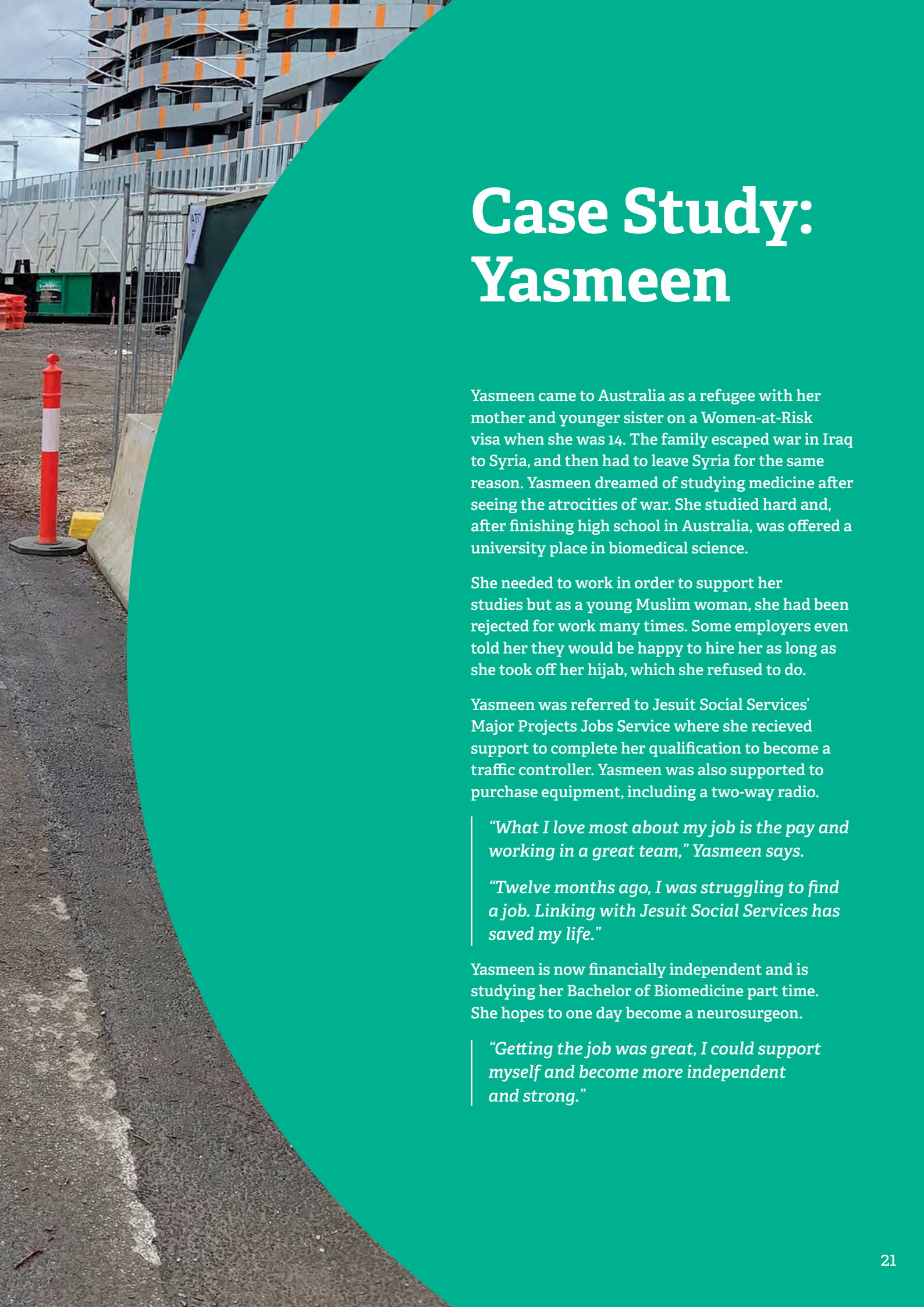
Online participant support

For most of 2019-20, Jesuit Community College delivered the bulk of its courses face-to-face. During the COVID-19 public health restrictions, the College moved part of its learning online to help participants maintain a connection with education and training. As well as continuing to provide its existing range of foundation skills programs and work readiness courses either online or in a 'blended' format where possible, the College developed a range of new online courses in response to community needs. Online participant support and connection was also increased for the many participants placed into employment.

In 2019-2020 our work included:

- **Jesuit Community College Training and Employment Programs** – provided accredited and pre-accredited training to people with barriers to mainstream education through Jesuit Community College, a Registered Training Organisation and a Learn Local organisation. Despite COVID-19 restrictions, the College has continued to deliver courses both online and face-to-face, and developed new programs in response to community needs, including financial management and the payment of fines, setting up a Worker Cooperative, and low-cost and zero-waste cooking.
- **Live Training Environments** – provided kitchen, food handling and customer service skills to long-term unemployed people in a commercial hospitality environment at our social enterprise café, **Ignite Café Camberwell**.
- **Corporate Diversity Partnerships** – partnered with major corporations to create a number of new workplace inclusion programs, enabling us to support people from CALD backgrounds with professional skills into their chosen profession for the first time. Our partners have included **Melbourne Water, CBUS, SuperConcepts, the ATO, Yarra Valley Water** and **John Holland**.
- **Employment Programs** - our **Jobs Victoria Employment Network**, the **Major Projects Job Service** and the **Out for Good** programs have placed and supported many people experiencing significant barriers to employment into ongoing jobs, including many people who have had contact with the justice system.
- **Victoria Police Diversity Recruitment Program** - provides mentoring and support to African Australians, to prepare them for the Victoria Police recruitment process, and roles as Police Officers, Protective Service Officers, and other roles with Victoria Police.
- **Navigator Program** – supported disengaged young people aged 12-17 to re-engage in their education, working intensively with young people, families and schools to overcome barriers.
- **Skills First Reconnect** – supported high-needs learners aged between 17-64 to re-engage with education and training, providing specialist support to ensure their learning experience provides a successful pathway to further training and employment.





Case Study: Yasmeen

Yasmeen came to Australia as a refugee with her mother and younger sister on a Women-at-Risk visa when she was 14. The family escaped war in Iraq to Syria, and then had to leave Syria for the same reason. Yasmeen dreamed of studying medicine after seeing the atrocities of war. She studied hard and, after finishing high school in Australia, was offered a university place in biomedical science.

She needed to work in order to support her studies but as a young Muslim woman, she had been rejected for work many times. Some employers even told her they would be happy to hire her as long as she took off her hijab, which she refused to do.

Yasmeen was referred to Jesuit Social Services' Major Projects Jobs Service where she received support to complete her qualification to become a traffic controller. Yasmeen was also supported to purchase equipment, including a two-way radio.

"What I love most about my job is the pay and working in a great team," Yasmeen says.

"Twelve months ago, I was struggling to find a job. Linking with Jesuit Social Services has saved my life."

Yasmeen is now financially independent and is studying her Bachelor of Biomedicine part time. She hopes to one day become a neurosurgeon.

"Getting the job was great, I could support myself and become more independent and strong."

Mental Health & Wellbeing

Our mental health and wellbeing programs assist people through challenging periods of their lives. We support young people dealing with mental health concerns and alcohol and other drugs to reduce harm to themselves and others, establish healthy social connections and engage in their community. We work with people affected by the suicide of a loved one to understand and process their emotions and improve their mental health.



Support After Suicide

Support After Suicide helps people grieving the death of a loved one who has suicided. Over the past year, the program expanded its ways of connecting with the community, including launching a new website, as well as working with Joy FM and Switchboard Victoria to produce a 14-part podcast series - Let's Talk About Suicide. The COVID-19 pandemic drove further adaptation and Support After Suicide began delivering its one-on-one and group services remotely in March 2020.

While this had benefits for some participants, including those living in regional or remote areas, others preferred face-to-face connection. Support After Suicide continued to adapt in order to provide the best possible support in extremely challenging times.

Building relationships over distance

The Connexions program engages young people in relationships of trust and understanding, providing a professional service of counselling, casework and advocacy. During the COVID-19 stage four restrictions we found new ways to connect with participants, including online outreach, and "walk and talk" sessions to keep relationships strong.

Over the same period, The Outdoor Experience developed a program for other organisations, including Dandenong Youth Prevention and Recovery Care, and MIND, that we delivered online and in local parks, with guided support. These sequenced sessions included ice breakers, group initiatives, as well as group and individual challenges.

Braided podcast

Braided podcast, produced by Artful Dodgers Studios, brings together the intimate, challenging and triumphant stories of young people from diverse cultural backgrounds living with difficult life circumstances. The podcast connects young people with audio producers to bring to life the stories they want to tell. Each episode is a window into the daily challenges, lived experiences and individual passions of the young creators.

The second series of the podcast was created and released during the COVID-19 pandemic, opening the door for young people to find their own voice and learn the craft of audio storytelling in challenging circumstances.

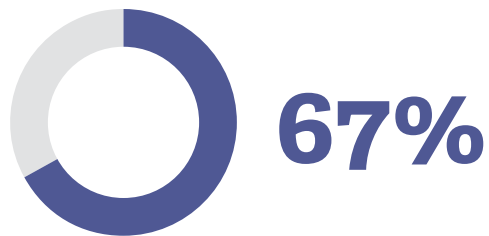
In 2019-2020 our work included:

- **Artful Dodgers Studios** – offered a flexible and welcoming space with fully equipped art and music studios for young people to work, in order to increase social connectedness, self-esteem and employability.
- **Support After Suicide** – provided counselling, group and home visits, art therapy and online resources to people left behind after the suicide of a loved one.
- **Connexions** – delivered flexible, integrated services through this counselling and outreach program for young people experiencing homelessness and difficulties associated with mental health concerns, problematic substance use, complex trauma and contact with the justice system.
- **The Outdoor Experience** – supported young people to better manage problematic substance misuse and mental health concerns. The program used therapeutic practices to provide access to positive and life affirming experiences and enable young people to connect with themselves, develop supportive relationships and explore their relationship with nature.
- **Individual Support Program** - provided individually tailored support packages to young people with highly complex needs, including mental health concerns, problematic substance use, homelessness, histories of trauma, contact with the justice system, family breakdown and/or disabilities.
- **Psychosocial Support Service** - supported individuals aged 16-65 with diagnosed mental health concerns, who are ineligible for the National Disability Insurance Scheme (NDIS) to achieve the best possible personal outcomes and achieve a sense of wellbeing.
- **Multiple and Complex Needs Initiative (MACNI)** - supported people aged 16 and older, who have been identified as having multiple and complex needs. This includes people with combinations of health concerns, problematic substance use, intellectual impairment, acquired brain injury and forensic issues.



82%

of Connexions participants have diagnosed mental health concerns. **91%** have past or present problematic substance use.



67%

of all participants in our mental health and wellbeing programs improved their overall health and wellbeing while involved with Jesuit Social Services.



In **2019-20**, Support After Suicide assisted **765** children, young people and adults bereaved by suicide and reached out to a further **484** in response to police referrals.

Let's Talk About Suicide is one of the best podcasts I've ever listened to. Not only is it beautifully and creatively put together, but it addresses with courage and warmth a subject not well enough addressed by our LGBTI communities – what happens to those left behind when a loved one dies by suicide. This podcast shows great leadership and is a fantastic resource for any LGBTI person (or any person) wanting support, comfort, and more information having lost someone to suicide.”

“Some of the people I know and love have suicided... I wept tears of joy and sadness on a train listening to the [podcast] episode about remembering and honouring your loved ones... this podcast gives words to experiences many of us have never had words for and gave me tools to hold it in my body with new understanding and love. It... has been a part of my own healing journey as well as giving me new ways to hold the grief of others. Thank you.”





Case Study: Peter-Josef Miesen

Peter-Josef Miesen suffered in silence for months after his partner Des took his own life in 2015.

"I saw one or two doctors but they just wanted to give me antidepressants. I took them, but nothing made me feel better. In a way they made me feel worse – it's not a chemical imbalance in my brain, it's grief," says Peter.

Peter and Des had been together for 19 years and Des' loved ones, including Peter, were unaware he was suffering before his death. "He never sought any help for mental health, he never said he was depressed. People often say to me, 'He must have been sick' and I can honestly say I don't know."

About three months after Des died, Peter was struggling to manage his deteriorating mental health.

"I really thought I was going to self-harm and do something stupid to myself. I just couldn't cope with the grief, the stress and everything associated with it," he says.

A family friend told Peter about Jesuit Social Services' Support After Suicide program.

"I remember ringing the program and just crying – I couldn't get anything else out. They told me to come in later that day and it was the first time I saw someone. All the pressure up until that point was unbearable."

Peter attended Support After Suicide's bereaved partners group for about 18 months. Meeting other people who had experienced a similar tragedy was an important step in Peter navigating the complex grief and trauma associated with suicide.

Settlement & Community Building

We place ourselves within communities to build connections with people seeking asylum, newly arrived migrants from culturally diverse backgrounds, First Nations people, and those from disadvantaged backgrounds.

We work to build capacity and self-determination so people and communities can have agency over their lives and the skills to build resilience to deal with personal and systemic challenges.

580

people participated in CAPSA school presentations. CAPSA had **660** Twitter followers, **2,629** Facebook supporters and **4,825** email subscribers.

14,974

people used our Ignite Food Store and Op Shop in Western Sydney, while **1,080** food boxes were distributed, and **960** breakfasts were provided to school students.



Flemington Homework Club responds to COVID-19

Under normal circumstances, our Flemington Homework Club supported students, from primary school age through to VCE, each week at the Flemington high-rise public housing estate. We supported their access to the learning and promoted an environment of respect and acceptance.

When the COVID-19 restrictions began, the Club moved online, supporting 35 young people with their learning. The online club worked well for many, particularly for senior students. Volunteer mentors were matched with students for one-on-one online tutoring sessions once or twice a week. Staff at the Homework Club also encouraged student family members to be actively involved.

However, it also became apparent that the shift to online education posed significant challenges to many children due to limited access to technology, limited space at home and lack of capacity for parents to provide learning support.

Western Sydney

Based in Mt Druitt since 2008, our Western Sydney program has become a permanent and much-loved feature of the local community. The program strengthens connections by being a part of the community that it serves. It provides school breakfasts, seniors exercise, Hot Chocolate Arvos, school holiday programs, as well as food for local families. It has begun a program of corporate engagement, hosting corporate events as a way to increase connections between the Mount Druitt community and larger organisations. Its school engagement program, including food drives, presentations and workshops, continues to be a key component, with 3,046 staff and students engaged in 2019-20.

In 2019-2020 our work included:

- **Settlement Program** – supported newly arrived migrants from culturally diverse backgrounds to settle into mainstream Australian society, while keeping in touch with their cultural backgrounds. We provided casework support, group information sessions, housing support, onward referrals and the Flemington Homework Club.
- **Western Sydney program** – helped Western Sydney communities break cycles of disadvantage by developing local answers to local problems, such as high unemployment rates and limited access to affordable, healthy food.
- **Northern Territory Community Capacity Building** – supported Aboriginal peoples to advocate for their own needs, and be heard, through a range of activities in remote areas.
- **Catholic Alliance for People Seeking Asylum (CAPSA)** – campaigned to influence attitudes in the Australian community to welcome and respect people seeking asylum.
- **Just Voices Speakers Program** – supported social justice advocates from diverse backgrounds, communities and cultures to share their stories to schools, community groups and workplaces. This work continued online during COVID-19 restrictions.





Case Study: Rosemary Peri

Rosemary Peri knows how hard it can be to have to ask for help. Times were tough when she moved to Mount Druitt from her home in New Zealand 11 years ago.

"We started here completely new with no friends and not knowing anyone, but the more we got to know people, the more we realised how everyone out here looks out for each other and helps each other."

Rosemary was on a work-for-the dole scheme and began volunteering at Jesuit Social Services' Ignite Food Store and Op Shop in Emerton, which provides low-cost, fresh and healthy food to the local community.

"I found I had a knack for the retail side of things, and I ended up doing a retail course here."

Her volunteer role turned into a job as assistant store manager. Rosemary is now the store manager and finds her work as rewarding as she did when she was a volunteer. "Our customers enjoy coming in, maybe for the first time, and seeing that we are relaxed and laughing and talking. It makes them feel welcome.

"People come in with vouchers, and they're quite embarrassed about it. I know what it feels like to ask for help and it isn't nice. So, I say to people, 'don't feel bad, we are here to help,' and have a chat with them. It makes me feel like I'm doing something really worthwhile."

"Ignite Food Store plays a really important role in the community. People know that they can come in with \$10 and get a fair amount of food and they know that they are always welcome here to get them through to the next pay day or to get them through hard times."

Gender & Culture

The Men's Project supports boys and men to live respectful, accountable and fulfilling lives free from violence and other harmful behaviour. The Men's Project leads development of new interventions that work to address these complex challenges, which improve the boys' and men's wellbeing and keep families and communities safe. We engage role models – teachers, social workers and sports coaches – to be agents of positive change.

5,746

people attended a The Men's Project session or workshop, either physically or online.



Unpacking the Man Box Report

This report highlighted that young Australian men's belief in rigid masculine stereotypes has a stronger impact on whether they will use violence, sexually harass women, or experience mental ill-health themselves, than other factors including their education levels, where they live or their cultural heritage. The report was based on a survey of 1,000 young Australian men aged 18-30 and built on the findings of The Men's Project's 2018 report, *The Man Box*.

Before it Starts

We completed the co-design phase of the *Before it Starts* pilot with two partner schools; Belle Vue Park Primary School in Glenroy, and Sunbury Heights Primary School. This program will provide intensive support for boys aged 8-12 in order to address the causes of challenging behaviours through a range of program elements and taking a whole of school community approach. The intent is to see a reduction in these behaviours both at school and in the home, and to foster healthier and more positive relationships in their lives. The program places a particular emphasis on engaging teaching staff so that they are well positioned to sustainably continue the work.

Islamic Council of Victoria (ICV)

Working in partnership with the ICV, and a range of stakeholders across the education and family violence sectors, this project has been developed to 'support young people to go beyond gender stereotypes and prevent men's violence against women'. This work will be carried out across two projects including new research on attitudes to masculinity and working with community leaders and Imams on issues of family violence and masculinity. There will then be further work to identify resources and training needed to further this engagement.

Our Programs

- **Modelling Respect and Equality (MoRE)** – is an innovative program for men and women, aged 18 and above who are in roles that present opportunities to positively influence boys and men. This includes teachers, social workers, sports coaches and leaders in faith communities. The program builds people's skills and knowledge to help them create change in their community around issues of respect and equality, particularly among boys and men.
- **Online Unpacking The Man Box Sessions for students and teachers** – our research highlighted the harmful impacts on a young person's behaviour and mental health if they adhere to rigid Man Box rules. To assist schools in addressing these complex challenges, the sessions encouraged conversations among students, teaching staff, and their wider school communities about how to move beyond gender stereotypes, foster respectful relationships, and promote positive wellbeing.



Program Design & Research

- **Stop it Now!** - The Men's Project, in collaboration with the University of Melbourne, has assessed the feasibility of a Stop it Now! service in Australia that prevents child sexual abuse and offending involving child exploitation material. The program's key feature is a phone helpline for people who are worried about their sexual thoughts and behaviours towards children, as well as parents, family members, and professionals who come across child sexual abuse.
- **Worried About Sex and Porn Project for children and young people (WASAPP)** - In partnership with the University of Melbourne, The Men's Project has conducted interviews with experts and completed a systematic review of the literature to inform the co-design of this project that will be an online early intervention for children and young people with problematic sexual behaviours. Pending COVID-19 restrictions, we will also be conducting interviews with young people. The online intervention will be separate from, but aligned with, the Australian Stop it Now! service.
- **Family Assisted Adolescent Response** – In partnership with Victoria Police, we have designed a model to work with families, police, and other agencies to intervene more effectively at the point of police call out to an adolescent family violence incident in order to help support families remaining together safely. Through a co-response with police and follow-up support we are seeking to prevent adolescents becoming entrenched in the criminal justice or homelessness systems.

Program Evaluation

- In partnership with Melbourne University, the Men's Project led the evaluations of two Jesuit Social Services Restorative Justice Programs - RESTORE and Starting Over. While the RESTORE program's evaluation will continue during year 2020/21, Starting Over's evaluation was successfully completed.

“Recently, I was fortunate to be a participant in the Modelling of Respect and Equality (MoRE) program where I had the opportunity to explore the Man Box and its impact upon the health and wellbeing of individuals and communities. The two-day workshop gave participants time to reflect upon the constructs of gender and consider our personal and professional role in making positive change by empowering men and boys to choose to adopt healthier masculinities.”

**Janelle Phillips, Acting Team Leader
Community Health, Wellbeing and Safety,
Community Planning and Development,
Wyndham City Council**





PRANA
ON



Case Study: Tao

As a younger man, Tao's life was filled with trauma and insecurities. His world was built on values and attitudes that did not serve as a good foundation for healthy relationships with himself and others.

Over time, Tao thought deeply about the impacts that culture has on the psyche of men and the unhealthy outcomes that these belief structures can lead to. By chance, in early 2018, Tao met a Jesuit Social Services staff member and they spoke about unhealthy masculinities and his interest in helping men overcome pressures to conform to rigid gender roles. The staff member suggested he check out Modelling Respect and Equality program (MoRE).

"I couldn't believe how much the program validated many of the things I felt about Man Box ideologies," says Tao.

In late 2019 Tao joined The Men's Project team and, in partnership with Jesuit Social Services' Just Voices program, presented to school students on his experience moving toward healthier masculinities.

"When COVID-19 hit, I put my work as a Thai boxing coach on hold and applied through the Working for Victoria scheme for a six-month role as a facilitator in The Men's Project team.

"Presenting (to a group) requires me to look back over the difficult times in my life and I'm grateful for the opportunity to engage in such valuable and meaningful work with young men and women across Victoria.

"I feel a deep sense of purpose sharing this work with so many people."

Ecological Justice

Communities and individuals already experiencing social and economic disadvantage often also face environmental challenges. This may include access to green space or exposure to extreme heat, pollution and the effects of climate change. The combination of social and environmental challenges can only be addressed through an ecological justice lens – recognising all elements are interrelated.

Jesuit Social Services is committed to prioritising ecological justice and working to repair relationships with self, with community and with the earth.



Climate justice workshops in the Northern Territory

Jesuit Social Services, the Environment Centre Northern Territory and the Northern Territory Council of Social Service co-hosted two climate justice workshops to build networks for collective advocacy and practical responses to the challenges that climate change presents for Northern Territory communities. 60 people attended the first workshop in Darwin in September 2019, representing community service providers, Aboriginal community-controlled organisations, land councils, local government, the Northern Territory Government, industry experts and environmental groups. The second workshop, in Alice Springs in March 2020, brought 100 people together to share lived experience and technical and policy expertise to generate just solutions to the climate challenges facing Territory communities. It was the first time such a large and diverse group of stakeholders had gathered to discuss climate issues affecting vulnerable communities in the Northern Territory.

Ecological Justice Hub

Jesuit Social Services' Ecological Justice Hub is a permaculture garden in Brunswick dedicated to social and environmental justice and using ecological action to address disadvantage.

With the onset of COVID-19 restrictions, staff at the Hub realised many vulnerable people with health concerns would not be able to venture outside to get nutritious food. Hub staff saw an opportunity to get creative and use the Hub's garden produce and commercial kitchen to help.

The team quickly mobilised and began preparing organic, gluten-free, nut-free, vegan meals in bio-cardboard take-away boxes. Volunteers then delivered meals to people in need within and around Brunswick.

Our Waste discussion series

Funded by the City of Moreland and facilitated by our Ecological Justice Hub, the Our Waste discussion series challenged community members to rethink their relationship with the things they buy and discard, explored how people can support a second-hand economy and discussed ways in which we can create a fairer and more sustainable society.

In 2019-2020 our work included:

- **Education and skill training programs** – delivered from our Ecological Justice Hub, course included permaculture and carpentry for women and LGBTQ+ individuals. All courses used recycled materials.
- **Demonstration projects** – delivered to support recycling, horticulture, zero carbon power, energy efficiency, waste reuse, ecological construction methods, climate change reduction and environmental recovery.
- **Advocacy and community education** – raised ecological awareness and understanding with individuals, community, government and businesses through facilitated forums, community discussion events, and workshops, including our Just Transitions series.
- **Community support** – engaged with other community organisations to receive referrals of isolated and low-income individuals and families needing access to free, freshly cooked and delivered meals using produce from the permaculture gardens.

1,691

**total reach though
and range of activities
including community
events, training,
presentations, forums
and discussion series.**

A photograph of a man with grey hair and glasses, wearing a dark suit and a patterned tie, standing at a black podium. He is looking to his left. The background is a light-colored wall with a logo that includes the word 'Jesuit' and 'Social Services Society'. There are two large blue circular overlays on the image. The top one contains the title 'Building Communities of Justice' in white text. The bottom one contains two paragraphs of text in white. The overall scene is a professional event, likely a symposium or conference.

Building Communities of Justice

We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Jesuit Social Services is committed to prioritising ecological justice and working to repair relationships with self, with community and with the earth.

Image: Vincent Schiraldi was keynote speaker at our National Justice Symposium in September 2019.

Policy & Advocacy

Two pillars of Jesuit Social Services' work are to 'do' and to 'influence'. This powerful combination of direct service and system change was applied to issues spanning criminal justice and crime prevention, mental health, settlement, gender justice, ecological justice, housing, education and employment pathways over the past 12 months.

Raising the age of legal responsibility

Jesuit Social Services has long campaigned for governments to raise the age of legal responsibility from 10 to 14 years old. Locking up children causes untold harm and leads to poor outcomes for the broader community as it takes children from their families and communities, and often fails to address criminogenic behaviour, leading to further offending and harm.

To help decision makers and the public imagine a more effective and humane system that holds children to account for their actions while supporting them to change their behaviour, we published a discussion paper - *Raising the Age of Legal Responsibility: There is a better way*. The paper demonstrates proven strategies to respond to serious and harmful behaviour, as well as lower level incidents, in a way that will benefit the whole community and keep children away from prison.

We used this paper as a key component of our advocacy, sending it to all justice ministers, critical stakeholders and the Council of Attorneys-General. In November 2019, the Council met to discuss raising the age of legal responsibility but deferred their decision. Our advocacy will therefore continue.

The ACT Legislative Assembly recently passed a resolution to raise the age of legal responsibility and while there is some way to go to see that come to fruition, we remain hopeful that our commitment to this critical issue is bearing fruit.

Royal Commission into Victoria's Mental Health System

Engaging with the crucial work of the Royal Commission into Victoria's Mental Health System has been a key focus of Jesuit Social Services' policy and advocacy this past year. Jesuit Social Services made a detailed submission and our CEO Julie Edwards and Louise Flynn, Manager of our Support After Suicide program, gave evidence to the Commission. Louise's contribution was cited in the Royal Commission's interim report, and we were invited to make further contributions in policy discussions.

Staff from our Connexions team were interviewed by the Royal Commission in relation to young people with complex needs and the intersection between mental health, trauma, substance abuse, criminal justice and access to safe and sustainable housing. We also supported a resident at Dillon House to take part in a Royal Commission youth roundtable, with a counsellor on hand for support. This was the first time this young man had spoken to a Royal Commission or any inquiry about his experiences.

Housing and homelessness

Access to adequate, safe and secure housing is a fundamental human need. Through our community development and program experience we have long understood that adequate housing helps provide a solid foundation for personal health, wellbeing and personal agency. It also helps build more productive and cohesive communities. Nevertheless, there is a significant and growing undersupply of social housing across Australia. This mismatch has been highlighted during the COVID-19 pandemic and we have been active in advocating for investment in this important area of social infrastructure to be prioritised, both in Victoria and nationally. This includes submissions to the Victorian and Federal Inquiries (Inquiry into Homelessness in Australia and Residential Tenancies Regulations 2020), active endorsement of relevant national housing campaigns (e.g. Everybody's Home) and performing the role of secretariat for the Australian Catholic Housing Alliance.



Our submissions

In 2019-20 we made 34 submissions to State, Territory and Commonwealth Governments and Parliamentary Inquiries, Reviews and Royal Commissions. These submissions covered a range of issues such as gender equality, infrastructure, climate change and natural disasters, homelessness, mental health, youth justice, adult justice, migration and employment.

We published position papers on youth justice, climate justice, immigration detention and our #JusticeSolutions report on our tour to New Zealand. Our #JusticeSolutions report generated significant media interest and has led to ongoing discussion with a range of decision makers about strategies that could be applied locally to reduce crime and improve community safety.

We also made submissions to State and Federal Budgets and continue to meet often with State, Territory and Federal Members of Parliament to advance our campaigns and advocacy.

Case Study:

Building coalitions for climate justice in the Northern Territory

Jesuit Social Services works with Aboriginal communities in the Northern Territory, where communities are facing some of Australia's most extreme climate changes.

Sea levels are rising twice as fast in the in the Top End than on Australia's southern coasts. The number of extreme heat days are rising quickly, outstripping CSIRO predictions. Many Central Australian communities are experiencing water stress, with some communities already at severe risk of running out of water.

The injustice of climate change is that these impacts are not borne equally: those least responsible for the causes of climate change are experiencing the impacts first and worst. In the Territory, as is the case globally, First Nations communities are on the frontline.

For Aboriginal people in the Northern Territory, particularly those in remote communities, we see climate change exacerbating existing inequalities in housing, service access, and energy, water and food security. Ecosystem damage and species loss is causing deep loss to people's livelihoods and affecting their spiritual and cultural lives. Without urgent adaptation measures, many communities face dislocation as life gets hotter and harder across the region.

In response to this, Jesuit Social Services worked in partnership with environmental groups, the Northern Territory Council of Social Service and Aboriginal community-controlled organisations to host the inaugural NT Climate Justice Forums this year (Darwin in September 2019 and Alice Springs in March 2020).

The Alice Springs forum attracted more than 100 participants. These forums were the first time such a large and diverse group of stakeholders have come together to discuss the climate challenges facing Territory communities. Participants included representatives from community sector organisations, land councils, Aboriginal health, housing and legal services, traditional owners, environmental groups, researchers and all levels of government.

The emerging coalition is a powerful voice for change, influencing the Northern Territory Government's Climate Change Response, and leading the community in calls for action across critical areas of caring for country, urgent emissions reduction and clean energy transition, and health, housing and water security in a climate-changed world.

Campaigns & Events

By bringing people together, sharing stories and exploring solutions, we can imagine a new way forward and set off on the journey together.

Speakers from our Just Voices program spoke or performed to a total of **6,653** people.

3,463

people were engaged through our **#WorthASecondChance** campaign.

214

people attended our 4th Justice Symposium.



#WorthASecondChance

Funded through philanthropy, this campaign began in 2017 to change hearts and minds on youth justice issues. It continues to be a critical component in our youth justice reform strategy, including our focus on raising the age of legal responsibility.

Community connection is key to the campaign but COVID-19 forced a shift to online engagement in March this year. A focus on social media assets and the creation of a regular 'Community Check-in' series featuring interviews with a range of experts helped grow campaign support and activate the public on these critical issues. More than 1,100 people have watched the check-in series, while 1,362 followed the campaign on social media.

CAPSA

The Catholic Alliance for People Seeking Asylum (CAPSA), co-convened by Jesuit Social Services and Jesuit Refugee Service, continues its work engaging the Catholic community to call on the Federal Government to deliver a more humane response to refugees and people seeking asylum. A highlight of the year was a trip to Papua New Guinea in November 2019 to listen, express solidarity and pray with people seeking asylum and to gain a better understanding of their experiences. Staff from CAPSA joined representatives from the Catholic community in Australia on the visit and learned about the Bomana Immigration Detention Centre, where many asylum seekers were detained offshore.

Some were not receiving basic food, were unable to contact family members and had no access to medication, legal advice or visitors. The visit affirmed the need for safe pathways for refugees and people seeking asylum and for the Medevac provision that allowed asylum seekers detained offshore to enter Australia for medical treatment. Members of the delegation met with Federal MPs back in Australia after the trip. Positively, in January 2020, the last 18 men of the group detained in Bomana, who had previously been detained on Manus Island, were released.

ChangeFest

ChangeFest is a national celebration of place-based social change which empowers and supports local communities to identify, plan, fund and evaluate the services they need.

In November 2019, the three-day event was held in Mount Druitt, Western Sydney, where Jesuit Social Services has worked with and alongside the community for 12 years. Our work in the area helps Western Sydney communities break out of cycles of disadvantage by working alongside community members to help in developing local answers to local problems.

We assisted as the local host of ChangeFest 19, which was attended by more than 500 people and focused on themes including climate change, justice reinvestment, the relationship between Aboriginal and Torres Strait Islander people and other Australians and improving early childhood outcomes in Western Sydney.

4th National Justice Symposium

Jesuit Social Services hosted its fourth National Justice Symposium in Melbourne on 12th and 13th September 2019. The Symposium focused on emerging adults – people aged 18-24 – in the criminal justice system and examined developments in legislation, policy, practice and advocacy for this group.

Keynote speaker Vincent Schiraldi, Senior Research Scientist at New York's Columbia School of Social Work, presented on recent US reforms to slow the churn of emerging adults in the justice system. Leigh Marsh from New Zealand's High Impact Innovation Programme gave an overview of how that initiative has improved operational efficiency to reduce the strain on the prison system and support people in the community. Panellists with significant expertise and experience also discussed topics including the vital role that civil society institutions can play in building a fair and just society, and approaches to reduce violence and other harmful behaviours prevalent among boys and men.

Media

One of the key ways we seek to influence decision-makers and the broader public towards more humane policies to improve outcomes for marginalised people and communities is via the media.

We also provide platforms for our program participants to share their stories and experiences in a supported way. Our CEO and other organisational leaders advocate for evidence-based approaches to supporting people in need. Through these measures we seek to change hearts and minds.

Prior to the impact of COVID-19 in early 2020, some of our key media highlights for the 2019-20 period included:

- Two-part radio coverage of our #JusticeSolutions tour of New Zealand, focusing on New Zealand's youth detention system and successful Maori Court model
- Strong coverage of our National Justice Symposium in September 2019. Keynote speaker Vincent Schiraldi from New York's Colombia School of Social Work spoke to print, TV and radio outlets about what an effective youth justice system looks like and the best approaches to supporting young adults who have contact with the system
- Coordination of a public statement signed by members of the community and legal sectors in response to the Victorian Government's decision to retain the Parkville Youth Justice Precinct
- Extensive print, online and radio coverage of the metropolitan and regional Victorian tour of play 2:20AM, co-produced by Jesuit Social Services, Support After Suicide and Anvil Productions, in late 2019.

The impact of COVID-19 on all areas of our work brought with it a range of new issues to advocate for publicly.

We received media coverage on topics including the need to permanently raise the rate of the Federal JobSeeker payment, the potential impact of COVID-19 on the prison system and the reported increase in family violence incidents during the pandemic.

Fundraising

Appeals

In 2019-20 we gratefully received \$262,842 from donors in response to our quarterly appeals. Outside of these appeals we received \$1,137,972 of program specific donations and a further \$60,283 of untied funding.

Philanthropic Support

We are very grateful for the significant support we have received from philanthropic donations which collectively donated over \$1.5 million dollars towards our work including The Men's Project, Artful Dodgers Studio, #WorthASecondChance campaign, Jesuit Community College and our work in Western Sydney and the Northern Territory.

Community Partners

Jesuit Social Services' Community Partners are donors who commit to a monthly contribution. This guaranteed source of income gives us the confidence to commit to new projects, knowing we have the resources to see our plans through. Our Community Partners donated a generous \$92,750 this financial year.

Bequests

Making a Will gives you an opportunity to safeguard the future of those you care about – your family, friends, communities and organisations like Jesuit Social Services. The generosity of bequestors will allow Jesuit Social Services to keep responding to the unmet needs of disadvantaged young people, families and communities. Jesuit Social Services uses these funds to bring our programs to more people, to expand our work into new areas and to build the capacity of the organisation to continue its work. If you would like to know more about leaving a gift to Jesuit Social Services in your Will, please contact us on (03) 9421 7600.

Fundraising through Covid-19

The onset, and sudden escalation of the pandemic, led to the postponement of our Annual Dinner in March. Although disappointed about losing the chance to see our guests for this special evening, we took the opportunity to contact all of them to discuss a refund or holding their ticket over for a future event. The overwhelming show of support we received through donations and maintained bookings inspired us.

We continued to raise funds successfully through our Autumn and Winter Appeals as well as an emergency appeal for The Ignite Store in Western Sydney. This campaign raised an astounding \$255,311 to ensure The Store remained open as COVID-19 disrupted its operations and threatened its closure.

Jesuit Social Services would like to thank all our generous donors for your invaluable contributions during these unprecedented times.



Supporters

Australian Province of the Society of Jesus

Banksia Gardens Community Services

Beswick Family Fund

Brimbank City Council

Caritas Australia

Catholic Metropolitan Cemeteries Trust

Centre for Excellence in Child and Family Welfare Inc

Collier Charitable Fund

Corrections Victoria

Department of Industry, Innovation and Science

Department of Education & Training (ACFE) (Victoria)

Department of Education and Training (Victoria)

Department of Environment, Land, Water and Planning (Victoria)

Department of Health and Human Services (Victoria)

Department of Jobs, Precincts and Regions (Victoria)

Department of Justice and Community Safety (Victoria)

Department of Premier and Cabinet (Victoria)

Gandel Philanthropy

Heather Watkins Memorial Fund

Holy Family Parish

IAG

Inner North Community Foundation

Jenkins Foundation

Lenity Australia

Lord Mayor's Charitable Foundation

Loyola Senior High School

Mary Carmel Condon Charitable Trust

Melbourne Catholic Archbishop's Charitable Fund

Melbourne Water Corporation

Moreland City Council

Noel and Carmel O'Brien Family Foundation

Norman, Mavis and Graeme Waters Perpetual Charitable Trust

Northern Territory Government – Territory Families

North Sydney Parish Charities Trust

Planet Wheeler Foundation

Primary Health Network – Gippsland (Gippsland PHN)

Primary Health Network – North Western Melbourne (NWMPHN)

Primary Health Network – South Eastern Melbourne (SEMPHN)

Primary Health Network – Western Victoria (WVPHN)

Rainbow Fish Foundation

Sisters of Charity of Australia

St Vincent's Hospital (Melbourne) Limited

The Lochtenberg Foundation

United Super Pty Ltd

VicRoads

Victorian Health Promotion Foundation (VicHealth)

Victorian Legal Services Board

Yarra Valley Water Corporation

Yarra City Council

Staff and volunteers

Our passionate and experienced staff and volunteers are at the heart of the work we do every day with people and communities.

Human resources

In the past financial year, we filled more than 85 roles across Victoria, New South Wales and the Northern Territory, for a total of approximately 320 staff.

We are a values-based organisation and ensure all new staff members, as well as volunteers, have a strong understanding of our vision, mission and values and how they relate to our work on a daily basis.

Face-to-face induction and orientation programs are a critical part of the way we welcome new staff members and help us build strong foundations on which staff can develop and grow.

Volunteers

Volunteers are a fundamental part of the Jesuit Social Services community. They contribute to every part of the organisation, from supporting our participants and assisting with key organisational functions through to helping the policy, advocacy and communications team.

During the 2019/20 year we had 343 volunteers supporting our work, contributing 22,260 hours during this time.

In November, 35 volunteers from Deloitte generously donated their skills and a total of 204 hours as part of their Deloitte Impact Day Initiative.

Despite the restrictions, our volunteers continued to contribute. This included volunteer counselling and mentoring by phone or video conferencing. Policy and advocacy volunteers worked remotely on tasks and projects, and called into team phone and video conference meetings. Flemington Homework Club volunteers moved to online tutoring, while prison visitors kept up their contact over the telephone. Our Ignite Food Store and Op Shop volunteers also continued to serve families in need in Western Sydney while observing strict COVID-19 protocols.

Our Ecological Justice Hub volunteers continued to tend our garden and prepare organic vegan, gluten-free and nut-free meals that were delivered to people in the Moreland community.

Our volunteers bring a richness of skills and knowledge from which we benefit. We are very grateful for their commitment and support.



Leadership



Governance

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'.

At the time of writing, there are eight non-executive members on the Jesuit Social Services Board comprising five Provincial Appointees, including the Chairman, and three 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, the Australian Charities and Not-for-profit legislation and community standards.

The Board has adopted formal governance practices 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. The Board Committee structure is an integral part of the governance structure and processes of the organisation. The committees of the Board are as follows: the Strategic Planning Committee, Governance Committee, Risk and Finance Committee, Fundraising Committee and the Property Committee. These committees are comprised of representatives from the Board as well as individuals with expertise in their respective fields.

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.

Please turn to page 52 to meet our Board.

Our legal status is defined as:

- A company limited by Guarantee;
- A Registered Charity holding an Endorsement for Charity Tax;
- Deductible Gift Recipient (DGR) Level 1;
- Concessions and Public Benevolent Institution (PBI) status, allowing tax deductions for donations; and
- Fringe Benefit Tax (FBT) exempt.



Our Board



Patricia Faulkner AO - Chairman of the board

Patricia currently chairs the Boards of Jesuit Social Services, the Commonwealth Bank of Australia CEO Advisory Panel and the Melbourne Racing Club Foundation. She is a board member of the Melbourne Theatre Company Board, VicSuper Board, a member of the Melbourne Racing Club Committee and Deputy Chair of Catholic Professional Standards Pty Ltd.

In 2016, Patricia served as a Deputy Commissioner to the Victorian Royal Commission into Family Violence.

She was a previous Global Lead Partner and National Partner-in-Charge, Health Sector at KPMG and a previous Secretary of the Victorian Government Department of Human Services. She held a number of roles with the Victorian Government over a period of more than 20 years. Patricia has held a diverse range of high-level positions, including Director of Consumer Affairs (Victoria) and Director of Occupational Health and Safety. She is a Fellow of the Australian College of Health Services Executives and a National Fellow of IPAA.

Patricia's other previous positions of note include: Chair Superpartners, Deputy Chair St Vincent's Health Australia, Chair of the Board Peter Mac, Chair of the Australian Social Inclusion Board, Chair National Health Performance Authority, member and Chair of the Federal Government's Health Infrastructure Fund, Member of the Commonwealth Grants Commission, member of the COAG Reform Council, member of the Companies and Securities Advisory Committee, Chair of the Economic Planning Advisory Committee Enquiry into Childcare in Australia, and the Melbourne International Arts Festival Board.

Patricia was made an Officer of the Order of Australia in 2008 for service to the community through the development and implementation of public policy relating to health, aged care, children's services, disability services and housing.



Prof. Margarita Frederico

Professor Margarita Frederico is Graduate Research Coordinator Social Work and Social Policy, La Trobe University. Margarita has extensive experience in teaching, research and evaluation in relation to social work and social policy with particular emphasis on family and child welfare, trauma and child well-being. She has worked in practice, teaching and research in these areas internationally. She is an elected Life Member of the Australian Association of Social Workers and of Berry Street. She is a Director of Odyssey House Victoria and represents Jesuit Social Services on Youth Support and Advocacy Service (YSAS).



Inala Cooper (appointed 14th August 2020)

Inala Cooper is a Yawuru woman from Broome in The Kimberley, Western Australia. She grew up in South West Victoria on Gunditjmara land and has lived on the land of the Kulin Nations in Melbourne for the last 25 years. Inala has a Masters in Human Rights Law and is an advocate for Indigenous rights and social justice. Inala has worked in higher education for over a decade and is currently the Director of Murrup Barak, Melbourne Institute for Indigenous Development at University of Melbourne. Inala is also a Director on the Board of Culture Is Life, and a Director on the Board of the Bapirdhila Foundation.



Christiana McCudden

Christiana McCudden has practised in commercial litigation and payments law for more than fifteen years. She advises clients in respect of commercial and corporate disputes and also advises a variety of public and private entities in respect of payments regulations and contractual arrangements.

Formerly a special counsel with Corrs Chambers Westgarth, Christiana joined Gilbert + Tobin Lawyers in 2014.

Separate to her work in private practice Christiana worked as the Deputy CEO of the Hope Vale Aboriginal Council in the Cape York region of Queensland in 2003. She was part of the Victorian Law Reform Commission team during 2006 to 2007 which worked on the Civil Justice Review pursuant to terms of reference from the Victorian Government.

Christiana has a Bachelor of Laws and a Bachelor of Arts from the University of Melbourne.



Patrick Allen

Patrick Allen is a criminal defence lawyer. His law firm, Patrick Allen Law, predominantly represents children and young adults. Patrick is also a qualified social worker. Prior to being a lawyer he worked for a decade in various fields including child protection, youth justice, community development and homelessness. Patrick was also previously an employee of Jesuit Social Services and he was educated by the Jesuits for 8 years at Xavier College.



Justin Lachal

Justin Lachal has over 20 years' experience in the accounting and finance sector, which has included roles with KPMG and the ANZ Banking Group. Justin is a fellow of the Chartered Accountants and has completed an MBA at Melbourne Business School. Justin has served as treasurer or finance committee member for a number of not-for-profits, including the School of Optometry and LaTrobe Accounting School and is currently a finance business partner for relationship banking at the ANZ Banking Group.



Julian Butler SJ (appointed 12th February 2020)

Julian Butler SJ is a Jesuit currently studying a Masters of Philosophy. Julian has Bachelors of Laws and Commerce from the University of Melbourne and previously practiced in legal firms specialising in child protection and youth crime defence. Julian is immediate past Chair of Xavier College's Social Justice Network.



Sr Libby Rogerson IBVM (appointed 11 December 2019)

A Loreto sister – Libby is a member of the Loreto Sisters' Province Council. She recently retired from chairing Mary Ward International Australia but remains on the Board. Libby is a member of the CRA Justice Committee, St Francis Social Services Board, and the Loreto Justice Network Committee. She is also a member of Jesuit Social Services' NSW Advisory Group.

From 1999–2009 Sr Libby was Coordinator of Social Justice and Director of Caritas in the Diocese of Parramatta. During this period she had considerable involvement in work with refugees and asylum seekers, which continues today, and was one of the founders of the House of Welcome, providing support, referral and emergency accommodation for refugees and asylum seekers.



Judge Paul Grant

Judge Grant is a graduate of Monash University. He was appointed a Magistrate in August 1988. In 2003 he was appointed a Deputy Chief Magistrate and the Supervising Magistrate for Koori Courts.

In April 2006 he was appointed a Judge of the County Court. He was President of the Children's Court of Victoria from May 2006 to April 2013. He returned to the County Court in May 2013.

Paul retired from the Board in July 2020.



Shane Healy

Shane Healy is Director of Community and Engagement at Xavier College. Previous to taking on this role, Shane was Director – Media and Communications, Catholic Archdiocese of Melbourne and prior to that was CEO of Australia's most successful radio station 3AW. He spent 25 years in the competitive media industry involved in sports broadcasting along with management and leadership roles which incorporated a broad range of responsibilities ranging from budgeting and financial management, marketing and strategic planning to legal and human resources issues.

Shane retired from the Board in January 2020.



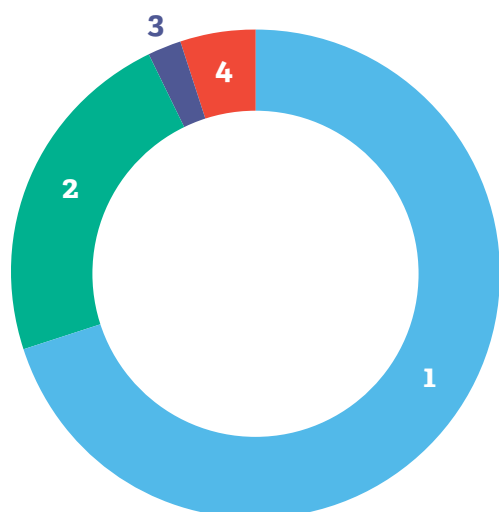
Steve Curtin SJ

Steve Curtin SJ is Director of the Australian Province Tertianship program based in Melbourne. A former Provincial of the Australian Jesuit Province (2008-2014), Steve has also served as Director of Jesuit Mission and Director of Jesuit Refugee Service Asia Pacific. Steve joined the Jesuits in 1985 and much of his ministry has focused on supporting displaced and marginalised people.

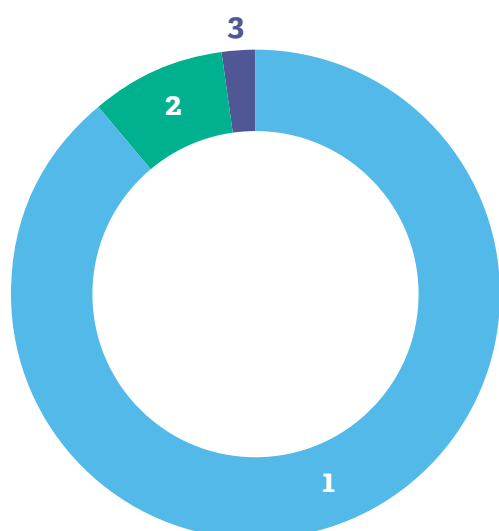
Steve retired from the Board in December 2019.



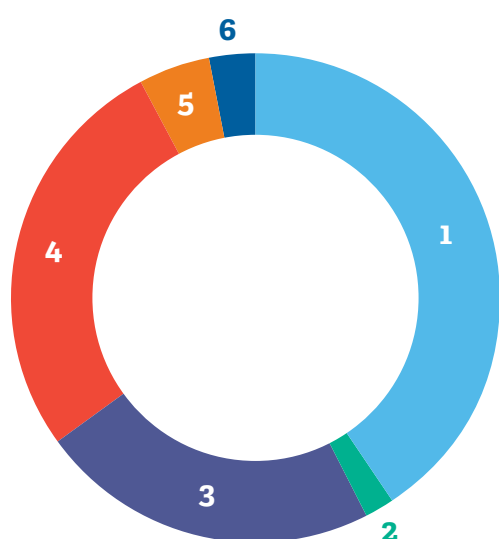
Financial Summary



Revenue	Percentage
1. Government Income and Grants	70%
2. All Other	23%
3. Trust and Philanthropic Grants	2%
4. Fundraising	5%
Total Revenue	100%



Expenditure	Percentage
1. Direct Program Expenditure	89%
2. Administration Expenditure	9%
3. Fundraising Expenditure	2%
Total Revenue	100%



Direct Program Expenditure	Percentage
1. Justice and Crime Prevention	42%
2. Mental Health and Wellbeing	2%
3. Settlement and Community Building	23%
4. Education, Training and Employment	28%
5. Research, Policy and Advocacy	2%
6. The Men's Project	3%
Total Revenue	100%



Acknowledgement

We acknowledge the Traditional Custodians of all the lands on which Jesuit Social Services operates, and pay respect to their Elders past and present. We express our gratitude for their love and care of the land and all life.



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Make a bequest to us and help fulfil our vision of building a just society

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