

2016 annual report





Vision & Mission

OUR VISION

Everything is to be orientated towards the praise and glory of God.

OUR MISSION

Holiness in the image of Christ
Proclaim the good news of salvation
Minister within the faith community
Service of all, particularly those in need

Living Breathing Values







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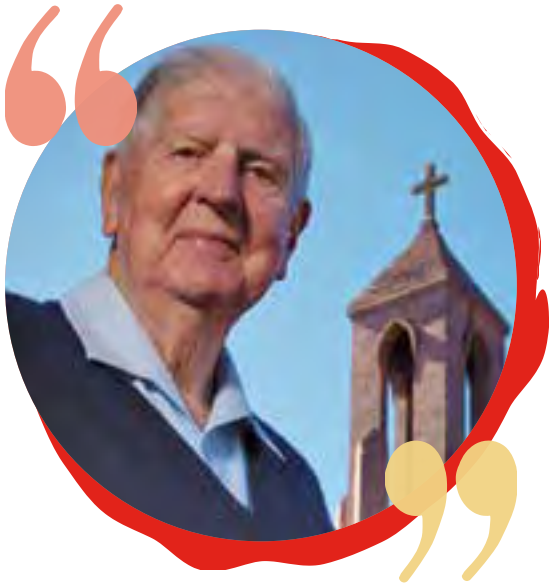
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How You Can Help





From our Parish Priest

Dear Parishioners

The Annual Report of our Parish is intended to give parishioners an in-depth look at what is actually happening in our midst. Let me ask a question and then answer it. Why is such a report important? There are several reasons. Firstly, this is your Parish and you have a right to know what happens during the year. However, we all operate in our own space and the work of the Parish covers so many fields that we need the report to get an accurate overview of the whole Parish. There is also the need for parishioners to know that the Parish is being faithful to its Vision and Mission.

A living Parish does not stand still and each year new initiatives appear all directed to one end – to spread the Gospel of Our Lord Jesus Christ. And so our schools instruct the young, Catholic Care of the Aged shows the compassion face of Our Lord, Centacare similarly reaches out to those in various kinds of needs and so on. This year saw one such initiative – the John Henry Institute which is a further development of Newman College's training activities. The Francis Retreat at Bonny Hills is flourishing and providing a great service by way of retreats and we are considering a ministry to the students of Charles Sturt University.

At the heart of it all is that community that gathers around the Holy Eucharist on Sundays. This is the pulsing heart of our Parish, which generates the spiritual energy that stands behind all of our Parish works. The grace filled prayer and worship of this community is the spiritual rock and foundation on which the edifice of our Parish rests.

I would like to conclude with a fervent thanks to all of our Parish workers, especially our dedicated Chief Executive Officer, Adam Spencer and staff, and in particular, to the army of volunteers who enrich our Parish by their generosity.

Yours Sincerely

Fr LF Donnelley
Parish Priest



From our CEO

Dear Parishioners

Even a cursory scan of the pages contained within this annual report will tell a story of diversity, innovation and dedication. We are so fortunate at St Agnes' Parish to be led by Fr Donnelly who for so many years has had an insatiable commitment to meeting community needs no matter how challenging or complex they may be. In meeting this commitment, he has built a workforce of talented, passionate and inventive staff and volunteers and the result is the incredible achievements evident in the Parish, year in and year out.

Accordingly, 2016 was once again a year of many highlights and accomplishments. The pages herewith will outline such new endeavours as the establishment of The Francis Retreat, the creation of the John Henry Institute (our new Registered Training Organisation) and the purchase of the Tuffins Lane sporting fields as means to meeting the communities sporting needs, to name just a few. This is all in addition to what we have come to expect as the norm, that is, incredible achievements in our Parish Schools and Early Childhood endeavours, strong growth and innovation in the community services sector through Centacare, tremendous growth and innovation in dependant living, Community Care and Residential Care. As well as a range of other wonderful achievements in our pastoral ministries, including the Youth Hub and Understanding Faith.

A special mention must go to our volunteer committees who so ably advise Fr Donnelly on Parish matters, namely Carol Briscoe and the Parish Finance Council who advise on financial, business and strategy matters, and Anne O'Brien and the Parish Pastoral Council who advise on pastoral matters.

I also draw your attention to the acknowledgements on page 64 of this booklet. Thank you to all those that contributed to this publication and particularly to Karen Kovac who so ably coordinated its creation.

It is with a great deal of gratitude and pride that I commend to you the St Agnes' Parish 2016 Annual Report.

Yours Sincerely

Adam Spencer
Chief Executive Officer

Our History

St Agnes' Parish in Port Macquarie is one of the largest Catholic Parishes in Australia and has a long and proud history of ministering to our local Catholic community across a range of services including early education, schools, aged care, social welfare and pastoral ministries.

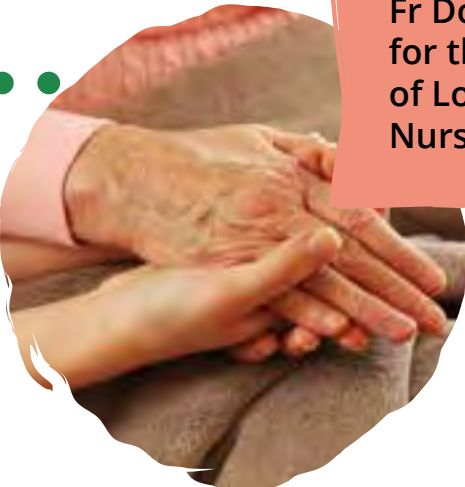


The Parish was established in 1888 by The Sisters of St Joseph, who opened the first Catholic School in 1913.




The foundation of the current Church building was laid in 1940.







In 1973 under the guidance of our Parish Priest, Fr Donnelly, the first seeds of ministry in caring for the aged were sown with the establishment of Lourdes House Hostel, followed by Lourdes Nursing Home (Clifton) in 1975.



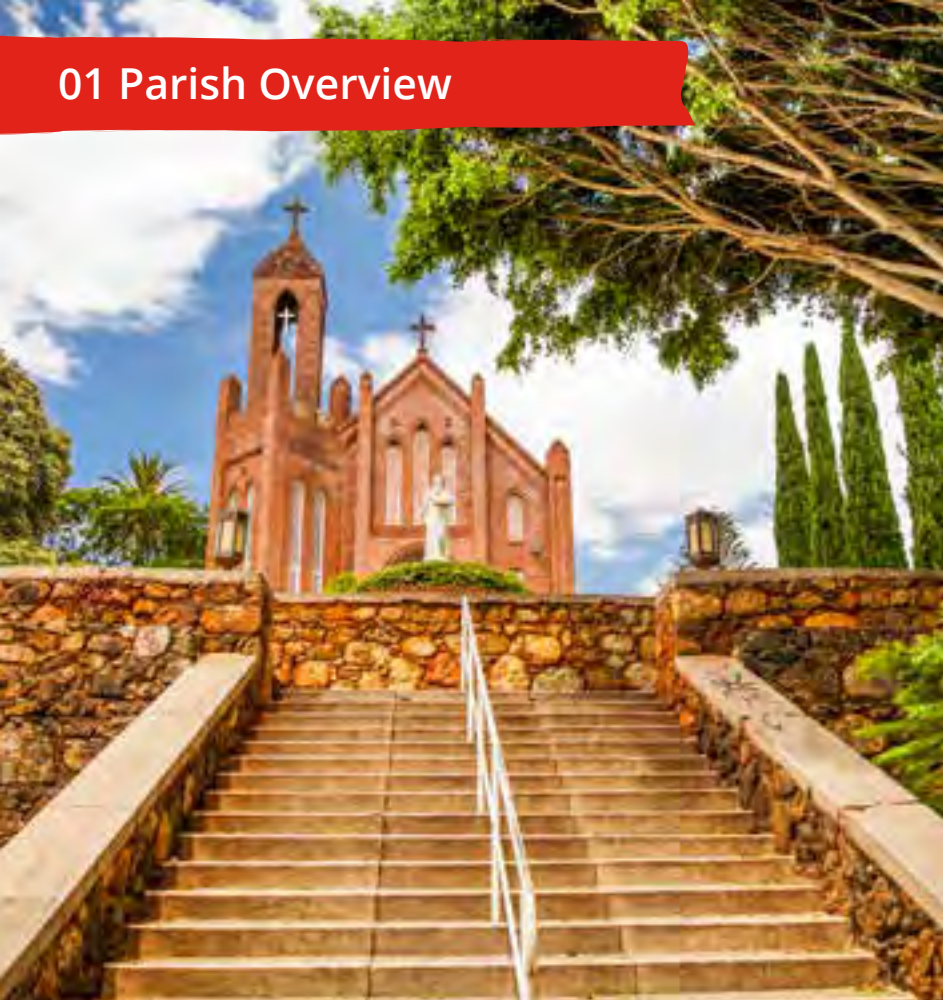
St Joseph's Family Services commenced operations in 1973 with a small pre-school attached to the primary school in Hay Street.



Centacare began with a number of small programs in 1995.



From these humble beginnings, a large service organisation evolved and St Agnes' Parish is now one of the largest employers in our region across numerous service areas with approximately 1,100 staff and 300 volunteers across 35 separate physical sites.



St Agnes' Parish is a Parish of the Diocese of Lismore and our border extends east from Port Macquarie to Lord Howe Island, south to Bonny Hills and north to Telegraph Point.

Our local community is uniquely served through our commitment to our Vision and Mission, providing "service to all but particularly those in need".

Our services span from infancy to old age. We understand that life can be difficult and at those times we all can use a helping hand despite age, or economic background.

About Us



1,100+
staff



3
clergy



250+
volunteers



1
nun - pastoral care



14,000+
lives touched daily



1
pastoral assistant

Our strong financial base and sustainable growth ensure that we continue to help people in need through established services, while also identifying service gaps and addressing them with innovative new programs.

St Agnes' Parish assists thousands of people every day in areas that include:

Pastoral and Liturgical Services
Primary and Secondary Education
Early Childhood Education
Family Support
Disability and Welfare Services
Aged Care
Youth Ministry

Training
Conferences and Retreats
Religious Education Multimedia
Property Services
Building & Special Projects
Administration Services
Trust Funds

OUR SIX STRATEGIC INTENTS

During 2016 we set about shifting to a new paradigm of greater adaptability and resilience to meet future challenges and embrace current opportunities. We are in the midst of an era characterised by whole scale reform in the not-for-profit sector, and indeed, the Catholic world.

The introduction of the National Disability Insurance Scheme (NDIS), Consumer Directed Care (CDC) reforms, deregulation in the Aged Care sector, increasing competition from 'for profits', increased regulatory expectations, the Royal Commission, the Australian Charities and Not-for-Profit Commission (ACNC) and increasing privatisation of social welfare management, are all headwinds faced by ours and organisations like us.

It was clear that we need a means by which we could place the Parish in the optimum strategic position for the long term. The formulation of the Parish Strategic Plan 2016-2020 was commissioned and will guide our growth and development into the future in six key strategic areas.

01 Future Parish Structures

02 Our Faith Community

03 Business Architecture

04 St Agnes' Identity

05 Leadership and Workforce Development

06 Growth and Development

Our Family Tree



Our Pastoral Services



1250
regular weekend
communicants



9
marriages



103
baptisms



140
first
communions



165
confirmations



83
funerals



28
children receiving
religious instruction
in non-Catholic
schools

Let the church always
be a place of mercy
and hope, where
everyone is welcomed,
loved and forgiven.

Pope John Francis

Our People

We celebrate our wonderful employees in all their diversity. Our support to them, and by them, is strongly underpinned by our Parish values; Nourished by Faith, Uncompromising Integrity, Empowered by Excellence, Service before Self, Courageous Stewardship, and United as 'One Body'. These values are present when our dedicated staff offer innovative care, when our clergy and pastoral officers offer spiritual support

or when our school children are inspired to be the best version of themselves.

We are very grateful for the time and commitment made to our community through hundreds of volunteers each year. Together we can achieve so much more and with greater impact. In May we acknowledged and celebrated the efforts of our volunteers with a community Mass.

With many of our staff in recognised stressful professions, such as nursing, social welfare, and teaching, the Parish was very pleased to launch new employee health and wellbeing programs aimed at helping employees find the right work/life balance and create strategies to deal with the daily work demands.

St Agnes' Parish Employee Health and Wellbeing Program

In 2016, St Agnes' Parish held two Employee Health and Wellbeing Days at the Parish's Francis Retreat in Bonny Hills. The Health and Wellbeing Days are an opportunity for our employees to leave work behind for the day and focus on their faith, health and wellbeing.

CEO Adam Spencer opened each day and impressed upon attendees the absolute value

and importance of Parish employees and the wonderful work they do for our community. Staff participated in a variety of compulsory and optional workshops including faith and spirituality, pilates, yoga, walking for health, back care, nutrition, resilience, diabetes and drug and alcohol education, financial counselling, and goal setting; finishing the day with an entertaining but thought-provoking session on happiness at work.

A second wellbeing initiative introduced in 2016 was the provision of Anxiety Management workshops aimed at assisting participants to understand, reduce and manage anxiety. The workshops were available each month to permanent employees, in small groups of 10 participants. To date 70 employees have participated in this program and feedback has been extremely positive.



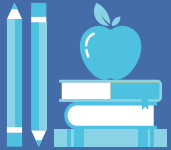
'I feel so privileged to be able to attend such a wonderful day which is all focused around the health and wellbeing of St Agnes' Parish staff. It certainly brings you back to the Vision and Mission of St Agnes' Parish and gives you renewed resilience!'



Trainees



12 Total
trainees in 2016



9
Completed traineeship as School
Based Trainees via Newman
Senior Technical College



92%
Success Rate
(1 left part-way through course)



5
Remained with the Parish
post traineeship



8
Trainees at CCA (1 at Vincent
Court), Cert III Aged Care



1
Trainee at Centacare,
Cert II Business Services



3
Trainees at Youth Hub,
Cert III Education Support

The three trainees for Youth Hub were employed as Youth Ministry Officers, providing support across the schools, Presbytery, and the Youth Hub and were recruited post school age.

Clever New Tools to Bring Us Closer Together

We understand how important it is to keep our teams connected. So in June 2016, the new intranet dubbed 'The Pulse' was launched. The Pulse shares daily gospel messages, prayers, news, contacts and policies and provides an avenue for distributing messages from our Parish Priest and CEO. Work has now commenced on reviewing the Parish website to make it modern, brighter, and more user-friendly. Our new Communications and Marketing team has been developing strategies and plans to enable greater information flow to our staff and to our community.

Parish**PULSE** 



Our Parish Council Members

Parish Finance Council

The Parish Finance Council held nine ordinary meetings and one workshop in 2016 and meets the last Wednesday of each month (excluding January and October).

Name	Position	Dates acted (if not for whole year)
Carol Briscoe	Chair	All year
Peter Liddy	Member	All year
John Constant	Member	All year
John McGuigan	Member	All year
John McQueen	Member	All year
Anne O'Brien	Member	All year
Peter Johnson	Member	All year
Peter Corcoran	Member	All year
Tony Thorne	Member	All year
Fr Leo Donnelly	Member	All year
Fr Peter Wood	Member	All year
Fr Roland Agrisola	Member	All year
Adam Spencer	Executive Officer	All year
Karen Kovac	Secretary	All year

Parish Pastoral Council

The Parish Pastoral Council meets the first Wednesday of each month (excluding January and December).

Name	Position	Dates acted (if not for whole year)
Anne O'Brien	Chair	All year
Paul Groeneveld	Member	All year
Vanessa Denham	Member	All year
Elizabeth Johnson	Member	All year
Tina Madden	Member	All year
Matthew Field	Member	All year
Peta Rourke	Member	All year
Jill Bell	Member	All year
Lesley Tierney	Member	All year
Fr Leo Donnelly	Member	All year
Fr Peter Wood	Member	All year
Fr Roland Agrisola	Member	All year
Peter O'Driscoll	Executive Officer/ Secretary	All year

Our Executive Team



Adam Spencer
Chief Executive Officer



Joy Walsh
Acting Director of Care
Catholic Care of the Aged



Wendy Ward
Acting Director
St Joseph's Family Services



Tony Davies
Director
Centacare



John McQueen
Coordinating Executive Officer
Education



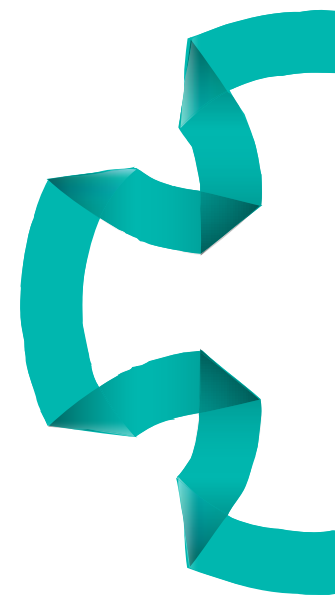
Ben Castles
Director
Administrative Services



Matthew Rourke
Director
Property Services



Peter Connor
Acting Director
Human Resources





Structure and Management

Parish Administration Centre

St Agnes' service areas are supported by the Parish Administration Centre (PAC). PAC was formally established at a meeting of the Parish Finance Council (PFC) on 30 August 1987 after a detailed independent consultant review of the Parish operations (the Reg Wheeler Report). The review indicated that with expected future growth in the Hastings area and Parish operations, and also considering likely changes/influences to existing Parish operations, it would be a significant advantage to establish a centralised financial management system based upon salaried positions rather than the excellent voluntary assistance provided to date. It was the view of the PFC that in order for our current and future pastoral endeavours to flourish, a centralised financial management system under the control of the Parish Priest, the Chief Executive Officer and the Parish Finance Council should be established to ensure focused and effective strategic planning and decision making. Over subsequent years the structure and roles within the Parish Administration Centre have grown and evolved and this strategy has been a great success.

Managing in a charitable, not-for-profit environment, with a substantial operating turnover and employing over 1,100 employees means an informed and coordinated approach to the Parish's Pastoral and operational direction is essential.

Today PAC provides planning, financial, operational, risk management, work health safety, human resource and capital planning services to all service areas within St Agnes' Parish. Services provided from the administration office in Hay Street include finance, property services, information technology, human resources, payroll, communications and marketing and school fees.

Legal Identity

As an organisation incorporated by an act of Parliament in the civil law, each parish for the purposes of civil law uses the diocesan legal entity, The Trustees of the Roman Catholic Church for the Diocese of Lismore. The Parish Priest represents the parish

[CIC canon 118] and “in all juridical matters, acts in the name of the person of the parish, in accordance with the law”. [CIC canon 532]

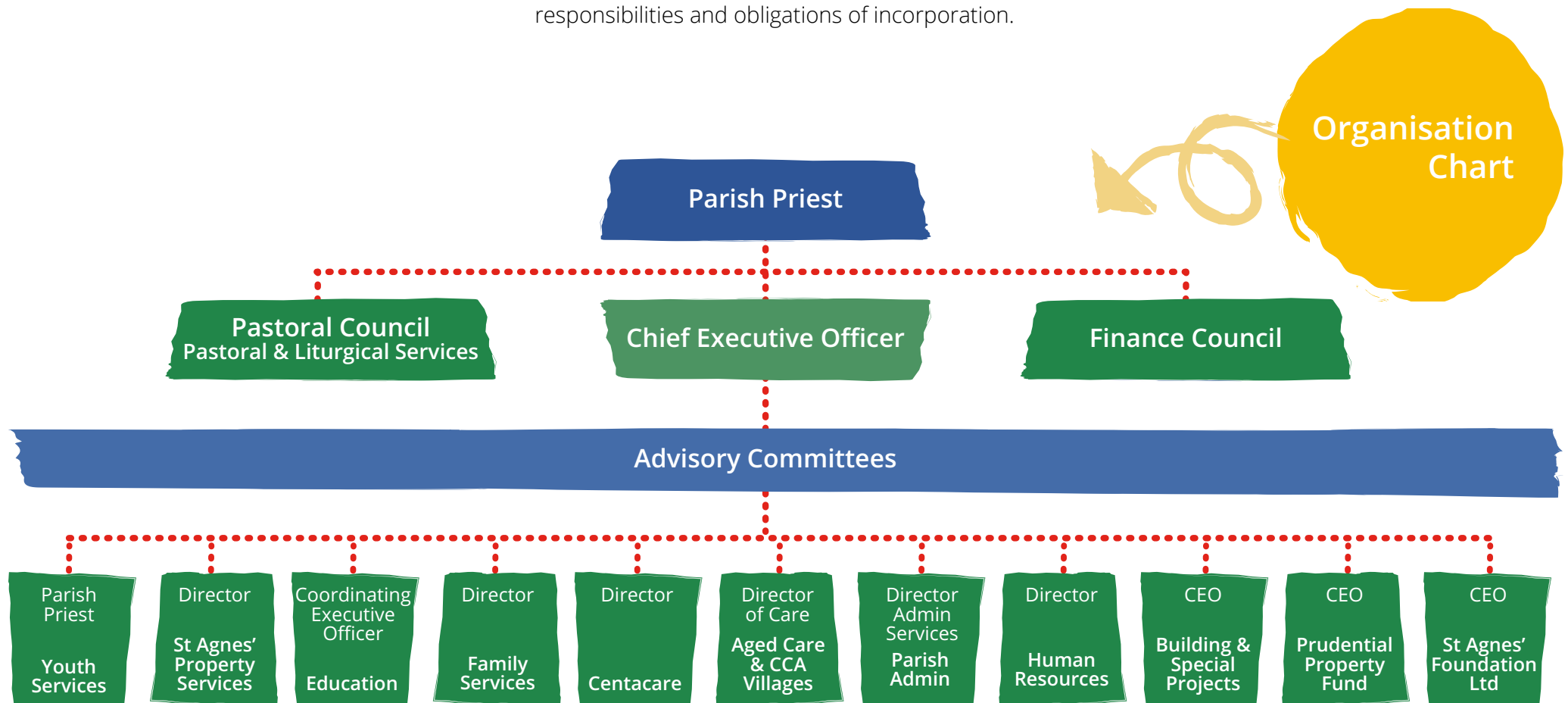
The Diocese is established as a legal entity that is, in Canon Law a public juridic person. [CIC canon 113 §2] As it is an unincorporated association, in the civil law in Australia, a diocese is obliged to establish a legal entity for the purposes of Civil Law.

The St Agnes’ Parish legal body is the Trustees of the Roman Catholic Church for the Diocese of Lismore, an incorporated legal entity created under the Roman Catholic Church Trust Property Act, 1936 and amendments. Its registered office is in Lismore.

All Parish service areas operate under this Corporation and have full legal protection under the umbrella of the Trustees as well as the responsibilities and obligations of incorporation.

A specific management support structure also exists in Lismore.

St Agnes’ Parish and all its service areas are registered with the Australian Charities and Not-for-Profits Commission (ACNC) and the Australian Taxation Office.



Governance and Advisory Committees

St Agnes' Parish is well supported by a number of governance and advisory committees (see the previous chart) which are comprised of staff and volunteers from our Parish community.

Parish Finance Council (PFC)

The primary function of the PFC is to assist our Parish Priest and Chief Executive Officer in all matters relating to the stewardship of the temporal goods of the parish.

Specifically with regard to the Parish of Port Macquarie the duties of the PFC are as follows:

- To ensure that all Parish Ministries are adequately funded;
- To prepare the annual Parish Financial Budget;
- To regularly monitor the budget;
- To take effective action when the integrity of the budget is in doubt;
- To receive reports on and monitor the expenditure on Parish projects;
- To approve all major expenditure and significant internal movement of funds (Provisional approval may be given by the Chairman in between meetings of the Council);
- To maintain an active and actionable five-year plan.

The PFC is composed of volunteers with individualised areas of speciality that they bring to the Committee. We are very appreciative of the amount of time that these voluntary PFC members give to assist the Parish achieve the Vision and Mission and manage its significant financial responsibilities and risks.

The PFC Chair is Carol Briscoe and the Executive Officer is CEO, Adam Spencer.

Prudential Property Fund (PPF)

The Prudential Property Fund Committee has been established as a sub-committee of the PFC. The Executive Officer is the CEO, Adam Spencer. This committee focuses specifically on financial risk management, the management of capital works projects, retirement village management and oversight of the commercial rental portfolio.

Audit & Compliance Committee

The Audit and Compliance Committee has been established as a sub-committee of the PFC. The role of this committee is to pro-actively manage all issues associated with legislative auditing and compliance requirements.

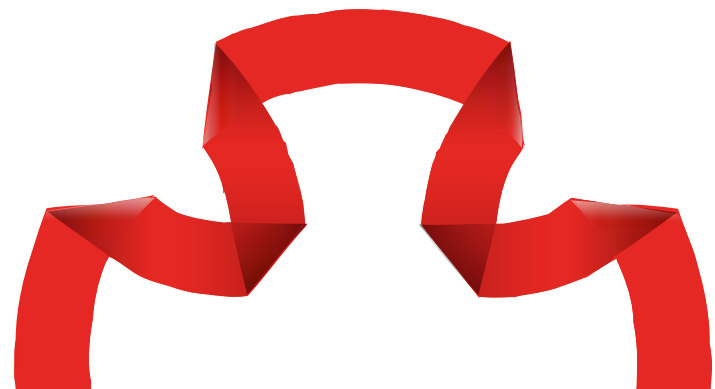
Parish Pastoral Council (PPC)

The Parish Pastoral Council Chair is Anne O'Brien.

The Council has a fourfold role in informing and advising the Parish Priest by:

- researching the needs, ideas and hopes of the parishioners;
- recommending policies, procedures and programs to deal with the mission of the Church;
- coordinating, developing and implementing pastoral programs;
- evaluating pastoral effectiveness.

Its members represent a cross section of the parish and are elected or appointed for a specified period.



Parish Education Council

St Agnes' Parish requires a level of management interaction that is open and frank and one that places the Parish as the key decision making authority in this area. With this focus the Parish has specifically established an Education Service within the PAC to manage this authority.

This service established by our Parish Education Council in 1993 has proved invaluable to our Schools and family services, providing assistance in coordinating an education strategy and also linked to pastoral and Parish direction.

The service is managed in the PAC by the Coordinating Executive Officer, Education, John McQueen. One of his roles is to act as the Executive Officer and convener to the Parish Education Council which meets twice per school term and the St Joseph's Family Services Management Committee which meets monthly. These committees are highly respected for their valued experience and voluntary contribution to the Parish Education system. Primary and High School Advisory Committees link into this Council.

A key aspect of the role of the Coordinating Executive Officer, Education, is to ensure our Parish education strategy provides each Parish School with the resources required to deliver the same high standard of quality education. From time to time, a Principal may wish to initiate an educational strategy that has the potential to result in inequities in the standard of education accessible in the Parish Schools. Such endeavours require:

- a) evidence of discussion with all Parish Principals and the Coordinating Executive Officer, Education;
- b) endorsement by the Parish Education Council (by way of a written submission) and approval by the PFC.

Parish Directors' Committee

Our Parish has several committees that assist in the management of Parish operations. In particular, the Parish Directors' Committee is assisted by separate advisory committees, specific to their service area. These include:

- Catholic Care of the Aged Consultative Committee
- Centacare Advisory Committee
- St Joseph's Family Services Management Committee
- Parish Education Council
- John Henry Institute Steering Committee

Our Parish Directors take great pride in working with these committees with the aim of achieving better service delivery to clients and supporting staff in all aspects of service delivery.

All new Parish endeavours, including any applications to governments for new programs and any grants as part of core business operations, must firstly be endorsed by the relevant committee and then approved by the PFC (after detailed risk analysis) before any programs are commenced or application made to a government department.

Service Area Directors are responsible for acting on opportunities for improvement, and are expected to ensure that actions for improvement, identified through any review, evaluation or audit process, are progressed through the necessary channels.

This is the mission of every Christian: lumina pandit - to spread the light and to tell the world of God's love.

Pope John Francis



Centacare

Supporting Dreams, Supporting Relationships, Connecting Community

Centacare celebrated another very successful year in 2016 as our client base increased considerably; creating employment for a number of skilled and dedicated staff to join our team. Even before the National Disability Insurance Scheme (NDIS) is rolled out to the Mid North Coast, we have experienced an increase in people with individualised funding, who have selected Centacare to provide services and assist them to meet their goals.

While Disability Services are changing, the increase in individual support clients joining Centacare has been beneficial in planning how our service will operate under the NDIS. Centacare has spent much of 2016 considering how to best position ourselves under the NDIS and prepare for the changes that will come with it. This planning is demonstrated in the soon to be released 2017 - 2020 Strategic Plan.

Our priority now and always, is to continue providing a high quality service to our people. Our commitment to providing excellence in service will once again be demonstrated in the 2017 Third Party Verification Assessment which ensures our organisation meets compliance obligations.

In summary, the challenges and experiences of 2016 have been a great opportunity to prepare for the changes ahead. With our skilled staff and the implementation of new software, technology and financial planning, we are well positioned for the NDIS and the future of Disability and Community Services.

Highlights of the Year

Community Options Program (COP) Achievements

The Community Options Program was secured by Centacare at the end of 2015. 2016 saw the program (which provides Case Management to people with complex disabilities) grow to full capacity and exceed expected outcomes. The assistance varied from person to person depending on individual needs and goals. Outcomes included accessing funding for respite for accommodation support, linking people to community supports, helping people and their carers to remain in their own homes and purchasing medical equipment.

In a challenging and changing environment Centacare has continued to provide innovative and quality services to those who seek our assistance. This is the case due to the executive team and staff whose excellent services are a practical, tangible and ongoing evidence of our living mission.

Tony Davies, Director

Individual Funding Growth

The largest service area of Centacare across our Port Macquarie and Kempsey sites comes from our clients with Individualised Funding. With this funding package, a client is able to develop an individual support plan to achieve their goals and meet their support needs. We experienced rapid growth in 2016 with an increase of clients transferring their funding packages to Centacare to support them in a variety of areas including daily life assistance, transport, social and community participation. Our support for Social and Community Participation was provided one to one or in groups, depending on the client preference. Some of the social group activities enjoyed by clients were fishing, cooking, walking, pampering, art and craft, scrapbooking and swimming.

Bago Magic

Bago Magic performing arts group (*pictured below*) is a new addition to Centacare, providing opportunity for people with a disability to participate in the community and fully experience and participate in the arts. While the program is only recently managed by us, the group has been running for many years and in 2016 celebrated their 15th anniversary. The day coincided with International Day for People with a Disability and was celebrated with an open day at Centacare with activities such as music and dance, games, arts and craft.



2016 Community and Parish Involvement



NAIDOC Day

Aboriginal Children's Day

Teddy Bears Picnic
(Child Protection)

Carers Week

Volunteers Week

Careers Day

Volunteer Mass

Long Service Awards Mass

Community Housing

Newman Senior Technical
College Partnerships

These projects aim to raise awareness and bring about positive change to build a stronger community.



Employment

We saw some great outcomes in relation to client employment over 2016. With our support, 90% of clients met their individual goals by the end of the year. While for some programs the goal is to secure employment, Centacare recognises that there are a number of areas in a person's life that may be a barrier in their chance to reach employment goals. We take a holistic approach to this and work with the client to improve those areas.

Centacare spent 2016 working to improve client accommodation, health, social and leisure options, while also aiming for employment goals. One particular case saw a client that entered the program in a crisis situation supported to secure and maintain stable accommodation and obtain their own transport before successfully gaining employment. Several clients attained qualifications in retail and hospitality, gained their driver's licence, secured employment in retail, hospitality and community services or went on to further studies.

Connecting Community

Clients reached social and recreational goals, making new friends and maintaining current friendships by participating in the many social group activities organised and supported by Centacare. Some activities were retreats to Coffs Harbour and the Gold Coast, regular BBQ's and picnics, playgroups and walking groups.

Continued Success in Indigenous Services

Feedback from families exiting the Aboriginal Intensive Family Support Services program in 2016 was very positive with families reporting an improvement in managing stress and a stronger sense of wellbeing. Our Case Workers supported families living in crisis to stabilise their home environment and linked them with services and community support to ensure that stability continues.

Early Links Case Workers provided a range of support to over 80 families with children by linking the families to mainstream and specialist services. Some great initiatives of our Early Links team in 2016 were the 5 for 5 Holiday Program and the Wauchope and Port Macquarie Indigenous Playgroups.

5 for 5 is a free school holiday program providing sports, health and physical activities. The program was supported by Go for Fun and local Football Clubs. The Early Links Playgroups are designed to provide a place families can get information and support, create opportunity for families to share experiences and reduce social isolation and provide the child with an environment to socialise. Our playgroups were so successful in reaching outcomes for the Early Links program that funders are encouraging other service providers to model their program in a similar way.

Centacare at a Glance



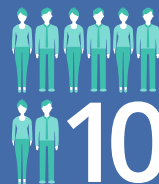
76
tenants in
community
housing



80
aboriginal
clients
accessing
services



295
participants
with a disability
supported



10
people with
long-term
mental illness
supported

Centacare received
the NSW Disability
Innovation Award
for excellence and
innovation in providing
a service that makes a
difference in the lives of
people with a disability.



Mental Health Services

Community Lifestyle Support provided support to people with a serious mental illness, to live independently in the community. During 2016, we provided support for 10 people at any one time in the program which is funded by Mid North Coast Area Health. With support, some client successes linked to their quality of life and reducing their social isolation included: joining support groups to share their experiences with others, participating in exercise through gym and social groups, linking with medical and employment services, support in using public transport and improved living skills.

Stability and Support in Accommodation

IMAGE, the Centacare group home for people with disability, continued to provide high quality support to six permanent residents with high support needs. IMAGE has a team of 15 members rostered to provide the day to day operation of the home and 24 hour support to the residents. The residents have enjoyed a range of activities over the year including picnics, concerts, a farm stay retreat and river cruises.

Community Housing Limited monitored the tenancies of the 50 Centacare properties which house over 70 individuals. Our Accommodation Manager

researched and identified social needs among the tenants and was able to provide social inclusion support to those residents. Some initiatives were the development of projects such as; building a tenant common area (in partnership with Newman Senior Technical College), planning, facilitating and supporting holiday retreats and regular social activities for tenants and organising workshops to assist in daily life skills such as cooking and budgeting.

Employment with Centacare

Skills within our team keep on growing, not only with the addition of several new staff members during the year, but also current staff who participated in a number of professional development training programs in topic such as Working with Alzheimers, Cultural Awareness, WHS Safety, Restricted Practice, NDIS, Epilepsy, Domestic Violence, Trauma informed Care, Disability Justice, Understanding Autism, Disability Safety, Accidental Counselling, Drug and Alcohol and many more.

The 2016 staff survey demonstrated a very high satisfaction rate amongst staff in their employment with Centacare. Staff are encouraged to provide feedback to contribute to continuous improvement and those suggestions for improvement are addressed in the 2017 – 2020 Strategic Plan.

“ I love working at Centacare. We have the best, positive team within our program and across the whole organisation. I feel respected, valued and enjoy coming to work every day. ”





Catholic Care of the Aged

The Aged Care Reforms

At Catholic Care of the Aged (CCA) the world in which we operate is changing and if we want to remain viable and relevant into the future we will need to change with it. From February 2017, home care clients will have more choice about who provides care for them. This is a significant change and we will see further changes in home and residential care in the coming years.

The changes represent a shift from a menu-style aged care system driven by government and providers, to a system more focused on the needs and preferences of service users, prospective service users and their families and friends. For the first time consumers will have much greater choice of services, who they want to deliver them and where they want them to be delivered.

The Aged Care Reforms present both opportunities and risks for CCA. The opportunities revolve around greater flexibility to tailor our services around consumer preference and growth. The risk is around the increased competition that accompanies greater consumer choice. Basically, we will need to fight for our place in the market.

Our focus over the past 18 months has been preparing for these changes. We addressed questions including: *What is our place in the market? How does this new world fit with our Catholic mission? Are we reform ready?* As part of the discovery process we undertook a comprehensive analysis of our reform readiness and engaged in market research. We identified our strengths and weakness which resulted in developing a clear and focused direction to take us into the future.

The CCA Strategic Plan 2016-2020 is due for launch early 2017. The market research found we are well placed to take opportunities. CCA is the largest market holder in the Port Macquarie area. Both the St Agnes' Parish and CCA brands hold very positive associations with our local market and with our employees and volunteers, in terms of care, trust and making people feel secure.

However, the change is rapid and complacency will result in squandered opportunities in the market. The challenge for us will be how we embrace and change in this new world while remaining true to our mission.

“My heartfelt thanks go to the CCA leadership team, employees and volunteers. Without their commitment we could not have achieved what we did in 2016.”

Joy Walsh, Director

Our Workforce

Australians are living longer and healthier lives. They are entering aged care later with co-morbidities and higher dependency levels. This, in addition to rising numbers of elderly persons with dementia and the growing demand for end of life care, is increasing the complexity of care that we deliver, as well as the number of people who need it. As the numbers of aged people requiring care grows so does our task of providing a skilled workforce to deliver that care whether they live in their own homes or in an aged care facility.

It is predicted that the aged workforce will need to double by 2020. One of our biggest challenges will be our ability to attract and retain enough staff with the right skills to deliver our services into the future. To this end, CCA has engaged in the implementation of a Strategic Workforce Management Plan (WMP).

The WMP allows for maximum flexibility and utilisation across our 450-strong workforce. The cross utilisation of staff between home care and residential services exposes our home care employees to a broad skill set including exposure to specialised dementia care, palliative, end of life care and complex nursing care. This holistic approach to our workforce allows access to training across all of these areas.

Central to the success of the WMP was the introduction of a full-time Workforce Manager and Nurse Educator. These roles enable high-level roster management, planned leave management and effectual and responsive skill distribution across the entire organisation.

Our Services

Caring for our residents remains fundamental to the way we operate. Our ongoing commitment to excellence was evidenced in the successful re-accreditation of Maryknoll, Mt Carmel and St Agnes' Hostels as well as Vincent Court in Kempsey in 2016. Each facility was audited and judged to meet all 44 outcomes under the quality of care and quality of life standards set down for the provision of care to residents. All services maintained high occupancy levels.

We were successful in securing a contract with The Department of Veteran Affairs (DVA) and are now providing nursing services to Veterans in their homes. A successful ACAR application secured an additional twelve High Level Home Care Packages (HCP) bringing the total to 123 packages. Our private home care services also continue to grow.



largest aged care provider on the Mid North Coast



570+
clients



360+
employees



338
residential
care clients



123
community
care clients



220
independent
living units

Our Partnerships



14 Trainees

from Newman Senior Technical College undertaking Cert III in Aged Care were hosted at CCA facilities



6 Graduates

secured positions with Catholic Care of the Aged



10 Paramedical

undergraduate clinical placements from Charles Sturt and Newcastle Universities



13 Nursing

undergraduate clinical placements from Charles Sturt and Newcastle Universities



1 Focus Group

for Educational Pathways Research Project with the University of Newcastle's Faculty of Health and Medicine



Graduate RN Program

with the appointment of 2 new graduate nurses February 2016. Established in partnership with Mid North Coast Local Health District the program is aimed at recruitment and retention of local aged care specialist registered nurses and provides new graduates with the rare opportunity of gaining valuable combined practical acute care and aged care clinical and leadership experience.

Partnerships for a Future Workforce

Meeting the needs of such a population requires getting many more young people to enter the aged-care sector. During 2016, we strengthened our local partnerships to create opportunities for our local youth while building a future workforce.

Partnerships for a Dementia-Friendly Community

Port Macquarie has the third highest prevalence of dementia in NSW. Our extensive, collaborative partnerships with local health care services along with significant dementia-specific connections, enables us to provide an exceptional level of care to people with a dementia diagnosis.

St Agnes' Parish is committed to becoming a dementia-friendly organisation. The essence of a dementia-friendly community is to engage people with dementia in every day life. St Agnes' Parish developed a Dementia-Friendly Action Plan, which was approved by the Alzheimer's Australia's Dementia Advisory Committee. CCA's Director of Care also sits on the Dementia-Friendly Communities Steering Committee.

In Partnership with Alzheimer's Australia, CCA hosts the Dementia Mates program in Port Macquarie. The level and type of volunteers' assistance required is developed in consultation with the person living with dementia and, if appropriate, their carer. Whether it is going out for coffee or assisting with community activity involvement, the Dementia Mates volunteer aids that person to participate and remain active in their community. The program was launched in 2016 with 12 volunteers and plans to recruit further in 2017.

Sailability is a community-based program where people with disabilities and dementia connect one-on-one with qualified volunteers to go sailing. A client who was exhibiting agitated, anxious behaviours had a life history revealed a love of sailing in his youth. With his wife's blessing he joined other clients for a sailing expedition. Approaching the small boat, he became calm; it was evident that he was very familiar and comfortable with the activity. As the boat was leaving the jetty, he told the volunteer the rigging was not right, encouraging him to return to shore to fix it, which he did! He enjoyed 45 minutes of sailing and his positive mood persisted all day.

Parish Partnerships

Our integrated school programs continue to provide good outcomes for young and old. In collaboration with St Joseph's Family Services and our Parish Schools,

several intergenerational programs have been established with children from preschool to year 12, interacting with our elderly care recipients in one-on-one programs and group-based activities, including music programs at sun-downing, gardening and jam-making. Students benefit from engaging with the elderly from a human point of view as there are many young people who do not have grandparents. The visits provide an opportunity for elderly people to contribute to their communities in a positive way.

Capital Works Programs

The newly renovated building situated on the corner of Hayward and Horton Streets will be a concierge-style 'virtual front door' for Catholic Care of the Aged services. The high-profile location enables recognition and access for consumers and families. This is due for completion in April 2017.

The Marian Centre, our commercial kitchen, was established in 1993 and current compliance issues with the building fabric and design have deemed it imperative to undertake a redevelopment and provided us an opportunity to address our parish food services as a whole. Stage 1 of the CCA Master Plan involves the relocation of the Marian Centre production kitchen to the Emmaus Hostel and will include a cafe function centre to provide a more vibrant, interesting destination for residents and visitors. Throughout 2016, we worked with our architects, modifying and improving the design to be ready for an early 2017 start. This will be a 12 month build.

In 2016, our Lochinvar Place hostels (St Agnes', Maryknoll and Mount Carmel) and Vincent Court in Kempsey were given a facelift. The aim of the refurbishment was to bring the buildings to a higher amenity and optimise "aging in place". The refurbishment was tied to a fire sprinkler retrofit as legislated for all aged care facilities in the wake of the tragic Quaker Hill nursing home fire. The work was significant and provided direct benefits to residents by improving the safety, security and quality of care provided by maximising independence and autonomy. It also provided increased control and choice, allowing them to "age in place" within their community of choice, without the need to move as their care needs changed. The significant refurbishment will also improve operational and financial performance leading to enhanced financial viability and sustainability.

The past year has also seen the completion of Stage 9 St Agnes' Village,

adding another 12 units to our independent retirement living options and bringing our total number of units to 220 across our Lourdes and St Agnes' Villages. Market demand remains high with only 2 units vacant (Dec 2016).

Our Purpose

Finally, in an ever-changing sector and workplace, it is essential that we never lose sight of our purpose. Pastoral care sits at the heart of CCA's mission and this is expressed in the quality of our relationships with each other and all for whom we care. In recognition of the integral role of pastoral care to our services, we have increased our paid pastoral care hours from 64 to 188 hours per fortnight (Port Macquarie services) and from no paid pastoral care hours to 48 hours per fortnight (Vincent Court).

The increased hours were cost neutral having been made possible by a donation of \$40,000 from the Sisters of Mercy. During 2016, our Pastoral Care Team undertook an assessment of our pastoral services using a tool developed for use in the Catholic Health Care and Aged Care Sector. The results found great strengths in daily operations as well as identifying areas for improvement. This has resulted in several recommendations and strategic intent priority action areas.

Our Future

The next 12 months will be a challenging time for CCA and its leadership team as we adapt to the competitive market and implement a change in focus in response to the recent government reforms. More people will have a say in the type of care and support they receive and for the most part that will be in their homes and in their community. Planning has commenced for a one-stop shop concierge model service centre in the CBD. Word of mouth as well as other numerous marketing strategies will be integral to the success of Catholic Care of the Aged.

CCA Mission in Practice - A Good News Story from 2016

Ken (92 years) and his wife Dorothy (89 years) had faithfully served the parish for over 45 years as volunteer care takers and lay celebrants of the St Agnes' Catholic Church on Lord Howe Island. Dorothy was almost blind and Ken was her carer. Ken had recently returned to the island from hospital having undergone major surgery. Ken was dying from pancreatic cancer. The islanders rallied to provide food and support but this was unsustainable and the situation became desperate. Ken's wish was to die at home on his beloved island. An islander shared his concern for Ken and Dorothy when he wrote, 'Let us pray that all things work out well for them and they do not need to suffer unnecessary pain and humiliation in their last days'. Ken & Dorothy were in significant strife.

It was late in May on a Wednesday evening when the SOS from the island doctor came to Fr Donnelly. The CCA team mobilised and by lunchtime Saturday of that same week Sharmain and Stephen Peterson, husband and wife and experienced Catholic Care of the Aged care workers, were on the ground on Lord Howe Island.


The logistics were considerable. There was no mobile reception and internet connection was only via the local café. The CCA staff were housed in the presbytery and Ken and Dorothy's home was at the far end of the island. The initial mode of transport was via bicycle using a torch for visibility on the homeward journey. Flight carry-on weight was limited and the cost of food and supplies prohibitive. Arrangements were made for basic food and medical equipment to be shipped out on the Island Trader.

Along the way, Ken celebrated his 92nd birthday, with Sharmain and Steve pulling together to make it a special celebration for him with decorations and visitors all through the week. Steve and Sharmain wrote, 'We hope we are doing some good work, and continue to do CCA proud - we are committed and willing to see this through for as long as we are able'.

On 4 July 2016, Ken died peacefully in his own home with Dorothy by his side. The funeral was held in the island church with Steve and Sharmain alongside Dorothy and their new islander friends to help celebrate Ken's life.

Ken's death marked the changing of the guard with Christine Walsh, a long term CCA nurse, flying to the island to relieve Steve and Sharmain. Christine stayed on in the family home to care for and support Dorothy in her time of need. After much deliberation Dorothy made the decision to move to the mainland where she happily resides in our St Agnes' Hostel, forever in the care of Sharmain and Steve.

The islander's prayers were answered in a very loving and tangible way.
Sharmain, Steve and Christine you did good work and you did us proud.



When Steve and I were asked to go to Lord Howe Island to look after a very unwell resident we did not give it a second thought. If we were to reflect on our reasons for doing this - well our thoughts would be, it is not only our job, but it is either in our DNA or the way we were raised and encouraged through our daily work practices for Catholic Care of the Aged, which is to care for those who are frail and more importantly for those in need. We could not have done our work without the support of our work colleagues, managers and the Parish which all banded together in this time of need to fulfil a man's dying wish to stay at home and die with dignity. We have reaped many rewards by visiting a beautiful place, making life friends, meeting new colleagues and made many lifelong memories along this journey and we can only thank the Parish for this blessed opportunity.

*Sharmain Peterson
Team Leader, St Agnes' Site*



St Joseph's Family Services

St Joseph's Family Services (SJFS) has transitioned into our 44th year with continued enthusiasm, passion and professionalism. Our Parish vision of One Body Many Parts supports our commitment to all members of the community and drives our response to the challenges and hope of tomorrow.

At SJFS we believe in a strong, vibrant and holistic Early Education and Care sector and providing services that strengthen families in a way that enriches a child's life. We also believe that through our shared Vision, Mission and Values a platform is provided within all areas of SJFS.

SJFS has continued to grow and change during 2016 with our commitment to align with the Parish Strategic Intentions guiding our direction and focus. There have been some significant changes to our operational model during 2016 and these changes have supported a more cohesive and responsive service area.

The NSW State Government has developed a new funding model for preschool services under the banner "Start Strong" and there has been a review of the service model for St Joseph's Preschool and Long Day Care.

Sadly, through changes to Commonwealth policy direction the Inclusion Support Agency operated by SJFS was unsuccessful in its partnership tender application. However, we continue to work in partnership with the new operator Gowrie NSW to support the inclusion of all children in our early childhood services.

Our Local Community Links

SJFS continues to develop a strong relationship with the local Birpai community. St Joseph's Preschool Long Day Care and St Agnes' Early Education Centre were successful in gaining grants through Rural and Remote Community Outreach Grants Program to help us further strengthen our links with community and thereby encourage greater participation of aboriginal children and families in our early education services. Joey's House Early Education Centre was also successful in gaining grant funding to support the installation of solar panels on the roof of the building – this has meant a reduction in electricity costs and a more efficient use of power throughout the service.

I would like to thank all staff, educators, children, families, management committee members, the leadership team, St Agnes' Parish, friends and our supporters for helping us to achieve these excellent results for our community throughout 2016. Without this support the SJFS vision of 'Every child and their family utilising their strengths to become the best they can be' would fall short.

Wendy Ward, Acting Director

At Joey's House Early Education Centre, the children in the Pathfinders room engaged in cooking cakes and slices to sell so that they could sponsor three koalas at the Koala Hospital. St Agnes' Early Education Centre children continued to strengthen their relationship with St Agnes' Hostel residents with a number of visits throughout the year.

Events and Celebrations

Events like NAIDOC Family Fun Day, Careers Expo, Carers Week and the Teddy Bears Picnic are just a few examples of the events that a number of Parish service areas attend. SJFS staff enjoy and feel honoured to be a part of these events. Last year children from Joey's House Early Education Centre also attended NAIDOC celebrations with staff.

In September, SJFS celebrated the Long Service Awards of a number of staff during Mass at St Agnes' Church. Staff acknowledged were Diane Worth, Sandra Luvis, Sue Semmler, Donna Stephens and Julie Ward. Also in 2016, SJFS celebrated long service achievements of Louise Peklar and Helen Garrett from Hastings Family Day Care.

It makes us as parents feel happy and less anxious knowing our children are greeted with open arms and big hearts from the educators at Joey's House.



800+ Children

Enrolled in early education and care services



53 Educators

Across 3 centre-based education and care services



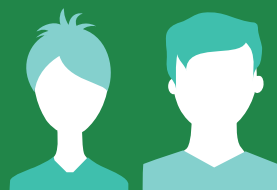
30 Educators

Operating education and care services under the banner of Hastings Family Day Care



13 Support Staff

In the Business Services Team providing support across all education and care services



21 Casual Educators

Providing support across education and care services



100+ Families

And children supported by 3 staff across programs such as Triple P and Long Day Care



Parish Schools

Links to Lismore Diocese

The Diocesan Catholic Schools Office provides multiple services to our schools. The School Evangelisation and Catechetical Service (SEACS) Team provide the guiding framework upon which to bring our mission into action. Based on the six Foundational Values for Catholic Identity and Mission – Tradition, Evangelisation, Worship, Witness, Community and Service – SEACS provides support in: curriculum, resources and professional development. Student discipleship formation and support for parents are also very important components of services provided.

Our schools rely heavily on the variety of other services provided by the CSO. These include consultancy in curriculum, Teaching and Learning, Information Technology, Additional Needs, Aboriginal Education, Human Resources, Work Health & Safety and Capital projects.

Links to Parish

The Parish Priest, Father Leo Donnelly has had significant impact on the formation and ongoing development of Catholic Education in Port Macquarie. He has had a very 'hands on' approach to ensuring effective infrastructure, systems, resources and people, to support the Parish endeavour of Catholic education.

The Parish Coordinating Executive Officer Education plays a pivotal role in linking the school to the Parish and also ensuring that both the primary and secondary schools work collaboratively. The Coordinating Executive Officer chairs Parish Principals' meetings and RE Coordinators' meetings and has a regular presence on school Leadership Team Committees.

The Parish Chaplains play a very important role in the religious and spiritual life of the school and work very closely with the Leaders of Evangelisation and Catechesis. The Parish also initiated the employment of Youth Ministry Officers in our schools. Other direct links to the Parish include the provision of services such as administration and collection of school fees, budget preparation and assistance, future planning and grant applications, major building projects, general maintenance and special infrastructure projects and all aspects of WH&S policy and support.



2016 Enrolments



540



390



555

Total St Agnes' Parish Primary School enrolments

1,485 Students



1,085



330



1,075

Total St Agnes' Parish Secondary School enrolments

2,490 Students

Total St Agnes' Parish Schools Enrolments 3,975 Students

Staffing in St Agnes' Parish Schools

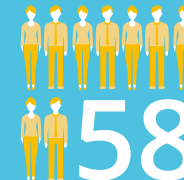


PRIMARY

149 TOTAL



91 teachers

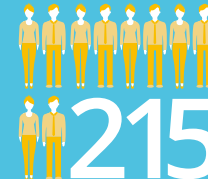


58 support staff



SECONDARY

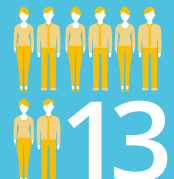
323 TOTAL



215 teachers



95 support staff



13 trainees

Parish Schools at a Glance



4000+ students



6 schools



highest participation rate in Catholic Education per capita in an Australian LGA



largest dedicated VET college in Australia



St Agnes' Primary School

Initiatives Promoting Respect and Responsibility

Following on from Diocese of Lismore School Improvement Surveys (DOLSIS) data collected at a school level from staff, parents and students, it was decided that St Agnes' would investigate a whole school approach to Positive Behaviour Support (PBS). A PBS team was initiated and received 100% support from the staff in the implementation of this new program. The PBS team worked hard to develop effective ways to collect whole school data relating to student behaviour. Staff completed two staff meetings for professional learning around PBS. This involved looking at our school's Vision and Mission statements, our fundamental beliefs about children and their social and emotional development, as well as the goals of PBS schools, to develop a set of 'Clearly Defined Expected Behaviours' to be taught, lived and loved at St Agnes' in the future.

We would like to acknowledge the work of our hard working PBS team, who are dedicating extra time to the development of Positive Behaviour Support. We would also like to thank our amazing staff for their enthusiasm and support of the project. As a result of all of this work, we are excited to announce the school now has draft of the 'Clearly Defined Expected Behaviours'

Consultation with families occurred through P&F Meetings to introduce PBS and share the steps that have been taken so far on our journey. Parents then had an opportunity to provide their feedback on the chosen values and expectations for the St Agnes' community. The PBS Team acknowledged the P&F for their support and feedback on behalf of the parent community. After extensive consultation with staff, students and parents the team has worked together to form our Clearly Defined Expected Behaviours. The PBS team was excited to announce to the parent community that our new positive behaviour statement will be:

"Centred in Christ, and with love for one another, St Agnes' learners are: RESPECTFUL, RESPONSIBLE, RESILIENT and RESOLUTE"

This statement will form the basis for all of our explicit behaviour teaching and learning in 2017. The qualities that they encapsulate are life-long skills that our children will carry with them after their seven year journey at St Agnes'. The essence of being a respectful and responsible person is the very foundations on which we

base our relationships as modelled by Christ himself. In a world full of 'busyness', technology and consumerism, we have identified a strong need to support our children to be independent risk takers, who are able to challenge themselves, learn from their mistakes, strive for growth and stand up for what is right, no matter what the crowds around them say.

We are in the process of developing all of the positive ways that we can support and congratulate our students for making the correct choices, as well as developing units of teaching that enable staff to explicitly teach the skills necessary for students to be people who are respectful, responsible, resilient and resolute. Resilience is being able to bounce back and move on from a difficult situation. Being resolute is defined as being admirably purposeful, determined and unwavering. This means being someone who stands up for what they believe in, is focussed, leads by example and who supports others.

We have also been carefully developing a consistent flow chart for managing behaviours that challenge our expected behaviours. We have had conversations with staff and our senior students regarding the definition of minor and major behaviour incidents, and how these will be managed consistently across the school. The PBS team are currently reviewing and trialling this process and information will be sent home for feedback, after the staff trial has concluded.

This initiative will continue in 2017 and has received great support from all groups within our school community.

Results and Achievements

In 2016, St Agnes' Primary completed the Compliance and School Review and Improvement Process as part of the Lismore CSO five year structure. A Strategic Management Plan was formulated to guide school actions from 2017-2021. 2016 Achievements in the four domains are Catholic Identity and Mission, Teaching and Learning, Community and Relationships, Organisation and Co-Leadership.





St Joseph's Primary School

The core purpose of St Joseph's Primary School is to support members of the parish school community in providing faith formation for their children. The school fosters a commitment to the individual person and provides opportunities for academic, cultural and sporting achievement.

St Joseph's Primary, Port Macquarie offers students a quality Catholic education based on the teachings of the Church and within the context of a strong faith community. All of these areas combine to ensure that our school's mission is lived out daily in the life of the school.

Results and Achievements

The students' achievements and accomplishments were showcased throughout 2016. School achievement was highlighted and celebrated at many school assemblies. Our focus was to continue to build on the reputation that St Joseph's Primary, Port Macquarie as an exemplary school. The following list provides an indication of the school's academic achievements.

- Achieved pleasing growth in Reading K- 6 evidenced through the implementation of Learning Plans.
- Implemented a Whole School Approach to Writing, with pleasing professional development and student evidence across a range of measures.
- Implemented Extended Mathematical Understanding (EMU) pedagogy, including administering the Maths Assessment Interview (MAI) for all Kinder-Year 5 students
- Achieved pleasing results in Year 3 & 5 NAPLAN, especially in the areas of Writing, Reading and Punctuation and Grammar. We are consistently above schools of a similar context.
- Students in the top three bands in Reading, Writing, and Grammar & Punctuation is pleasing compared to State figures in both Year 3 and Year 5
- Achieved excellent results in the Year 6 Religious Education test where five students received a Distinction and thirty-one received Credit certificates.
- Three teams of Year 5 & 6 students completed in the regional Tournament of Minds competition.
- Participated in the regional Da Vinci Decathlon to challenge our most able senior students. Teams achieved pleasing results.

- Students participated in the International Competition and Assessment for Schools in English, Mathematics, Science, Spelling and Information Communication Technology. Many participants received High Distinctions, Distinctions, Credits or Merits.
- Implemented a STEM Program which included a Paper Plane Club in Term 3 and a Coding Club in Term 4.

Community and Cultural Events

There were many opportunities throughout the year for our school to be represented at community and cultural events. The following activities provide an insight into the school's cultural program and community involvement.

- Implemented an extensive Speech and Drama program which enables student participation in Eisteddfods and other community events. Students achieved excellent results in the Trinity College of London Speech Exams.
- Implemented the K- 6 'Dance Fever' program and the St Joseph's Dance Teams – Infants, Primary Girls and Primary Boys were all awarded a Highly Commended.
- Experienced significant growth and development in the School Band and Music Tuition Program with students performing at the 'Time Please' concert, Carols by Candlelight and Aged Care facilities.
- Continued the provision of lunchtime clubs and activities and after school classes in Dance, ICT, and Speech and Drama.
- Represented at community events such as the Anzac Day Parade and Remembrance Day.
- Teams and individuals participated in Gymnastics, Dance, Skipping, Intensive Swimming, Hot Shots Tennis, Touch, Hockey, Softball, Basketball, Cricket, Soccer, Netball, Rugby League and Rugby Union.
- There is a high level of participation in community events such as triathlons, gymkhanas, Little Athletics, local team sports, Martial Arts and surf life-saving- Nippers.
- The school achieved representation in all sports at School, Zone and Diocesan levels. Four students represented Polding at the PSSA (State) carnival in the sports of Rugby League, Touch, Tennis and Swimming.
- The school Rugby League team won the right to travel to St Marys

(Sydney) to compete at the NSW Open Primary Rugby League competition. A first for the school.

- Students participated in a non - competitive Touch Gala day where the emphasis was on participation, learning basic skills and the associated social and well-being benefits.
- All students participated in School Athletics, Cross Country and Swimming Carnivals.
- All students participated in the Sporting Schools Australia program where qualified coaching was provided to allow the students to develop fundamental skills to compete in a variety of sports.

Initiatives Promoting Respect and Responsibility

The values of respect and responsibility lie at the heart of Catholic schools, and underpin all policies and procedures. Students, teachers and parents are regularly reminded of the school's commitment to these and other school values by newsletter items, assembly messages and by the nature of our interpersonal relationships. In 2016, the school promoted 'Making Jesus Real' to address these and other values identified by the school community. Many of the awards presented to students throughout the year are indicative of these values. Respect and responsibility are fundamental to the school's Behavioural Care and Education Policy, underpinning our interpersonal relationships and characterising our methods of learning. The implementation of the Peer Support Program, the Year 5/6 & K/1 Buddies and Mini Vinnies Team exemplify student discipleship. During 2016 our Anti-Bullying and Behavioural Care and Education Policy were reviewed with staff and parents.





St Peter's Primary School

Initiatives Promoting Respect and Responsibility

The school ensures that at every available formal and informal opportunity the values of respect and responsibility are promoted. The school models and teaches students about respect and responsibility in a number of ways:

- Students and staff respond generously to social justice appeals, including St Vincent de Paul and Caritas;
- Senior students run an annual Caritas appeal day;
- Awards recognising respect and responsibility are presented at our whole-school assemblies, while outstanding citizenship is recognised at the Annual Presentation Assembly for our graduating Year 6 class.

The values of respect and responsibility lie at the heart of Catholic schools, and underpin all policies and procedures. Students, teachers and parents are regularly reminded of the school's commitment to these and other school values by newsletter items, assembly messages and by the nature of our interpersonal relationships. St Peter's is embarking on the development of a Positive Behaviours Support (PBS) project, which aims to clearly identify our core values, and build expectations and rewards around their adoption in the school environment. Our values have been identified as Being a Learner, Being Safe, Being Respectful, and Being like Jesus. A behaviours' expectation matrix is being developed around these values, and students are acknowledged and rewarded when they are "caught" demonstrating these values in a positive way. Positive signage and other promotional material will support this initiative.

Results and Achievements

Some of the highlights for 2016 include a P & F Staff Trivia night, which was well attended and a very successful social evening. Stage 2 of the school's building project was finalised, with the completion of new Year 3 & 4 classrooms to accommodate expanding enrolments. The project also included upgrades to disabled access, including installation of an elevator. A highlight of the year was our celebration of Catholic Schools' week, with assemblies, sports, and open classrooms providing



opportunities to showcase the school. The school opened its doors to the public several times during the year, including a grandparents' day later in the year. Our Maytime Markets continued to be a successful social and fundraising event with the school being open to the whole community. Other community activities included the school's support of the Ironman events through volunteer aid stations. The outstanding highlight of 2016 would have to be the "Gone but not Forgotten" dance concert at the Glasshouse Theatre, which surprised and amazed all who attended. Topping off the calendar year was our Carols Night on the school oval, where all could relax and ease into the Christmas spirit while children led the singing of some favourite carols.





Mackillop College

Initiatives Promoting Respect and Responsibility

During 2016 students were involved in a range of outreach activities, including visits to the local aged-care facilities where students spent time speaking with the elderly residents. Students and staff contribute generously to social justice appeals, including St Vincent de Paul, Caritas and the Parish Christmas Hamper Appeal. Outstanding citizenship is recognised at regular school assemblies and more formally at the Year 12 Graduation ceremony. Community service is recognised with hours of service formally recorded (on each student's school reference) and with 10 hours of service per annum receiving recognition in the form of a certificate. Our College Prayer, which embodies the ideals of respect and responsibility, begins every community gathering within the school.

Results and Achievements

Higher School Certificate

The results of the school's Higher School Certificate candidature are reported opposite. The table provided shows the percentage of students who achieved in the top three bands and shows a comparison with results from previous years.

In 2016, two subjects exceeded state averages in Higher School Certificate examinations: Industrial Technology – Timber 17.85%, Food Technology 13.21%, Drama 10.35%, PDHPE 10.32%, Design & Technology 10.21%, General Mathematics 9.69%, Music 9.64%, Community & Family Studies 9.56% and Engineering Studies 9.45%. A further 10 subjects had their HSC exam results in excess of 5 percentage points above State average. Overall, 50% of all HSC examination results were over 80.

The students' achievements and accomplishments were showcased throughout 2016. Student work was proudly displayed in classrooms, on school noticeboards, in the school office and on class webpages. School achievement was highlighted and celebrated at many school assemblies. Our focus was to continue to build on the excellent reputation of Mackillop College. The following list provides an indication of the school's academic achievements in 2016.

- 13 students received an Australian Tertiary Admission Rank over 90, with the highest ATAR being 98.15.
- Twelve students received nominations for their HSC practical projects in Drama, Dance, Design & Technology, Industrial Technology – Timber and Music.
- Students had the opportunity to participate and receive outstanding results in a large number of academic competitions including the Geography Competition, English Competition, Mathematics Competition, The Australian Stock Exchange (ASX) Game, Maths Problem-Solving Competition, MacKillop College Coding Club (MC3), da Vinci Decathlon, Science and Engineering Challenge and Tournament of Minds.
- MacKillop College had two students who achieved in the 99th percentile and the 96th percentile bands of the Science Gifted and Talented Discovery Program. Over 2500 students in Years 8 and 9 from across Australia sat this exam. These two students then had the opportunity to attend a three-day workshop at the University of Sydney.
- MacKillop College had four Tournament of Minds teams which involved 32 students representing the three disciplines of Language Literature, Engineering Mathematics and Science Technology. At the Regional final both Language Literature teams received Honours and the Science Engineering team placed first. This team competed at the State finals at UNSW.

Higher School Certificate: % of students in bands 4, 5, 6

	2014		2015		2016	
	School	State	School	State	School	State
Studies of Religion I	69%	76%	66%	78%	65%	76%
English Standard	88%	43%	86%	42%	78%	49%
English Advanced	97%	92%	97%	91%	100%	90%
General Mathematics	90%	51%	86%	50%	89%	52%
Mathematics	97%	81%	74%	81%	60%	76%
Studies of Religion II	94%	74%	78%	71%	86%	71%
Drama	100%	85%	100%	82%	100%	83%

Post-School Destinations

Destination Data	University	TAFE/Other Institutions	Workforce Entry	Destination Not Reported
Year 12, 2016 Graduating Class	84%	2%	13%	0%



St Joseph's Regional College

Initiatives Promoting Respect and Responsibility

Respect is one of the key values of the College. It underpins all policies and procedures at the College including a Restorative Practices approach to discipline and pastoral care. Students are always encouraged to own their behaviours and take responsibility for both their actions and their learning. Additionally the College has a strong tradition of responsibility and respect for the marginalised in our society, a responsibility to these people and to the local and global community. Students participated in numerous activities throughout 2016 demonstrating these values:

- We acknowledge and celebrate significant dates on the Aboriginal and Torres Strait Island calendar such as NAIDOC week. As this celebration occurs during the July school holidays we hold an event at school either at the end of term 2 or the beginning of term 3. Examples of this over the past few years include: bush tucker tasting, special guest performers and art workshops.
- Community Service which promotes respect and responsibility for the young and the elderly in our community saw numerous visits to primary schools and aged cared facilities in the community throughout 2016. Students also have a strong connection with the local St Vincent's de Paul Society and led an initiative to have a St Vincent's de Paul bin located in the College grounds.

Results and Achievements

Higher School Certificate

The results of the school's Higher School Certificate candidature are reported opposite. The table provided shows the percentage of students who achieved in the top three bands and shows a comparison with results from previous years.

Post School Destinations

Destination data is required to be collected by all schools for students beyond the compulsory years of schooling. This table is an easy way to represent the figures ensuring school and system compliance with this Federal requirement.

Each year the school collects destination data relating to the Year 12 student cohort. The table (*see right*) sets out the percentage of students for the categories shown.





Higher School Certificate: % of students in bands 4, 5, 6

	2014		2015		2016	
	School	State	School	State	School	State
Studies of Religion I	71%	76%	71%	78%	66%	76%
English Standard	76%	43%	68%	42%	68%	49%
English Advanced	100%	92%	100%	91%	100%	90%
General Mathematics	88%	51%	96%	50%	93%	52%
Mathematics	100%	81%	84%	81%	83%	76%
Industrial Tech - Timber	N/A	N/A	100%	55%	100%	52%
Food Technology	100%	54%	100%	67%	100%	52%

Post-School Destinations

Destination Data	University	TAFE/Other Institutions	Workforce Entry	Destination Not Reported
Year 12, 2016 Graduating Class	85%	1%	14%	0%



Newman Senior Technical College

Initiatives Promoting Respect and Responsibility

Students, teachers and parents are regularly reminded of the College's commitment to these and other College values by newsletter items, assembly messages and by the nature of our interpersonal relationships. Our mission can be outlined in three simple and succinct statements: Respect for Self - Respect for Others - Skills for Life. This is designed to make our mission clear and accessible to all members of the community. These phrases repeatedly appear in internal and external communication documents and presentations produced by the College.

Students and staff contribute generously to social justice appeals, including St Vincent de Paul and Caritas, Orange Sky Laundry, Christmas Hamper donations and the Parish Spring into Summer appeal. Outstanding citizenship was recognised at the Annual Prize giving with numerous awards being presented.

Results and Achievements

National WorldSkills VETiS medal winners from Newman Senior Technical College included; Rebecca Lakis-Smith - Gold in Business Services, Jordan Peterson - Silver in Automotive, Courteney Newham - Bronze in Retail and Maddison Seaborn - Bronze in Information Technology.

The WorldSkills Competition, held every two years, is the biggest vocational education and skills competition in the world. Over 500 competitors from all corners of Australia converged on Melbourne Showgrounds to compete in over 50 skill categories.

Newman Senior Technical College was recognised as the best performing VET school in Australia at the 2016 WorldSkills Australia National VET in Schools Competition. There are 12 VET in Schools categories. Six of our students qualified and placed as follows:

- Gold in Business Services
- Silver in Automotive
- Bronze in Retail
- Bronze in Information Technology
- Finalists in Retail and Construction

76 School-based Apprentices/Trainees in vocations including: Business, Human Services, Education & Care, Construction, Furniture Making, Civil Construction, Bricklaying and Carpentry, Fitness, Hospitality Operations, Retail, Community Pharmacy and Warehousing Operations, Automotive, Engineering, Electrotechnology, Agriculture and Horticulture.

Early Entry offers to University Bachelor courses in Nursing, Business, Educational Studies, Accounting, Applied Science (Outdoor Recreation and Ecotourism), Social Work and Criminal Justice.

Post school destinations

Destination data is required to be collected by all schools for students beyond the compulsory years of schooling. This table is an easy way to represent the figures ensuring school and system compliance with this Federal requirement.

Each year the school collects destination data relating to the Year 12 student cohort. The table below sets out the percentage of students for the various categories shown.

Destination Data	University	TAFE/Other Institutions	Workforce Entry	Destination Not Reported
Year 12, 2016 Graduating Class	6%	9%	81%	4%



68,729 hours

of hands-on workplace learning gained by Newman students in 2016.

It's been an amazing experience. The support from the school, the organisers and all the competitors, especially the NSW Team, was fantastic. I made so many new friendships and this achievement will stay with me for a lifetime.

*Rebecca Lakis-Smith,
2016 Worldskills VET
in Schools Gold medal
winner*





Youth Ministry

2016 has been a vibrant year of growth for Youth Ministry in St Agnes' Parish across both Youth United and Youth Hub.

Youth United

The newly formed Youth Ministry and Youth Mission Teams worked towards creating a strategic plan to provide direction for achieving our vision and mission for evangelisation and outreach.

The Encounter, Rugrats and Young Men of God youth groups continued to offer opportunities for personal growth through the development of relationships with one another and with God.

Major highlights of the year included the annual Stations of the Cross prayer service on Oxley Beach led by many enthusiastic representatives of our parish schools; the One.Life Youth Rally hosted by our secondary Senior Youth Ministry Teams which included the launch of Youth United; a return visit by the ever popular Fr Rob Galea; Ignite, the National Catholic Youth Conference which aims to equip youth for living the Christian life and Journey into the Catholic Faith 4 Teens – a new program designed to encourage youth to seek answers, venturing towards a deeper understanding of numerous aspects of the Catholic Faith .

Of great significance was the World Youth Day Pilgrimage to Poland in July. This experience of a life-time allowed our young pilgrims to witness the true universality of the Church in the gathering of young people from hundreds of nations, all beaming with the joy of Christ's love. It renewed and strengthened faith, enkindled love of the Catholic Church and reinforced the importance of being dedicated bearers of the merciful love of God and sharing the message of Jesus Christ each and every day.

Youth Hub

The Port Macquarie Youth Hub vision is to engage, support and nurture the youth of the Hastings. The aim is to promote self esteem by laying a platform based on friendship, health, education and community support.

2016 saw growth across all programs offered from the Hub, which include:

- Drop In
- Girl Space
- Youth Hub Theatrical Group
- Rugrats
- People Builders Youth Group
- St Agnes' Parish Playgroup
- Hastings Family Support Group
- Juvenile Justice Mentoring
- Band Nights
- School Holiday Activities

"I've been coming to the hub for a long time. I come with my brother and cousins. It's a fun place to hang out! We play lots of games inside, but we also get out and play cricket, footy and soccer. We also go to Rugrats youth group on a Friday afternoon. I used to get into trouble a lot at school, but not as much anymore, because Mick and Jayson teach us what is right and wrong.

Kaden

"The Youth Hub means everything to me, it has changed my life. I have met new friends when I never used to have any. I have tried new things and been given the opportunity to meet new friends that has made it comfortable for me to fit in. I come as often as I can and usually every day through the holidays. Because I started to come to the Hub I have even joined in other social events like the Scouts that I was not able to do before. It is now my second home.

Jarrod

Drop-In



Girl Space



Youth Hub Theatrical Grp



Rugrats



People Builders Youth Grp



St Agnes' Parish Playgroup



Band Nights



Hastings Family Support Grp



School Holiday Activities



Juvenile Justice Mentoring





Understanding Faith

During 2016, the Understanding Faith team finalised the last phase of the development of the primary resource. Students from Kindergarten to Year 12 from Catholic schools throughout Australia are now able to use the online Understanding Faith Multimedia Religious Education Resource. The resource now comprises 57 primary school units and 48 secondary units, with a few more secondary units anticipated to go online in 2019.

Four primary units and twenty one secondary units were fully re-edited and updated during 2016 to ensure the resource is relevant and up-to-date. In addition, multimedia content was updated and expanded across the total resource.

We have also started sending email direct marketing promotions to schools not currently subscribed to the resource. This strategy along, with personal contact with and on-going support from the Diocesan education offices, has resulted in an increase in the number of schools subscribing to the resource, and in the retention of 'customers'. In addition we send a quarterly newsletter, E-Piphany, to our current subscribers to support the teachers using the resource.

In July 2016 Understanding Faith took responsibility for publishing the weekly CathNews Insights which are available for parishioners to read.

The resource is very popular in the schools, and the comment below is typical of the sort of feedback we continue to receive from teachers.

“

Understanding Faith is one of the finest programs I have ever seen! It has a wide variety of tasks, many different formats for students to try, and the multimedia capabilities are stunning. I love it!

Tim
Mary MacKillop College

”



2016 Subscriptions and Page Views



267
subscriptions



1,036,633
page views



10 mins
average session



159
subscriptions



3,314,134
page views



11 mins
average session

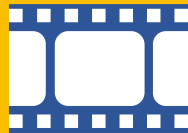
Current Multimedia Materials Comprising the Understanding Faith Resource



Primary
16,749
images



1,055
interactive
activities



14
videos



126
songs
or radio
broadcasts



3
newspaper
articles



738
printable
activities



210
slideshows



815
YouTube
links

Secondary
21,107
images

1,956
interactive
activities

679
videos

261
songs
or radio
broadcasts

153
newspaper
articles

84
printable
activities

94
slideshows

175
YouTube
links



The Francis Retreat

The Francis Retreat was established in the 1960s and operated as the Bonny Hills Conference Centre by the Anglican Church until around 2013. St Agnes' Parish purchased the centre in July 2015 and appointed new Managers who then set about renovating and beautifying the old buildings and grounds. It was renamed The Francis Retreat, a new logo designed and in February 2016 its doors were flung open again to welcome a new generation.

A formal opening was held on 27 February with a blessing of the Romero Chapel and the dormitories.

With freshly painted rooms, the retreat centre breathed new life as both Parish service areas and other community groups rediscovered The Francis Retreat. 2016 was its first full year of operation after acquisition.

The year has been very rewarding, in particular seeing students come and relax and connect to the beauty of the surrounds at The Francis Retreat. A highlight of the year was in December when four generations of one family returned to the site to recommence their 40 year tradition of 'Summer Family Camp'.

“Thankyou to the wonderful staff at The Francis Retreat. Jess, Sharon, Jamie, Danya & Zac, for all their work and commitment to the Parish Vision.

Joady Castles, Manager”





12
Catholic School
Retreat Groups



4
Non-Catholic School
Retreat Groups



12
Community Retreats



12
Parish/Diocesan
Training Workshops



52
Holiday Groups



3,385
Bed Nights

Non-Catholic School Camps

Lake Cathie, North Haven Schools' Band Camp
Kororo Public School, Year 4 Camp
St Columba Anglican School, Year 12 Retreat
Corindi Public School, Year 4 Camp

Parish Workshops & Conferences

St Joseph's Family Services Staff Training Day
St Agnes' Parish Directors' Meeting
St Agnes' Parish Staff Frontline Management Training
St Agnes' Parish Staff Health and Well-being Days
St Joseph's Regional College Staff Spirituality Day
John Henry Institute Training Workshops
Catholic Care of the Aged Residents Afternoon Tea
Parish Finance Committee Workshop
Parish Christmas Celebration

Community Group Retreats

Wauchope Bonsai by the Beach
Junior State Touch Teams
CHS Rugby League Team
CSO Porta Fidei Retreat
NSW U/15 Rugby League Team
Newcastle Surf School
4Life Church
Kumiaru Martial Arts Camp
Meditation Weekend
Scrapbooking by the Beach
Enrichment Retreat
Summer Family Christmas Camp





John Henry Institute

The John Henry Institute (JHI) was established in 2016, with the aim of expanding the education, training, professional development opportunities and qualifications of students and employees within St Agnes' Parish and the broader community. JHI has its contractual obligations linked to the Lismore Diocese RTO and Newman Senior Technical College (NSTC).

Newman Plus

Newman Senior Technical College (NSTC) has a proud history of providing Vocational Education and Training to Year 11 and 12 students. The core business of Newman Plus focuses on providing supported training pathways for post school-aged students through apprenticeships and traineeships. For many years, post Year 12 apprentices and trainees have had to travel substantial distances to complete their off the job training. The provision of such training at the local level is a huge benefit to both the apprentice, trainee and also the employer.

New Learning

St Agnes' Parish has a significant diverse workforce that has a real need for a coordinated approach to the provision of professional development and training. As well as meeting the needs of the Parish service areas, New Learning will provide training expertise to businesses or assist them in articulating their training needs and sourcing the best training available.

New Ventures

New Ventures is about new business. It is an essential vehicle in leading a consortium approach to accessing Australian Government Funding in partnership with the Parish, the Lismore RTO and local employers. New Ventures also provides the Parish with a strategic business structure to manage projects that may not fit within current service areas.

2016 Key Accomplishments

During the first six months of operation JHI

- Established operational requirements for a business including ABN, bank accounts, secured premises, developed brand and logo and established an online presence
- Successfully applied for competitive tendered Smart and Skilled NSW government funding
- Identified compliance requirements and a range of training options for St Agnes' service areas
- Assisted local business to expand into new markets:
New jobs have been created and over \$200,000 worth of specialist equipment has been purchased by local businesses to meet new orders that JHI helped them secure
- Worked with industry and partner organisations to identify local training needs
- Created a training calendar for St Agnes' Parish professional development
 - Cert IV Training and Assessment
 - First Aid Training
 - Mental Health and Accidental Counselling
 - Fire Safety training
- Investigated new funding opportunities and partnerships:
 - Smart and Skilled funding
 - Smart, Skilled and Hired tender
 - Interventions to long term welfare dependence Commonwealth Government
 - NSW government regional conference grants
 - NSW Tourism incentives program
 - Industry Skills Fund
 - MHFA NSW Government program

Our Vision

To help people see their value and their potential, so that they engage, participate and lead rewarding lives, benefiting themselves, their families and their community.

Our Mission

JHI helps individuals access their potential, achieve their career objectives, and build confidence in their future.

JHI works with industries and employers to improve their businesses, care for and invest in their staff, increase their customer base and potential returns.

JHI challenges the status quo in service standards of the training market and promotes innovation and invigoration of service offerings and service delivery.

JHI stimulates economic activity for the Hastings region, motivates employment growth and improves service availability and quality.

JHI pursues new ventures to address market gaps and increase employment opportunities.

Qualifications currently being considered for delivery through JHI include subjects in the following areas:

Agriculture | Automotive | Business | Childcare | Construction | Electrotechnology | Engineering | Furniture Making | Horticulture | Health | Hospitality | Information Technology | Media | Tourism



St Agnes' Foundation

St Agnes' Foundation is a trust fund to help others help themselves.

It presents an opportunity to nominate and create a trust fund to help a charity, community service or person in need both now and in the future.

It is a legal and charitable body registered with the Australian Securities and Investments Commission and has been sponsored and supervised by the Bishop of Lismore since it began in 1983.

Who can the trust fund help? The following list provides examples of some of the various charitable and personal reasons for present and past trust funds:

- Education of children from poor families or single parents or who are disabled.
- Ongoing accommodation and support for disabled children
- Annual school prize-givings
- Marriage guidance programs
- Church missions in Australia and overseas
- One's own funeral expenses
- Masses for the deceased and personal intentions
- Education of Priests in the Diocese

During 2016, as a result of the Spring into Summer campaign, the Fund was able to help various people with different needs, including:

- Year 12 music excursion x 1 student
- Year 12 science excursion x 1 student
- Year 12 retreat x 16 students
- Year 5 camp x 3 students
- Year 11 visual arts excursion x1 student
- Year 6 camp x 2 students
- Assistance with purchase of glasses for a student with a disability



The Kathleen Briscoe Tuition Scholarship

Kathleen Briscoe was a lady of great faith who sacrificed much to provide the best education for her children. She knew this would empower them to lead a rewarding and fulfilling life in their chosen careers.

Kathleen passed away in 2013 and this tuition scholarship, established in her memory, was created within The St Agnes' Foundation. The scholarship has been offered annually since 2014 to families finding it extremely difficult to keep pace with the costs of educating their children.

Kathleen Briscoe Tuition Scholarships have been granted for students commencing Year 7 since 2015. By 2017, 6 full scholarships and 8 half scholarships will have been awarded. Where scholarships are for 50% (half scholarship), the balance of fees is payable at a reduced fee under our Fee Assistance Program.

For the 2015-2017 intake period, total funds required were \$212,000. By 2018, the amount of remaining funds will only fund another 2 full scholarships and so fundraising is being conducted to ensure the ongoing support of students who need it.

To continue Kathleen's legacy and fund this scholarship into the future, The St Agnes' Foundation gratefully accepts donations from those who are financially able to assist and support this part of our Parish Mission: "The service of all, particularly those in need".

(For information on how to donate, see page 66.)

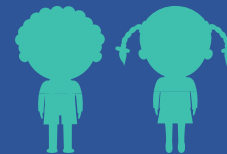


2015



1 x 100% scholarship, 6 x 50% scholarships

2016



2 x 100% scholarships

2017



3 x 100% scholarships, 2 x 50% scholarships

Work Health and Safety

A Strong Focus on Safety

St Agnes' Parish continued to focus on improving safety and risk management this year, demonstrating a strong commitment to provide a safe healthy work environment for all. The WHS Strategy 2015-2017 is progressing well with significant improvements in WHS management within the Parish. New WHS policies have been developed and approved with a framework for ***WHS consultation and due diligence*** established and embedded to ensure everyone is informed about WHS and aware of their legal obligations. 128 senior leaders within the Parish participated in WHS Due Diligence training, learning about their WHS duties, changes in legislation impacting their specific workplace and the application of risk management practices to ensure safe work practices.

Safety for our Employees

In St Agnes' Parish, our greatest asset is our people. We are confident we have the best, most motivated high performing employees, and keeping them safe, healthy and happy while at work is an investment in our future.

Improvements to ***Parish emergency response plans***, such as emergency evacuation and emergency lockdown, have been a priority for the WHS team with an overarching Critical Incident Management Plan now developed for the Parish in the event of a major emergency such as a bushfire or pandemic. Training in Critical Incident Management will be undertaken soon to make sure our senior leaders are well versed and practised in their leadership and coordination roles should the Parish face a critical incident.

St Agnes' Parish ***intranet WHS pages*** were launched in late 2016 offering a wealth of safety advice, information and extra resources for all our workers and managers. Details of the WHS Strategic Plan 2015-2017 are listed as well as information on the many health and wellbeing programs offered by the Parish.

Monthly posters for Fr Donnelly's ***WHS promotional campaign*** were disseminated to all Parish workplaces to raise awareness of WHS issues. Response to the campaign has been very positive with most employees understanding the message and context of the campaign.

Safety for our Contractors

Managing the health and safety of the many hundreds of contractors who work on behalf of St Agnes' Parish is a key element of our WHS strategic plan. A lot of maintenance and specialised tasks are commonly performed by contractors, so planning to ensure their safety on our sites is essential. All St Agnes' Parish contractors are screened to make sure the appropriate insurances, professional licences and criminal and working with children checks are in place. Safe work practices are encouraged through the exchange of contractor safe work method statements and risk management processes before any work begins. Work that is considered high risk (eg. working with electricity, working with asbestos, working at heights) requires more stringent controls so the Parish have introduced a **high risk work permit system**. This system ensures a high level of risk assessment and supervision is applied to these types of work and helps to keep safety front of mind for our contractors.

It is most important that a site manager knows who is on site in the event of an emergency. A new Parish wide **contractor induction program** has been rolled out with a clear sign-in and sign-out process. All Parish site managers have received the appropriate training and resources to manage contractor induction and in addition, a special WHS Property services meeting was held with contractors outlining their WHS responsibilities and code of conduct for working on St Agnes' Parish sites.

Safety for our Schools & Early Education Centres

Work continues with the Parish schools, providing WHS advice and guidance for issues as they arise. **School traffic zones**, as the interface of children, parents and vehicles, are a potential high risk area, particularly for our three Primary Schools. Stakeholder discussions with parents, police and local council resulted in funding received by one of the schools to better manage traffic conditions and the development of traffic management plans for each school as well as an awareness campaign for parents.

A variety of extra **security measures** to protect school property and ensure a safe and secure environment for staff and students have also been implemented this year. Emergency response procedures have been updated and standardised, automated entrance doors and duress alarms have been installed and frontline personal safety training for all Parish schools and Early Education Centres has been delivered.

Safety for our Volunteers

Volunteers play a major role in assisting St Agnes' Parish to carry out our many services. The Parish has developed educational resources to provide information on how the new WHS laws apply to volunteers, explaining their rights and obligations. The training outlines ways volunteers can meet their WHS duties and details what volunteers can expect from us as an organisation. Improved management and governance have been put in place to fulfil our duty of care towards all Parish volunteers. **Volunteer training** is currently underway for many of the service areas within our Parish and will remain a focus for 2017.



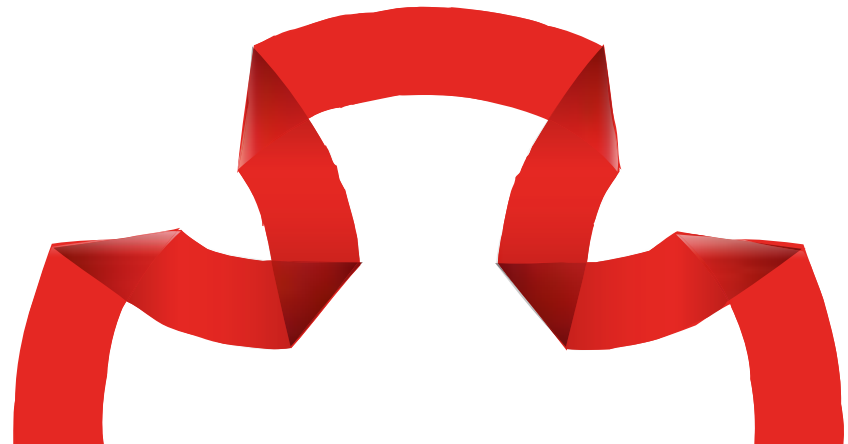
Financial Management

St Agnes' Parish Annual Budget

There are two budget reporting periods in the Parish; calendar year and financial year. A comprehensive synopsis of all budgets is produced in December of each year. This budget is approved by the Parish Finance Council (PFC) at a special meeting. Through this process the PFC aims to:

- Maintain the Parish's sound financial position and subsequently maintain our ministry and service to the community at its trademark high quality level as it continues to grow and develop;
- Assess risk;
- Maintain vigilance in financial management in all areas;
- Ensure the Prudential Property Fund continues to deliver excellent distributions to the Parish service areas and provides an excellent foundation for our financial model moving forward.

The compilation of our annual Parish budget and financial modelling provides the mechanism through which the PFC maintains an overview of Parish operations, objectives and risks.





At a glance...



570+

aged care clients
received care
and support
from Catholic
Care of the Aged



800+

children
received care
and education
from St Joseph's
Family Services



426

Catholic school
subscribers received
multimedia for faith
education from
Understanding Faith



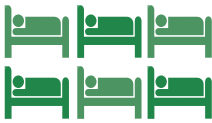
100+

employees and
community
members
received training
through the John
Henry Institute



500+

people received pastoral
services through first
communions, confirmation,
baptisms, marriages,
funerals, home visits and
pastoral care



3385

bed nights provided
in peaceful
surrounds at The
Francis Retreat



1250+

parishioners receive
weekend mass



460+

clients receive
care and
support through
Centacare



a safe and
supportive
environment
provided to
clients accessing
the Youth Hub



4000+

students received
care and education
from Parish Schools

Looking to the Future

“

I have always believed that the first step on the road to progress is to dream. One good thing about dreaming is that it doesn't cost a cent. You can enjoy the sheer pleasure of your fantasised future knowing that if it turns out to be flawed no one gets hurt. From time to time I like to dream big. I imagine that there are no limits to our resources or time and then proceed to determine priorities for my dreams. What is interesting is that my priorities change regularly and inevitably entirely new ones come along.

Dreamlike commitments however, in the end, only achieve so much and one has to cope with reality to decide on right realistic priorities and figure out how to achieve them. Then of course there is the imperative to persuade your team to come with you to make the dream a reality. This requires a type of leadership imbued with humility, a recognition that you don't have all the answers and even to accept the advice that your cherished dream may, in fact, be a nightmare.

There is a context to all of our dreams and that context is this Parish, this faith community. As you've heard me say often, our context is Church, for that is what community is. It is the body of Christ present in this place. It seeks always to be open to the powerful prompting of the Holy Spirit. It does not exist to serve itself but to serve others. It proclaims the truth of God with us. It preaches the truth of love and forgiveness for all and seeks to make those truths a reality by reaching out to those in need. This is the essential inspiration of all the good works this parish is engaged in. Saint Mary Mackillop said it well when she said "Never see a need without doing something about it".

So that is us, St Agnes' Parish, One Body Many Parts and contained herewith is our plan to make our dreams a reality.

Fr LF Donnelly
Parish Priest

”

STRATEGIC INITIATIVES

St Agnes' Parish is committed to achieving six strategic initiatives by 2020 as follows:

01 FUTURE PARISH STRUCTURES

St Agnes' Parish will establish robust, effective and contemporary legal, governance and organisational structures and ensure the right people are in the right positions.

02 OUR FAITH COMMUNITY

We will ensure support for the on-going development of a welcoming and diverse faith community.

03 BUSINESS ARCHITECTURE

St Agnes' Parish will invest in ICT and system infrastructure to support efficient and coordinated operations of Parish services in a competitive environment.

04 ST AGNES' IDENTITY

St Agnes' Parish and its services will have a clear identity and be widely known and acknowledged for the quality of its services and their impact with our community.

05 LEADERSHIP & WORKFORCE DEVELOPMENT

St Agnes' Parish will continue to invest in the development of its people; its leaders, management and staff in an environment of support and accountability.

06 GROWTH AND DEVELOPMENT

St Agnes' Parish will continue to logically and sequentially grow its services in response to the needs of our community.



Acknowledgements

St Agnes' Parish has grown organically from the very first school opening in 1913 to what is now a large service organisation. Over the past few years, management has recognised the increasing complexity of keeping all services under the 'one umbrella', and keep them connected, with our faith vision and mission at the core. Concerted efforts have been made to share our stories and keep staff and Parishioners up-to-date.

Whilst we are not legally required to provide an annual report, we have done so in an attempt to share the wonderful work undertaken every year by this Catholic community. We hope you have enjoyed reading it.

Thank you to everyone who provided reports and helped prepare the 2016 Parish Annual Report; our service directors and general managers, Carey Farrington, Trudi Hosking, Chrissie Abel, Maria Doherty, Janice Smith, Peter Murphy, Vanessa Denham and Michael Gilmore.

Special thanks to Kathy Appleby in Communications and Marketing for her beautiful and colourful design work and guidance.

Our sincere thanks, as always, to Fr Donnelly for his never-ending vision, wisdom and support.

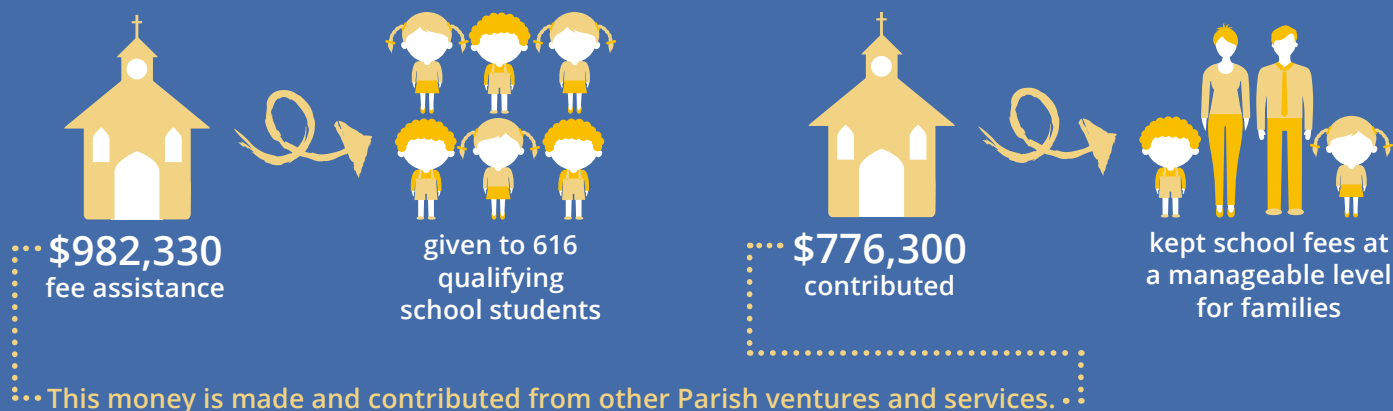
Karen Kovac
Author/Coordinator

I received your letter today in the mail. Both myself and my husband cannot thank you enough. (He) is recovering from his surgery and unfortunately will be heading in for both Chemo and Radiotherapy in the next couple of weeks, hoping that the use of both treatments works this time for him. We have a lot on our minds at present, but knowing that our children can still attend their school and get a good education is very important to us. Not only this but a stable environment for our kids is important at present with everything that is going on. Last Xmas (Parish) delivered a Xmas hamper to our place, we felt a little over whelmed and unjustified in receiving this as we had received good news and felt that it should have gone to someone more needy. We have never received such warm generosity from people before and we're not used to it. I thank you for this, the kids and us both enjoyed opening the presents and the food was greatly appreciated we didn't have a lot of money at the time, still don't, but it would have been a very glum Christmas and you brightened it up for us - so thanks. We just can't thank you enough.

Parents receiving full school fee assistance during times of illness.

Did you know?

In 2016, a total of \$1,758,630 was contributed to help families with school fees.



Thank you for the help you have given my family. It has been a very challenging time and I know it will get better. Your understanding and support is very much appreciated.

Grandparent of family receiving full school assistance.

A close-up photograph of a woman with blonde hair, smiling warmly. She is holding a bright red heart-shaped object in her hands. The background is softly blurred.

How you can help...

A stylized graphic of a sunburst with several yellow rays emanating from a central blue circle.

DONATE

AND MAKE A DIFFERENCE

For donations and bequests,
contact The St Agnes'
Foundation Ltd
(02) 6588 7444

Support the Kathleen Briscoe
Tuition Scholarship!

DONATION OPTIONS

Lump Sum donations
Regular contributions
Will bequests

DONATION METHODS

In person at St Agnes' Parish
Administration Centre, 49 Hay
Street, Port Macquarie

By cheque made payable to
"St Agnes' Foundation"

Via bank transfer

BSB: 062 952
A/C: 00902946
Name: St Agnes' Foundation
REF: KBTS, your first initial and
surname

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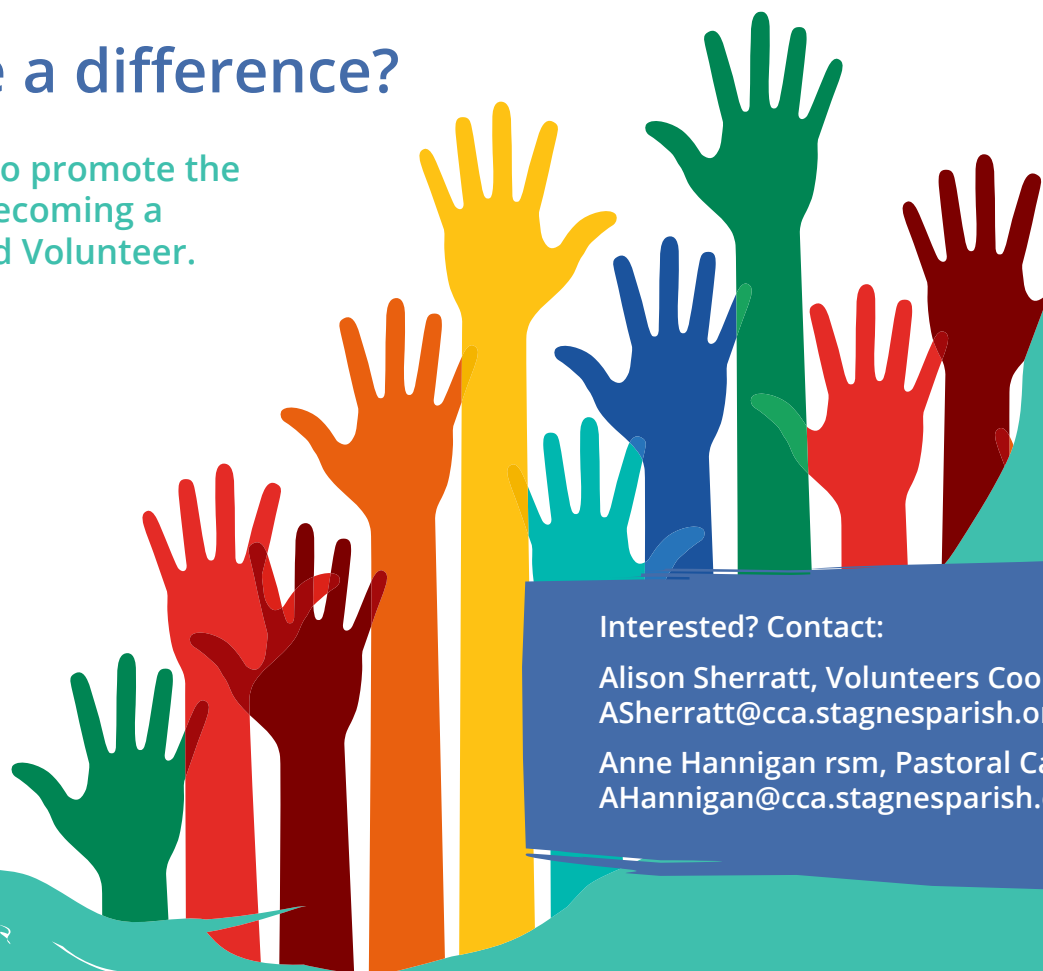
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VOL_NTEER

THE ONLY THING MISSING IS U

Can you make a difference?

Use your precious time to promote the wellbeing of others by becoming a Catholic Care of the Aged Volunteer.



Interested? Contact:

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ASherratt@cca.stagnesparish.org.au or call 0439 996 682

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