



# Bringing Hope in Emergency

Building partnerships  
for the future



“The Spirit of the Lord is upon me, because he has anointed me to bring good news to the poor. He has sent me to proclaim release to the captives and recovery of sight to the blind, to let the oppressed go free, to proclaim the year of the Lord’s favour.”

Luke 4:17-19



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Aboriginal and Torres Strait Islander readers should be aware that this publication may contain images or names of people who have since passed away. Caritas Australia acknowledges the traditional owners and custodians, past and present, of the land on which all our offices are located.



Cover: Villagers in Afghanistan learn how to protect themselves from COVID-19 through hand-washing and hygiene measures. Photo: Stefanie Glinski/Catholic Relief Services

Inside cover: A child in the Turkana region of Kenya, an arid region and the poorest in Kenya, with 60% of the population living in extreme poverty. Photo: Garry Walsh, Trocaire

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Caritas Australia is the funding body for the Australian Catholic Social Justice Council and Catholic Earthcare Australia.



## About us

Caritas Australia is the International Aid and Development Agency of the Catholic Church in Australia and a member of Caritas Internationalis, one of the world's largest humanitarian networks with 162 agencies operating in 200 countries and territories.

Caritas Australia works in partnership with local communities in Australia and overseas to support people to help themselves out of poverty, hunger and injustice. Caritas Australia works to bring relief and aid to people whose lives have been devastated by natural disaster or conflict, helping them to thrive and build lives of dignity. In addition, Caritas Australia works to engage people in education and advocacy programs

## Vision

A just world, at peace and free of poverty, where all people live in dignity.

## Mission

The scroll of the prophet Isaiah was given to him. He unrolled the scroll and found the place where it was written: "The Spirit of the Lord is upon me, because he has anointed me to bring good news to the poor. He has sent me to proclaim release to the captives and recovery of sight to the blind, to let the oppressed go free, to proclaim the year of the Lord's favour." Luke 4:17-19

Children, women and men most vulnerable to extreme poverty and injustice are rich in the eyes of Jesus, whose life and compassion inspires Caritas Australia.

Through effective partnerships in humanitarian relief and development and by transforming hearts and minds in the Australian community, Caritas Australia helps to end poverty, promote justice and uphold dignity.







Love is the truest form of solidarity.  
It binds us together, beyond the arbitrary  
boundaries of border, language or ethnicity.



## From the Chair

When disaster strikes, it is natural for us to look for the deeper truths which give our suffering, be it personal or collective, meaning.

Pope Paul VI's *Populorum Progressio*, *On the Development of Peoples* (1967), was written at a time of apparent social progress and stability, which belied a deep uncertainty at the heart of Western consciousness. Yet this "modern myth of unlimited material progress" (Pope Francis, *Laudato Si'*), has shown itself to be completely unsustainable.

COVID-19 has revealed not just the fatal impact of a viral pandemic but the deeper sickness which lies at the heart of our societies. We can no longer deny that poverty is an unnatural state, as it is based on unjust power structures which keep the rich wealthy and ensure that the poor remain oppressed. As the global economy falls into a recession global poverty rates will go up for the first time in over 20 years.

Over the last year, Caritas Australia has worked for the realisation of human dignity in societies disadvantaged by poverty or struck by natural disaster. Through livelihoods programs in Myanmar and South Sudan; refugee support and rehabilitation in Lebanon; water, sanitation and hygiene infrastructure in the Solomon Islands and disability support in Vietnam, Caritas Australia is addressing the material circumstances which exacerbate poverty as well as its underlying causes.

After a year of extreme weather events, including drought in sub-Saharan Africa and catastrophic bushfires at home, we've seen the way that nature, our mother, also cries out, imploring us to hear the "cry of the earth and cry of the poor" (*Laudato Si'*).

Love is the truest form of solidarity. It binds us together, beyond the arbitrary boundaries of border, language or ethnicity, it implores us, in the words of Christ, to "do unto others as we would have them do unto us" (Matthew 7:12).

We are all connected, to each other and to the earth itself. It's in this spirit of solidarity that, with your support, Caritas Australia continues serving the poor, and working for a world where, by improving conditions for our marginalised brothers and sisters, our own humanity is also reaffirmed.

I would like to thank our CEO Kirsty Robertson, the leadership team and the Caritas Australia staff for their dedication to the mission of Caritas Australia over the past year.

In solidarity,

**Most Reverend Vincent Long Van Nguyen OFM Conv STL DD**  
Bishop of Parramatta  
Chair  
Caritas Australia





This year has been marked by emergencies, by tragedy and by suffering, but it has also been a year characterised by hope.



## From the CEO

The long-term impacts of COVID-19 on vulnerable communities are potentially disastrous and threaten to push those already living at the margins deeper into poverty and hunger. Yet we cannot underestimate the power of hope, compassion and solidarity even during times of crisis.

Pope Francis reminds “If we do not take care of each other, starting with the least, with those who are most impacted, including creation, we cannot heal the world.” (General Audience August 12, 2020). His call is to refocus on our service to others during this time of global need and we have seen this in outpouring of support from the Caritas Australia community in response to the COVID-19 pandemic.

The International Caritas network and our partners have also responded to the other disasters that have shaped the past year: the bushfires in Australia; Cyclone Harold in the Solomon Islands, Vanuatu, Fiji, and Tonga; Cyclone Amphan and floods in Bangladesh; the Ebola crisis in the Democratic Republic of Congo and the ongoing droughts in Zimbabwe, South Sudan, Malawi and Mozambique.

This year has been marked by emergencies, by tragedy and by suffering, but it has also been a year characterised by hope. The theme “Hope in Emergencies” speaks to the belief in a better future that is at the heart of our work. The stories in this year’s annual report show us that radical change and transformation are possible even when the challenges seem insurmountable.

This transformation is made possible by working together in partnership, and in the past year we have seen more clearly than ever before, the strength of our relationships with our partners. During the terrible bushfire season in Australia I was heartened to receive numerous offers of prayers, financial and technical support from the Caritas Internationalis network.

At Caritas Australia, we will continue to work hand-in-hand with those who are most vulnerable, and “be the voice of those who have no voice” (St Oscar Romero, July 29, 1979). Alone, we cannot solve global poverty, but when we work together with the poor and marginalised to address the structures that perpetuate poverty, we can build a world in which all of God’s creation can flourish.

I wish to offer my gratitude to the previous Members of the National Council who completed their service to Caritas Australia in early 2020 as we transitioned our governance structures in the lead up to incorporation. I also take this opportunity to welcome the new members of our Council who will soon transition to being Directors of the Board.

Thank you to the Caritas Australia community, your prayers and support during these challenging times gives us faith in a better world.

With gratitude,

**Kirsty Robertson**  
Chief Executive Officer  
Caritas Australia

*K. Robertson*



# Principles

Our work is shaped by Catholic Social Teaching Principles.



## Dignity of the Human Person

Every human being is created in the image and likeness of God and therefore has inherent dignity. No human being should have their dignity or freedom compromised. The dignity of every person, independent of ethnicity, creed, gender, sexuality, age or ability, is the foundation of Catholic Social Teaching.



## Care of Our Common Home

We must all respect, care for and share the resources of the earth, which are vital for the common good of people. Care for animals and the environment is a common and universal duty, and ecological problems call for a change of mentality and the adoption of new lifestyles.



## Promotion of Peace

All peace requires respect for and the development of human life, which in turn involves the safeguarding of the goods, dignity and freedom of people. Peace is the fruit of justice and is dependent upon right order among human beings.



## The Common Good

Every person should have sufficient access to the goods and resources of society so they can completely and easily live fulfilling lives. The rights of the individual to personal possessions and community resources must be balanced with the needs of the disadvantaged and dispossessed. The common good is reached when we work together to improve the wellbeing of people in our society and the wider world.



## Subsidiarity and Participation

All people have the right to participate in decisions that affect their lives. Subsidiarity requires that decisions are made by the people closest and most affected by the issues and concerns of the community.



## Economic Justice

Economic life is not meant solely for profit, but rather in service of the entire human community. Everyone capable should be involved in economic activity and should be able to provide for themselves and their family.



The climate is a common good belonging to all and meant for all.

Pope Francis, *Laudato Si'*



## Solidarity

Everyone belongs to one human family, regardless of their national, religious, ethnic, economic, political or ideological differences. Everyone has an obligation to promote the rights and development of peoples across communities, nations and the world, irrespective of national boundaries. We are called by the principle of solidarity to take the parable of the Good Samaritan to heart (Luke 10:29-37), and to express this understanding in how we live and interact with others.



## Preferential Option for the Poor

Caring for the poor is everyone's responsibility. Preferential care should be shown to poor and vulnerable people, whose needs and rights are given special attention in God's eyes.

Jesus taught that God asks each of us what we are doing to help the poor and needy. "Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me." (Matthew 25:40).

Find out more at [www.caritas.org.au/cst](http://www.caritas.org.au/cst)



# Our Strategy

Our five strategic goals are to:



## GOAL 1

**Deeper Catholic Identity**

To actively uphold and take leadership in living out Gospel values and Catholic Social Teaching principles in our communities and workplaces, and with our partners and supporters, the Catholic community and the Australian public.



## GOAL 2

**Full Human Development**

To achieve full human development outcomes by working alongside the most marginalised so that they are empowered, resilient and self-sufficient.



## GOAL 3

**Justice and an End to Poverty**

To advocate and act for a world free of poverty and injustice by effectively amplifying the voices and stories of the people and communities we serve.



## GOAL 4

**Careful Stewardship**

To be effective stewards of resources in order to maximise Caritas Australia's impact, and to sustainably grow our community support and carefully manage our human, financial and physical assets.



## GOAL 5

**Organisational Agility**

To be an agile and creative organisation that is led and supported by talented and committed people at agency, diocesan and country level and where sound practices, policies, systems and infrastructure ensure high-quality service, a high level of competence and a culture of continuous learning.

Find out more at [www.caritas.org.au/about/at-a-glance/strategic-directions](http://www.caritas.org.au/about/at-a-glance/strategic-directions)

# Where we Work

Find out more at [www.caritas.org.au/where-we-work](http://www.caritas.org.au/where-we-work)

Thanks to your generous support, in 2019-20 Caritas Australia reached **3.6 million people** worldwide including Australia.

Through **73 partnerships**, we supported **45 long-term programs** in **18 countries**.

We also increased our assistance to **3.2 million people** affected by disaster or conflict in **23 countries**. This increase is largely due to increasing our assistance to communities affected by Ebola in the Democratic Republic of the Congo, both with local partners and as a part of the Church Agencies Network Disaster Operations (CAN DO) consortium.

## HUMANITARIAN EMERGENCIES

**34** emergency responses

**3,267,512** people reached across emergencies

**\$7,397,655** spent

*Afghanistan, Bangladesh, Democratic Republic of Congo (DRC), Eritrea, Fiji, India, Indonesia, Jordan, Lebanon, Malawi, Myanmar, Nepal, Palestine, Papua New Guinea, Philippines, Samoa, Solomon Islands, Sudan, Timor-Leste, Tonga, Ukraine, Vanuatu, Zimbabwe.*

## AFRICA

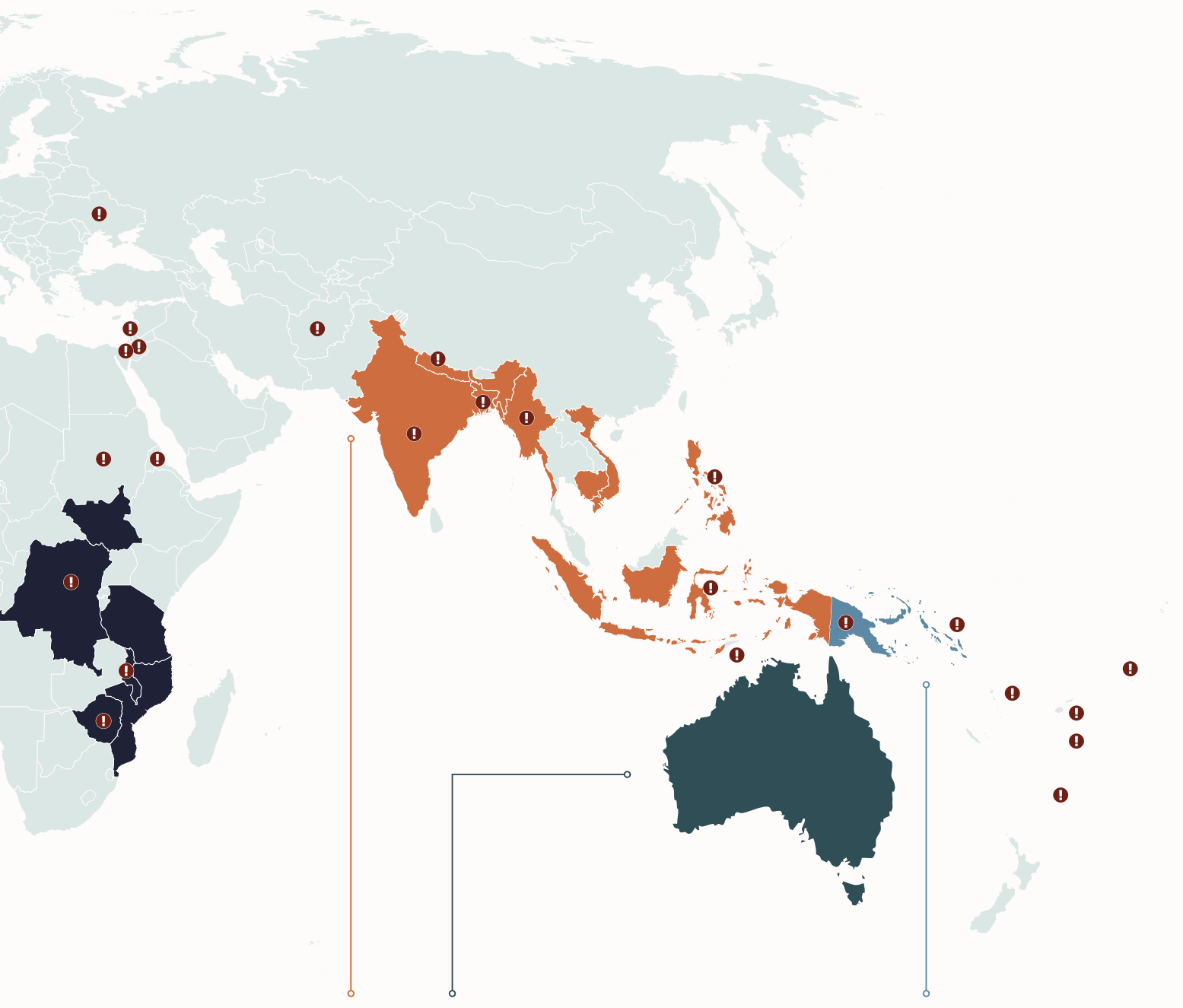
**8** programs

**71,081** people we worked with

**\$3,401,093** spent

*Democratic Republic of the Congo (DRC), Malawi, Mozambique, South Sudan, Tanzania and Zimbabwe.*





## ASIA

23 programs

257,498 people we worked with

\$8,293,067 spent

*Bangladesh, Nepal, India, Timor-Leste, Myanmar (Burma), Cambodia, Vietnam, Indonesia, Philippines.*

## AUSTRALIA

10 programs

5,937 people we worked with

\$1,033,646 spent

## PACIFIC

8 programs

13,415 people we worked with

\$2,212,466 spent

*Papua New Guinea and Solomon Islands.*



# Myanmar

Developing leadership and livelihood skills in Myanmar



“She went to an Ethnic Armed Group camp with only two young boys to claim back the land seized by military officers.”

Small business owner and community leader, Nang. Photo: Robert Sithu Aung, KMSS-YGN



IDP camp in Kachin State in Myanmar. Photo: Patrick Nicholson/Caritas Internationalis

## Since independence in 1948, Myanmar has experienced decades of ethnic conflict and civil war.

Many people have been forced to flee from their land and have found their farms occupied by the military or ethnic armed organisations on their return.

With 70 per cent of the population living and working in rural areas, many of them in small-scale agriculture, loss of land is a serious threat to livelihoods. As a result, countless rural families struggle to pay for food, health care, and their children's education.

Nang is a fifty-three-year-old Shan ethnic woman and mother of three in southern Myanmar. Despite being the only Shan woman in a majority Karen village, Nang holds a leadership role in her village and frequently leads negotiations on land disputes.

“Nang is tough,” says Nang's father-in-law. “She went to an Ethnic Armed Group camp with only two young boys to claim back the land seized by military officers.”

Nang's prestigious role in her community is unusual in Myanmar,

where women are expected to stay at home and are rarely included in household decisions. She first strengthened her leadership skills through the Livelihoods Program, an initiative of Karuna Mission Social Solidarity and Caritas Australia which promotes gender equality by training local women in leadership and livelihood skills.

Nang is also a founding member of a savings group for the women in her village, which provides loans to members to start their own small business. Nang borrowed from this savings group for her organic compost and pest control business, and was able to invest in a machine to grind turmeric, chillies, dried fish and prawns into powder for use on local farms.

“Most of the farmers know the effectiveness of organic compost and pest control, but they can't produce their own easily,” says Nang. “So, I make it and sell for them.”

Nang believes that women should learn new skills to earn an income to support their families and now encourages other women in her village to start their own small businesses as well.

## Program achievements

- ✓ The Livelihoods Program has reached over 1,600 participants over the course of the program.
- ✓ Farmers have improved their agricultural techniques, increasing crop yield and reducing pests and insects in their rice paddies.
- ✓ Nine village farmers' groups and one Township Level Farmers' Associations have been formed to work together on marketing their produce to ensure fairer prices.

This program has been supported by public donations



# Australia

Traditional and cultural healing during COVID-19, bushfires and drought



“To instill resilience and to restore families, that is what Red Dust is about for me. It’s about restoring that family structure because it’s been broken down, picked apart, through the model of oppression.”

Founder Red Dust Healing,  
Tom Powell



Tom Powell, founder of Red Dust Healing.  
Photo: Red Dust Healing.



Photo: Richard Wainwright

**Tom Powell, a proud Warramunga Man from the Wiradjuri Nation, saw firsthand during his time as an Aboriginal Programs Officer how a history of dispossession and powerlessness has created patterns of trauma and a feeling of rejection in many First Australian communities.**

Tom recognised the need for an initiative based on traditional healing practices, and created the unique Red Dust Healing program, one of the few mental health programs developed from an Indigenous perspective. Since founding Red Dust Healing 13 years ago, Tom has conducted cultural healing workshops with over 16,000 people in Australia and overseas.

The program focusses on empowering participants to be a part of their own solution by restoring family structures and reconnecting participants to traditional ways of healing. Participants are encouraged to examine how past traumas and ongoing marginalisation and discrimination have impacted them, and to find new ways to respond to these challenges.

Participants in the program learn new tools to critically reflect on their decisions, and work towards making positive and lasting changes using a variety of specially developed tools to visualise their strengths and imagine a better future.

These tools have been especially crucial in a year marked by crises for many First Australian communities, who have lost sacred sites to the bushfires and livelihoods to the COVID-19 pandemic.

“People are struggling with a lot of anxiety, fear and trauma,” says Tom. “Trauma is like the smoke of the bushfire and so you can be affected by smoke inhalation, but the real issue is dealing with it. If you don’t put out the fire the smoke will reappear. And the underlying factor to all that is dealing with people’s rejection, with their abuse, neglect, abandonment, the domestic violence, the grief and loss.”

These skills are especially important to cope with the combined challenges First Australians faced this year. “Some people mention that they feel like they’re losing control of their life,” says Tom. “But you do the things that you can control and stop worrying about the things you can’t control. It’s about making good choices.”

## Program achievements

- ✓ The current program phase focusses on training new trainers in Red Dust Healing tools so that more communities can be equipped with the skills to create change.
- ✓ Red Dust Healing has transitioned to digital workshops in response to the COVID-19 travel restrictions, which has increased the outreach of the program to remote areas including the Kimberley.

This program is supported by public donations.



# Lebanon

For survivors of gender-based violence in Lebanon, access to protection services is helping them imagine a new and hopeful future



“Before coming to the shelter, life was very difficult,” says Rosella. “It is still challenging now, but we feel safe.”

**For Rosella\*, a mother of five, escaping violence was her first step to a new life.**

She is one of many women in Lebanon who have experienced gender-based violence. As the Syrian refugee crisis continues, Lebanon continues to host 1.5 million refugees — over a quarter of the total population. Economic instability has pushed thousands of people into poverty and prompted large-scale protests. Many households struggle with limited employment options and ongoing food insecurity, as well as community tensions



We are unable to share photos of Rosella and her family for their protection. Photos: Caritas Lebanon

between local Lebanese and refugee groups. These challenges have led to a steep increase in the levels of family violence and in particular violence against women and children.

Rosella first sought help at a shelter just outside of Beirut over three years ago and has since transformed her life. The Lebanon Protection Program, an initiative of Caritas Lebanon, Catholic Relief Services and Caritas Australia, provides protection services to women and their children who are survivors or at risk of gender-based violence. The majority of women and children in the shelter have fled the conflict in Syria and experienced trauma since their arrival in Lebanon. Once in the shelter, women and their families are able to heal and build new lives in a safe and supportive community.

At the shelter, Rosella and her children participate in counselling sessions, livelihood skills training, and art, drama and music therapy sessions to promote healing. This healing process helps to stop the cycle of violence and supports participants to envision a more peaceful future.

“My favourite part is the drama therapy because playing your problems makes them easier to solve,” says Rosella. “It helps me and my children express our feelings and feel better

about ourselves. I also think that now my children are calmer, and their behaviour is more positive.”

Rosella has also learned sewing and embroidery and has started selling these services to the local community. “I’m now more autonomous and independent,” says Rosella. “Now I can work from home to earn money to support our daily needs.”

The children in the family are catching up on their education after years of being kept out of school by Rosella’s ex-husband. In the shelter they receive tutoring and homework support, and some are even planning to continue their studies at university.

“I’m much more confident in my children now,” says Rosella. “They’re keen to learn, and they talk about plans to do more school, maybe even go to university. They can see a fruitful future for themselves now.”

After three years in the shelter, Rosella’s children have been able to break the cycle of abuse and imagine better lives for themselves. Now, the family lives independently in a nearby house recently allocated to them. They received support from the Lebanon Protection Program for the first month of living expenses and have been referred to shelter assistance services.

## Program achievements

- ✓ The program supports over 900 women and children in Lebanon who have been affected by gender-based violence or displacement with accommodation, meals, livelihood skills training and psychosocial support.

This program has been supported by the Australian Government through the Australian Humanitarian Partnership (AHP) and public donations to Caritas Australia.

# South Sudan

Building on community strengths and finding a new way forward after years of displacement



“Before the project, our village was isolated. Now people have changed. You came for us in the bush, and our lives are different.”



Daniel on his farm. Photo: Yohana Akol Wek, Hope Agency for Relief and Development.



A woman pounds sorghum in order to prepare a meal for her family. Photo: CAFOD/Trocaire

**After the referendum in 2011, thirty-six-year-old farmer Daniel returned from the north to resettle in his ancestral land in South Sudan.**

After many years of displacement, returning to traditional ways of living on the land with his wife and five children has proved to be yet another challenge, due to the critical nationwide shortage of clean water and farming supplies.

Daniel is one of more than 11 million people in South Sudan that depend on agriculture or fisheries for their livelihoods, whose way of life is threatened by armed conflict, flooding, protracted drought, mass displacement and food and water insecurity. These combined crises have left three-quarters of the population in need of humanitarian assistance.

In July 2019, Daniel joined the Asset Based Community Driven Development program, an initiative of Hope Agency for Relief and Development and Caritas Australia. First, he learned about what approaches he could use to generate income that built on the strengths of his community and region and then he

started to view the land and streams around him in a different way.

“When I attended the community meeting, I was excited when I realised that fishing and farming are strong assets that we can use to feed our families,” says Daniel. “With the fishing gear from the program, I can now earn over \$7 USD a day from selling fish during the peak season. This is enough for me to set money aside for fishing line for the next season.”

Daniel soon invested in the supplies for beekeeping using the funds from selling fish. “I’ve put up three beehives,” he says. “And I’ve harvested 60 litres of honey in the past year, which has made me \$150 USD.”

Now, Daniel is able to invest in his family’s future. He has bought chickens and goats to increase their food security and has even built a pit latrine, which improves his family’s quality of life and will prevent the spread of water-borne diseases such as diarrhoea.

Daniel has big plans for the seeds and ox ploughs he received through the program: “I am going to increase the size of my farm. If the rain is good, I will harvest over 50 kg of sorghum, 90 kg of sesame, and 45 kg of shelled groundnuts [peanuts].”

## Program achievements

- ✓ 70 per cent of households that participated now have improved hygiene and sanitation standards in their homes, and rates of diarrhoea have reduced in children.
- ✓ Participating families in the program have improved their food security and now eat three balanced meals a day.

This program has been supported by public donations. The program finished in June 2020.



# Solomon Islands

Creating a healthy and resilient community through water, sanitation and hygiene



Now the community enjoys ready access to clean and safe water as well as improved sanitation.

Jean and Mostyn in front of one of the new water tanks in their village. Photo: Caritas Australia Solomon Islands



Photo: Julianne Hickey, Caritas Aotearoa NZ

## Mostyn and Jean cultivate sweet potato and cabbage in their hillside garden in a remote village on the northern tip of Malaita, in the Solomon Islands.

The garden produces enough to feed their family of seven and sell the excess in the market, but watering the garden is an effort. Three times a day Jean collects water in jerry cans and plastic containers from an unprotected spring and hauls the water back up the hill to their village.

The lack of a readily available and safe water source means that daily hygiene and basic sanitation is a challenge. With no other option, the family has always used bush toilets, but lack of access to proper toilets can lead to contaminated food and water supplies and puts the whole community at increased risk of disease and infection.

More than 70 per cent of the population in the Solomon Islands does not have proper sanitation and there are no sewerage systems. This has deadly consequences: water and sanitation related diseases are one of

the leading causes of death for children under five in the Solomon Islands.

Together with the support of Caritas Australia, the village was able to improve its sanitation by building simple, dry-pit toilets and “tippy-taps” for handwashing—a simple device using a bucket.

After the toilets were completed, the whole community, including women and villagers of all ages, pitched in together to carry bricks, gravel and cement from the bottom of the hill to construct water tanks for the village. The community applied their new technical skills from building toilets to ensure that their water supply would be safe and clean for future generations.

Now the community enjoys ready access to clean and safe water as well as improved sanitation.

“When Caritas stepped in for support, we gained knowledge about good sanitation,” says Jean. “This has helped prevent our kids from getting sick with diarrhoea and other related diseases.”

## Program achievements

- ✓ Seven rainwater catchment systems and tanks have been constructed, providing drinking water access to all households in the community.
- ✓ The villagers have constructed 14 toilets, including a mobility toilet for the elderly and those living with disabilities, a women-only toilet and a community toilet.

This program has been supported by public donations.

# Vietnam

Caring for a loved one with a disability can create isolation, but Dung and many other carers have found new ways to participate in their communities and tell their stories



“By joining the club I had the opportunity to see other people with disabilities,” says Dung. “I could think about how I could change my life and improve my current situation.”

Dung shows off his first prize in the photo storytelling competition. Photo: Tran Thi Thanh Toan Sustainable Rural Development (SRD)



One of Dung's prize-winning photos from the storytelling competition. Photo Tran Thi Thanh Toan

## The demands of caring for a loved one living with a disability can be relentless.

In addition to these demands, carers can feel socially ostracised from their communities because of the stigma associated with disabilities.

Sixty-three-year-old Dung lives in Quảng Trị Province, Vietnam with his wife, Hoa, who lives with disabilities after a stroke. Their four adult children have married and left the home, leaving Dung to care for his wife by himself. For many years, he felt embarrassed to participate in the daily life of the village and lived isolated with his wife.

When a village club for supporting people with disabilities and their carers was set up Dung was able to reconnect with his community and regain his self-esteem. “The first step counts,” says Dung. “The more I work, the better I feel. I think my life has improved emotionally and economically.”

The club, an initiative of our partner, Centre for Sustainable Rural Development (SRD), supports villagers to learn disability inclusion in basic health care services, as well as livelihood, networking and communication skills through events in their region.

Through the club Dung has learned how to facilitate meetings, conduct community monitoring and prepare for disasters. He has also learned strategies for increasing his income that he can do easily from home, and has started raising pigs, rabbits, chickens and cows to sell.

Dung is now the team leader of his local club, and travels to events in his region to further develop his skills. In January 2020, Dung entered a photography storytelling competition to share how he improved his living conditions. Through this competition he shared the skills he learned and how his life has changed and won first place.

## Program achievements

- ✓ Twelve savings groups have been established which provide access to loans for people with disabilities and their families. 262 people including 65 people living with disabilities are among those who have accessed loans for emergencies, daily needs and livelihood skills development

This project has been supported by the Australian Government through the Australian NGO Cooperation Program (ANCP) and public donations to Caritas Australia.



# Evaluation and Learning

Caritas Australia is committed to delivering the best outcomes for the communities we partner with.

Through evaluation and learning we can identify best practices, areas of improvement and opportunities for expansion. This process of learning means that when the unexpected happens, such as during the current COVID-19 pandemic, we are better able to anticipate what will be effective based on our previous evaluations.

For example, the evaluation of the response to the Ebola crisis has informed our understanding of effective strategies for transmitting health messages. Caritas Australia, part of the Church Agencies Network Disaster Operations (CAN DO) consortium and in partnership with CAFOD and ADRA, undertook a participatory evaluation of the response to the Ebola crisis in the Democratic Republic of the Congo. The Ebola response evaluation found local leaders were initially not engaged in the response which slowed the circulation of vital health information to remote communities. When 1,360 trusted local religious leaders were trained to share health information and dispel misinformation, early detection and treatment improved.

**The Ebola crisis evaluation showed that it is effective to spread health messages through trusted organisations such as churches and schools when targeting remote communities. Caritas Australia and partners used trusted messengers such as religious leaders and schools to disseminate health information, soap and face masks to vulnerable communities to prevent the spread of COVID-19.**

In Bangladesh, the Sustainable Livelihood Program for Indigenous Communities in Dinajpur works with traditional society organisations (TSOs) to strengthen relationships between Indigenous communities and local government. The end-of-program evaluation found that the TSOs are addressing social issues including community conflicts, school attendance, land transfers and disputes. The relationships with local government have been strengthened. This means that TSOs are able

to secure government safety net allowances independently and advocate for their own needs without external support, an important indicator of long-term sustainability.

**Before the program, there were few women involved in the TSOs. The end-of-program evaluation showed that all TSOs now have active female members, and that Indigenous women regularly contribute to decision-making.**

An evaluation of the Caritas Cambodia Prison Project found that the program has improved health outcomes, as inmates now have better hygiene practices and access to dedicated health facilities and staff inside the prison. There has been a reduction in illness and fewer inmates requiring referral to hospital. There has also been a significant improvement in the relationship between prison staff members and inmates, which has improved living conditions and a sense of dignity.

However, the evaluation found that the vocational training program could be further strengthened to support inmates. All prisons currently offer a limited number of vocational training courses for inmates and this has increased morale and hope for the future amongst participants. Despite these positive changes, the evaluation found that the number of available training places is inadequate to meet demand, and that many people miss out due to lack of resources and funding.

## This year, we evaluated eight long term development programs:

- **Cambodia:** Comprehensive Prison Program
- **Cambodia:** Deaf Development Program
- **Bangladesh:** Sustainable Livelihood Program for Indigenous Communities
- **Bangladesh:** Sustainable Food and Livelihood Security
- **India:** Community Led Development & Governance
- **Timor-Leste:** Sustainable Livelihoods and Disaster Risk Reduction Program
- **Timor-Leste:** Protection Program
- **DRC:** Building hope and community in the Ebola Virus Disease



Caritas Australia is committed to working with our local partners and respective communities in promoting ongoing learning and improvement through sound monitoring and evaluation practices.

Children in a village in Gokwe, Zimbabwe.  
Photo: Isabel Corthier/Caritas Internationalis.

**The Caritas Cambodia Prison Project has now shifted focus to build the capacity of the prisons to fund their own training programs for the future.**

As Caritas Australia, partners and participants face the COVID-19 pandemic, a culture of evaluation and learning based on strong relationships is invaluable. With this secure foundation we have been able to adapt quickly to the rapidly changing context, including shifting our monitoring and evaluation systems to remote and online. Through robust evaluation and learning we can identify the challenges faced by the marginalised, and ensure that our programs are accessible to those who need it most.

# COVID-19 response

This year Caritas Australia responded to the COVID-19 pandemic through our long-term development programs as well as emergency responses.



“The pandemic shocked me. Nobody in the village was expecting that it would reach us and impact us so much spiritually and morally. But we are grateful for the soap and hand sanitiser we received. We could have perished had it not been for the timely assistance we received, with knowledge and practical support.”

Shumirai, a participant in rural Zimbabwe.



Najma with her child seeking refuge in a cyclone shelter during Tropical Cyclone Amphan in Bangladesh. Photo: Amit Rudro, CRS/Caritas Bangladesh  
Catholic Relief Services is Caritas Australia's implementing partner.

The impacts of COVID-19 are wide-reaching and devastating for many of the communities Caritas Australia works with. For those communities already living without adequate access to healthcare, clean water, hygiene facilities, space to self-distance, economic support or information services, the impacts of the pandemic are both greater and harder to control. Many communities are also more vulnerable to the secondary impacts of the virus, such as food insecurity, loss of income, and economic decline. For some communities the impacts of COVID-19 are an extra burden on top of ongoing emergencies, such as famine in East Africa, the long-term displacement of Syrians or Rohingyas, or recurring extreme weather events in the Pacific.

Caritas Australia works with communities to identify, assess

and reduce the impacts of disaster through disaster risk reduction. When communities are supported to reduce the impact of disasters before they happen, they are more resilient to crises and better able to recover afterwards. Although COVID-19 is a serious disaster on an unprecedented scale for many vulnerable communities, the same principles of disaster risk reduction apply and have been used in the response to COVID-19 so that both short-term and long-term community needs are addressed.

Caritas Australia and partners have extended and increased the reach of our existing long-term development programs by supporting communities with vital hygiene supplies including soap and masks, COVID-19 information sessions and easy-to-use water systems (tippy-taps).

## Key statistics from our COVID-19 response

**We are equipping and supporting 36 partners to combat COVID-19 support in 20 countries**

- Australia
- Bangladesh
- Cambodia
- Democratic Republic of Congo (DRC)
- India
- Indonesia
- Malawi
- Mozambique
- Myanmar (Burma)
- Nepal
- Papua New Guinea
- Philippines
- Samoa
- Solomon Islands
- Sudan
- Tanzania
- Timor-Leste
- Tonga
- Vietnam
- Zimbabwe

**We provide tailored support according to local needs, including:**

- Water, sanitation and hygiene infrastructure
- Awareness sessions to prevent the spread of COVID-19
- Distribution of materials with hygiene messages in local languages, including t-shirts, stickers, posters and fliers
- Distribution of hygiene materials including PPEs; face masks, face shields and goggles; hand sanitisers and soap; gloves, gowns and aprons; chlorine and disinfectants
- Emergency cash distributions to communities that lost income due to lockdowns
- Support to identified Health Centres
- Repair of damaged boreholes and hospital beds





# Our Year

## Cyclone Amphan

Cyclone Amphan hit Bangladesh in late May 2020, destroying homes and villages across the region. Caritas Australia and partners distributed emergency health information, conducted prevention and preparedness training and provided Water, Sanitation and Hygiene (WASH) support—including installing hand-washing stations and repairing toilets and water wells in the camp.

A girl wades through the flooded waters outside her home after Cyclone Amphan raged through Munshigong the night before.

Photo: Amit Rudro, CRS/Caritas Bangladesh.



## Cyclone Harold

In early April 2020, Cyclone Harold brought widespread destruction to Vanuatu, Solomon Islands, Samoa, Fiji, and Tonga. The Category Five storm caused an estimated \$100 million in damage to homes, schools, agricultural crops and coastal infrastructure. Caritas Internationalis member organisations responded to the impacts of Cyclone Harold in Samoa, Tonga and Fiji, and provided access to water, sanitation and hygiene as well as psychological support.



Caritas Archdiocese of Suva distributes farming equipment to communities affected by Cyclone Harold. Photo: Caritas Fiji.

## Youth advocate on social and ecological justice with Catholic Earthcare



Catholic Earthcare Youth Workshop 2020. Photo: Catholic Earthcare

In September 2019, over 100 students from across the Archdiocese of Sydney, Parramatta, Broken Bay, Maitland-Newcastle and Wollongong Dioceses attended the Catholic Earthcare Youth Forum. Bishop Vincent Long opened the event.

In May 2020, youth from Australia, Malta, Tonga, Solomon Islands and New Zealand participated in an online Youth International Gathering as a part of the Catholic Earthcare five-year-anniversary of the papal encyclical *Laudato Si'*.

## Fundraising online

The amazing students of Notre Dame College, Shepparton, didn't let isolation stop them from fundraising for Project Compassion. Instead of their usual 8km Caritas Ks walkathon, the students instead held a virtual event called 'Push Up for a Hand Up'. Each student filmed themselves doing as many push ups as they could, and then added the push ups to their house tally.

The students and teachers also live streamed the Project Compassion stories and guest interviews with Caritas Australia CEO Kirsty Robertson and Sandhurst Diocesan Coordinator Kerry Stone as part of their event.



Students at Notre Dame College, Shepparton, fundraising for Project Compassion 2020.

## The Loungeroom Sessions

The Aria Award-winning and multi-platinum recording artist, Gary Pinto, wrote the new song Walk with Me for Project Compassion 2020. The resounding success of Walk with Me inspired an online concert in May to raise money for communities most vulnerable to the impacts of COVID-19. For the event, Gary invited fellow musicians, including Diesel, Guy Sebastian, and many others to perform a song for the cause.

This online fundraising concert was a first for Caritas Australia and raised over \$14,000 for Project Compassion with over 1000 viewers.





# Our year in Advocacy

## Working hand in hand with our Pacific partners

### Voices for Justice Conference 2019



Voices for Justice participants outside of Parliament House in Canberra. Photo: Helen Birch

In December 2019, Caritas Australia supported over 220 Australians and 15 Pacific church leaders to gather in Canberra to advocate for the world's most vulnerable people, as part of Micah Australia's annual Voices for Justice conference. The participation of church and community leaders from the Cook Islands, Fiji, Kiribati, Papua New Guinea, Tonga and Vanuatu enabled a special focus on the Australian Government's Pacific Step-up and what it means for Pacific peoples. Together, we held 87 meetings with Australian politicians to discuss priority issues in the Pacific and the critical role Australian Aid plays in supporting our Pacific family.

Watch a video of the Voices for Justice highlights at <https://bit.ly/38mYgLY>

### Caritas State of the Environment Report

In 2019, the six Caritas agencies in Oceania (New Zealand, Fiji, Papua New Guinea, Samoa, Tonga and Australia) worked together on the annual Caritas State of the Environment for Oceania report. The 2019 report once again highlighted how environmental and climatic changes, including rising sea levels, food and water shortages and extreme weather events, are wreaking havoc on the lives of Pacific people.

Read the report, watch associated videos and see an interactive map at [www.caritas.org.au/oceania](http://www.caritas.org.au/oceania)

### Advocating for local community leadership in the Pacific



Photo: Julianne Hickey, Caritas Aotearoa New Zealand

In 2020 the Australian Government began a parliamentary inquiry into strengthening Australia's relationships with other Pacific countries. Caritas Australia made a submission which was informed by Caritas members from Oceania, and participated in an NGO roundtable. Caritas Australia advocated for the rights of the most vulnerable people to be at the heart of Australia's engagement with our Pacific family, and argued that decisions should be made by the people most affected by the issues, so that local communities and organisations are supported and empowered to lead their own development.

Read the submission at [www.caritas.org.au/submissions](http://www.caritas.org.au/submissions)

### The impacts of the Cashless Welfare Card on First Australians

In September 2019, Caritas Australia and six of our First Australian partners gathered in Katherine, Northern Territory. It was a rich opportunity for sharing and discussion, including on our partners' advocacy priorities. One issue that emerged was the impact of the Cashless Welfare Card on First Australian communities. Consequently, we supported a joint submission to the government's 2019 inquiry into the proposed expansion of the Cashless Welfare Card scheme, advocating against the continued expansion of the scheme on the basis that the program undermines subsidiarity, personal agency and dignity.

Read more about our First Australian partners' views on the Cashless Welfare Card at [www.caritas.org.au/cashless-welfare-card](http://www.caritas.org.au/cashless-welfare-card)



# In their own words

**This year Caritas Australia's diocesan network worked together to keep our community connected during COVID-19 restrictions. We also said goodbye to Patricia Banister after 30 years at Caritas.**



Patricia Banister with Project Compassion 2020 visitor Florida from the Philippines at San Clemente High School, Mayfield. Photo: Diocese of Maitland-Newcastle



Kerry Stone, third from left during Caritas Australia fundraising trip to Nepal. Photo: Caritas Australia

## 30 years at Caritas Australia

Patricia Banister served Caritas Australia for over thirty years, most recently as Diocesan Director in Maitland-Newcastle, bringing a deep commitment to social justice and extensive experience in faith formation, education and community development.

In 1994, Patricia visited Zimbabwe to see Caritas Australia's work, including dam building, micro businesses and food distribution in refugee camps.

"This was when I was exposed to the real work of Caritas," says Patricia. "I had left four tiny grandchildren at the airport, and then I saw the same age children living in the refugee camps being fed every day by Caritas. That experience had a lasting effect on me."

Patricia has seen Caritas Australia grow during her time at the organisation. "We just started off with Project Compassion and we saw it build up over the years," she says. "This year we had Florida visit from the Philippines, and we held a Filipino event with the local community. It was one of the best Project Compassion events we've experienced."



Patricia has immersed herself fully in Caritas Australia and in her Diocesan community and we are so very blessed that she has shared her gifts. I want to thank all of our Diocesan Directors who raise their voices and their works as a witness of God's love."

Kirsty Robertson, Caritas Australia CEO

## Serving Caritas Australia in Victoria

Kerry Stone has been a dedicated advocate for Caritas Australia in her role as Diocesan Coordinator in Victoria's Sandhurst Diocese, since 1994. In this time, she has played a pivotal role in bringing the stories of Caritas Australia to her community.

"One of the many joys of my role has been accompanying the Project Compassion international visitor each year as they share stories of transformation in their communities with the communities in our Diocese," says Kerry. "Another really rewarding aspect is working with school students and developing their enthusiasm to work for justice."

An annual highlight for Kerry is the public launch of Project Compassion in the Bendigo Mall. "Our pancake chefs produce over a thousand free pancakes and a variety of school choirs entertain the crowd," says Kerry. "It's a day when I feel so proud to be part of Caritas and to share our transformative message with the public."

In 2017, Kerry participated in a Caritas Australia fundraising trek in Nepal, during which the team visited agriculture and earthquake restoration projects.

"I was always aware of global inequities, but over the years, I've come to understand so much more about the reality and causes of poverty," says Kerry. "The trek was one of those opportunities to understand how special Caritas Australia is with its emphasis on dignity and the way it works in partnership."



# Financial Snapshot

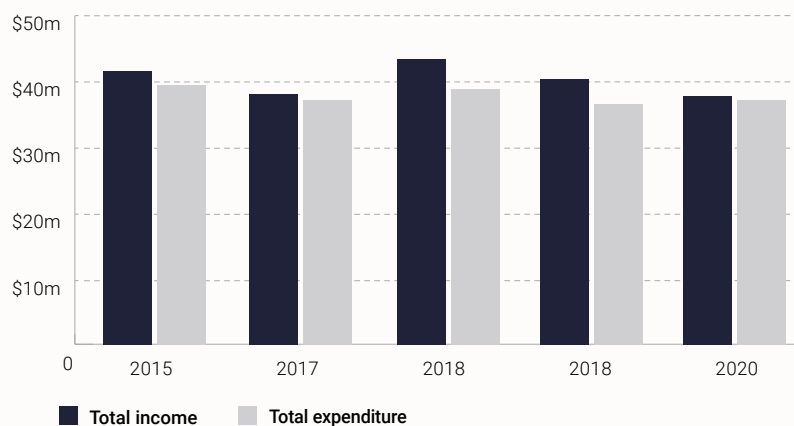
The organisation achieved a sound operational result in 2019-20 with a small surplus of \$0.7m – the result of the ongoing support and generosity of our donors, large bequests, good governance of resources and prudent stewardship during the pandemic. Close to \$26.1m were spent on funding our International Development and First Australian programs, responding to natural disasters and humanitarian assistance.

## Financial Results

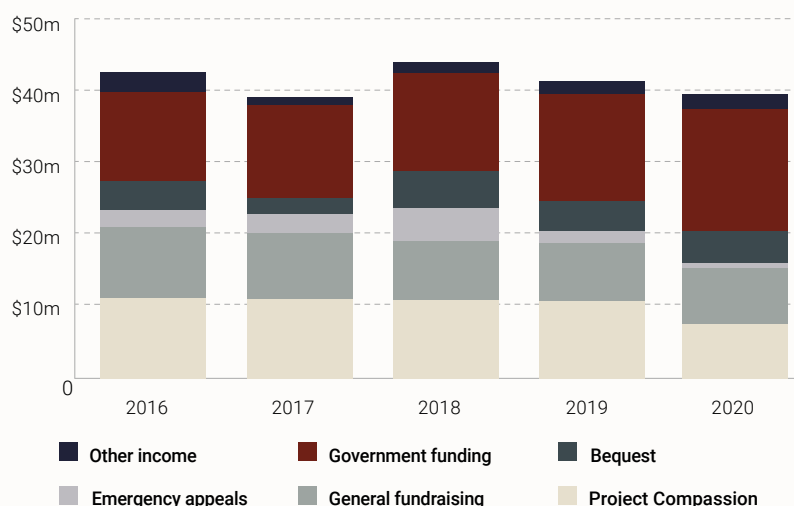
The year ended with total income at \$38.2 million and expenditure at \$37.5 million, resulting in an accounting surplus of \$0.7 million. This net result is attributed to the whole of agency expenditure management strategy implemented to address the current economic volatility; deferred (and delayed) program implementation costs due to COVID-19 restrictions; and the favourable returns from our long-term investments in the first half of the year. Surplus funds are re-invested in development programs and income generating activities to mitigate funding risks and economic uncertainties.

The ongoing support of our donors remained strong amidst the pandemic, with close to \$21.4 million received through our fundraising and community support activities, and bequests. This represents approximately 56% of our overall income; recurrent and one-off government grants contributing close to 39% and 5% from other income (bank interest, dividends, and COVID-19 subsidies).

**Income vs Expenditure (\$'m)**



**Income Stream (\$'m)**



## Organisational strength and support

Our Governance Committee and Leadership Team are committed to good governance practice and prudent use of our resources to ensure that the maximum amount from each dollar donated is allocated towards advancing our core mission.

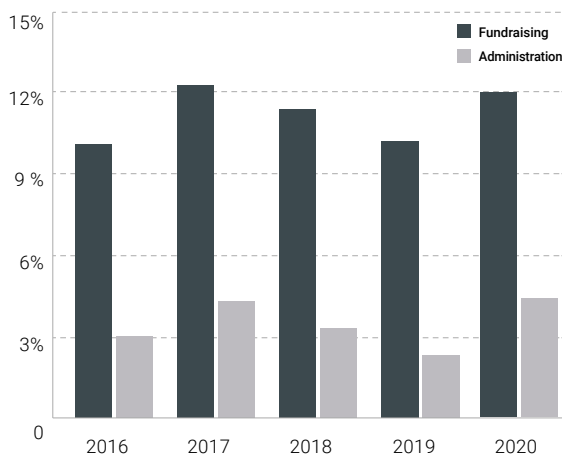
We achieve this by maintaining a reasonably low fundraising ratio of 12.0% (fundraising cost as % of total income) and, administration ratio of 4.4% (admin costs as % of total income). The slight increase in these ratios are a result of the decline in total income (due to the pandemic) and not an increase in real costs.

The Corporate Services team continuously scans the operating environment to identify opportunities to create greater effectiveness and agency-wide efficiency dividends.

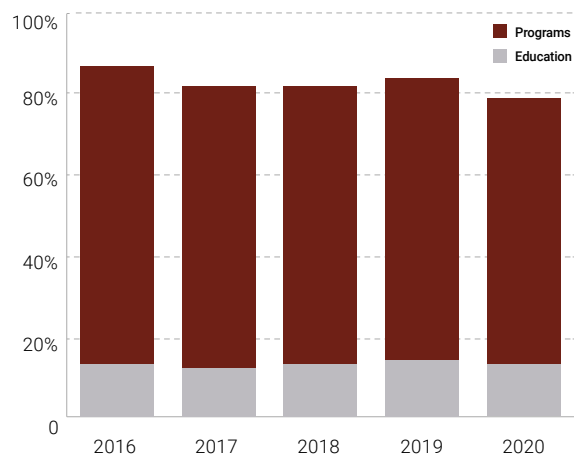
Our portability and mobility solution rolled out in 2019 allowed the agency to function effectively during the COVID-19 lockdown. Our enhanced cyber security, network protocols and additional cloud solutions have further strengthened our existing network security and remote working.

Expenditure on overseas, domestic and community education programs have averaged close to 83% over the years. The reduction during 2019/20 is mainly due to the COVID-19 restrictions impacting on the overall program deliverables and activities. In these instances, funds are carried forward to future financial years.

### Administration/Fundraising Ratio (%)



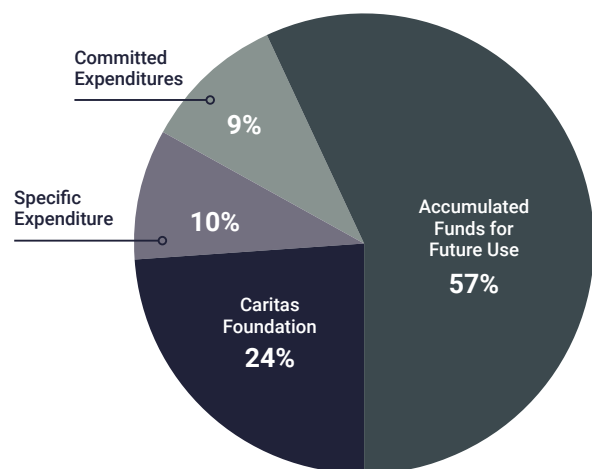
### Total Expenditure – Programs and Education (%)



## Equity

Accumulated funds or unrestricted reserve are funds which have no conditions attached and can be used at the discretion of the agency to fund its activities. These funds are used primarily to fund expenditure during the first 6 months as the receipt of income from our core fundraising activities falls later in the year.

Unspent government grants and income from special appeals make the committed and specific expenditure reserve and its use is restricted for the purpose it was provided. Caritas Foundation is for the purpose of long term organisational sustainability.



Our Full Financial Report 2019-20 is available to read at [www.caritas.org.au/annualreport](http://www.caritas.org.au/annualreport)



# Fundraising spotlight

In 2019-20

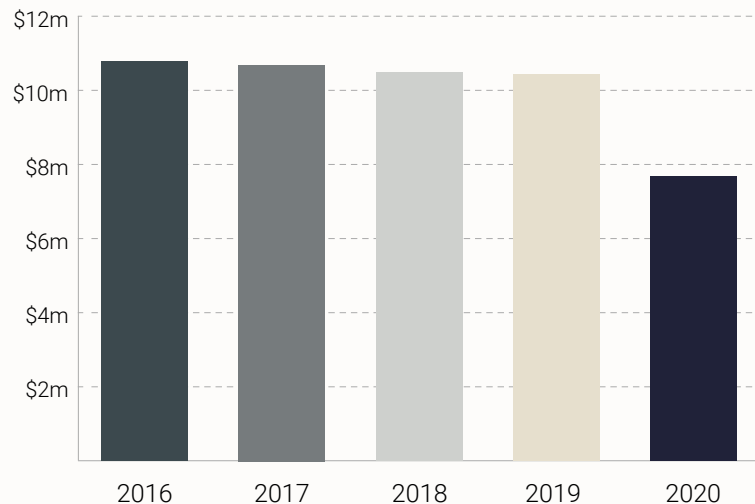


**\$21.37 million raised**



**895 parishes and 1030 schools raised \$7.91 million for our annual Lenten fundraiser, Project Compassion**

## Project Compassion



## Fundraising Income 2015-2020

	FY2016	FY2017	FY2018	FY2019	FY2020
Bequests	\$4.06m	\$2.27m	\$5.43m	\$4.09m	\$4.60m
Emergencies	\$2.28m	\$2.54m	\$3.51m	\$0.75m	\$0.23m
General Donations	\$1m	\$1.08m	\$1.25m	\$0.32m	\$0.07m
Direct Marketing Appeals	\$3.27m	\$2m	\$2.06m	\$2.89m	\$3.15m
Philanthropy	\$1.23m	\$1.81m	\$1.88m	\$1.51m	\$1.57m
Regular Giving	\$3.86m	\$3.86m	\$3.63m	\$3.75m	\$3.58m
Project Compassion	\$11.07m	\$11m	\$10.79m	\$10.73m	\$7.91m
Events	\$0.23m	0.16m	\$0.2m	\$0.13m	\$0.12m
Community Fundraising	-	-	-	\$0.10m	\$0.14m
<b>TOTAL</b>	<b>\$27m</b>	<b>\$24.72m</b>	<b>\$28.75m</b>	<b>\$24.28m</b>	<b>\$21.37m</b>

See pages 20-21 for Australian Government funding assistance.

# Our Diocesan network

Our network of Diocesan Directors, committees and volunteers across the country are essential to Caritas Australia. Mostly volunteers, they regularly engage with the local Diocesan parishes, schools, Catholic networks and the broader Australian community.

In 2019-20 our Diocesan Directors were:

## National

Diocesan Director,  
Maronite Eparchy,  
Rev Fr Tony Sarkis

Diocesan Director,  
Ukrainian Eparchy of Australia  
Very Rev, Archbishop Michael Kalka

## Australian Capital Territory

Diocesan Director, Canberra-Goulburn  
Lulu Mitshabu

## South Australia

Diocesan Director, Adelaide  
Vacant

Diocesan Director, Perth  
Rev Paul Reid

Diocesan Director, Port Pirie  
Mary Manning

## Tasmania

Diocesan Director, Hobart  
Vacant

## New South Wales

Diocesan Director, Armidale  
Georgina Franklin

Diocesan Assistant, Bathurst  
Carmen Beard

Diocesan Director, Broken Bay  
Vacant

Diocesan Director, Lismore  
Rev Deacon Graeme Davis

*Maitland-Newcastle Team:*  
Director Pastoral Ministries  
Teresa Brierley

Diocesan Liaison  
Louise Gilchrist

Social Justice Coordinator, Parramatta  
Patrice Moriarty

Diocesan Director, Sydney  
Sue Lomi

Diocesan Director, Wagga Wagga  
Karen Williams

Diocesan Director, Wilcannia-Forbes  
Sr Elizabeth Young

Diocesan Director, Wollongong  
Vacant

## Victoria

Diocesan Director, Ballarat  
Susan Searls

Diocesan Director, Melbourne  
Rev Jim Curtain

Diocesan Contact, Sale  
Cathy Dougan

Diocesan Director, Sandhurst  
Fr Rom Hayes

Diocesan Coordinator, Sandhurst  
Kerry Stone

## Western Australia

Diocesan Director, Broome  
Vacant

Diocesan Director, Bunbury  
Peter Williams

Diocesan Director, Geraldton  
Rosemary Taylor

## Queensland

Diocesan Director, Brisbane  
Andrew Knife

Diocesan Director, Cairns  
Vacant

Diocesan Director, Toowoomba  
Catherine McAleer

Diocesan Director, Townsville  
Neil Helmore

Diocesan Director, Rockhampton  
Vacant

## Northern Territory

Diocesan Director, Darwin  
Tony Cunningham



Sydney Diocesan Director Sue Lomi with Teresa Brierley, Director Pastoral Ministries, Maitland-Newcastle.



# People & Culture

The past year can best be characterised as a time of transition: Caritas Australia has been preparing for incorporation, and COVID-19 has catalysed new ways of working in our Australian and in-country offices.

## Staff survey

In February 2020, we conducted a staff engagement survey for all Australian and overseas staff. The results demonstrated our strengths as an organisation as well as areas to improve in.

### Highlights of the survey include:

I believe in the purpose of Caritas Australia **96%**

I like the work at Caritas Australia **96%**

Caritas Australia has a culture that does not tolerate sexual exploitation or harassment **94%**

Co-workers help and support me **94%**

I believe in the values of Caritas Australia **93%**

## Professional development

One area that was identified for improvement was staff professional development. We are currently implementing the Caritas Learning Portal that will allow us to host online learning modules, and to access trainings from the broader Caritas Internationalis and not-for-profit sector.

## Remote working

Our staff have been incredibly adaptable during the past months during the COVID lockdown, adjusting to working from home on short notice. While it has been challenging, some staff have commented that they are enjoying the flexible working arrangements.

Going forward, we are looking to continue flexible working arrangements, as well as more collaborative workspaces in the office.

## Preparing for incorporation

In readiness for incorporation in October 2020, the People and Culture team has led:

- A review of all Caritas Australia policies
- Preparation of new employment contracts
- A review of all Human Resource processes and procedures to ensure alignment with a new corporate structure, including starting work on in-country human resource manuals

## Safety and security

Safety and security has been a major focus across the year. A safety and security review was conducted in all in-country offices and review recommendations are being planned and implemented. The review responds to the complex environments in which Caritas Australia operates.

## Volunteers

We acknowledge the support of our many volunteers who assist Caritas Australia, and this year celebrated one volunteer who has contributed over 20 years of service and another volunteer who has contributed 10 years of service.



**162 staff worldwide**  
**7 countries**

**Offices in:** Australia, Cambodia, Indonesia, Myanmar, Papua New Guinea, Solomon Islands and Timor-Leste.



We have **98 employees** based in Australia, **61 staff** in-country and **3 expatriates**.



Our gender balance for Australia-based staff is **67% female** and **33% male**.  
In-country staff is **38% female** and **62% male**.



In 2019-2020, **6 staff** members in Australia and **8 staff** members in-country reached milestones of **5 years, 10 years** and **20 years** of service and **one staff** member reached **30 years** of service.



# Leadership Team

The Leadership Team provides direction to our agency's core functions and informs National Council decisions.



**Kirsty Robertson**  
CHIEF EXECUTIVE OFFICER  
Appointed: 2019



**Rocky Naickar**  
CHIEF FINANCE  
AND OPERATIONS OFFICER  
Appointed: 2013



**Sr. Jo Brady**  
HEAD OF MISSION  
Appointed: 2018



**Caroline Preston**  
HEAD OF INTERNATIONAL  
PROGRAMS  
Appointed: 2019



**Jane Comensoli**  
HEAD OF PEOPLE AND CULTURE  
Appointed: 2020



**Richard Landels**  
HEAD OF ENGAGEMENT  
AND SUSTAINABILITY  
Appointed: 2018

## Our Governance

### Caritas Australia

The Australian Catholic Bishops Conference's (ACBC's) Bishops Commission for Social Justice, Mission and Service (BCSJMS) oversees and reports to the ACBC on activities in the areas of justice, ecology, international aid and development and peace, including Caritas Australia's activities. The BCSJMS appoints the Chair of the National Council of Caritas Australia.

The Chair of the Caritas Australia National Council is Bishop Vincent Long Van Nguyen.

In early 2020, the National Council began its transition of memberships in the lead up to incorporation and the establishment of the Caritas Australia Board of Directors.

#### National Council and Committees

The National Council is responsible for the overall governance of the organisation and meets four times a year.



# National Council

The National Council is responsible for ensuring the good governance and effective implementation of Caritas Australia's mandate.



**Most Reverend Vincent Long Van Nguyen OFM Conv STL DD**

CHAIR  
Member since 2020  
Meeting attendance: 4 of 4



**Robert Fitzgerald AM**

Member since 2020, Chair elect.  
Meeting attendance: 4 of 4



**Hon John Watkins AM**

Member since 2020  
Meeting attendance: 4 of 4



**Virginia Bourke**

Member since 2020  
Meeting attendance: 4 of 4



**Christine Grima**

Member since 2020  
Meeting attendance: 1 of 1



**Patricia Faulkner AO**

Member of the Audit,  
Finance and Risk Committee  
Member since 2020  
Meeting attendance: 1 of 1



**Wendy Hughes**

Chair of the Audit,  
Finance and Risk Committee  
Member since 2020  
Meeting attendance: 1 of 1



**Dr Martin Laverty**

Member since 2020  
Meeting attendance: 4 of 4

## Caritas Australia thanks the former members of the National Council for their service:

**Bishop Christopher Saunders** (Chair)  
Meetings attended: 4 of 4

**Bishop Terrence Brady** (Deputy Chair)  
Meetings attended: 2 of 4

**Michael Burnett** (TAS)  
Meetings attended: 4 of 4

**Diane Van Aken** (NSW)  
Meetings attended: 3 of 4

**Clyde Cosentino** (QLD)  
Meetings attended: 1 of 4

**John Bouffler** (WA)  
Meetings attended: 4 of 4

**Emeritus Prof. John Warhurst AO** (ACT)  
Meetings attended: 4 of 4

**Sean Parnell** (NT)  
Meetings attended: 3 of 4

**Kate Fogarty** (VIC)  
Meetings attended: 3 of 4

**Patrice Scales** (VIC)  
Meetings attended: 4 of 4

**Sarah Gowty** (ACT)  
Meetings attended: 4 of 4

# Your compassion

Thank you for your generosity and support.

## Major Supporters

Alan and Cecilia Calder  
Tim and Marguerite Clarke  
Delron Foundation Pty Ltd  
Vincent and Michelle Fernon  
Mike and Rosemary Gibbings  
John and Janet Hughan  
Keady Investment Trust  
Robin M McCosker  
The Noel and Carmel O'Brien Family Foundation  
David McIntosh  
Vincent and Virginia Scanlan  
Gerald and Virginia Stack  
Three Springs Foundation  
Helen Van Ryn  
Vonbri Foundation  
The Wilkinson Foundation  
The Worth Foundation  
Robert Campagnaro and Cathryn Byrne  
The Panizza Family

## Corporate Partnerships

Australian Catholic Superannuation and Retirement fund  
Dunmarra Pty Ltd  
Seasonal Supplies Pty Ltd  
WDT (Engineers) Pty Ltd



## Bequests

In 2019-20 we received \$4.6 million from 58 separate Gifts in Wills. It is an honour and a privilege to partner with our Bequest Supporters, who continue to share their values with the world's most marginalised, so that they may live a life worthy of their dignity. Thank you to our incredible Supporters who have remembered us in their Wills. We value the trust they have placed in Caritas Australia.



"Charity, patience and tenderness are very beautiful gifts. If you have them, you want to share them with others."

Pope Francis.





## Ways to help

Our work is only possible because of our generous supporters. You can help in many ways.

### Make a monthly donation

Donations of \$2 or more tax deductible. Call 1800 024 413 or donate securely at [www.caritas.org.au/donate](http://www.caritas.org.au/donate)

### Organise or attend an event

Head to [www.caritas.org.au/your-fundraising-event](http://www.caritas.org.au/your-fundraising-event) to set up your own fundraising event.

### Volunteer

Call 1800 024 413, email [jobs@caritas.org.au](mailto:jobs@caritas.org.au) or find your local diocesan representative at [www.caritas.org.au/contact-us](http://www.caritas.org.au/contact-us)

### Workplace giving

One of the most cost effective and simple ways of making a donation. Head to [www.caritas.org.au/workplace-giving](http://www.caritas.org.au/workplace-giving) for more.

### Leave a gift in your will

If you are able, we encourage you to consider leaving a legacy that will live on. Call 1800 024 413 or visit [www.caritas.org.au/legacyoflove](http://www.caritas.org.au/legacyoflove)

### Keep up-to-date

Sign up to the Caritas eNewsletter at [www.caritas.org.au/subscribe](http://www.caritas.org.au/subscribe) and receive monthly updates, or read our quarterly publication, Caritas News, at [www.caritas.org.au/caritasnews](http://www.caritas.org.au/caritasnews)

### Get active

Follow us on Facebook, Twitter, LinkedIn and YouTube, read our media releases at [www.caritas.org.au/media](http://www.caritas.org.au/media) or comment on our blogs at [www.caritas.org.au/blog](http://www.caritas.org.au/blog)

### Sign our petitions

Stand up and have your voice heard, so the world's poor can too at [www.caritas.org.au/act](http://www.caritas.org.au/act)

Young girl washes her hands during Ebola outbreak in Democratic Republic of the Congo. Photo: Garry Walsh, Trocaire

# Accountability and International Standards

## Accreditation

Caritas Australia is a member of the Australian Council for International Development (ACFID) and is a signatory to the ACFID Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory we are committed and fully adhere to the ACFID Code of Conduct, conducting our work with transparency, accountability and integrity. For more information on the Code, visit the ACFID website [www.acfid.asn.au](http://www.acfid.asn.au) or email [code@acfid.asn.au](mailto:code@acfid.asn.au)

In 2019-20, Caritas Australia received support from the Australian government through the Australian NGO Cooperation Program, the Australian Humanitarian Partnership, the Church Partnership Program and the Bougainville Youth Initiative in Papua New Guinea.

Caritas Australia is accredited by the Australian Department of Foreign Affairs and Trade (DFAT), responsible for managing Australia's aid program. To maintain accreditation, Caritas Australia's systems, policies and processes are rigorously reviewed by the Australian Government.

## Codes and Standards

We uphold the highest standards of practice, as demonstrated by our commitment to the:

- ACFID Code of Conduct
- Australian Charities and Not-for-profits Commission Standards
- Caritas Internationalis Management Standards
- National Catholic Safeguarding Standards
- Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief
- The Core Humanitarian Standards (CHS)
- Fundraising Institute of Australia Principles and Standards of Fundraising Practice
- Good Humanitarian Donorship Principles
- Sphere Humanitarian Charter and Minimum Standards

## Funding

Caritas Australia generates income from various streams including the Australian Government, public donations, government grants and investments. We gratefully acknowledge the support of the Australian Government.

## Charity Status

Caritas Australia is endorsed by the Australian Charities and Not-for-Profit Commission as a Deductible Gift Recipient. Donations of \$2 or more are tax deductible.

## Feedback and Complaints

We welcome feedback about our organisation. To provide feedback or make a complaint, call 1800 024 413, write to Caritas Australia, GPO Box 9630 in your capital city or go to [www.caritas.org.au/about/contact-us](http://www.caritas.org.au/about/contact-us)

Complaints alleging breaches of the ACFID Code of Conduct can be made to the ACFID Code of Conduct Committee via [www.acfid.asn.au/code-of-conduct/complaints](http://www.acfid.asn.au/code-of-conduct/complaints)

## Privacy Policy

In line with the Privacy Act 1988 and the legislation changes in March 2014, Caritas Australia is committed to ensuring that we not only meet the legal requirements but also establish a culture of good practice regarding personal information about supporters. Read our full privacy policy at [www.caritas.org.au/about/privacy](http://www.caritas.org.au/about/privacy)

## Solicitors

Makinson d'Apice Lawyers

## Bankers

Commonwealth Bank

## Auditors

Moore Stephens Sydney









**The Catholic Agency for  
International Aid and Development**


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People queuing to receive food from Caritas in the Ebola-hit town of Mambasa, DRC. Photo: Tommy Trenchard

**Thank you for considering a Gift in your Will.**

For more information please contact Caritas Australia’s  
Gifts in Wills Specialist on 1800 024 413  
or email [legacyoflove@caritas.org.au](mailto:legacyoflove@caritas.org.au)



**End poverty  
Promote justice  
Uphold dignity**