



Faith, Hope and Love:

*Mapping and contextualising the contributions
of Victoria's Catholic social services sector*

About CSSV

The Council and Members of Catholic Social Services Victoria (CSSV) celebrate that our engagement throughout Victoria takes place on the sacred land and waterways of the many cultural groups of the Aboriginal Peoples of Victoria. CSSV is committed to listening and walking with the First Peoples of Australia in the true spirit of makarrata: coming together after this long painful struggle for recognition, true justice and full flourishing for all Australians.

CSSV is the peak body for 40 social and community service member organisations that work throughout Victoria. The work of our members, as they support over 300,000 people each year means that we hold deep concern for issues of Justice in our state and country. The experiences of our members and those our members work to serve, as well as the principles of Catholic Social Teachings, lead us to a firm commitment to being an active part of a country and society that seeks Reconciliation.

Acknowledgements:

With thanks to all CSSV member social and community service organisations who do such inspiring and important work across so many areas of need — and for the assistance many of them provided when collating the numbers for this report. Particular thanks also to Bill Frilay for his ongoing encouragement and longstanding work in collating the overall impact of the work of Catholic Social Services in Victoria and to Pearl Jansz, Dr Corina Crisan and Lily Brasch who creatively and thoughtfully contributed their expertise, time and talents in collating and analysing the data for this report.



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Background

Catholic Social Services Victoria (CSSV) is the peak body for 40 Catholic social service and community organisations operating in Victoria. These organisations often work in and alongside Catholic health, education, parishes and other service providers, making a substantial contribution to the social fabric of Victoria, with particular concern for those who are disadvantaged, marginalised and/or doing it tough.

This report maps the extensive work of Victoria's Catholic social and community service organisations, and their collective impact as they work to be tangible expressions of a contemporary Catholic mission, enhancing the lives of many Victorians.

The lessons and findings of this collective work of our member organisations continue to inform CSSV's mission to fulfil the gospel imperatives to stand with and serve the poor, disadvantaged and marginalised; and to work for a just, equitable and compassionate society. These findings can also be useful to individual persons, organisations, philanthropy and government, as they seek to partner with, and support, organisations who are grounded in values that consider the whole person in their approach to programs and system reform, and continue to have a strong multiplying effect on investment for their positive social impact and authentic community connections.

CSSV continues to be privileged with the support of our members — 40 community and social service organisations and the Bishops of the four Catholic Dioceses of Victoria, to be a platform for collaboration and positive social change — through partnering with, learning from and advocating with our member organisations and the people they serve. The reality of our members' experiences and principles — such as the dignity of each individual human person, solidarity, the common good, and subsidiarity — of Catholic Social Teachings are core to our understanding of social issues and forms our approach to program development and theory of change.

1. Introduction

CSSV's member organisations give concrete expression to many aspects of the social mission of the Catholic Church. They provide critical services ranging from crisis housing and psycho-social support, to the accompaniment and practical support to people seeking asylum on their difficult journey, and victim-survivors of domestic violence and human trafficking. In undertaking these services, many of our member organisations both engage in the work of Charity - which is to bring immediate relief and hopefully love and humanity into the life of each person, and the work of Justice – which is to bring about positive changes in systems, social and cultural attitudes, services and policies. This work, together, build towards a more just and equitable society. Their services are provided to all in need, regardless of gender, race, ethnicity, citizenship status, religion or personal beliefs.

CSSV members range from large organisations with thousands of staff and volunteers to very small, some comprised only of volunteers or a few employees. Regardless of size, each organisation holds particular and/or various expertise(s) and deep community connection. This report, drawing from 2021-22 data, finds that together, Victorian Catholic organisations supported more than 302,550 people with 7,510 employees and over 15,800 volunteers. The total expenditure in providing these services was over \$898 million. They provided services from at least 150 sites across Victoria.

Financial support and collaboration with all levels of government is vital to the functioning of many Catholic social service organisations, but there are also very significant amounts of creative revenue raising – leveraging community donations, expertise, existing assets, service models and volunteer support. State and Federal Governments provided over \$611 million in funding, averaging out to almost 67% of member organisations' total revenue. With this in mind, the report discusses the importance of thoughtful community-connected and place-based services in an environment where many organisations are merging to survive, and how volunteer trends might impact the future of social service provision.

The aggregate numbers and trends identified in the report:

- a) highlight the collective contribution and efforts as Catholic organisations working for the common good within the Victorian community in public, tender and social policy reform,
- b) display the wide base from which CSSV draws to put forward social policy positions in advocating on social issues that our members are working on and that impact on the people they serve,
- c) contribute to a better knowledge of our members' shared endeavour to support positive policy and program development AND,
- d) inform strategic thinking in our membership, the sector and government as we look to identify opportunities for collaborative work into the future.

2. Methodology

The data summarised in this report reflects the work of CSSV's 40 member organisations and other related Catholic social service organisations in Victoria. These organisations comprise almost all of the Catholic social services sector.

This report aims to determine the contribution and impact of CSSV's member organisations to Victoria using data made available through financial year 2021-22 through their range of services, locations, size, finances, personnel and people served.

The following information, where available, was collated from each member organisation for this report:

- Revenue: total revenue, revenue from government including grants, revenue from goods and services, revenue from investments, other revenue;
- Expenses: total expenses, grants and donations, interest expenses, employee expenses, other expenses;
- Assets and liabilities;
- Workforce: number of employees, full-time employees, part-time employees, full-time equivalent staff, casual employees, volunteers, number of volunteer hours;
- Discrete number of people supported by the organisation and/or instances of support; and
- Locations of operation.

The data was drawn from the 2022 Annual Information Statements produced for the Australian Charities and Not-for-profits Commission (ACNC), organisations' websites and annual reports, and, in some instances, direct communication. The data was sent to each member organisation for confirmation, and changes were made where necessary. Where no information was available for a measure, it was not included in the data set. No estimations were made without consultation with an organisation to ensure confidence and accuracy.

As some data was unavailable and organisations do not record all data in a consistent manner, the aggregates presented in this report are a conservative approximation of the contribution of Catholic social services to Victoria during 2021-22.

3. Member Organisations

3.1. Services provided

CSSV members work in more than 30 different areas of service and community work. That said, it is important to note the interconnectedness of one area of service or work and another, meaning that elements like psycho-social support might be realised in the majority of our agencies no matter what area of work. Some provide a wide range of services to different groups in need, such as the St Vincent de Paul Society. Others specialise in one area of service or are located and serve a particular community or place, such as Pregnancy Assistance Frankston. Table 1 provides an overview of all our member organisations and the services they deliver.

Table 1: *List of member organisations and services provided*

Member Organisation	Services Provided
1. Aboriginal Catholic Ministry	Indigenous ministry
2. Assisi Centre	Aged care
3. ACRATH (Australian Catholic Religious Against Trafficking in Human)	Human trafficking prevention and response
4. Brigidine Asylum Seeker Project	Asylum seeker services
5. Cabrini Outreach	Asylum seeker services, community health services
6. CatholicCare Victoria	Family and youth services, family & relationship counselling, pastoral care, social housing, homelessness, employment and advocacy services
7. Catholic Women's League of Victoria & Wagga Wagga	Community development
8. Corazon Centre	Psychology and counselling services
9. Corpus Christi Community Greenvale	Residential care services for men with a history of homelessness, addiction or complex health needs
10. Don Bosco Youth Centre & Hostel	Residential services, youth services
11. Edmund Rice Camps Victoria	Child and family services, community development
12. Edmund Rice Community & Refugee Services	Refugee and migrant services
13. Edmund Rice Services Mt Atkinson	Community development
14. Good Samaritan Inn	Crisis and refuge accommodation, family violence services, family violence prevention
15. Good Shepherd Australia New Zealand	Services for women, families, children and youth
16. House of Welcome Ballarat	Asylum seeker and refugee services, housing services, medical care, education

Member Organisation	Services Provided
17. Jesuit Social Services	Justice and crime prevention, youth services, mental health and wellbeing, education and employment training, community development, housing services, prevention of violence, refugee and migrant services
18. JoCare	Community development, addressing isolation and loneliness
19. John Pierce Centre for Deaf Ministry	Deaf community services
20. Joseph's Corner Inc	Addiction support and services
21. Kewn Kreestha	Housing services, services for women
22. Keysborough Learning Centre	Education, community development, community services
23. Links and Consolidation Network (LinCoN)	Asylum seeker services, justice services
24. MacKillop Family Services	Child and family services, education, disability services
25. Mary Aikenhead Ministries	Health services, education
26. Highways and Byways	Financial services, community development, environmental services
27. Nazareth House - Sisters of Nazareth	Ministry, care, education
28. Order of Malta Hospice Home Care (Vic)	Hospice care, homelessness services
29. Pregnancy Assistance Frankston	Pregnancy and maternity assistance
30. Rosies Oblate Youth Mission	Community development, fighting isolation and loneliness
31. Sacred Heart Mission	Homelessness services
32. St John of God ACCORD	Disability services
33. St Joseph's Flexible Learning Centre	Education and youth services
34. St Joseph's Home for the Aged - Little Sisters of the Poor	Aged care
35. St Mary's House of Welcome	Homelessness services
36. St Vincent de Paul Society Victoria	Housing and homelessness, advocacy, education, family services, wellbeing
37. Vietnamese Catholic Family Mutual Assistance Network	Community development and support
38. VincentCare Victoria	Homelessness services, crisis housing, addiction support disability services, family violence support
39. Villa Maria Catholic Homes (VMCH)	Affordable housing, aged care, disability services, education
40. Wellsprings for Women	Services for women, community development

3.2. The importance of community-based services

Catholic social service organisations in Victoria are diverse in scale, size and area of expertise. Based on the ACNC's size classification, 16 organisations are small, 9 are medium, and 15 are large. Small charities have an annual revenue under \$500,000, medium charities have an annual revenue of \$500,000 to \$3 million and large charities have an annual revenue of more than \$3 million¹.

The number of member organisations under the CSSV umbrella has decreased from over 80 organisations in the early 2000s to the present, which can partly be attributed to various organisations merging their operations. For example, CatholicCare Victoria is the result of a merger between Centacare Ballarat, CatholicCare Melbourne/Gippsland and CatholicCare Sandhurst, all of which were previously listed as separate member organisations. Currently, Corpus Christi Community Greenvale and Villa Maria Catholic Homes, are in the process of merging citing the potential of shared resources, expertise and purpose to bring better services to the community².

This is reflective of a wide trend of interest in amalgamation across Not-for-profits (NFPs). 155 small charities voluntarily revoked from the ACNC in 2021-22 due to a merger, as did 27 medium and 29 large³. More small organisations cited mergers as the reason for voluntary revocation than in the previous two years. Official estimates suggest that while the total number of mergers is lower than the sector expected, up to one-fifth of NFPs will be discussing the option in the next 12 months⁴.

In many cases, mergers can improve the efficiency of organisations and expand their ability to provide services. Compliance requirements, funding arrangements, financial sustainability and administrative streamlining are other considerations that make amalgamation an attractive option. There appears to be a trend where larger organisations are generally more attractive to governments offering contractual funding arrangements.

For the organisations looked at for this report, the proportion of member organisations' revenue from government increases with the size of the organisation (see Figure 8).

There are also significant risks to organisations merging. Amalgamation can place small NFPs at a distance from their local communities and grassroots beginnings, which can result in changes to important local services and put community-tailored care at risk.

¹ ACNC (2023). *Charity size*. Retrieved from: <https://www.acnc.gov.au/tools/topic-guides/charity-size>

² Corpus Christi Community Greenvale. Retrieved from: <https://corpuscc.org.au/>

³ ACNC (2023). *Australian Charities Report 9th Edition*, page 53. Retrieved from: <https://www.acnc.gov.au/tools/reports/australian-charities-report-9th-edition>

⁴ Australian Institute of Company Directors and Commonwealth Bank Australia (2023), *Not-for-Profit Performance & Governance Study 2022-2023*, page 27. Retrieved from: <https://www.aicd.com.au/content/dam/aicd/pdf/news-media/research/2023/not-for-profit-study-2022-23-web.pdf>

Mergers are not the only way to deal with efficiencies at scale, and back-end (payroll, HR, financial reporting) and policy functions can and are often supported by larger organisations, congregations, parishes or dioceses for smaller organisations within the CSSV network.

The tireless and effective work of small organisations that devote themselves to the needs of their communities and beyond must not be taken for granted. According to a recent Victorian Council of Social Service (VCOSS) report, local leaders and community organisations are more trusted than government or business but are stretched to capacity and “*suffering burnout*”⁵. Evidence shows local approaches to community challenges are effective⁶, and the missional drive and close relationships means often smaller organisations provide an energising environment for volunteers and workers. Realising the potential of smaller community-based services is somewhat contingent on government's better understand and resourcing their efforts and unique value proposition. Another factor is the willingness of larger not-for-profit/for purpose organisations to meaningfully partner and work with smaller organisations, recognising their expertise and modes of working as valuable and valid.

CSSV is concerned about the impact on Victorians and their communities if the government overlooks small organisations and only considering larger organisations in particular funding modes.

CSSV is in a privileged position to know and understand the value its organisations have in Victoria, regardless of their revenue or the number of people they serve. It is this experience of our member organisations' work that drives advocacy for government to utilise and fund community-based services.

Catholic social teaching and tradition is a unique strength of the Catholic social services and connects organisations across our sector, no matter their size, to a wider purpose and community framing. This often places our members in a unique position to realise positive social impact.

3.3. Locations

Nearly all CSSV member organisations are based and conduct their services in Victoria. Twenty-nine of our member organisations work exclusively in Victorian communities, eight operate services in Victoria and Australia, and three also provide services overseas (see Figure 1).

⁵ VCOSS (2023). *Voices of Victoria Listening Tour 2023*, page 29. Retrieved from: <https://vcoss.org.au/wp-content/uploads/2023/10/VCOSS-Listening-tour-2.pdf>

⁶ Kamener, L. and Das, M. (2019), *Do place-based approaches hold the key to unlocking potential in Australian communities?*, Centre for Public Impact, Retrieved from: <https://www.centreforpublicimpact.org/insights/place-based-approaches-hold-key-unlocking-potential-australian-communities>



Figure 1: Locations of member organisations

In Victoria, they operate from at least 150 sites, most of which are concentrated in metropolitan Melbourne. A variety of services are provided in the regions, including in Ballarat, Mildura, Horsham, Warrnambool, Hamilton, Bendigo and Shepparton (see Figure 2).

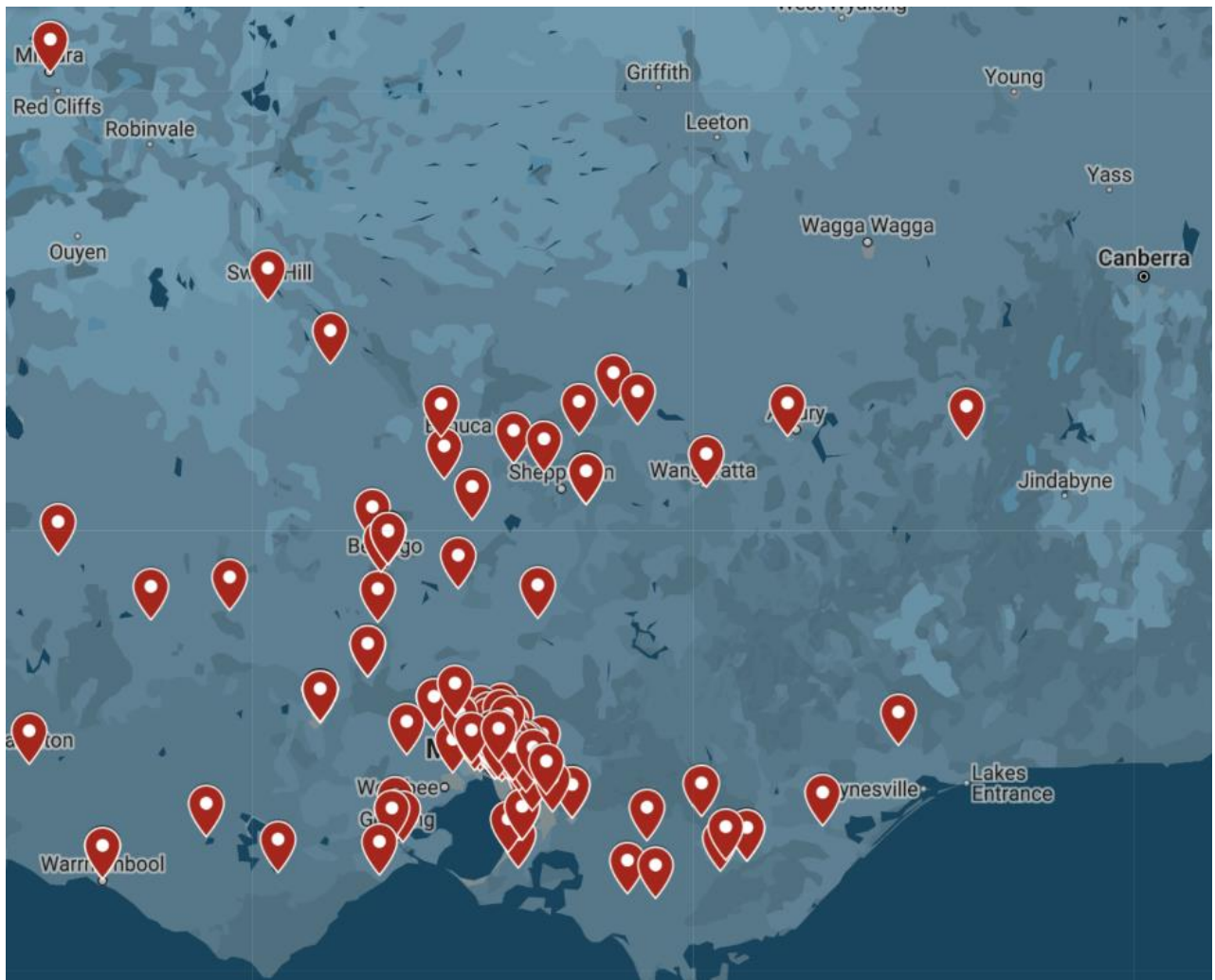


Figure 2: Member organisation locations Victoria

Regional service provision is a critical aspect of achieving justice for the disadvantaged and marginalised, as most areas of disadvantage are, proportionally, outside of Greater Melbourne⁷. Services are particularly insufficient in parts of the community where disadvantage is most prevalent⁸, which compounds existing problems.

These communities consider effective service provision and community spaces essential in addressing disadvantage⁹. The Edmund Rice Community Services' centre in Mt Atkinson in the peri-urban fringe of Melbourne and House of Welcome Ballarat are two of CSSV's smaller member organisations that provide a substantial contribution to the communities they serve. Many large member organisations also operate in the regions and are expanding. VincentCare's Marian community is a 24-hour family violence crisis accommodation service that continues to uniquely and successfully support the Goulburn Valley community. These models of care, with a successful track record, could be expanded across regional Victoria. Building a strong, healthy Victorian society is not possible without uplifting regional and rural communities. CSSV continues to support its member organisations in this mission.

4. Workforce and Volunteers

The good work of CSSV's member organisations relies on a range of factors: the vision of a parish, Bishop or Religious congregation support, timely collaborations, the building of good governance systems, and often a long history of dedication to doing good community work and fundraising. But in terms of everyday service delivery and community work in 2024, this work is only possible thanks to their dedicated staff and gracious volunteers. It is a unique and diverse workforce comprised of full-time, part-time and casual employees, volunteers, and ecclesial collaborators (see Figure 3).

⁷ Tanton, R., Dare, L., Miranti, R., Vidyattama, Y., Yule, A. and McCabe, M. (2021), *Dropping Off the Edge 2021: Persistent and multilayered disadvantage in Australia*, pages 85-104, Jesuit Social Services. Retrieved from: <https://www.dote.org.au/>

⁸ Moore, T., McDonald, M., McHugh-Dillon, H. and West, S. (2016), *Community engagement: A key strategy for improving outcomes for Australian families*, page 3, Child Family Community Australia. Retrieved from: https://aifs.gov.au/sites/default/files/cfca39-community-engagement_0.pdf

⁹ Tanton, R., Dare, L., Miranti, R., Vidyattama, Y., Yule, A. and McCabe, M. (2021), *Dropping Off the Edge 2021: Persistent and multilayered disadvantage in Australia*, pages 85-104, Jesuit Social Services. Retrieved from: <https://www.dote.org.au/>

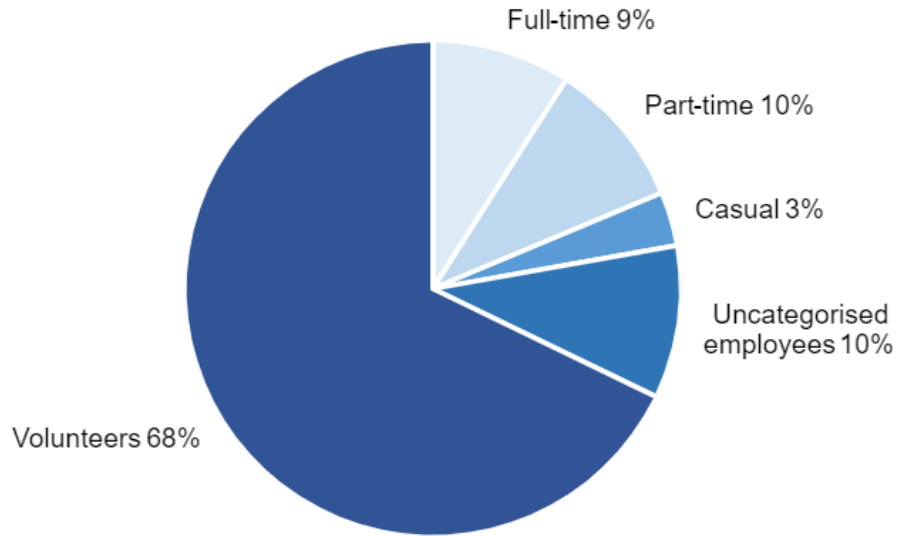


Figure 3: Our workforce and volunteers

The workforce composition of the Victorian Catholic service sector has not changed substantially over the last five years. As shown in Figure 4, the number of employees has modestly risen, but the number of volunteers has fallen.

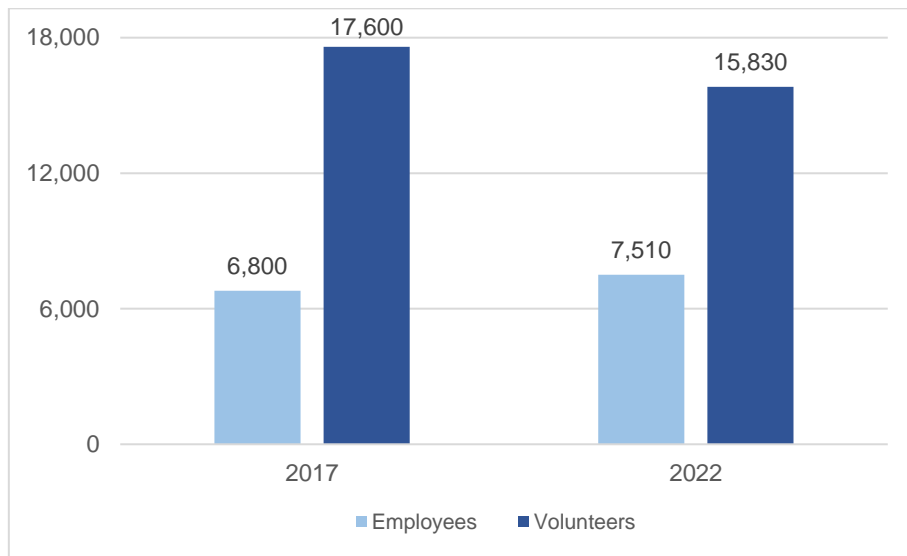


Figure 4: Workforce and volunteers: 2017 to 2022

4.1. Staff

In the 2022 financial year, CSSV's member organisations employed 7,510 people. From the member organisations that provided a breakdown by employment type, 2,111 (28%) were employed full-time, 2,254 part-time (30%), and 816 were casual (11%), the rest (n=2,329, 31%) being uncategorised. CSSV estimates, from other sector data and discussions with members, that most of the uncategorised employees are employed on a part-time or casual basis.

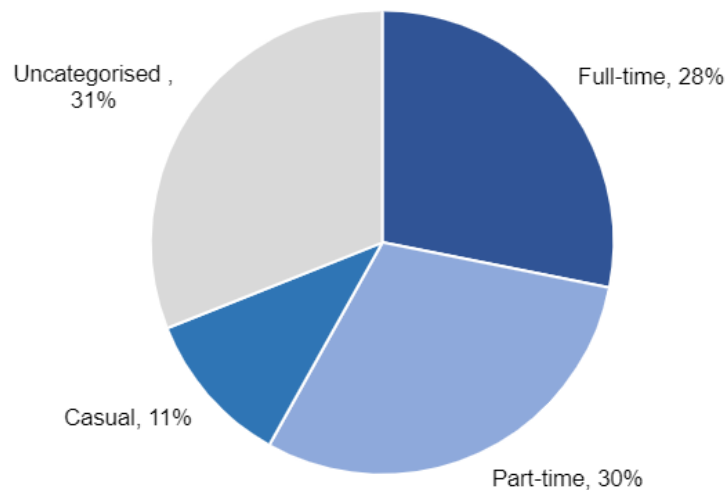


Figure 5: *Employees by employment type*

The high percentage of part-time and casual employees is reflective of the national welfare sector. In 2022, 49% of Australia's welfare sector were employed part-time, and 83% were women¹⁰. CSSV does not have access to a gendered breakdown of staff in the Victorian Catholic social services sector, however 85% of the leadership - 34 out of our 40 member organisation's highest level leaders (CEO, Executive Director etc) - are women. It is significant that the leadership within Catholic social services reflects the hard work and dedication of women in the sector and the progression of gender equality that member organisations strive for. It is, however, also worth noting that wages overall for social and community services work "are still relatively low: the current SACS 4.1 wage rate is still about one fifth below the average hourly wage paid to full-time employees in the broader labour market"¹¹. And so a broad understanding of gender-related pay equity at a social level remains a significant challenge.

¹⁰ AIHW (2023), *Welfare Workforce*. Retrieved from: <https://www.aihw.gov.au/reports/australias-welfare/welfare-workforce>

¹¹ Centre for Future Work (2020), *Briefing Paper: Pay Equity in Community Services: The Consequences of Federal Budgetary Decisions*. Retrieved from: https://futurework.org.au/wp-content/uploads/sites/2/2022/11/Pay_Equity_in_Community_Services_Formatted.pdf

4.2. Volunteers

Volunteering has always been a critical aspect of community-based services and remains core to the success and reach of Catholic social services. The majority of CSSV's member organisations' workforce (6.8 out of 10 people) are volunteers. In total, 15,830 volunteers contribute hundreds of thousands of hours of work across member organisations.

Many NFPs operate solely due to the dedication of volunteers. Seventeen of CSSV's member organisations have more volunteers than employees. Unfortunately, the national outlook on volunteering is sobering as the number of volunteers across Australian charities has decreased¹².

This considered, CSSV's member organisations hold a relatively high number and level of volunteers. CSSV's previous mapping research using 2016-2017 data¹³ indicated 17,600 volunteers across member organisations, which made up 70% of personnel. Although not directly comparable due to a different member composition, the proportion of volunteers is now a slightly lower number.

Catholic social services, while clearly impacted, may hold some immunity against this national trend. Various studies show that those who attend Church are more likely to volunteer than other Australians and that higher religiosity is associated with a higher level of community involvement and volunteering¹⁴. Catholic social services have a unique position in the social service sector because they are an extension and part of an established, connected community of people. The percentage of churchgoers participating in community services has remained steady over the last two decades¹⁵. Evidently, the mission that underpins CSSV's work also encourages community members to contribute to providing services to those in need.

It is critical to recognise that this is not an infallible defence against loss of community engagement. Attendance at Mass is falling and has not recovered from the impact of the pandemic on engagement. The average age of mass-attenders in 2016 was 63 - 16 years older than the average age of Catholics¹⁶. This is a real consideration for the future of

¹² ACNC (2023), *Australian Charities Report 9th Edition*, page 19. Retrieved from: <https://www.acnc.gov.au/tools/reports/australian-charities-report-9th-edition>

¹³ Contribution of CSSV_Jan 2019 (available upon request)

¹⁴ Mollitor, C., Hancock, N. and Pepper, M. (2015), 'Volunteering, religiosity and well-being: interrelationships among Australian churchgoers', *Mental Health, Religion & Culture*, 18:1, pages 20-32. DOI: [10.1080/13674676.2014.1003169](https://doi.org/10.1080/13674676.2014.1003169)

¹⁵ National Church Life Survey (2023), How churchgoers are impacting communities. Retrieved from: <https://www.ncls.org.au/articles/how-churchgoers-are-impacting-communities/>

¹⁶ National Centre for Pastoral Research (2020), *The Australian Catholic mass attendance report 2016*, page 5, Australian Catholic Bishops Conference. Retrieved from: <https://ncpr.catholic.org.au/wp-content/uploads/2020/12/Mass-attendance-in-Australia-2016-Final.pdf>

volunteering in the Catholic sector given it is positively correlated with church attendance¹⁷.

Researchers from Monash University¹⁸ emphasise that the volunteering sector has failed to adapt to modern times. They suggest that community goodwill still exists, but volunteering opportunities are less accessible to the general population than previously.

The areas in which Catholic social services works are often complex and a high level of experience and training is required to do the work well. But there is an important role for the community at large to support the professional work of social service organisations. Professional work, crisis interventions and case management are not the only social relationships required for communities and individual persons to thrive. There will always be an important role for general community organising and connection, for friendship, love and compassion that volunteers can and do provide.

A core part of Catholic social teaching is that those who are doing it tough or are disadvantaged have much to teach a society as a whole¹⁹. Volunteering is a core way that community services provide a meaningful platform for relationships to develop between people who would not have had the opportunity to meet or assist each other otherwise.

Deep consideration of the role and unique space a volunteer workforce holds in terms of community development and social cohesion is important at the same time as thinking instrumentally about how the role and quantity of volunteers allow for a certain level of supportive quality or expanse of service provision. Strengthening community ties through large volunteer efforts in Catholic organisations may also reignite the connection between a diverse array of communities and the Church more broadly, offering a future where Catholic organisations provide a platform for ongoing positive discussion and collaboration with many individual persons of diverse faiths and experiences as expressions of the social mission of the Church in Victoria.

¹⁷ Mollitor, C., Hancock, N. and Pepper, M. (2015), 'Volunteering, religiosity and well-being: interrelationships among Australian churchgoers', *Mental Health, Religion & Culture*, 18:1, pages 20-32. DOI: [10.1080/13674676.2014.1003169](https://doi.org/10.1080/13674676.2014.1003169)

¹⁸ Tse, H. and Kiazad, K. (2022), *What happened to Australia's volunteer army?* Retrieved from: <https://lens.monash.edu/@business-economy/2022/10/18/1385173/what-happened-to-australias-volunteer-army>

¹⁹ See CSSV Publication *What does the Lord require of You: Micah 6:8?* Pages 8 – 12. Accessible here: https://css.org.au/wp-content/uploads/2022/04/What-does-the-Lord-require-of-you_CSSV-Paper-for-Plenary-Council-2nd-Assembly_March2022.pdf

4.3. Clients and Beneficiaries

In 2021-22, CSSV's 40 member organisations directly supported at least 302,550 people – more than 4.5% of Victoria's population at the time.

Direct support refers to meaningful assistance such as crisis accommodation, food, counselling, necessary care, education and a place to belong. It excludes the many instances of informal community education and advice through programs and direct communication. Some organisations measure their impact in terms of instances of support or community groups, so it is highly probable that CSSV's member organisations supported more than the number of people reported.

Catholic organisations in Victoria work efficiently to provide this range of services. Although these organisations make up only 0.35% of Victorian charities, and receive 2.5% of government spending across all Victorian charities, they provide support for over 4.5% of the state's population.

While it is promising that Catholic organisations are working efficiently to reach so many, it is concerning that so many people are in need of repetitive access to crisis services and broader welfare support and interventions. Organisations that provide community development and other professional services are likely to always be vital to a healthy society. But the many which provide continual crisis response: to victim survivors of domestic violence, homelessness, refugee and justice services are a response to a community where we are failing each other — in terms of respectful relationships, deep inequality in distribution of the right to safe, secure and affordable housing, or access to meaningful work. These are social issues that no one government, Church, business or social service agency can fix alone, but the requirement for consistent and constant crisis intervention means that there are deep structural flaws that we need to address.

The broader work of positive social and policy change through creating opportunities for participation, education and social cohesion is vitally important. If Victoria's structural ills do not radically shift, social service organisations will be required to continue to grow to simply address these symptoms forever. CSSV and our members stand ready and willing to assist addressing these structural issues.

5. Finances

During 2021-22, both the aggregate revenue and the expenditure of CSSV's member organisations was \$200 million more than in 2016-17²⁰ (see Figure 6).

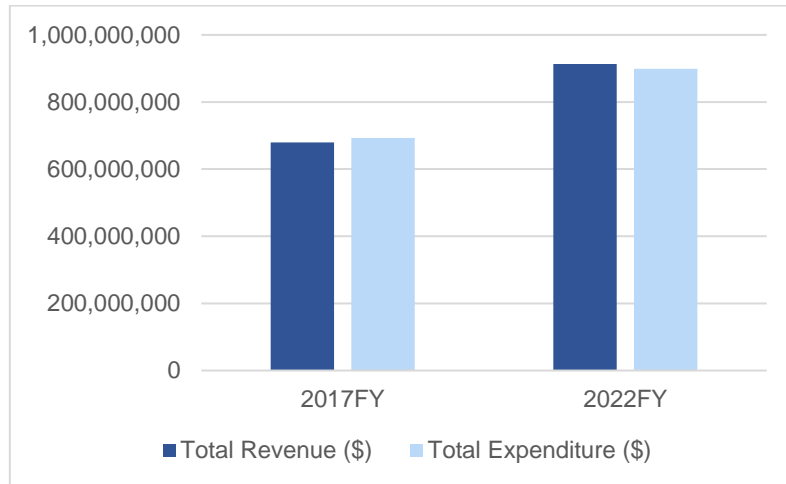


Figure 6: Revenue and expenditure 2017 to 2022 (\$)

The total revenue for providing services across member organisations was \$913 million while the total expenditure in providing these services was \$898 million (see Figure 7).

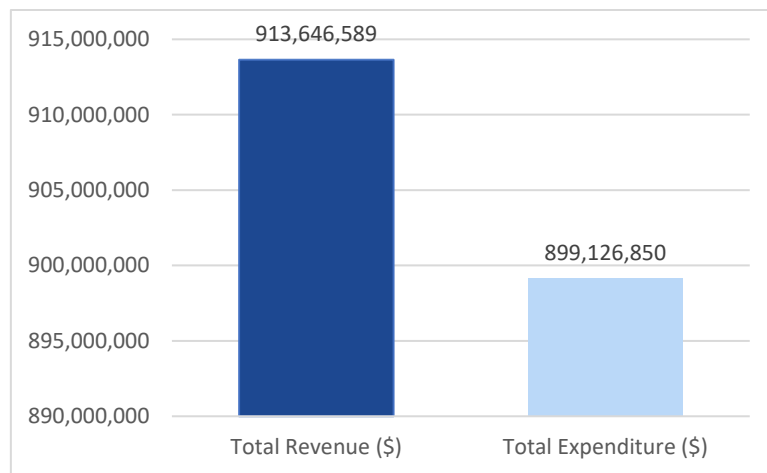


Figure 7: Revenue and expenditure 2021-22 (\$)

Table 2 displays information regarding revenue, expenditure, assets and liabilities.

²⁰ 'CSSV Summary_WF_Mar18' for the 2017FY

Table 2: CSSV member organisation's aggregate finances 2021-22

Financial information	Amount (\$)
Total revenue*	913,646,589
Revenue: Government Funding	611,756,356
Revenue from goods and services	159,843,028
Other revenue	93,905,119
Revenue: Donations, bequests and fundraising	38,114,184
Revenue from investments	9,946,868
Total expenditure*	899,126,850
Employee expenses	496,846,209
Other expenses	332,036,769
Interest expenses	10,453,892
Expenditure: Grants and donations	3,089,832
Total assets	1,907,485,632
Total liabilities	888,365,502
Total equity	1,019,120,130

Note: *Revenue and expenditure breakdown was not available for all member organisations, so total revenue and total expenditure are more than the sum of their components.

5.1. Revenue

Total revenue across organisations was \$913,646,589. Government funding has increased by \$146 million from the 2017 financial year²¹ to provide 67% of total revenue. There is a correlation between the size of a member organisation and the percentage of government funding that contributes to overall organisational income. Government funding comprises 17% of total revenue for CSSV's small member organisations, 40% for medium organisations, and 68% for large organisations (see Figure 8). This is consistent with all charities listed with the ACNC and highlights the challenges small NFPs face acquiring government grants and contractual work. CSSV believes that government should also consider smaller organisations as worthy of partnership in delivering core services and other work.

²¹ Contribution of CSSV_Jan 2019 (available upon request)

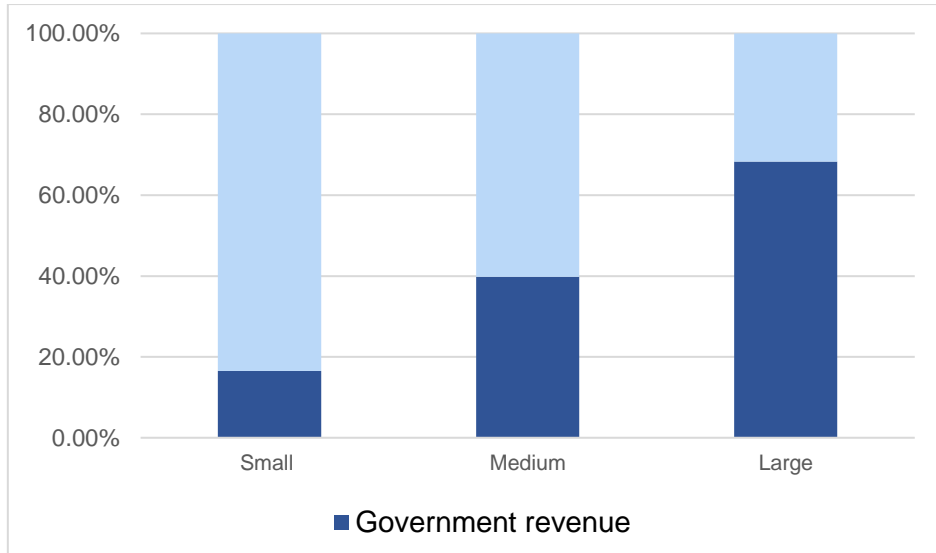


Figure 8: Average Government revenue as % of total revenue by organisation size

Revenue from goods and services was the next largest contributor to revenue. Donations, bequests and fundraising continue to provide a meaningful amount of revenue at over \$38 million across our member organisations. Figure 9 displays source of revenue as a percentage of the total revenue of member organisations that provided a breakdown of revenue source (it excludes a number of organisations that did not provide such a breakdown).

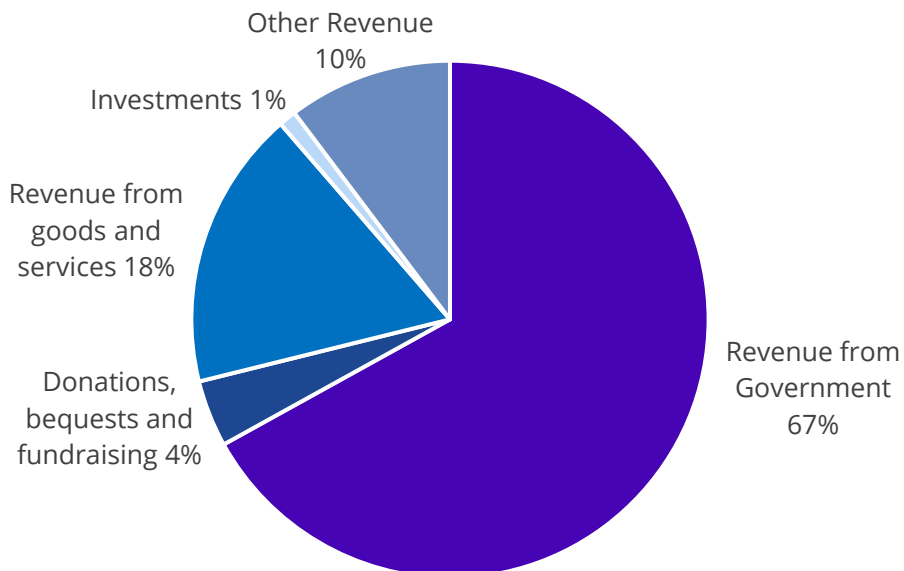


Figure 9: Source of revenue (%)

5.2. Expenditure

Total expenditure across organisations was \$899,126,850. Figure 10 displays source of expenditure as a percentage of the total expenditure of member organisations.

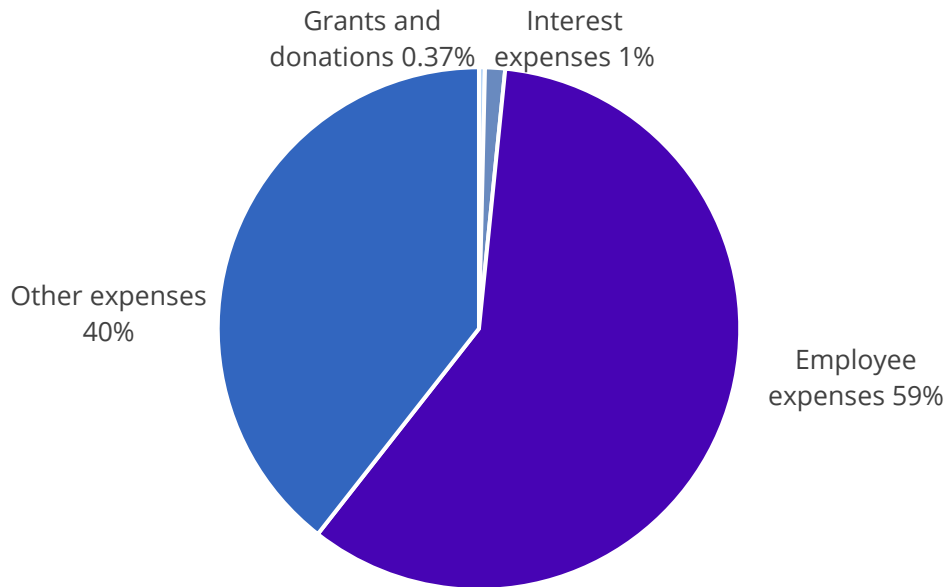


Figure 10: Source of Expenditure (%)

5.3. Equity

Assets are commonly understood as things that an organisation owns or has control over (such as investments, buildings, land and equipment), while liabilities are amounts that an organisation owes (such as payments owed to suppliers and GST payable). The total value of assets should be more than that of liabilities. Total assets in 2021-22 were \$1,907,485,632 and total liabilities were \$888,365,502 (see Figure 11). This results in a total equity of \$1,019,120,130 across the sector.

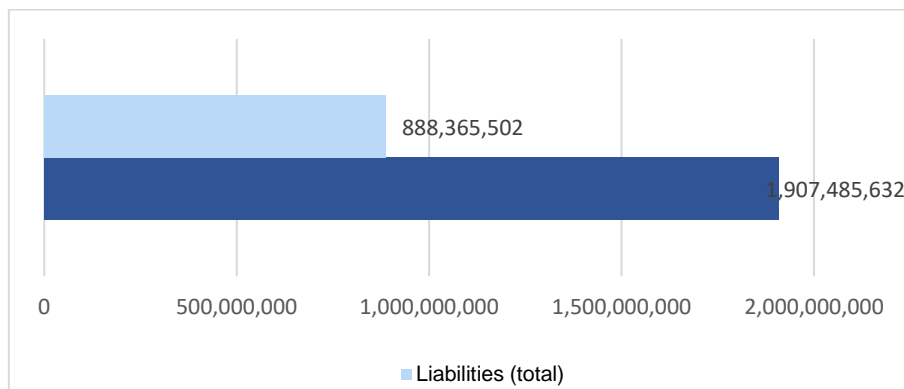


Figure 11: Assets and liabilities

6. Concluding Summary

6.1. Key insights

The contribution and impact of Catholic social services in Victoria continues to grow. This is not good news in and of itself — community development principles invoke that services will always be needed, but only to a degree — by strengthening social infrastructure and relationships some particular forms of social work should be made less necessary if successfully enacted. However, with both a growing and an ageing population, there are significant pressures on social service and social-needs present, with some scale of growth predicted into the future.

Social Inclusion is a broad scale way of understanding the contribution and challenge of our sector. In 2007, the Scanlon Foundation released its first of what has become an annual 'Mapping Social Cohesion' report. In 2007, around 59% of Australians reported that they took pride in the Australian way of life 'to a great extent', with only 6% reporting 'not at all'. By 2022, only 38% reported a strong sense of pride, while 17% reported 'not at all'²². These results are important challenges. The Scanlon report argues these changes are closely tied to increases in economic and financial inequality. Our member organisations have grown their work as they respond to these challenges — and work every day to build a stronger, more just Victoria, so that every Victorian may feel a sense of community, and those who are most disadvantaged have a place where some of their needs might be met. This work remains ongoing as the scale of need increases at a population level and community experiences of inclusion and hope appear to decline.

Two trends that have emerged from comparison between CSSV's previous research²³, Volunteering Victoria and Monash University research²⁴ and ACNC's latest Charities Report²⁵. These are (a) a prevalence of mergers among NFPs, and (b) a decline in volunteering. These patterns have the potential to hinder the success of the community- and place-based services of smaller organisations, which are essential to addressing disadvantage.

In values-driven organisations, like Catholic agencies that come out of a community-based tradition, services are seen as one part of the common good. These services are more easily coupled with community development and advocacy as they are understood within a vision for what makes a social, political, spiritual, ecological and economic environment where all might flourish. Entities that keep the flow of money in the sector, and hold to a

²² Van Kooy, Jon,(2023) *Social Cohesion Insights 06: Inequality and the 'Fair Go' in Australia*, Retrieved from: <https://scanloninstitute.org.au/news/social-cohesion-insights-06-inequality-and-fair-go-australia>

²³ Contribution of CSSV_Jan 2019 (available upon request)

²⁴ Tse, H. and Kiazad, K. (2022), *What happened to Australia's volunteer army?* Retrieved from: <https://lens.monash.edu/@business-economy/2022/10/18/1385173/what-happened-to-australias-volunteer-army>

²⁵ ACNC (2023). *Australian Charities Report 9th Edition*, page 53. Retrieved from: <https://www.acnc.gov.au/tools/reports/australian-charities-report-9th-edition>

set of values that focus particular preference for those who are poor — not just because of charity, but because justice and equity are intrinsically good for us all — is a strong basis for dynamic organisations and work. This is a basis that Catholic organisations work from, it is not a panacea to organisational ills — investment in staff work security and opportunity, coupled with professional and personal development, along with robust and mission-driven Governance frameworks are also required — but it is a strong platform to develop good work from.

6.2. Challenges and areas for consideration

Mobilising an ongoing and committed volunteer and community-minded workforce in a Catholic context is a challenge considering the overall reduction of churchgoers, when research shows churchgoers are more likely to volunteer than those who do not attend church. Innovative responses are necessary to retain a strong volunteer base into the future. However, strong organisational reputation, ongoing links with Catholic and other faith communities, and collaboration with the Catholic health and education sectors are strengths to carry into the future. Catholic social services must continue to be responsive to areas of need, particularly those outside of Metropolitan Melbourne, which face a multitude of challenges that are compounded by scarce services.

Values and type of entity aren't the only things that hold organisations to a good path. The communities that surround, or do not surround, our 'services industry' are important. It is not a coincidence that many of our CSSV member organisations formed out of a parish, holding spiritual practise and community as foundational to material work and co-developing responses to need. For a hope-filled, dynamic future for our society — social services need to maintain the centrality of the *social*.



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