



**Marymead
CatholicCare**
CANBERRA & GOULBURN

ANNUAL REPORT

2024

2025

Supporting our community for over 60 years



Acknowledgement of Country

Marymead CatholicCare Canberra & Goulburn acknowledges the traditional custodians of country throughout Australia, and we pay our respects to elders past and present. Our staff walk and work upon the lands of the Ngunnawal, Ngarigo, Wiradjuri, Gundungurra and Yuin people as we travel across the Archdiocese, and we acknowledge the contribution Aboriginal and Torres Strait Islander people make to our nation and in particular to our sector. This land always was, and always will be, Aboriginal land.

Contents

Who we are	4
Archbishop's Report	6
Chair Report	7
CEO Report	8
Organisational chart	10
Youth, Homelessness, ATOD & Family Programs	12
CHOICES Accommodation Services	18
CHOICES & Aged Care Community Programs and Support	20
Allied Health Services	24
Counselling and Family Services	31
Permanency Support Program	36
Property and Tenancy Management	38
Mission Engagement	40
Reconciliation Action Plan	41
Safeguarding	42
CARE – Creating Conditions for Change	43
Marymead CatholicCare Auxiliary	44
Financial Summary	45

Who we are

Marymead CatholicCare Canberra & Goulburn is the social services agency of the Catholic Archdiocese of Canberra and Goulburn. For over 60 years we have been there for our communities within the ACT and surrounding regions.

Our mission

Through our services, we are there for people.



In times of need



To make a positive difference



Across the lifespan

Our values



We have **Respect** for all people, recognising every person has inherent dignity and worth



We will act at all times with **Integrity**



We strive for **Excellence** and aspire to the highest standards of service



We will act with **Care & Compassion** in all that we do



We value diversity and actively foster **Inclusivity** and meaningful participation within community

Our services

We provide diverse, person-centred services.

- › Children & Young people's services
- › Family & Relationship supports
- › Counselling & Therapeutic supports
- › Out of home & foster care
- › Mental health support
- › Disability services
- › Tenancy & property management
- › Accommodation & support services
- › Alcohol & other drug supports
- › Homelessness services
- › Retirement living
- › Aged care



Archbishop's Report

In the life of the Church, service is not an optional extra — it is central to who we are.

This year, Marymead CatholicCare continued its ministry of presence within the Archdiocese of Canberra and Goulburn, walking alongside individuals and families with compassion, humility, and hope.

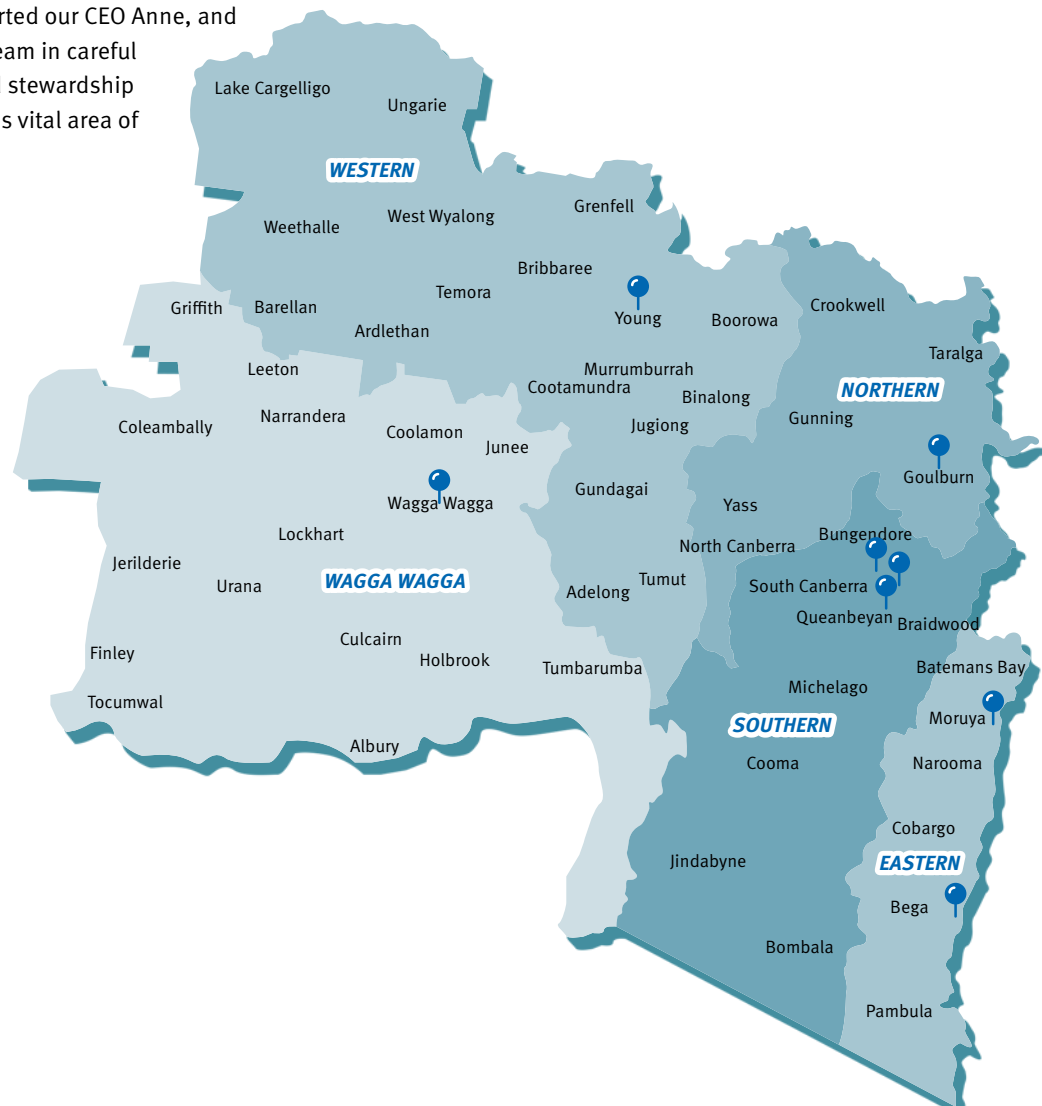
In moments of hardship, uncertainty, and transition, we have sought to be a listening ear, a steady hand, and a sign of God's abiding love. Our work is shaped not only by professional practice, but by a deep commitment to encounter — meeting people where they are and honouring their stories.

I offer my sincere gratitude to the Board who have supported our CEO Anne, and her leadership team in careful discernment and stewardship of our work in this vital area of mission.

I am deeply grateful for the dedication of our staff and volunteers, whose daily acts of care embody the Gospel in quiet and powerful ways. Together, we continue to be a living expression of faith in action.

Archbishop Christopher Prowse

Catholic Archdiocese of Canberra and Goulburn



Chair Report

Marymead CatholicCare Canberra and Goulburn is the social services agency of the Catholic Archdiocese of Canberra and Goulburn. We care for people when they are at their most vulnerable. In the past 12 months, we have continued to do the vital work needed to help.



Our agency continues to be a beacon of hope for those experiencing vulnerability and hardship. Guided by principles of human dignity, solidarity, and the preferential option for the poor, we have worked tirelessly to ensure that every person we encounter is treated with compassion and respect.

This year we have:

- › Introduced new programs addressing the needs of our community.
- › Strengthened Partnerships with parishes, community organisations, and government agencies to assist in our work.
- › Engaged in policy discussions to promote equitable access to social services.

Despite enormous economic pressures, we have maintained a stable financial position. Our commitment to ensuring we can sustainably do our work for all people demands that we are prudent and able to cover costs.

The Board has continued to strengthen governance practices, focusing on risk management, compliance, and strategic oversight. We have invested in IT to enable resilience and best practice in that area for the future.

I extend heartfelt thanks to our wonderful CEO and leadership team, staff, volunteers, and all involved in our organisation for their unwavering commitment. Together, we embody the call to serve and uphold the dignity of every person.

May our work continue to be guided by faith, hope, and love.

Our wonderful Board members give many hours of their time:

- › Monsignor John Woods
- › Susan Sullivan
- › Sister Mary Ellen O'Donoghue
- › Des Clear
- › Helen Pappas
- › Rosa Grahame
- › Michael Franco
- › Kathy Groth
- › Ben Williams

Each Board member brings to our organisation a special focus to their role, and together we work to enable the management and staff to do their jobs as effectively as possible.

Our Archbishop is unwavering in his support for Marymead CatholicCare Canberra and Goulburn, and we thank him for his continued leadership and guidance.

Helen Delahunty

Board Chair

Marymead CatholicCare
Canberra & Goulburn

CEO Report

The past year has been both challenging and reaffirming for Marymead CatholicCare Canberra & Goulburn (MCCG). Operating within an increasingly complex financial landscape, marked by the well-known starvation cycle threatening the viability of not for profits, we could have faltered and lost our way. Instead, despite the continued constraints on funding and growing demand for our services, MCCG rose to the challenge and thrived.



The staff, volunteers and supporters of MCCG remained focused on supporting those in need within our communities. The unwavering commitment of our people, despite the challenges, enabled us to deliver vital social services, pursuing innovation and partnerships and stretching resources without compromising the quality of our care.

Our focus over the twelve months has been on pursuing our Strategic Goals as we seek to make a difference in the lives of others and respond to community need.

We continued to explore housing initiatives that responded to the National Housing Crisis, which saw the progression of our Build to Rent Affordable Housing project in partnership with the North Woden Parish. We were successful in our bid to purchase seven homes for women with accompanying children escaping domestic & family violence through the Crisis & Transitional Accommodation Program (CTAPS) funding from the Commonwealth in partnership with Yerrabi Yurwang. This partnership was also successful in winning the Tenancy & Property Management Support Services for First Nations People in the ACT.

It was another busy year with tendering and commissioning being a significant distraction impacting upon the organisation and senior leadership. We secured funding from the ACT Government to provide wrap around supports to the families escaping domestic & family violence who will access the CTAPS accommodation, and retained funding to

continue the Stepping Stones child trauma counselling program, the MindMap youth mental health navigation portal, as well as the Sobering Up Shelter, the Drug & Alcohol Sentencing List mandated ATOD counselling for clients through the courts, MINOSA House and ASSIST homelessness accommodation and outreach services, and the Supported Contact & Transport through Next Step Up for our Kids.

For a second year we were recognised as a Great Place to Work, with our incredible staff providing valuable feedback on the organisation, leadership, culture and their employee experience. Overall we saw an increase in our Trust Index score, which was affirming for the leadership team and our Board.

We continued to work in partnership with Cornell University and Life Without Barriers to embed CARE across our child and family programs, ensuring clients, carers, families and staff are supported to deliver our services within a trauma informed framework. We now have 18 trained facilitators within MCCG who will continue to drive the momentum of this key initiative.

We were thrilled to launch Plate to Plate, a collaborative cookbook that was the result of our artists from Hands on Studio, our chefs from Cook on Club, and our gardeners from MULCH, produced by Megalo Print Studio.

We have been proud to partner with ACT Government and ACT Policing to pilot the Safer Youth Response Service in Canberra in response to the raising of the Minimum Age of Criminal Responsibility to 14 (MACR). This progressive change in legislation has provided opportunities for social services and the justice system to work closely together to attempt to change the trajectory of the lives of young people through early intervention and diversion.

MCCG partnered with the First 1000 Days Conference for a third year, focusing on perinatal mental health and the well-being of children and families, providing a unique opportunity for professionals from various fields to exchange knowledge, insights and experiences.

In line with our strategy, the MCCG Board endorsed a significant investment in our systems and Enterprise Architecture project, laying the foundation to improve our operational efficiency and ensure our technology and systems are scalable and integrated.

As an organisation that embraces continuous improvement, MCCG also participated in internal and external audits throughout the year, undertaking a Risk Management Health Check and implementing a new Governance, Risk & Compliance platform. We also participated in various compliance and monitoring assessments including reviews for Community Housing, Aged Care and Permanency.

We celebrated five years of operating MacKillop House, supporting women and women with accompanying children made homeless with a fantastic event attended by the sector which offered an opportunity to thank our many supporters.

2024-2025 was a year full of activity and achievements. We cannot reflect upon the years' events without acknowledging the incredible efforts and commitment of our staff and leadership team, who make our mission possible.

“ Our focus over the twelve months has been on pursuing our Strategic Goals as we seek to make a difference in the lives of others and respond to community need. ”

Our staff have once again demonstrated remarkable dedication, commitment and compassion, ensuring every individual and family we serve have been supported and cared for.

We also extend heartfelt appreciation to our stakeholders and supporters, from funding bodies to expert consultants we have leaned on throughout the year, to those raising much needed funds like our Auxiliary and Sr Noelene. Your support and generosity have meant that MCCG can be agile, responsive and impactful, delivering meaningful change within community.

To our MCCG Board members (past and present) who have unselfishly given their time and energy - thank you for your enthusiasm, wisdom, patience and continued commitment to our mission of caring for those who are vulnerable and experiencing distress. Our achievements this year are something we can all be proud of, despite the challenges we have faced.

Lastly, to our Board Chair Helen Delahunty and our Archbishop the Most Reverend Christopher Prowse, thank you for your continued belief in our healing mission and willingness to stand in the messy middle with MCCG. Your guidance, encouragement and quiet leadership have been vital to our resilience and continued success.

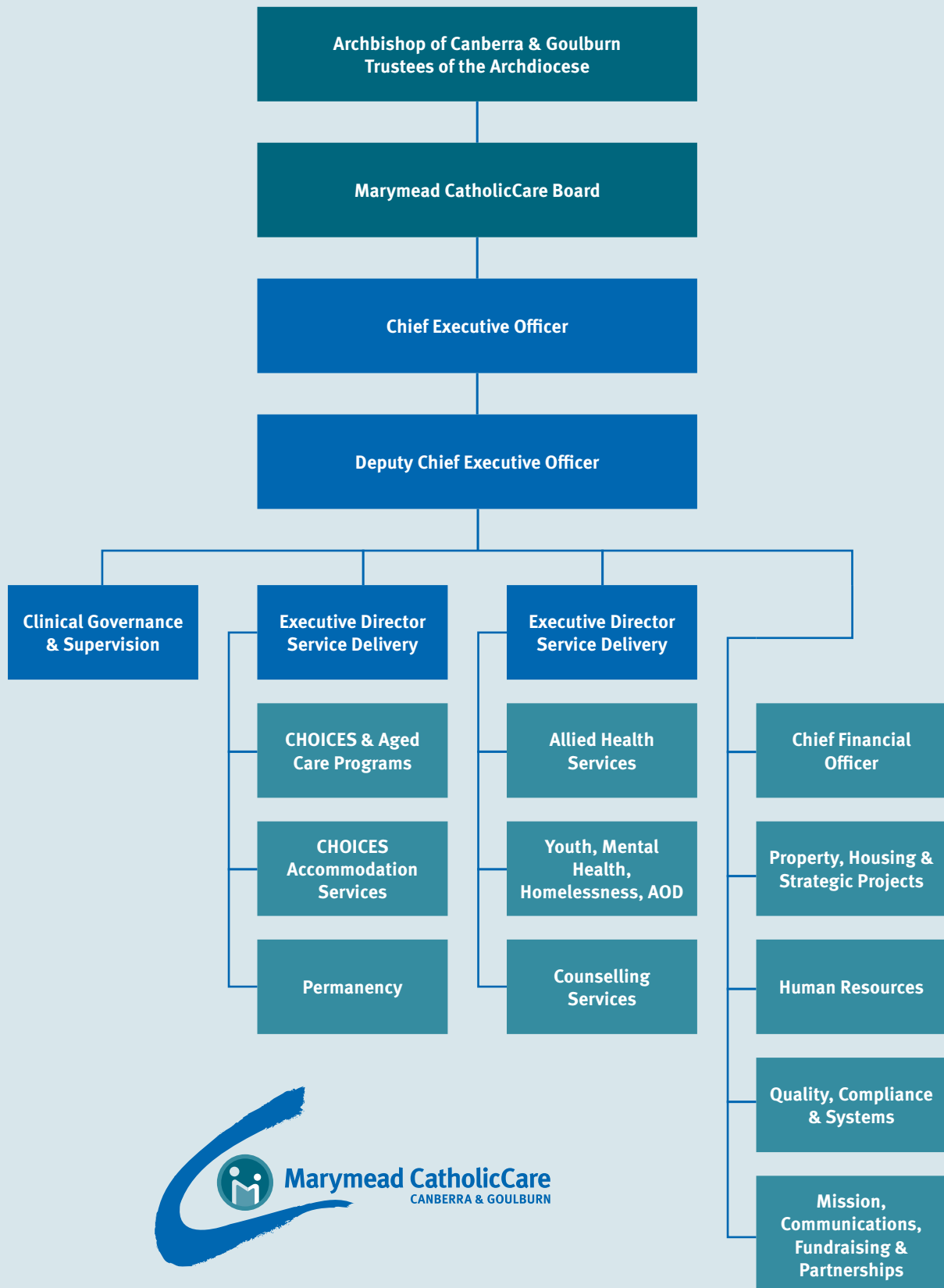


Anne Kirwan

Chief Executive Officer

Marymead CatholicCare Canberra & Goulburn

Organisational chart





Youth, Homelessness, ATOD & Family Programs

Alcohol and Other Drugs Support Connections

Marymead CatholicCare's Alcohol and Other Drug (AOD) Support Connections program offers flexible, comprehensive case management for individuals seeking to make changes to their substance use. Case managers meet clients where they are in their recovery journey—whether that involves reducing risks, preventing relapse, or working towards abstinence.

The program delivers holistic, evidence-informed support through psychoeducation, harm minimisation strategies, and collaborative case planning. Clients are supported to identify and achieve personal goals, with tailored assistance connecting them to Marymead CatholicCare AOD Reaching Out Counsellors, specialist housing and homelessness services, allied health providers, and external networks such as mental health, legal, financial supports, and domestic violence safety planning.

Strong partnerships with recovery services across Canberra enhance the continuum of care and support sustainable pathways toward recovery. AOD Support Connections is outreach-based, meeting clients in locations that best support their engagement, including in their homes.

In 2024–2025, the program provided intensive case management to 61 individuals.

Funded by Capital Health Network.





ARAMAC House

ARAMAC House offers shared living opportunities for adult males living with co-occurring mental health and substance use conditions. The complex comprises eight two-bedroom units within the ACT, and with funding through individual NDIS plans and support services from the CHOICES program, residents are supported to meet their personal goals, building capacity for independent living and increased community participation.

The environment encourages both mental health and alcohol and other drug recovery. During 2024–2025, ARAMAC House supported 14 men to live independently within their units. One resident exited ARAMAC, and four new residents moved in. The team facilitates group activities such as cooking sessions, art programs, weekly lunches, and recreational outings, including trips to the circus and river cruises on the NSW South Coast.

Funded by individual NDIS plans.

ASSIST

The ASSIST program (Aiding in Secure, Safe, Independent and Stable Tenancies) provides specialist outreach homelessness support for people over 18 who are experiencing or at risk of homelessness. Case managers work from a trauma-informed, person-centred approach, offering information, advocacy, and referrals to assist individuals, couples, and families in gaining, transitioning into, or maintaining tenancies in public, community, or private housing.

In 2024–2025, the program supported 118 people.

Funded by Housing and Community Services, ACT Government Community Services Directorate.

Axial Housing

Axial Housing is a Housing First initiative based on Australian Housing First principles. We work with homelessness services to support people sleeping rough on Canberra’s streets, particularly those with complex needs and significant barriers to navigating the housing system. The team provides wrap-around support, helping people move from the streets into permanent housing and supporting ongoing tenancy stability.

During 2024–2025, Axial supported 31 individuals to access and maintain stable housing, with ongoing intensive support to promote long-term stability.

Funded by Housing and Community Services, ACT Government Community Services Directorate.

Drug and Alcohol Sentencing List

Marymead CatholicCare delivers drug and alcohol counselling as part of the ACT Government’s DASL program, which offers prescribed treatment orders as alternatives to custodial sentences. Our DASL counsellors provides outreach-based, specialist support focusing on recovery and community reconnection.

The program employs a person-centred, strengths-based framework, supporting clients to explore their substance use history and behaviours. Treatment plans are collaboratively developed, emphasising abstinence, safety, and individual goals. Evidence-based therapies include Cognitive Behavioural Therapy, Solution-Focused Therapy, Motivational Interviewing, stages of change, trauma-informed care, and harm minimisation.

In 2024–2025, 12 DASL participants received support.

Funded by ACT Government Health Directorate.



MacKillop House

MacKillop House provides safe, short-term emergency accommodation for women and children experiencing or at risk of homelessness in Canberra. The program offers temporary shared accommodation for up to 20 women with private bedrooms and six townhouses for mothers and children. It supports women impacted by trauma, domestic and family violence, financial hardship, mental health issues, or substance use.

The program delivers person-centred, trauma-informed case management, working across the sector to meet individual needs. Support includes referrals for trauma counselling, AOD services, financial and legal assistance, access to childcare, employment, and health services, with a focus on securing long-term, suitable housing.

In 2024–2025, MacKillop House supported 66 women, with 42 new residents and 43 exits into long-term accommodation.

Funded by Housing and Community Services, ACT Government.

Case Study

Moria, (name changed), a 31-year-old woman and mother to a two-year-old daughter, entered MacKillop House in October 2024 after experiencing ongoing housing instability. Following the birth of her daughter overseas, Moria returned to Australia and stayed intermittently with her mother and grandfather, as well as camping when no other options were available. She described her relationship with her mother as strained and lacked access to stable accommodation.

Moria contacted OneLink for support and was referred to temporary brokered accommodation before arriving at Marymead CatholicCare's MacKillop House which provides short-term, emergency accommodation for women and families experiencing or at risk of homelessness.

During her stay at MacKillop House, Moria actively engaged in regular case management, working in partnership with staff to develop goals and explore long-term housing and support options. Using the Home Outcome Star tool, Moria participated in action planning tailored to her needs, including assistance with a Priority Needs Recommendation and Supports application.

Motivated to improve her future, Moria completed a Certificate III in Childcare and is arranging her placement, hoping to attend the same centre as her daughter to ease separation anxiety. She has since enrolled in a postgraduate diploma, due for completion in 2025, and received support to access the Return-to-Work Grant and 12 weeks of funded childcare through the Children's Services Program.

To assist with financial hardship and transitioning into secure housing, Moria received support from the Snow Foundation to furnish her new home. At her final case management session, Moria opted not to continue with ongoing outreach services but was provided with information about community resources and re-engagement pathways.

Throughout her time at MacKillop House, Moria demonstrated resilience, commitment to her goals, and strengthened her skills in budgeting, parenting, and independent living. She leaves the program with a stable housing plan, educational pathway, and increased confidence in her ability to provide for her daughter.

Men In Need of Support Accommodation

MINOSA House offers supported accommodation for six men aged 18 and over experiencing homelessness. The program empowers residents to develop safe, secure, and sustainable tenancies through individualized, person-centred case management and practical support from onsite staff.

The program includes a transitional three-bedroom share house, providing semi-supported pathways into independent living for those nearing their goals of long-term housing. During 2024–2025, MINOSA House provided 2,123 bed nights with a 98% occupancy rate.

Funded by Housing and Community Services, ACT Government.

Reaching Out

The Reaching Out program provides assertive outreach alcohol and other drug counselling for individuals aged 13 and over. Staff deliver flexible, client-centred support in various locations including homes, schools, community settings, and our offices, aiming to reduce stigma and remove barriers to accessing help.

In 2024–2025, Reaching Out supported 295 individuals, with many reporting significant reductions in substance use.

Funded by Capital Health Network, on behalf of the Australian Government Department of Health.

Safer Youth Response Service

The ACT's Safer Youth Response Service (SYRS) is the first of its kind, providing a strengths-based, culturally safe, and trauma-informed service for young people aged 10–14, aimed at diverting them from the youth justice system. The service works in partnership with ACT Policing and ACT Government, prioritising safety and wellbeing in all interactions.

Referrals are managed by ACT Policing, and the service focuses on creating a safe, supportive environment for vulnerable youth.

Funded by ACT Government Community Services Directorate.

Sobering Up Shelter

The Sobering Up Shelter offers a safe, supportive environment for individuals over 18 experiencing intoxications due to alcohol or drugs. Operating on Friday and Saturday nights from 11pm to 11am, the facility provides monitoring, brief intervention, follow-up, and referrals.

Supported by ACT Government Health, SUS promotes harm reduction and pathways to further support, accepting referrals from ACT Policing, Ambulance, Night Crew, and community agencies.



Toolangi Social and Affordable Housing

Toolangi is a community-based initiative that combines social and affordable housing with on-site social programs and tenancy support. The program empowers residents through tenancy management, community activities, and social connection opportunities.

In 2024–2025, activities included the Toolangi Harvest Community Garden, a co-designed nature playground with CIT students, a book club, and community events. The program fosters inclusion, social cohesion, and a shared sense of belonging.

Youth & Family Case Management Service

The Youth and Family Case Management Service (YFCMS) provides outreach support to vulnerable children, young people, and families in the ACT. The program aims to increase family resilience, strengthen community connections, and support skill development through a holistic, flexible approach.

In 2024–2025, YFCMS supported 56 families, assisting them to set and achieve goals, access services, and build greater autonomy.

Funded by the Office for Children, Youth, and Family Support, ACT Government.

Youth Housing Support Service

YHSS provides outreach case management for young people aged 15–25 experiencing or at risk of homelessness. The service supports individuals to access safe, stable housing and maintain tenancies through personalised support and referrals.

During 2024–2025, YHSS supported 112 young people, with 87% securing safe and secure accommodation by the end of the reporting period.

Funded by ACT Government.

Case Study

In 2023, Iris (name changed), aged 17, was referred to the Youth Housing Support Service (YHSS) after experiencing family conflict, couch surfing, and unstable housing. With complex mental health needs and a history of hospitalisations, she faced challenges engaging with crisis accommodation and other supports.

YHSS assisted Iris to apply for public housing and link with a range of services, including mental health, education, and alcohol and other drug programs. Despite setbacks, including relapse and periods of disengagement, she showed resilience and continued to re-engage with support.

In May 2025, Iris was approved for priority public housing allocation and moved into her own home in July. With YHSS support, she furnished her home, reconnected with community services, and is now pursuing education and employment goals.

Stable housing has been a turning point for Iris, providing the foundation for improved wellbeing, recovery, and independence.

CHOICES

Accommodation Services

Dorothy Sales Cottages

Dorothy Sales Cottages (DSC) is a specialised residential facility within the CHOICES program, providing support for over 26 years to people living with an acquired brain injury and/or complex physical needs. DSC offers intensive, 24-hour support with a focus on delivering individualised, person-centred services.

Supported by a dedicated team, the service is tailored to meet each resident's unique needs and life goals. The staff at DSC maintain close collaboration with families, other service providers, and specialists including speech pathologists, community nurses, physiotherapists, occupational therapists, and GPs, to ensure holistic, comprehensive care.

Funded by individual NDIS plans and Disability Support for Older Australians.

In-Home Care Support

The In-Home Care (IHC) Support Agency has continued to play a vital role in supporting families facing barriers to accessing traditional childcare services. The agency's mission is to ensure that every family, regardless of circumstances, can access high-quality, flexible early childhood education and care tailored to their needs.

Throughout 2024–2025, the program supported families by assessing eligibility, connecting them with qualified educators through service providers, advocating on their behalf, and ensuring care standards of safety and education. This work was funded by the Australian Government's Department of Education and particularly focused on families in rural, remote, or complex situations, as well as those working non-standard hours.

A key milestone was the coordinated effort to support families during the transition to the new Support Agency. Emphasising clear communication and continuity of care, the ACT IHC Support Agency prioritised smooth processes to minimise disruption and maintain trust, especially for vulnerable families.

As of the end of this reporting period, the IHC Support Agency contract has concluded. Service delivery responsibilities have transitioned to the New South Wales Family Day Care Association (NSWFDCA). We extend our gratitude to all stakeholders, families, and educators who contributed to the success of this transition.



Short-Term Accommodation for Children and Young People – Ricky Stuart House and Coral’s Cottage

The Accommodation & Support Services program continues to support children, teenagers, and young adults through tailored services at Ricky Stuart House (for children aged 5–12) and Coral’s Cottage (for teenagers and young adults).

In 2024–2025, the program provided day programs, overnight stays, weekend respite, school holiday programs, and structured day supports, all designed to foster independence, build capacity, and promote social, recreational, and personal development.

Supported by over 40 participants, the program focused on person-centred planning and collaborative goal setting. Activities expanded to include creative expression, outdoor and community-based experiences, and capacity-building initiatives, ensuring meaningful engagement for all participants.

Key achievements include strengthened partnerships with families, schools, and allied health professionals; enhanced transition planning; and improved staff training in positive behaviour support and trauma-informed care. The program maintained a strong focus on participant safety, with risk management and staff responsiveness at its core.

Funded by individual NDIS plans and fee-for-service.

Supported Independent Living Homes

Marymead CatholicCare’s Supported Independent Living (SIL) program provides 24/7 tailored support to individuals with physical and intellectual disabilities, including those with complex healthcare needs. Guided by our mission, we empower clients to achieve their goals, foster independence, and live meaningful, quality lives.

Currently operating across six locations in Canberra, SIL offers shared accommodation for individuals with similar support needs, enabling residents to:

- › Develop daily living and life skills
- › Build social connections and community belonging
- › Experience greater autonomy with appropriate support

Over the past year, SIL has supported 28 residents, many achieving significant milestones such as gaining or maintaining employment, increasing community participation, and developing independent living skills. Families and carers report increased confidence, knowing their loved ones are supported in safe, inclusive environments.

Funded by individual NDIS plans.

CHOICES & Aged Care Community Programs and Support

Arts Therapy – Red Hill Studio

Our Arts Therapy service, based at our Red Hill Studio, provides a unique and empowering space for individuals to explore their experiences through creative expression. Rooted in a commitment to affirm neurodiversity, the program offers an alternative pathway for personal growth and emotional wellbeing, especially when words may be insufficient or unavailable.

Each participant engages in a personalised therapeutic journey, guided by their own goals and interests. Whether drawn to specific themes, materials, or techniques, individuals are supported in expressing and transforming their emotions in ways that are meaningful to them.

Our qualified art therapists work collaboratively with NDIS participants, community members of all ages and backgrounds, as well as parents, carers, support coordinators, educators, medical professionals, and allied health teams. This integrated approach ensures holistic support and fosters lasting, positive change.

During 2024–2025, our two Arts Therapists supported 22 participants and delivered 505 sessions.

Funded by individual NDIS plans and fee-for-service.

Autism Centre

The Autism Centre celebrates diversity, promotes awareness and inclusion, and supports people on the autism spectrum and their families. During 2024–2025, the Centre continued to provide services such as Autism Connect (the national autism helpline), social groups, access days, and workshops to promote community inclusivity.

The Centre facilitated eight social groups with 60 regular participants through activities like Dungeons & Dragons, The Lab, and LEGO. Workshops were delivered to families, sporting organisations, local businesses, and other community groups. A tailored in-school program was also provided to a Victorian school, demonstrating the reach of our services beyond the ACT.

Autism Connect remains a vital service, with 10,129 new cases nationally during 2024–2025. Over 300 of these cases were from the ACT, with common themes related to diagnosis and autistic person-centred support, from either parents or individuals identifying as autistic.

Funded by Amaze (Autism Connect), individual NDIS plans, fee-for-service, and donations.

Boundless Buddies

Boundless Buddies is a weekly all-abilities playgroup held at the Boundless Playground in Kings Park, Canberra and supported by ACT Playgroups staff. During 2024–2025, attendance has steadily increased, with both returning and new families participating regularly.

Guest organisations regularly visit to share information about available supports within the ACT community, including EACH (Early Childhood Approach Services). Other guest speakers have included early education specialists, ACT Libraries, financial advisors, ACT Education Department representatives, and musical/kids' groups such as Lucy Sparkles and Maggie Moo Music.

Funded by the National Capital Authority.



Hands On Studio

The 2024–2025 year at Hands On Studio has been marked by ongoing growth, vibrant energy, and a strengthened commitment to inclusive, artist-led practice. We welcomed 16 new artists and four new staff members, expanding our community to 114 artists and 15 staff. This growth reflects both our increasing reach and the strength of the relationships and shared values that underpin our work.

Throughout the year, we have prioritised nurturing creative exploration beyond the studio walls. Our visits to the National Portrait Gallery provided valuable opportunities for reflective practice, engaging artists critically and imaginatively with national collections. These excursions inspired new works and fostered dynamic discussions among participants.

The studio also hosted a range of activities, including collaborative projects and community engagement initiatives, that supported artists in developing their practice and building connections within and beyond the studio environment.

As part of our ongoing commitment to celebrating and showcasing artist achievement, we organised a series of exhibitions across major venues, including Canberra Contemporary Art Space, Goulburn Regional Gallery, The Drill Hall Gallery, and M16 Artspace. These exhibitions highlighted the talent and diversity within our community and reflected on three decades of inclusive, collaborative practice, demonstrating the enduring power of art to foster connection, amplify voices, and inspire community transformation.

Home Care Packages

Marymead CatholicCare Canberra & Goulburn operates a Home Care Package (HCP) program supporting older individuals with high or complex care needs. Access is determined through a comprehensive assessment by the Australian Government's Single Assessment Service.

Our dedicated team of coordinators across the ACT and surrounding NSW supports clients in tailoring packages to their individual needs and goals, emphasising wellness and reablement. Services include personal care, domestic assistance, social support, home maintenance, and gardening. We continually build and maintain relationships with stakeholders to ensure goals are achievable and support individual choice and control.

We supported 33 clients in transitioning from Seniors in Networked Communities (SINC) into their Home Care Packages, enabling increased services with trusted support workers.

Our team works to ensure our service model aligns with the new Aged Care Act, the Strengthened Aged Care Quality Standards, and the Aged Care Code of Conduct, in preparation for the Support at Home Program commencing 1 November 2025.

Funded by the Department of Health, Disability, and Ageing.

Living in Networked Communities

Living in Networked Communities (LINC) allows residents to live independently and actively while developing new relationships within their community. LINC properties are strategically located to promote independence, long-term housing, and social connection through friendships, peer support, and network development.

Funded by individual NDIS plans.



mulch

Marymead CatholicCare Canberra & Goulburn's Urban Land Community Harvest (*mulch*) provides adults with disabilities an opportunity to develop skills and build connections through participation in the seed-to-sale process in the mulch permaculture garden in Stirling, ACT.

During 2024–2025, mulch continued to operate as a high-quality community support service and hub for local produce sales. The program engaged in community outreach, selling garden produce, plants, and seedlings. Weekly green waste collection from local businesses has diverted over 2,500 kg of waste from landfills annually.

In October 2024 and March 2025, record sales were achieved, with a particular focus on selling bunched flowers for Valentine's Day, which was highly successful.

mulch boasts high retention, with over 50% of participants involved for at least 10 years, many with high and complex needs. A highlight this year has been the quarterly social nights, dinners and dancing events that foster friendships outside the garden setting, benefiting participants and their support networks.

Funded by individual NDIS plans, produce sales, and donations.

Community Supports

The CHOICES community-based program helps individuals with disabilities participate more fully in local communities.

Services include:

- › Assistance with self-care
- › Skills development
- › Community and social activities
- › Household and yard maintenance
- › Transport

During the last financial year, the CHOICES program supported 172 clients.

Funded by individual NDIS plans.

Support Coordination

Support Coordination connects NDIS participants to supports and services in the community. Our person-centred team prioritises choice and control, focusing on capacity building to increase independence.

Support Coordinators work with clients and their support networks to develop support plans aligned with their goals, assisting with:

- › Actioning NDIS plans
- › Connecting with supports and mainstream services
- › Monitoring plans and budgets
- › Preparing for and attending review meetings
- › Lodging reviews for changes in circumstances

In 2024–2025, the Support Coordination team expanded to include three new coordinators from Woden Community Services following the end of their contract. During the year, we supported 218 clients, delivering a total of 4,651.67 support hours.

Funded by individual NDIS plans.

Seniors in Networked Communities – ACT & NSW

The Seniors in Networked Communities (SINC) program is a government-funded service under the Commonwealth Home Support Program (CHSP), providing entry-level aged care services to help seniors live independently and safely at home. We also support clients transitioning from Home Care Packages to ensure continuity of care.

Our services include domestic assistance, home maintenance, flexible respite, personal care, transport, and allied health supports such as social work and social activities.

During 2024–2025, we provided over 21,000 hours of service to 884 clients across the ACT and surrounding NSW, tailoring supports to meet individual needs and goals, enabling safe and independent living.

We assist clients through changing needs, helping them access further assessments to transition to Home Care Packages when appropriate.

In May 2024, we successfully underwent an accreditation audit against the Aged Care Quality Standards and were pleased to be deemed compliant.

Funded by the Department of Health, Disability, and Ageing.



Allied Health Services

Better Access

Marymead CatholicCare's Better Access service provides individuals with mental health care, particularly those facing complex mental health challenges that may otherwise limit access to appropriate services.



The program aims to meet the needs of clients to improve psychological treatment and symptom management of mental illness. As the primary bulk-billed psychological service in the ACT, Better Access targets individuals whose financial and social circumstances might prevent them from accessing mainstream psychological services.

Our experienced team of psychologists assists clients presenting with a range of concerns, including depression, anxiety, trauma, sleep hygiene, and personality disorders. The service offers both face-to-face and telehealth sessions, expanding our capacity to serve not only the ACT community but also regional areas in NSW.

In 2024–2025, Better Access has successfully supported more than 100 clients and remains a highly sought-after community service. An active holding protocol has been implemented to support those on the waitlist, including recommendations to other programs within the Allied Health Hub.

Funded by the Medicare scheme.



Cognitive Assessments

Cognitive assessments are conducted by qualified and experienced psychologists to gather information on intelligence, academic abilities, and cognitive strengths and weaknesses. These assessments assist parents and educators in understanding the impact of difficulties experienced by individuals, enabling the development of effective strategies to mitigate negative effects.

The process begins with an initial interview to gather relevant background information, allowing the clinician to tailor assessment options to the client's concerns.

In 2024–2025, the program expanded to include additional assessment tools to meet community and school needs for ADHD and autism diagnosis. Two clinicians received training to provide reliable, evidence-based cognitive assessments. The portfolio now actively supports Catholic Education's high service demand by completing assessments for students.

Fee-for-service.

Early Life Matters

Early Life Matters (ELM) provides early therapeutic intervention focused on infant and early childhood mental health, working alongside parents and caregivers using the Circle of Security (COS) attachment-based intervention.

Over the past 12 months, ELM exceeded expectations, supporting 12 fathers across two COS Parenting groups, and 18 teachers and early childhood educators through two COS in the Classroom groups.

ELM collaborated with stakeholders such as the Southside Initiative and New Horizons to deliver services to vulnerable families. For example, four PERKS workshops on managing children's emotions were facilitated at local Canberra schools.

ELM also facilitates a monthly COSP Community of Practice (COP) for all MCCG-trained COSP staff. The COP, which is hybrid (in-person and online), has high engagement from staff across Canberra, Bega, Moruya, Young, and Goulburn, focusing on understanding client defensive strategies and enhancing practice.

Funded by the Australian Government Department of Social Services and ACT Government Community Services Directorate.

Grandparents Support Group

The Grandparents Support Group provides social and emotional support for grandparents who are the primary carers of grandchildren aged 0–18 years. While some care arrangements are formal, most are informal.

The group offers a safe space to share experiences and learn from others, helping to reduce social isolation and foster resilience. During this reporting period, the group welcomed eight new participants, supporting a total of 21 grandparents caring for 26 grandchildren. Many of these families have additional support needs related to mental health and disability.

Over 55% of families engaged with case management and counselling services during 2024–2025.

Meetings include workshops and social outings, such as school holiday bowling, Flip Out, Floriade, Christmas Lunch, and various community lunches.

Participant Feedback:

- › 82% reported improved emotional health and wellbeing.
- › 82% felt listened to and understood.
- › 73% expressed satisfaction with the service.
- › 73% felt more confident accessing support services.
- › 73% reported improved social connections.

Funded by ACT Government, Community Services Directorate (CSD).



Horizons South Coast

Horizons in the Bega and Eurobodalla Shires provides confidential, early-intervention mental health counselling and outreach support for families with children and young people aged 0–18 years. The approach is holistic, client-centred, and family-focused, aimed at increasing capacity, strengthening relationships, and improving wellbeing.

In 2024–2025, the team supported 77 children/young people and 107 parents/caregivers: 25% identified as Aboriginal and Torres Strait Islander, while 12% reported having a disability. The majority of clients were aged 8–12 years, with a median age of 10.

Program feedback indicates:

- › 100% of respondents agreed or tended to agree that Horizons positively impacted their family.
- › 100% reported increased understanding of mental health.
- › 100% felt more confident managing their family's situation.
- › 100% observed improvements in their child's emotional health.

These results demonstrate the program's success in building family capacity and resilience. The program's 89% attendance rate further highlights strong engagement.

Funded by the Department of Regional NSW, Stronger Country Communities Fund.

MindMap Youth Portal

The MindMap ACT Youth Portal is a 24/7 online navigation platform supporting children and young people (up to age 25) seeking mental health support in the ACT. Staffed daily from 11 am to 10 pm, and on public holidays from 12 pm to 8 pm, the service is operated by Clinical Lead, Clinical Youth Navigators, and Youth Navigators.

During this period, MindMap responded to over 700 chats, emails, and calls: doubling inquiries from the previous year.

Active Hold provides short-term, therapeutic support to young people on waitlists for mental health services, reducing the risk of service gaps through psychoeducation and brief interventions. From July 2024 to June 2025, 219 clients received Active Hold support. Community feedback affirms the service's necessity, especially for moderate to severe cases.

Additionally, Single Support Sessions were introduced, where Clinical Youth Navigators conduct needs assessments and provide immediate tailored support, including warm referrals and psychoeducation, followed by follow-up to ensure engagement.

MindMap promotes mental health awareness through school expos, stakeholder presentations, and networking.

Funded by the Office of Mental Health & Wellbeing, ACT Health.

NDIS Counselling

Our NDIS Counselling service offers tailored therapeutic support using modalities such as Cognitive Behaviour Therapy, Motivational Interviewing, and Acceptance and Commitment Therapy. Counsellors collaborate with our Positive Behaviour Support, Better Access, Cognitive Assessment teams, and external stakeholders to meet individual needs.

The program employs clinicians from various locations and portfolios, enhancing flexibility and expertise across the organisation.

Funded by individual NDIS plans.

New Horizons

New Horizons provides early intervention mental health support to children, young people, and families through outreach, referral, clinical support, and targeted group work.

In 2024–2025, the program supported 131 families, including 156 children/young people and 159 parents/caregivers. Satisfaction levels were high, with 96% rating the service as good or very good.

The team facilitated over 200 intake assessments, more than 100 telehealth consultations, and 84 psychoeducation sessions across 11 groups, including Seasons for Growth, DRUMBEAT, and Circle of Security Parenting.

Funded by the Australian Government Department of Social Services (DSS).



Next Step

Next Step is an evidence-based psychological service offering free, confidential support for individuals experiencing anxiety and/or depression. It operates on a stepped care model, providing interventions from low to high intensity based on client needs.

Now in its eighth year, Next Step draws on the UK's Improving Access to Psychological Therapies (IAPT) model, delivering Cognitive Behavioural Therapy (CBT) through trained mental health coaches and clinicians under ongoing supervision.

Support includes:

- › Mental Health Coaching (short-term CBT)
- › High-Intensity Therapy (more intensive CBT for moderate to severe symptoms)
- › Group programs for children and carers, such as Cool Kids and Cool Little Kids (CBT-based)

In 2024–2025, the program supported 1,130 new referrals, including 46 children in the Cool Kids programs. Client feedback highlights the program's positive impact on managing mental health and building resilience.

Funded by the Capital Health Network, on behalf of the Australian Government Department of Health.



Positive Behaviour Support – Summit

The Summit Program provides Positive Behaviour Support (PBS) to help young people and their families understand and manage challenging behaviours. Working collaboratively with clients, families, and caregivers, clinicians develop and implement evidence-based strategies, aiming to reduce restrictive practices and improve quality of life.

Targeted towards individuals with existing NDIS plans, the program also accepts private referrals. During 2024–2025, the team worked with clients to develop and implement behavioural support plans in home and school settings.

Funded by individual NDIS plans.

Stepping Stones

Launched in 2020, Stepping Stones is a free therapeutic service for children aged 12 and under experiencing trauma symptoms from various sources, including abuse, neglect, or family violence.

A multidisciplinary team (MDT) comprising family workers, occupational therapists, and psychologists collaboratively support recovery. The team employs modalities such as Tuning into Kids (emotional connection), Cognitive Behavioural Therapy, EMDR, and sensory techniques. Families are supported to understand trauma impacts and develop recovery strategies.

Demand remains high, with active clients on waitlists receiving adjunct support through OT sensory groups, Tuning into Kids, and Theraplay, which help reduce wait times and provide ongoing pathways.

In 2024–2025, Stepping Stones supported 88 clients, with typical engagement lasting around one year (up to 24 sessions).

New funding from the ACT Health Directorate and CSD enabled the creation of a Family Worker position supporting Aboriginal and Torres Strait Islander children and families, based at Yerrabi's and MCGG's Macquarie office, fostering culturally safe practices and partnerships.

This position has facilitated sessions grounded in Ngannawal culture and language, including participation in Women's Circles and community engagement. To date, 64 community members have participated, with 15 First Nations children and seven caregivers currently receiving support.

Funded by the ACT Health Directorate and the Community Services Directorate.



Supporting Early Eating Disorders

Supporting Early Eating Disorders (SEED) offers rapid, early intervention for young people aged 13 and older experiencing early-stage eating disorders. The program provides family-based treatment (FBT) for younger clients and individual therapies such as CBT-E and CBT-T via telehealth.

Early intervention improves recovery speed, long-term health outcomes, and reduces the need for more intensive treatments. The program emphasises a holistic, non-stigmatising approach, with prompt assessments and tailored treatment plans.

Launched in February 2023 in partnership with ACT Health and the Clinical Hub, SEED has supported 66 clients in 2023/24, with a 50% increase in Family-Based Therapy sessions.

Funded by the ACT Government Health Directorate.

Supporting Young People Through Early Intervention and Prevention

Supporting Young People Through Early Intervention and Prevention (STEPS) is a residential, voluntary mental health program supporting young people aged 13–18 for up to three months. Staffed 24/7 by youth mental health assistants, with clinicians and managers on-site during business hours, the program offers social and therapeutic activities aimed at stabilising mental health.

Referrals are managed by Child and Adolescent Mental Health Services (CAMHS). The model emphasises strengths-based, holistic care, supporting young people to develop life skills, establish routines, improve sleep and eating, and reconnect with education, training, or employment.

The program also works with families through regular meetings, psychoeducation, and support strategies.

In the past year, STEPS supported 25 young people, with notable outcomes:

- › 16% identified as Aboriginal or Torres Strait Islander
- › 48% identified as LGBTQIA+
- › 79% maintained or improved their mental health scores
- › 73% transitioned from hospital care to STEPS
- › 91% successfully stepped down from the program

Client feedback highlights improvements in emotional regulation, future planning, life skills, and confidence.

Funded by ACT Government Health Directorate.

Youth & Wellbeing

The Youth & Wellbeing (YWB) program supports young people aged 10–25 experiencing moderate to severe mental illness impacting multiple life domains. Delivered by a multidisciplinary team, YWB employs strengths-based, recovery-focused case management and therapeutic supports to empower clients in managing their mental health and achieving personal goals.

YWB collaborates with platforms like MindMap to provide continuous, holistic care, addressing both psychological and environmental needs.

In the past 12 months, YWB supported 138 young people, including 18% addressing tenancy issues, recognising the importance of stable housing in mental health recovery.

Client feedback indicates:

- › 100% found the service helpful in managing their mental health
- › 100% would recommend YWB to others
- › 85% rated staff support a 10/10 for goal achievement and confidentiality
- › All rated their involvement and satisfaction as 8/10 or higher

Funded by ACT Government Health Directorate.



Counselling and Family Services

Assisting Responsible Care for Kids

Assisting Responsible Care of Kids (ARCK) is designed to support separated parents experiencing high conflict regarding the ongoing parenting of their children. ARCK aims to help parents maintain positive relationships with their children and foster constructive working relationships with the other parent.

ARCK is a four-part program comprising an initial screening, psychoeducation, individual counselling, and group sessions.

During 2024–2025, 50 new clients engaged in the program, with a total of 693 sessions delivered both in-person and virtually. The combination of individual and group support provides an effective approach for clients navigating the complexities of separation and parenting arrangements.

Funded by the Attorney-General's Department and Fee-for-Service.

Children's Contact Program

The Children's Contact Program provides supervised visits and changeovers to assist families facing challenges in managing contact after separation. Facilitated in a neutral environment, the program prioritises the wellbeing and best interests of children, focusing on nurturing positive parent-child relationships.

The program supports families to transition toward self-managed contact arrangements where possible. During 2024–2025, 80 new families accessed the program, resulting in 1,157 supervised visits and 1,167 changeovers.

In 2024, MCCG was appointed to be part of the CYF Panel as one of the preferred providers for contact and transport arrangements in the ACT. We also provide fee-for-service support for families with children in out-of-home care through NSW Department of Communities and Justice (DCJ) and other community organisations. During the year, MCCG supported 27 new families, delivering a total of 2,163 supervised visits and transport arrangements.

Families are also referred to internal and external services such as counselling, parenting groups, and mental health support for comprehensive assistance.

Funded by the Attorney-General's Department, ACT Children, Youth and Families, and Fee-for-Service.



Employee Assistance Program (EAP)

Marymead CatholicCare Canberra & Goulburn is a provider of the Employee Assistance Program (EAP), serving over 37 community agencies across the ACT.

In 2024–2025, 639 client sessions were supported through the EAP. During this period, three new businesses joined the program.

EAP offers free, voluntary, and confidential counselling for employees and their families, assisting with issues such as workplace conflict, stress, critical incidents, workplace transitions, depression, anxiety, relationship difficulties, parenting issues, separation, divorce, and grief.

Counselling sessions are available face-to-face at Marymead CatholicCare offices, or via phone or telehealth.

Family and Relationship Counselling

Our Family and Relationship Counselling service offers support to individuals, couples, and families dealing with a range of issues, including conflict resolution, communication improvement, coping with change, parenting challenges, and building healthier relationships.

Sessions help participants explore options, develop solutions, implement relationship improvements, and support ongoing parenting.

During 2024–2025, 1,021 sessions were provided to 427 clients. The service continues to experience increasing community demand, improved accessibility, and enhanced capacity. The figures reflect greater awareness of mental health support and a reputation for quality care. Services are delivered across multiple locations, including ACT, Queanbeyan, Eurobodalla, and Bega Valley.

97.6% of clients reported positive experiences and satisfaction.

Funded by the Australian Government Department of Social Services.

Family and Youth Counselling (FACES)

Family and Youth Counselling (FACES) provides support to teenagers and young people aged 10–21 years. It offers a safe, confidential space for young people to discuss issues affecting their family, school, or social life.

Counselling aims to strengthen relationships, improve communication, address individual issues impacting family dynamics, and develop conflict resolution and emotional regulation skills. It also provides support for grief, loss, and changing family roles.

In 2024–2025, approximately 70 young people accessed individual sessions to develop strategies for better family connections. The service is delivered across various locations, including ACT, Queanbeyan, Eurobodalla, and Bega Valley.

97.6% of clients expressed positive satisfaction with the service.



Family Law Counselling

The Family Law Counselling Service supports couples and families managing relationship issues arising from separation, divorce, or family breakdown. Counsellors utilise trauma-informed, client-centred approaches to help clients develop new skills and strategies to navigate family dynamics, improve communication, manage conflict, and address grief, all while prioritising the child's best interests.

Services are provided across ACT, Queanbeyan, Eurobodalla, and Bega Valley, with sessions available face-to-face or via video call for flexibility.

In 2024–2025, the service delivered a psychoeducational program called SPARK (Supporting Parents and Raising Kids), a six-week course for parents navigating separation and family law processes. Each session lasts two hours and covers effective communication, conflict management, emotional regulation, and understanding the family law system, with a focus on the children's wellbeing.

The service supported 225 clients across 485 sessions.

Funded by the Department of Attorney General's Office.

Family Skills

Family Skills is a short-term, solution-focused program offering individual counselling and group sessions to parents and carers. The program aims to strengthen family relationships and improve support for children and young people.

In 2024–2025, 118 new clients participated, with a total of 572 sessions across both group and individual formats. The flexible delivery, both in-person and virtual, has increased engagement and accessibility.

Eight groups were delivered on topics including parenting skills, personal development, and relationship building.

Funded by the Australian Government Department of Social Services and Fee-for-Service.



Supporting Children After Separation (KAYAKS)

Our Kids and Youth program, “Kool After Separation” (KAYAKS), supports children and young people aged 6–18 to manage and strengthen family relationships during and after separation.

In 2024–2025, 39 children and young people engaged with the program, with 432 individual counselling and parent sessions delivered. Parents are central to the program, with sessions held before, during, and after children’s individual support. The approach is holistic, working alongside families to support children within their family context.

Funded by the Australian Government Department of Social Services and Fee-for-Service.

Pre-Marriage Education

Our pre-marriage education employs the Facilitating Open Couple Communication, Understanding, and Study (FOCCUS) inventory to help couples prepare for marriage, address expectations, and develop effective communication strategies. This program supports couples within the Catholic Church’s pre-marriage process.

Thirty-four couples completed the FOCCUS pre-marriage program, with 100% rating their experience as positive.

Reconnect ACT & Central West

Reconnect ACT & Central West are early intervention services supporting young people and families experiencing communication breakdowns, conflict, disengagement from education or employment, and social isolation.

Reconnect aims to improve communication and participation in daily activities. Both programs support youth aged 12–18 and up to 21 for newly migrated young people. The Central West outreach service, based in Young, extends support to Boorowa, Harden, Grenfell, Molong, West Wyalong, Canowindra, and surrounding districts, focusing on early intervention to prevent homelessness and promote housing stability.

In 2024–2025, 125 young people participated in ACT Reconnect, and 72 in Central West, through individual, family, and group sessions, including participation in the Seasons for Life program.

Funded by the Australian Government Department of Social Services.

School Counselling Service

The School Counselling Service is delivered in 53 Catholic and independent schools across Canberra and regional NSW. It provides free, accessible mental health support within familiar environments, often representing students’ first experience with counselling.

Our team of over 40 clinicians including social workers, psychologists, and counsellors, offer individual and group therapy, educational sessions for parents and staff, and crisis support for critical incidents.

In 2024–2025, the service supported over 2,000 students and families, addressing issues such as anxiety, family difficulties, behavioural challenges, and peer relationships. The service continues to run various groups, including Cool Kids, Tuning into Kids, Seasons for Life, and social skills programs.



Permanency Support Program

Permanency Support Program

Marymead CatholicCare's Permanency Program supports children and families who are involved in the statutory out-of-home-care system. We work with approximately 110 children who are subject to NSW Children's Court care orders with varying case plan goals, such as restoration support to parents and family or identifying when adoption or guardianship may be appropriate. The common goal is ensuring purposeful casework occurs to establish permanency for the child or young person.

In September 2023, the Permanency Program attained a five-year accreditation which is a high achievement in regard to evidencing our standards of practice and support for children and families.

In 2024–2025, the Permanency team has supported five children/young people to be successfully restored to family. A further three children/young people have moved to guardianship, and three children/young people have been adopted.

The Permanency team work to ensure cultural safety and to connect Aboriginal and Torres Strait Islander Child and Young People to culturally appropriate services. We support the transition of Aboriginal Torres Strait Islander young people to Aboriginal Community Controlled Organisations.

Funded by NSW Department of Communities and Justice.

Case Study

Marymead CatholicCare's (MCCG) Canberra/Goulburn Permanency team began supporting a young person from the time she entered care a few days after her birth. At this time, MCCG conducted appropriate placement matching assessments and placed this young person with carers who immediately connected with her and welcomed her as part of their family.

MCCG case managers worked with the carers to ensure that this young person received appropriate medical support from birth and engage in early childhood education programs and settings.

This young person's mother suffered from severe mental health related issues that impacted on her ability to care for the child. MCCG supported family time to be a warm and valuable time for the two of them. While there were some tears, there was also significant progress in the quality of these visits. The young person's carers also played a key role in this. With the support of MCCG staff, these carers engaged in safe and appropriate communication with Mum and were able to develop a sound relationship for the benefit of the young person for whom the courts had decided was not able to return to her mother's care. The carers also established strong connections with the young person's grandparents, aunts and uncles and after several years welcomed the young person's baby sibling into their home when she was born.

The relationships that the carers had established with MCCG support and the positive care they provided the young person meant that the case plan goal eventually shifted to exploring an open adoption. This move received support from DCJ and this process was initiated. It was essential that the carers demonstrated that they had capacity to maintain familial connections to satisfy the courts that the adoption order was appropriate to make. MCCG provided copious information of the carers consistently doing this and overcoming adversity including when the young person's mother sadly passed away.

MCCG and DCJ continued to provide information of how the carers supported the young person through this challenge and how they could ensure that the young person would know who her mother was as she grew up. This ensured that the young person will have a strong understanding of her family, her place and that she will have security and safety with her adopted family.

At the Supreme Court in March 2025, this young person had her adoption orders signed. In attendance were her foster carers (now adopted parents), their adult children, her sister as well as her biological grandmothers and there was a photo of her mum. This was a truly profound experience for all involved and an incredible outcome for the entire family.

Property and Tenancy Management

Marymead CatholicCare's Housing and Property Services prides itself on providing person-centred property and asset management across our programs, working closely with case management and support teams.

Our social landlord framework emphasises clear communication, relationship-building with tenants, and proactive approaches to any arising issues, aiming for better outcomes for individuals in diverse circumstances. This work is supported by policies informed by legislative requirements and robust record management systems.

Affordable Housing

Marymead CatholicCare manages the Toolangi social and affordable housing community, a mixed-housing model that includes ACT Government social housing tenancies. We oversee whole-of-site management, property management for 32 affordable housing tenancies, and the on-site Social Impact Program and tenancy management services.

This holistic approach makes a meaningful difference in people's lives. Toolangi provides affordable and social housing targeting diverse groups, with participatory, inclusive, and community-focused site management. We also support tenants to sustain their tenancies and work with community members to foster social connectedness, community safety, and a sense of belonging.

Marymead CatholicCare is also expanding its affordable housing portfolio, having purchased two individual dwellings through the Suburban Land Agency's Home Purchase Scheme. Additionally, funding has been secured to develop 54 affordable units in Curtin, in partnership with the Parish of the Transfiguration, North Woden. We remain committed to identifying further opportunities to grow our affordable housing offerings.

Gardening and Maintenance Services

Our gardening and maintenance services support clients and tenants across several programs, helping them maintain comfortable, secure, and independent homes. The service links clients with dedicated team members to ensure long-term, relationship-based support. These services are also provided for MCCG facilities.

Funding sources include the National Disability Insurance Scheme (NDIS), the Commonwealth Home Support Program, and Home Care Packages.

Retirement Villages

Marymead CatholicCare operates three independent retirement villages in Canberra, addressing the growing accommodation needs of our seniors. Each village maintains a waiting list of prospective residents. Our Villas prioritise quality of life, offering a safe, supportive environment designed to enhance comfort and community connection.

- › Aloysius Morgan (Campbell): Located close to shopping, cafes, a pharmacy, medical services, and the Catholic Church, with views toward Parliament House and the Brindabella Mountains, each villa enjoys a northerly orientation.
- › St Vincent's Villas (Aranda): Near Calvary Hospital and the Jamison Centre, with access to shopping, transport, and walking trails surrounded by open spaces.
- › Azure Village (Narrabundah): Designed for independent living, this pet-friendly community offers a range of amenities including a community centre, outdoor BBQ areas, orchard, vegetable and herb gardens, and a resident workshop.

Our dedicated staff coordinate Social events and group activities that foster community engagement and connection.

Venues & Offices

Marymead CatholicCare delivers community services from 20 venues and offices across the Archdiocese, including Wagga Wagga, NSW. We ensure these spaces are welcoming, safe, and inclusive for staff, clients, and stakeholders, maintaining compliance with work health and safety standards.



Mission Engagement

Our mission is straightforward and grounded in the spiritual, practical principle of solidarity. Through our services, we are there for people: in times of need, to make a positive difference, across the life span.

Our values – *respect, integrity, care and compassion, inclusivity and excellence* – provide a framework for our work together, guiding our efforts to respond to human need and our approach to service delivery and administration. Our mission and values not only focus our attention on what we do, but more importantly, on *how* we do it and *why*. Ultimately, our reason for being is founded on the inherent worth and dignity of every person. For us, this is the basis of our first operating principle, which is to be truly “person-centred” in both our service delivery and corporate portfolios.

From July 2024, as we moved into our second year as a new organisation, our work in Mission Engagement continued to provide reflective workshops with staff across the organisation and also branched out to renew and strengthen our foundational connection within the Archdiocese of Canberra and Goulburn. In particular, we travelled from Young to Narooma to engage with each of the four deaneries in parish professional development sessions involving priests and parish secretaries.

These sessions proved invaluable in spreading the word within Canberra and regional NSW about our extensive offering of services and programs as a newly integrated social services agency.

Through this engagement we emphasised our shared mission within the Catholic Church in reaching out to people in need in communities across the Archdiocese, offering accompaniment and restoration, in a spirit of inclusivity. We also had a strong presence at the Archdiocesan Assembly in October 2024, enabling us to engage directly in the synodality process of conversations, listening and shared discernment.

Promotional material was circulated in each of the Assembly Hubs, including Canberra, Goulburn, Young, Cooma and Narooma.

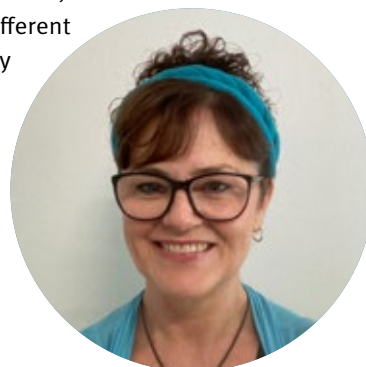
Founded on Catholic Social Teaching, our mission and values place high value on the central importance of human dignity, along with a commitment to the common good, practicing solidarity, maintaining a preferential focus on those most disadvantaged or marginalised in our community, and encouraging subsidiarity by involving those most impacted by decisions at a “grassroots” level.

Our mission engagement continues to include a presentation at each of our corporate orientations for new staff, offering reflective workshops within teams and programs, publishing *Moments in Mission* reflections in our monthly staff newsletters and hosting Christmas and Easter reflections, in-person and on-line. All employees, regardless of our different beliefs or spiritual practices, are invited and challenged to understand and align ourselves with our mission and values, and demonstrate them, every day, with everyone we encounter.

Much more than words on a page, we are committed to embedding our mission and values across the organisation, to “walk the talk” in action in specific, intentional ways within the different contexts of our service delivery and corporate administration.

Annie Patterson

Mission Engagement Lead



Reconciliation Action Plan

Our Reconciliation Action Plan (RAP) continues to be a vital part of MCGG's commitment to fostering respectful, just, and meaningful relationships with Aboriginal and Torres Strait Islander peoples.



Our RAP reflects our ongoing dedication to embedding reconciliation into the fabric of our organisation, aligning with MCGG's broader goal of building a stronger, fairer, and more equitable society.

We remain committed to advancing cultural competency and awareness across all levels of our organisation. We continue to partner with Korrimunications to ensure that all permanent staff receive comprehensive cultural competency training, fostering a workplace environment rooted in understanding and respect.

Our staff actively participate in community events that celebrate Aboriginal and Torres Strait Islander cultures. This year, we proudly took part in the NAIDOC Week steering committee and celebrations in Canberra, engaging in activities that promote awareness and solidarity. Our partnerships with Yerrabi Yurwang, Koorimination, Murrawuy Journeys, Warranggal Warriors, Clybucca Dreaming, RivMed, South Coast Medical, and Supply Nation exemplify our ongoing commitment to supporting Indigenous-led initiatives and strengthening community connections.

Our involvement with the National Aboriginal and Torres Strait Islander Catholic Council continues to enrich our understanding and commitment to Indigenous culture and leadership.

Our recruitment and selection policies are designed to attract and support Aboriginal and Torres Strait Islander staff by fostering an inclusive environment that values diversity and provides equitable opportunities. We are committed to respectful engagement, cultural safety, and offering reasonable adjustments to ensure all Indigenous applicants can contribute and succeed within MCGG.

Reconciliation is an ongoing journey, and MCGG remains steadfast in our efforts to listen, learn, and build genuine relationships with Aboriginal and Torres Strait Islander peoples. We look forward to continuing this important work in partnership with our communities and stakeholders.

Josh Vaughan
RAP Chair



Artist: Sarah Richards – Marrawuy Journeys

Safeguarding

We are an organisation committed to safeguarding children, young people and people experiencing a range of vulnerabilities. Our aim is to be recognised as a child and vulnerable person safe organisation which creates a culture, utilises strategies and promotes safety and wellbeing, and most importantly, prevents harm to all who access our services.

MCCG has an established Safeguarding Working Group with representatives from across the organisation. The Working Group reviews policies and processes relevant to the organisation and considers any safeguarding risks associated with our services, while ensuring that we continue to meet the requirements of the National Principles for Child Safe Organisations, both the ACT and NSW Child Safe Standards and the National Catholic Safeguarding Standards. This year, the Working Group has focused on developing organisational resources including Safeguarding Commitment Statements, 'Staying Safe' booklets or children, adolescents and adults, and a tip sheet for safeguarding conversations in team meetings.

The Safeguarding Working Group representatives act as Safeguarding Champions, raising awareness of safeguarding across the organisation. Staff continue to receive an introduction to safeguarding in their onboarding orientation and complete an online introduction to safeguarding. To maintain current knowledge in this area, staff have access to various online modules relating to components of safeguarding as well as face to face training facilitated across the year.

Marymead CatholicCare keeps up to date with legislative changes and developments in the sector through attending training as well as through newsletters from key organisations such as Child Wise and Australian Catholic Safeguarding Limited.

Other safeguarding strategies implemented included appointing a Safeguarding Officer who provided consultation on safeguarding matters and a Reportable Conduct Panel which reviews any concerns raised, seeing if they meet the threshold for reportable conduct, arranging investigations and making notifications as appropriate.

Kim Linsell

*Director Clinical Governance & Supervision
Safeguarding Officer*

CARE – Creating Conditions for Change

In 2024, Marymead CatholicCare identified CARE as an evidence-based framework for working with children, young people and families that would be a good fit for our organisation.

CARE (creating conditions for change) was developed in 2006 by Cornell University to enable professionals to organise and deliver congruent and quality care in the best interests of children and families according to six research and evidence-based principles. These principles guide practice and interactions with children to create the conditions for change in their lives, and support care and treatment that is developmentally focussed, family involved, relationship based, competency centred, trauma informed and ecologically oriented.

Marymead CatholicCare is working with Life Without Barriers (LWB), the Australian agent for CARE, to implement and evaluate this framework across the organisation. MCCG has established an Implementation Team which has been meeting regularly as well as liaising with LWB.

During this period, LWB facilitated a train the trainer workshop with 9 staff becoming inhouse CARE Educators. This group of 9 have worked tirelessly to train staff in the CARE framework and during 2024 – 2025, 83 staff completed this training.

The Educators have plans to continue with training each month in 2025. The Educators also established a working group to plan and promote training across the organisation and to explore implementation across programs.

LWB offer ongoing developmental workshops, with a group of staff participating in the 'CARE implementation and role of the supervisor' workshop which was well received.

The initial baseline staff survey was conducted and analysed by Cornell. LWB presented the results to the leadership team which will contribute to the ongoing evaluation on the impact of CARE.

Staff are enthusiastic about an overarching framework and the benefits it can bring to the services provided at MCCG. We look forward to our continuing work with LWB and Cornell.

Kim Linsell

Director Clinical Governance & Supervision

Marymead CatholicCare Auxiliary

The Marymead CatholicCare Auxiliary has been a valued and enduring partner in our mission since 1966, providing fundraising support that continues to make a tangible difference in the lives of children, young people, families, and individuals across our community.

Throughout the 2024–2025 financial year, the Auxiliary once again demonstrated its deep commitment to Marymead CatholicCare’s work, generously giving time, energy, and resources to support our services at a time of increasing need across the Canberra and Goulburn region.

In a year marked by rising cost-of-living pressures, increasing demand for support services, and growing complexity in community need, the Auxiliary’s contribution remained both practical and profoundly impactful. Funds raised through Auxiliary-led activities directly supported programs assisting people experiencing poverty, homelessness, family breakdown, isolation, and vulnerability across the lifespan.

Key fundraising and community engagement activities during 2024–2025 included:

- › Five Garage and Plant Sales.
- › Winter Warmer Lunch with guest Speaker Roundabout Canberra Founder and CEO Hannah Andrevski.
- › High Tea Buffet hosted at Mercure Canberra.
- › The final Government House Spring Morning Tea.

Beyond financial contributions, the Auxiliary continued to play an important role in strengthening community connection, raising awareness of Marymead CatholicCare’s services, and fostering a culture of generosity and service.

As Marymead CatholicCare continues to grow and respond to emerging and complex community needs, the ongoing support of the Auxiliary remains vital. Their legacy of nearly six decades of service stands as a powerful example of what is possible when community members come together with purpose, compassion, and a shared commitment to those most in need.

We extend our sincere thanks to all Auxiliary members for their dedication throughout 2024–2025 and look forward to continuing this valued partnership into the future.

Josh Vaughan

Director Mission, Communications, Fundraising & Partnerships



Financial Summary

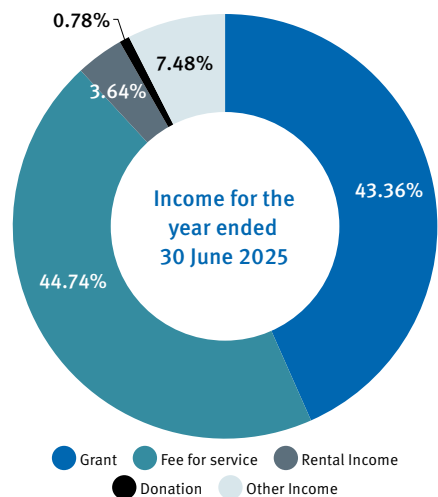
The Office of the Chief Financial Officer plays a central role in the organisation’s financial stewardship. It leads the strategic planning, management and reporting of financial resources, supports robust governance frameworks and ensures transparency, accountability and compliance with regulatory standards.

Key Outcomes

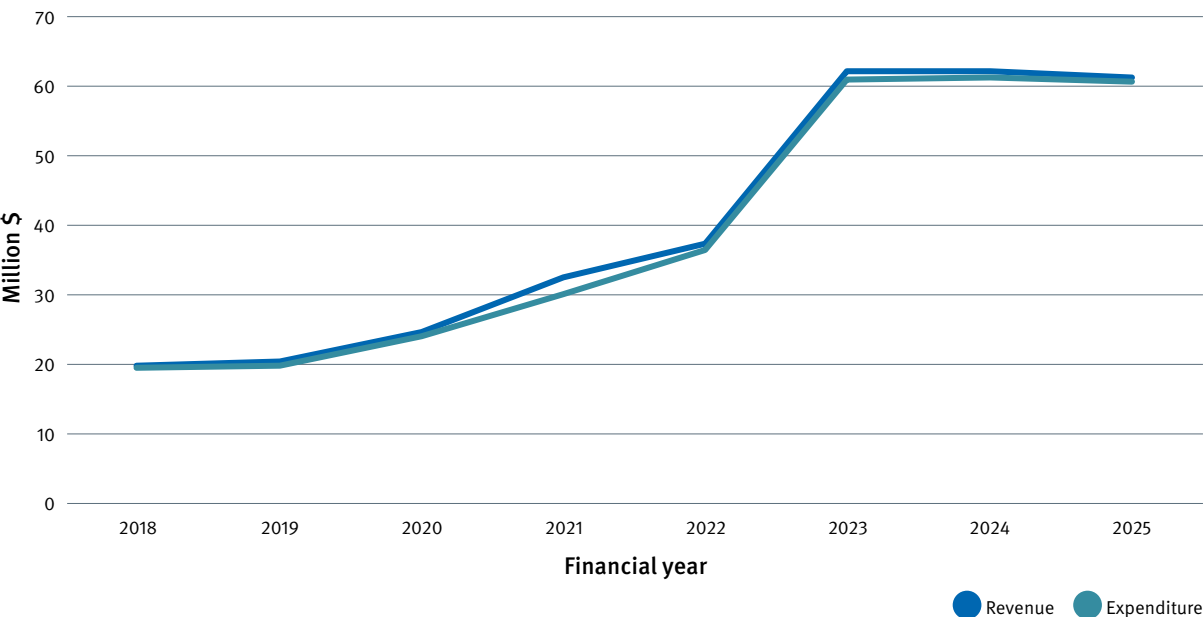
The 2025 financial year presented a demanding operating environment for Marymead CatholicCare Canberra&Goulburn, particularly within government funded programs where indexation lagged behind rising inflation and service delivery costs. Through planning, careful prioritisation of resources and ongoing optimisation of operational efficiencies, we achieved a modest surplus and maintained financial stability.

Our largest investment continued to be our workforce. Wage growth and increasing employment costs were directly linked to our strategic focus on attracting and retaining qualified staff to ensure continuity of care.

These outcomes demonstrate our ongoing commitment to sound financial governance, responsible decision making and long term sustainability, positioning the organisation to continue delivering meaningful impact across the communities we serve.



Revenue and Expenditure Trend for the year ended 30 June 2025





Marymead CatholicCare Canberra & Goulburn

ABN: 90 046 512 373

51 Cooyong St	PO Box 3167	02 6162 6100
Braddon ACT	Manuka ACT 2603	enquiries@mccg.org.au
		mccg.org.au