



Support Services

The mission of MacKillop Family Services is to provide quality services and support to the children, young people and families who seek assistance, and to empower them with resources to reach an appreciation of their own self-worth. We can only achieve quality outcomes in this mission if we have a supportive and effective infrastructure.

As an organisation we are committed to an infrastructure that supports:

- Mission and social policy to ensure strong advocacy, and connect our work with the wider community;
- Program planning and policy that ensures strong quality frameworks and outcomes in our service provision;
- Human resource policy and practices that reward and protect staff;
- Pastoral care to support staff in their work and personal lives;
- Sound financial management and investment strategies, and fund-raising and marketing activities that enhance our ability to provide ongoing and innovative services.

We require strong administrative assistance to pay salaries on time, meet our human resource legislative requirements such as superannuation and occupational health and safety, to pay our suppliers, to treat our donors and supporters with respect, and to meet and greet clients and visitors at our sites.

Our Central Office in Footscray accommodates a large proportion of our administrative work, with on-site administrators and office staff meeting local needs. All of these support services are integral to the ongoing quality and viability of our organisation. We provide our support services through the following units:

Mission and Social Policy:

Co-ordinator of Mission and Social Policy, John Honner, is involved in a diverse range of activities that connect MacKillop Family Services to broader social and community policy, and oversees a wide range of internal mission and social policy issues. John co-ordinates our organisational response to social policy issues through submissions and forums, co-ordinates our web and intranet sites, and supervises pastoral care.

Program/Planning and Policy:

Until March 2001, Helen Burt held the important role of Co-ordinator of Program Development and Planning. This role is responsible for enhancing the quality of programs and services within MacKillop through strong policy foundation, with a focus on quality practice and outcomes. Since March 2001, Helen has held the position of Regional Director, Western Region.

Pastoral Care:

Pastoral Care is seen as a crucial part of our care for staff both within their work-place and their personal lives. Three Pastoral Care Workers – Br Gerald Mitchell, Lesley Mackie and Sr Eileen Casey – have worked

closely with managers and staff throughout our various sites during 2000/01. A Review of Pastoral Care, undertaken by an external consultant during the year, reinforced the value of the pastoral care service for our staff and organisation.

Business Management:

MacKillop's Business Manager, Graham Boal, oversees our financial management, administration and accounts activities. He has a crucial role in Board functions, as well as investment management and strategy, information technology, asset and property management.

Human Resources:

Human Resources Manager, Lisa Baker, has overseen and implemented MacKillop's human resource policies and practices, with a particular emphasis on occupational health and safety, payroll and salary packaging, staff training and induction, and industrial relations issues.

Development and Fundraising:

The Development Unit, under the management of Patrice Scales, has responsibility for all aspects of fundraising, community relations and publications. Fundraising plays a critical role in the continuation of our organisational mission. MacKillop continues to grow its base of loyal donors and supporters, and to attract support from philanthropic and community organisations for its current and innovative projects and services.