



Corporate Social Responsibility Plan

2018-2020



Our Business

Centacare Catholic Country SA operates in seven sites across regional South Australia. The purpose of Centacare Country SA is to uphold the Christian belief in the dignity of each person according to the principles of Catholic Social Teaching and to promote the wellbeing of people in their local communities through the development and delivery of professional social services.

Our Commitment to Corporate Social Responsibility

Centacare Catholic Country SA's commitment to Corporate Social Responsibility is guided by the organisations vision, mission and code of ethics. We aim to focus on environmental sustainability, along with our ethical obligations to our community and the economy.

The development of this Corporate Social Responsibility Plan has been undertaken in consultation with employees across the organisation. An internal Corporate Social Responsibility Committee has been created to focus on the intricacies of the plan, with the commitment to ensuring all actions are not only specific and realistic, but also measurable with the view to evaluate the organisations achievements in this area on an on-going basis.

As an organisation, we believe that we have an obligation to act in the interest of the society that sustains us. Corporate Social Responsibility is integral to ensuring our long-term sustainability within the communities in which we serve.



**As a responsible corporate citizen,
we strive to realize a sustainable society.**

Environmental

Centacare Catholic Country SA as an organisation aim to contribute towards the sustainability of the natural environment. We strive to act as environmental stewards, embracing conservation and sustainable practices to assist the responsible use and protection of the natural environment. The organisation will focus on environmental concerns across our business operations.

Action	Responsibility	Timeline	Measurable Target
1.1 Reduce the organisations carbon footprint, emissions and pollutants	Corporate Social Responsibility Committee, Finance, IT, All Staff	Ongoing	<ul style="list-style-type: none"> Regularly review electricity usage by collating invoices from finance Promote efficient purchasing (i.e. low wattage globes) Encourage staff to car pool where possible Minimise travel by utilising technology such as Skype
1.2 Reduce organisations wastage	Corporate Social Responsibility Committee, IT, All Staff	Ongoing	<ul style="list-style-type: none"> Ensure all printers default to double-sided printing Promote energy efficient practices (i.e. turning off lights when not in the room) Ensure the effective use of scrap paper where appropriate
1.3 Encourage recycling across the organisation	Corporate Social Responsibility Committee, All Staff	Ongoing	<ul style="list-style-type: none"> Provide and review recycling bin strategies in all offices Promote the use of recycling bins Ensure equipment, including IT items, are disposed of correctly Nominate a staff member in each office to be in charge of ensuring cans are recycled correctly
1.4 Encourage environmentally friendly product purchasing	Corporate Social Responsibility Committee, All staff	Ongoing	<ul style="list-style-type: none"> Corporate Social Responsibility Committee to identify a list of environmentally friendly and/or recycled products for purchase, and distribute to all staff
1.5 Commit to involvement in one environmental event in each location annually	Corporate Social Responsibility Committee, All Staff	December 2018, 2019	<ul style="list-style-type: none"> Corporate Social Responsibility Committee to drive event in each location annually Corporate Social Responsibility Committee to seek approval for funds to purchase sustainable resources for annual event



Social

Centacare Catholic Country SA acknowledge the relationship between business and society, and aim to contribute towards a better society for all. As an organisation, we aim to integrate social concerns across our business operations and will strive to consider the full scope of our impact on the community.

Action	Responsibility	Timeline	Measurable Target
2.1 Promote social wellbeing in our communities via the provision of our services	Marketing and Social Media Committee	Ongoing	<ul style="list-style-type: none"> Promote services utilising marketing material Promote services online on social media platforms and website
2.2 Provide events for the betterment of the community	Program and Office Managers, All Staff	December 2018, 2019	<ul style="list-style-type: none"> Each office to compile annual calendar of events Promote events on social media platforms Request event feedback
2.3 Support staff in volunteering in relevant community events	CEO, Office and Program Managers	December 2018, 2019	<ul style="list-style-type: none"> CEO to encourage staff to participate in relevant community events Staff to send request to office manager should they wish to be involved in community event
2.4 Seek client feedback to continually enhance and improve upon the services that we provide	All Staff, Operations Manager, Quality	Ongoing	<ul style="list-style-type: none"> Staff to encourage clients to provide feedback Operations Manager, Quality to compile and action client feedback
2.5 Support lead organisations in disaster relief projects	Corporate Social Responsibility Committee, CEO, All Staff	As required	<ul style="list-style-type: none"> Where a disaster relief project is identified, the CEO in collaboration with the Corporate Social Responsibility Committee and Managers, will identify if the organisation can support and how
2.6 Advocate for social justice	Board of Directors, CEO	Ongoing	<ul style="list-style-type: none"> Advocate for social justice issues as they arise (i.e. refugees) Keep in communication with politicians
2.7 Promote ethical and fair trading purchasing	Corporate Social Responsibility Committee, All Staff	Ongoing	<ul style="list-style-type: none"> Corporate Social Responsibility Committee to identify a list of ethical products that can be purchased, and distribute to all staff



Economic

Centacare Catholic Country SA are dedicated to focusing on the financial and socio-economic impact that we as an organisation have upon the communities in which we serve. We aim to contribute to the economic development of these communities, along with preserving our organisations ability to perform and be present within these communities.

Action	Responsibility	Timeline	Measurable Target
3.1 Continue to apply for new funding and programs across our region	CEO, Executive Manager, Program and Office Managers	Ongoing	<ul style="list-style-type: none"> Identify opportunities to apply for new funding or programs Submit tenders for new funding and programs
3.2 Ensure staff are developed by continually providing training	Human Resources, Training Coordinator, All Staff	Ongoing	<ul style="list-style-type: none"> Ensure all staff are completing mandatory training Identify training opportunities in Professional Development Plan Apply for inclusion in training opportunities as offered by CEO Provide internal training to staff where qualified
3.3 Invest in the growth of our organisation	All Staff, Board of Directors	Ongoing	<ul style="list-style-type: none"> Identify and share growth ideas Continue to monitor finances Make financial decisions based upon what is best for the organisation
3.4 Endeavour to take innovative approaches to service delivery to enhance the economy	All Staff	Ongoing	<ul style="list-style-type: none"> Provide ideas to office managers/program managers/executive team or CEO Apply for funding to perform innovative service delivery Execute innovative ideas where approved and able Promote innovative approaches on social media platforms



Tracking Progress and Reporting

Action	Responsibility	Timeline	Measurable Target
4.1 Publish and promote Centacare Catholic Country SA's Corporate Social Responsibility Plan	Chair of Corporate Social Responsibility, Board of Directors, All Staff	March 2018	<ul style="list-style-type: none"> Have Corporate Social Responsibility Plan approved by Board of Directors Publish Centacare's Corporate Social Responsibility plan internally, on the Centacare website, social media platforms and promote through various other Centacare communications
4.2 Create and distribute a Corporate Social Responsibility Impact Measurement Survey	Operations Manager Quality, Corporate Social Responsibility Committee, Board of Directors, All Staff	October 2018, 2019	<ul style="list-style-type: none"> Operations Manager Quality, in consultation with Corporate Social Responsibility committee, to create a Corporate Social Responsibility Impact Measurement Survey Distribute Corporate Social Responsibility Impact Measurement Survey to all staff annually Compile results of Impact Measurement Survey and provide to Board of Directors
4.3 The Corporate Social Responsibility Committee, along with relevant designated employees, will continue to monitor the implementation of the Corporate Social Responsibility actions	Corporate Social Responsibility Committee, designated staff	Ongoing	<ul style="list-style-type: none"> All staff designated with actions in the Corporate Social Responsibility Plan are to ensure their implementation Corporate Social Responsibility Plan progression to be discussed at each Corporate Social Responsibility meeting, detailing and monitoring actions via CSR Register
4.4 Review and refresh Corporate Social Responsibility Plan to continue Centacare Catholic Country SA's Corporate Social Responsibility journey	All staff	October 2020	<ul style="list-style-type: none"> Conduct Survey Monkey to collate previous Corporate Social Responsibility feedback from staff, key stakeholders, and members of the Board Develop new Corporate Social Responsibility Plan based on learnings, challenges and achievements of previous plan



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