

# SECURITAS

Honesty. Fairness. Commitment to Serve.



**Virtual visiting**  
Church Resources brings families together online.

## **Swim safe**

Be prepared for the summer season. Start with a risk assessment of your swimming program.

## **Mary's places**

On the eve of her Canonisation we visit the special places in Mary MacKillop's life.

# viewpoint



**I am pleased to report that the initial figures for the 2009/10 financial year are looking promising. We anticipate a substantial positive result from both our underwriting and investment operations, representing a dramatic turnaround from the previous financial year.**

It appears that the surplus will exceed our initial projections and we hope to return to our program of Catholic entity distributions to policyholders - a very pleasing result. Our ability to give back part of our surplus to Church is central to our business philosophy and supports our vision of 'Serving Church'.

Additionally, the company's solvency ratio, the measure of our long-term financial security, currently stands at more than twice the Australian Prudential Regulatory Authority's (APRA) minimum requirement.

**"We hope to return to our program of Catholic entity distributions to policyholders - a very pleasing result."**

As most of you are already aware, Catholic Church Insurances took over the administration of Catholic Super in April 2010, following the merger of Catholic Super and our own National Catholic Superannuation Fund (NCSF).

The administration arrangements for the new fund are settling in after what has been a difficult transition period. Merging the complex historic records of more than 70,000 members from two funds has presented us with some challenges. However, we are confident that these issues are now behind us. New system capabilities and online services are all up and running and we are looking forward to the successful future of this partnership.

There have been significant increases in temporary resources for super administration and other projects in recent months. In particular, our workers' compensation system project has brought about growth in staff numbers in all state operations. Staff numbers have also grown around strategic planning, reflecting the company's commitment to the achievement of our corporate objectives, our desire to strengthen our existing relationships and our plans for growth.

Considerable progress has been made towards the achievement of our corporate objectives. Our partnership with Allianz for the operation of our personal lines portfolio is a great example of how our corporate strategy is being implemented.

For nearly 30 years Catholic Church Insurances has offered a limited number of personal insurance policies. Now with the support of this business partner, we are able to offer the Catholic community a broader range of affordable products, a pay-by-the-month option and access to sophisticated technology capable of delivering services such as online quoting. The results of the first few months of its operation have been very encouraging.

As the date for the Canonisation of Blessed Mary MacKillop approaches, Catholic Church Insurances is pleased to be able to make a significant financial contribution to celebrations planned across the country. This is an important event in the life of the Church in Australia and a remarkable time for the Sisters of St Joseph. As always, we are happy to be able to lend our support.

For those of you with an appetite for more on Mary's story, turn to page 6 for our feature on the significant places in her life. From her birthplace here in Melbourne to the little schoolhouse in Penola where the order of the Sisters of St Joseph began, it makes interesting reading.

**Peter Rush**  
Chief Executive Officer

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*Cover image: A resident from a ConnectCare pilot centre takes advantage of the Virtual Visiting program. See page 9 for the full story.*

**Securitas is a quarterly magazine produced by Catholic Church Insurances Limited**  
ABN 76 000 005 210 AFSL  
No. 235415 for its Church clients.  
Printed by Complete Print Solutions.

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# what's new?

## Tipping 2010

Another big year of football and it is time to see who the big winners were in the Catholic Church Insurances Footy Tipping competition.



Anthony Schultz has run away with the top prize of \$1,000 for this year, closely followed by Dave Sobey in second place who takes home the \$500. Peter Ryan took third place and a tidy \$250. This year's wooden spoon and the \$100 went to Damien Curry.

The weekly winners for Rounds 14 to 22 were:

Round 14: Martin Parzonka

Round 15: Anne Lindner

Round 16: Bryan Neale

Round 17: Phil Hollingsworth

Round 18: Joshua Russell

Round 19: Anne Powelle

Round 20: Brendan Beadle

Round 21: Andrea De Biasi

Round 22: Victor Calleja

We hope this has been a great AFL season for you. Join us again in 2011 to see if your tips can make you a winner.

For all the information you need visit [www.ccinsurances.com.au](http://www.ccinsurances.com.au) and follow the links.

## Insurance to suit your lifestyle

Whether you are retired and off to travel the world, starting out in your first home or looking for the right cover for the family car, Catholic Church Insurances now has a personal insurance product to suit your needs.

Our exciting new range includes three levels of Home and Contents cover as well as our new Landlords, Motor Vehicle and Caravan and Trailer policies. And as with all our policies any surplus achieved goes back to the Catholic community through our regular dividends, rebates and grants.

To find out more visit [www.catholicinsurances.com.au](http://www.catholicinsurances.com.au) or call **1300 655 003**.



## New president for CRA

In the year of the Canonisation of Blessed Mary MacKillop, Catholic Religious Australia (CRA) has elected the current leader of her order as its new president.

Sister Anne Derwin RSJ, Congregational Leader of the Sisters of St Joseph of the Sacred Heart was elected president at the group's national assembly in June, taking over from Good Samaritan Sister Clare Condon SGS.

Sister Anne said she was honoured to take on the role of president as a service to those engaged in religious life as nuns, brothers and priests.

"It is a privilege to be involved in our combined efforts to enhance God's mission."

## In the footsteps of Mary MacKillop



Renee Taylor is excited to have been selected by the Catholic Education Office in Sydney to travel to Rome for the Canonisation of Blessed Mary MacKillop.

Renee, who teaches Year Four at St Christopher's Primary School Panania, and nine others will represent the schools in the Sydney Archdiocese from a Josephite tradition on the 'Saints of Italy' tour.

Keen to embark on her own pilgrimage, Renee sees the trip as an important milestone in her life. "Mary MacKillop continues to inspire me through her mantra - never see a need without doing something about it," she says.

Renee will share her journey with us in the December issue of *Securitas*. A personal story not to be missed.

## OAM for Pat McCormack

Former employee Pat McCormack has been recognised for his service to the community through a range of social welfare and sporting organisations. Pat was awarded a Medal of the Order of Australia (OAM) at this year's Queens Birthday celebrations.

Our first and only Tasmanian-based State Manager, Pat worked for Catholic Church Insurances from 1969 until his retirement in 1998. He made a significant contribution to the company during this time and is a well-known and respected figure within the Tasmanian Catholic community.

We would like to congratulate Pat on receiving this award.

# Water works

*Tragically, drowning claimed the lives of 302 people in Australia between July 2008 and June 2009<sup>1</sup>. With children aged 0–17 one of the most vulnerable groups according to the Royal Life Saving Society - Australia, pool safety needs to be a top priority for schools and colleges.*

Drowning is not the only potential hazard at swimming pools. Wet and slippery surfaces, UV, chemicals and excited children makes for a risky combination that can result in anything from slips and falls to sunstroke and chemical burns.

As the warmer months approach, most schools and colleges will start preparing their swim programs for another year. Principals and teachers faced with the challenge of managing and supervising swimming lessons should consider beginning their planning with a risk assessment.

## Better the risk you know

Swimming is the highlight of the sporting year for many young people and schools and colleges play an important role with learn-to-swim and water safety programs. Whether students travel outside the school grounds to a local swimming pool or swim on campus there are foreseeable risks to be considered.

While it may not be possible to eliminate exposures completely, a risk management approach to pool safety can reduce the likelihood of accident or injury.

In order to manage your risks you need to know what they are. National policies relating to pool safety, lifeguards, teacher to pupil ratios and more are available on the Royal Life Saving website. These policies are approved by the Royal Life Saving National Council and can provide you with some helpful guidelines as to what is required for a safe swimming environment.

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## Key risk areas

Some of the more common risks associated with pools include:

- inadequate fencing and gates
- insufficient warning or prohibition signage
- wet and slippery surfaces
- poor water quality
- untrained lifeguards
- insufficient supervision, and
- uncovered water filters.

## Supervision

According to Royal Life Saving many people mistakenly believe that once they enter a swimming pool, the responsibility for a child's safety is transferred to the lifeguards. But Royal Life Saving is very clear on this point - "Lifeguards are not babysitters."

Schools need to provide adequate staff to supervise students during swimming activities and ensure that staff holds appropriate qualifications. Student supervision ratios should be in accordance with your Catholic Education Office and or state/territory education department guidelines and take into consideration the special needs of students, age of students and their swimming ability.

## School-owned pools

Schools and colleges with their own pools carry a greater burden of responsibility when it comes to safety. It is essential that pool facilities, management and maintenance are compliant with local council requirements and state/territory legislation.

Responsibility for the management and operation of swimming pools located on school grounds rests with the school. Some of the more common issues associated with pools, including poor signage systems and aging infrastructure, can be compounded if those in charge are not up-to-date with requirements. A lack of appropriate administrative processes and procedures will also cause problems.

We recommend that schools with their own pools develop and maintain a pool operations manual as per Royal Life Saving's *Guidelines for Safe Pool Operations* (GSPo), which can be downloaded from their website.

The GSPo represents the collective opinion of the aquatics industry across Australia. It has become a minimum standards document, similar to an Australian Standard, providing advice to the aquatics industry.



Because of the inherent high risk, we also suggest that a maintenance and inspection program be established and that regular proactive inspections be conducted to ensure hazards and defects are identified and managed.

Some areas for particular consideration include:

- Pool gates and fences should adhere to local and state government requirements and the following Australian standards: AS 1926.1 – 2007 Swimming pool safety – Safety barriers for swimming pools; AS 1926.2 - 2007 Swimming pool safety – location of safety barriers for swimming pools; and AS 2820-1993 Gate units for private swimming pools.
- Pool facilities (such as diving blocks and pool depth) should comply with the GSPO. If pools were built prior to the GSPO then consider any risks and implement and develop plans to upgrade facilities that do not comply with the GSPO and Australian Standards.
- Signage should comply with the *National Aquatic and Recreational Signage Style Manual*, available from Royal Life Saving.
- Pool plant rooms and chemicals should be secured. Ensure chemicals are stored and used in accordance with the state/territory legislation and material safety data sheets are provided where hazardous or dangerous substances are used.

Royal Life Saving will conduct an Aquatic Facility Safety Assessment of a pool and surrounding facilities, which may assist with the identification of risks. The assessment includes a safety score, safety improvement plan and recommendations for best practice for public safety, management and operation in aquatic facilities.

## Treatments

Once potential risks have been identified a good risk assessment needs to consider: how often people are exposed to the risk, how likely the risk is to occur and the potential severity of the risk, that is death/injury, large financial impact/minimal financial impact.

The answers to these questions should make it possible to rank the risks and choose appropriate controls. The type and quantity of controls required will vary depending on individual circumstances. Catholic Church Insurances has a document designed to help. Our *Swimming Pool Safety Fact Sheet* is available by calling the Risk Management Helpdesk on **1300 660 827**.

The long-term benefits of implementing thorough and diligent risk management practices far outweigh the costs of exposing students and staff to unnecessary risks. By carrying out such practices you can uphold reputations, reduce expenditure and most importantly save lives.

## FURTHER INFORMATION

- Royal Life Saving Society - Australia: [www.royallifesaving.com.au](http://www.royallifesaving.com.au)
- Surf Life Saving Australia: [www.slsa.asn.au](http://www.slsa.asn.au)
- Standards Australia: [www.standards.org.au](http://www.standards.org.au)
- Your Catholic Education Office and state or territory education department.

<sup>1</sup> National Drowning Report 2009, Royal Life Saving.

# Mary's places

*As we prepare for the Canonisation of Blessed Mary MacKillop in October, visit a few of the special places from her life.*



## Birthplace

Mary was born to Catholic Scottish immigrants Alexander and Flora MacKillop on 15 January 1842 at the family home at 9 Brunswick Street in the Melbourne suburb of Fitzroy, known at the time as Marino Cottage.

The land was first acquired by a Sydney merchant as part of a 25-acre allotment in May 1839. It is believed that the cottage was constructed a year later when part of the lot was sold to another party. Alexander MacKillop purchased a half-acre containing the cottage in October 1840.

Marino Cottage has long since been replaced by a grand two-storey Victorian villa known as Dodgshun House. A bust of Mary within the grounds indicates where Marino cottage stood and a room in the centre has been refurbished by the Sisters of St Joseph and includes a triptych of Mary.

A plaque on the footpath outside reads: "On this site Mary MacKillop foundress of the Sisters of St Joseph was born on 15 January 1842." (see above)

Dodgshun House is currently owned by the Archdiocese of Melbourne and used as the Mary of the Cross Centre for drug and alcohol rehabilitation. Pilgrims and tourists are welcome to visit the birth site and the nearby Mary MacKillop Heritage Centre at 362 Albert Street, East Melbourne, which tells the story of Mary's early life and was home to Mary during her visits to Melbourne in the early 1900s.



## Childhood Church

Mary has strong ties to Victoria's first Catholic Church, St Francis' in Lonsdale Street in the heart of Melbourne's CBD.

Mary's parents were married at St Francis' in 1840 and her father, Alexander MacKillop, was one of the three original trustees. Father Patrick Geoghegan baptised Mary as Maria Ellen at the Church on 28 February 1842 and it was also where Mary received her First Communion in 1850. Mary made her Confirmation at St Francis' in 1858, taking Agnes as her Confirmation name.

A statue in the eastern niche commemorates Mary's association with the Church and the MacKillop Room in St Francis' Pastoral Centre is named after her. On the eastern side of the nave the font emphasises the link between baptism and the Eucharist and specifically commemorates the baptism of Mary MacKillop.

## Schoolhouse

It was in Penola, South Australia in 1866 that Mary MacKillop and local priest Father Julian Woods founded the Sisters of St Joseph and set up a school to provide Catholic education free to the local children (see right).

Mary's desire to better serve the educational and spiritual needs of the poor was realised and she declared her intention to become a nun. She took her vows in 1867, becoming Mary of the Cross.

The custom-built stone schoolhouse, which was commissioned by Fr Woods and replaced renovated stables as the home of St Joseph's school, still stands on the site. Sisters of St Joseph taught and lived in the schoolhouse until 1871. When the new St Joseph's school (now the Mary MacKillop Memorial School) was opened, the schoolhouse became a Parish hall.

*"Little did either of us then dream of what was to spring from so small a beginning."*  
~ Mary MacKillop 1891

The schoolhouse is open to the public. [www.mackilloppenola.org.au](http://www.mackilloppenola.org.au)



## City streets

Mary's was a familiar face in the streets of Adelaide during the late 1860s. She often walked between St Francis Xavier Cathedral and the west end of the city. She established her first school in Adelaide,

St Francis Xavier's Cathedral Hall school, on the eastern side of the Cathedral in 1867.

To commemorate Mary's contribution to the life of the Diocese, the Archdiocese of Adelaide commissioned a statue of Mary to take pride of place in Mary MacKillop Plaza (see left). The plaza was completed in 2009 as part of a major refurbishment for the heritage-listed Cathedral.

The life-sized bronze statue depicts Mary in her twenties in full stride with a child in each hand, very much as she must have appeared to the people of Adelaide as she went about her work, responding to those in need.



## Mary MacKillop Place

Mary MacKillop Place promotes the importance of Mary's life, work and spirituality and is a centre of pilgrimage, learning and growth for many local and international visitors.

The site in North Sydney houses a museum celebrating the rich history of Mary and the Sisters of St Joseph, a shop, cafe, accommodation and conference centre, but of most significance is the Mary MacKillop Memorial Chapel and the tomb of Blessed Mary MacKillop (see below).



Built in 1913 in memory of Mary MacKillop, the chapel has become a place of pilgrimage for thousands who visit her tomb to pray and reflect, including Pope Benedict XVI who prayed at the tomb during his visit to Sydney for World Youth Day.

Record crowds of pilgrims visited the tomb this year on her traditional Feast Day of August 8. Approximately 6,500 people came to pay their respects, about twice the usual number of Feast Day Pilgrims.

Information about Mary MacKillop Place can be found at [www.marymackillopplace.org.au](http://www.marymackillopplace.org.au)

Images courtesy of Mary MacKillop Heritage Centre and Sisters of St Joseph. Used with the permission of the Trustees of the Sisters of St Joseph. Not to be reproduced without the permission of the Trustees.

# Saint MARY MACKILLOP CANONISATION 2010

*"So great is the strength we possess in our unity."*

~ Mary MacKillop, 1874

# A breach of legislation

*All Church organisations are exposed to penalties arising out of breach of legislation. Catholic Church Insurances' new Statutory Liability policy provides much needed cover.*

Sadly, workplace accidents, bullying and harassment are commonplace across Australia. One need only read the newspapers or watch the news for evidence of this. WorkSafe Victoria issued a plea to employers and workers in early 2010 to maximise anti-bullying efforts after a small business was successfully prosecuted following the suicide of a young employee who was bullied at work.

The Church is not immune to claims of this nature and penalties for breaches can be high. A breach of the *Occupational Health & Safety Act 2004* (Vic) for example, could cost as much as \$193,374 for an individual and \$966,870 for a corporation.

In a recent Church case a diocese was fined more than \$20,000 after a 15-year-old student sustained serious burns when a gas canister ignited during the assembly of a portable gas camping stove. The diocese was found to have failed to provide adequate training and information to students, adequate supervision and training and information to supervisors.

A breach of Occupational Health and Safety law is only one example of where a Church organisation might face fines and penalties. Other examples could include environmental and employment laws.

## **Statutory Liability cover**

A Statutory Liability policy protects organisations and individuals (including clergy, religious, directors, officers, employees and volunteers) against liability for fines, penalties and legal fees imposed by a regulatory authority, which result from an unintentional breach of legislation. This is cover that is not available under any of our other liability products.

<sup>1</sup> Other exclusions apply see policy for full details.



**The Church is not immune to claims of this nature and penalties for breaches can be high.**

Examples of legislation covered include: the *Corporations Act 2001* (Cth), *Australian Securities and Investments Commission Act 2001* (Cth), *Trade Practices Act 1974* (Cth), environment protection legislation such as the *Environment Protection Act 1970* (Vic) and the *Occupational Health & Safety Act 2004* (Vic).

The policy does not cover penalties for any wilful, intentional, deliberate, dishonest, fraudulent, malicious, reckless or grossly negligent wrongful act. Nor does it cover amounts that Catholic Church Insurances is legally prohibited from paying under Australian law<sup>1</sup>.

The policy has been developed in line with Catholic Church Insurances' commitment to offer greater protection to Church clients and since its launch in October 2009, 180 clients have purchased a policy.

**If you would like to know more contact your Account Executive or visit [www.ccinsurances.com.au](http://www.ccinsurances.com.au) to download a Product Information Sheet.**

# Breaking down the virtual walls

*Newer, faster technology is bringing the world to our doorstep and improving people's quality of life. Historically, older Australians in regional areas have missed out but a new project called ConnectCare is revolutionising access for those in aged care centres.*

According to the *Nielsen 2010 Internet and Technology Report*, the average Australian internet user spends 17.6 hours per week online and the internet is now the preferred medium to communicate with friends – overtaking the mobile phone. The Bureau of Statistics put the number of active internet subscribers at the end of the 2009 at 9.1 million<sup>2</sup>.

But until now for those in the aged care system, especially in remote regional locations, access to this kind of technology has been difficult, primarily because of the high costs associated.

ConnectCare, a project spearheaded by Church Resources, is changing that, bringing broadband and leading-edge software to medium sized, not-for-profit aged care facilities in regional Australia.

Using broadband, wireless and video conferencing technologies, ConnectCare has introduced a unique way for the aged care sector to manage residents' records, their clinical care management and relationships with the patients' medical practitioners, but it has also had some unexpected benefits.

Video conferencing was introduced at the four pilot centres with the aim of connecting facilities with their counterparts around the country, but it is the residents who are making the most use of this new technology. Through the Virtual Visiting program residents are not only talking to their family and friends more regularly, they are seeing them as well.

No longer constrained by the physical walls around them, these simple activities are broadening residents' life experience and opening them up to the world again.

Where previously a lady at a one of the pilot centres in Caloundra only saw her daughters in Far North Queensland once a year, she now speaks to them once a week. Her grandchildren take the camera out into the garden so she can watch the progress of plants and animals.

Instead of writing a weekly letter to her grandson in Western Australia, a resident in another centre is booked in for a weekly virtual visit. Even the common areas in several centres are buzzing as active games of trivia and "Who wants to be a millionaire?" are played between centres via video link-up.

Church Resources describes this as the most rewarding aspect of the whole project.

"The Virtual Visiting solution has literally changed the lives of residents in aged care facilities," says Luke Kenny, CEO, Church Resources. "The ability of the solution to dramatically reduce the social isolation felt by residents is amazing and the project has touched the lives of everyone involved."

And it is not just the residents who are finding a new freedom in access to technology. For many employees the program has provided them with a much-needed introduction to computers and the internet, improving their skills and their long-term marketability as an employee group.

No longer constrained by the physical walls around them, these simple activities are broadening residents' life experience and opening them up to the world again.

With the pilot complete and the infrastructure in place, all that remains is to add the appropriate software. This will be delivered as a hosted, monthly 'pay-as-you-go' service eliminating the need for extensive capital investment or installation. Centres will access the software via web technology and share access with multiple sites.

"In a sector where costs are spiralling and pressures on the facilities are growing daily, this technology can bring economies of scale to organisations in order to free more capital for their core mission - the care of our aged Australians," says Luke Kenny.

Like to know more? Visit [www.churchresources.com.au](http://www.churchresources.com.au)



Image courtesy of Church Resources.

<sup>2</sup> *Internet Activity Survey (IAS)* Australian Bureau of Statistics

# It takes a village

*Catholic Mission's Village Space is an award-winning 'theatre in education' program that immerses students from senior primary through to secondary in the real stories of marginalised people around the world. So what is the secret to shifting the perceptions of young people?*

When analysis of Catholic Mission's education program in 2001 revealed they were missing the mark with secondary students, the organisation brought a variety of mission groups together and asked them, "How do you educate about mission?"

The response was unanimous. The best way to build an understanding of what is happening for developing communities around the world is through immersion. While this was a valuable insight, the idea of transporting school student to the far corners of the globe was a little unrealistic. So, Catholic Mission decided to bring the world to them.

The first Village Space performance was held in 2002 in a tent during Catholic Mission Month. With a campfire in the centre and a pot of rice bubbling over the flames, students gathered in the tent to hear real people share their stories. A Priest from Tanzania, a woman from northern Sudan, and others with firsthand experience of great personal hardship, attempted to explain what life had been like for them.

While this approach was powerful, there were drawbacks. Stories could never be told exactly the same way so the message could differ at each telling. And as most of the stories were traumatic, it was difficult for people to tell them repeatedly.

"We wanted to capture the power of these true stories," says Jenny Collins-White, Catholic Mission's National Education and Advocacy Officer. "But we realised we needed to script the sections of them we wanted to tell so that we could draw the educational exploration."

Collaboration with theatre company Kinetic Energy, under co-directors Graham Jones and Jepke Goudsmit, took the concept to a new level and the present day Village Space was born - telling the stories of real people struggling in the face of injustice through the medium of interactive dramatised storytelling.

In 2003 the tent gave way to a labyrinth, a spiral of students seated on the floor with the performance happening around them, and by 2005 the once-a-year performance became so popular that they implemented a touring program and began to visit schools all over the country.

Five years later and the stories told in the Village Space are of real people facing injustice: Indigenous Australians, refugees, street-children, aid workers and others. And thousands of primary and secondary students experience the performance each year.

The stories they tell are based on Church documents and teachings, historical information and real life stories that take place all over the world.

"Village Space is Catholic Mission's way of bringing global mission issues to young Australians with the immediacy of theatre," says Jenny. "Our plays are designed to make them think of issues that are outside their own experience."

One popular performance tells the story of Sister Dorothy Stang, a long time advocate for the disempowered in the Brazilian Amazon. Sister Dorothy spent 30 years living and working with the landless peasants of Brazil. An environmentalist and an advocate for the peasants to have access to land, she was assassinated in 2005 at the age of 74.

According to eyewitnesses, when Sister Dorothy was confronted she took out her Bible and began to read to her killers. Village Space was able to dramatised this moment and according to Jenny when the shot rings out "you can hear a pin drop."

Another tells the very personal story of the 'Lost Boys' of Sudan. Young boys aged between nine and fourteen who fled Sudan into Ethiopia, across terrible terrain and through life-threatening



Co-director Graham Jones prepares students for their volunteer roles.

Images courtesy of Catholic Mission.



Actor Jake Blundell tells of East Timor's struggle through the eyes of local leader Naldo Rei.

**"Village Space is Catholic Mission's way of bringing global mission issues to young Australians with the immediacy of theatre. Our plays are designed to make them think of issues that are outside their own experience."**

*Jenny Collins-White, Catholic Mission*

situations. Many of these 'Lost Boys' have settled in Australia and Catholic Mission was lucky enough to speak with several of them and share their inspiring stories.

Village Space's "Climate Change and Poverty", a play that dramatises the challenges of climate change took the Highly Commended Award from the Australian Religious Response to Climate Change (ARRCC) multi-faith environmental network in 2010.

The play, which relates the true stories of people in disparate parts of the world who are joined in the common challenge of climate change, takes students from drought-ravaged Australia, to the drama of cyclonic flooding in Bangladesh and confronts issues like rising sea levels and the impact of bio-fuel production on food prices in Brazil and Mexico.

The performances engage the students on many levels. There are student roles, both speaking and non-speaking, the audience is close to the performance and are asked frequently to interact with the actors and the space.

Actors wear basic black and their stage is most often the floor of a school hall, but they are able to transport the students through the use of a few simple, symbolic props, music and the power of these true stories. The students are drawn into the action and empathise with the characters' feelings of fear, anger, sadness, and frustration, as well as determination and hope.

"The key thing is for students to connect emotionally with the stories," says Jenny. "You can't really go anywhere unless they have felt even just for a second what it would be like to be that person in that situation. Once you have made that connection you can pull out the why, the how and the - what should we do?"

### **Bringing the village to you**

Village Space is a springboard into specific Key Learning Areas, especially Religious Education, Human Society and its Environment, Geography/History and Environmental Science. The program begins before the day of the performance with Teachers' Notes and a synopsis of stories provided in advance to assist in preparation. Each performance is followed by a debriefing session to help students focus on the issues.

Catholic Mission currently runs two programs a year. "Climate Change and Poverty" has been so popular that it will run again in 2011 along with a new play around the theme of Indigenous Peoples of the World. Village Space tours for 11 weeks of the year and in 2011 is aiming to reach a target of 20,000 students.

If you would like to discuss the availability of the Village Space program, call Jenny on **02 9919 7800**, Freecall **1800 257 296** or email [jcollins-white@catholicmission.org.au](mailto:jcollins-white@catholicmission.org.au) For more information visit [www.catholicmission.org.au](http://www.catholicmission.org.au)



*The human labyrinth*

# Perfect partners

*After 30 years of offering a limited range of personal insurance products, Catholic Church Insurances' clients asked for more - more products, flexible payment options and sophisticated technology such as online quoting. A partnership with Allianz Australia Insurance Limited (Allianz) was forged, a first for Catholic Church Insurances.*



**"The most compelling reason for choosing Allianz was that their values complement our own. They are a great fit."**

Jane Thorrington

Jane Thorrington, National Business Development Manager - Personal Insurances, answers some questions about the new arrangement.

## Why enter into a partnership?

It was simply the best way to meet our clients' needs. The costs associated with developing products, underwriting policies and setting up the technology required did not add up when compared to taking on a partner who already has everything in place.

## Why Allianz?

Allianz was selected after a rigorous tender process. From a business perspective Allianz ticked all the boxes, including being awarded General Insurance Company of the Year at the 2009 Australian & New Zealand Insurance Industry Awards. Their extensive product range, robust technology and dedicated call centre were exactly what we were looking for.

The fact that they already have a number of similar relationships with other organisations gave us a level of comfort however; the most compelling reason for choosing Allianz was that their values complement our own. They are a great fit.

## How does the partnership work?

Allianz is the insurer but Catholic Church Insurances owns the business. Allianz has signed a four-year agreement with us so that if, for whatever reason, we are not happy at the end of that period and decide to terminate the partnership, the business stays with us.

We have a really open dialogue with Allianz. I meet with them twice a week to discuss everything, from how we are tracking with our service level standards to our plans for promotions. We want to know that the interactions our customers are having are what we expect and if there are any issues we have procedures to deal with them together.

## What is the relationship that clients now have with Catholic Church Insurances?

As far as we are concerned it is 'business as usual'. Allianz is only responsible for providing administration support in the form of underwriting and claims processing. Our clients' relationship is still with Catholic Church Insurances. When they call, the phone is answered "Catholic Church Insurances".

## Why should I choose Catholic Church Insurances and not go to Allianz directly?

Catholic Church Insurances is part of the community we serve. Operating under mutual principles means we are able to put Church interests before company profits.

When an operating surplus is achieved, a significant proportion is returned to Church by way of dividends, rebates and grants. Over the last 32 years in excess of \$196 million dollars has been returned to the Catholic community. As a client you can be a part of this.

Visit [www.catholicinsurances.com.au](http://www.catholicinsurances.com.au) or phone **1300 655 003** for a no-obligation quote.

### Our new range of products\*:

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- Caravan and Trailer

### Benefits:

- Competitive premiums
- Multi-policy discounts
- Dedicated staff qualified to assist
- 24/7 claims lodgement via phone or internet
- Flexible payment options including pay-by-the-month at no additional cost\*\*

\*Catholic Church Insurances Limited ABN 76 000 005 210 AFS Licence No. 235415 arranges insurance as a promoter for the insurer Allianz Australia Insurance Limited (Allianz) ABN 15 000 122 850, AFS Licence No. 234708. To decide if this insurance is right for you please refer to the relevant Product Disclosure Statement, available by calling 1300 655 003 or at [www.catholicinsurances.com.au](http://www.catholicinsurances.com.au)

\*\*Premiums payable by instalments may be subject to minor adjustments (upwards or downwards) due to rounding and financial institution transaction fees may apply.