Annual Report 2022

CEnet
catholic education network

Growing value | Evolving with purpose

Chair's Report

On behalf of the CEnet Limited (CEnet) Board, it is with great pleasure that I present the annual report for 2022 and highlight the direction planned for 2023.

The 2023-2025 Strategic Plan was approved by the board on 21 November 2022. We are very grateful to those members who contributed to the plan. The planning process has focused on the key issue of how CEnet can maximise the value that it delivers to members. I believe the plan sets the direction for the next stage of growth in the value delivered by CEnet.

CEnet commissioned an independent review of the financial value that CEnet delivers to its members. This was by way of a Services Benchmarking Review which compared the cost of members adopting the same services via a disaggregated model, as opposed to the cost of those services via CEnet. It was determined that CEnet saves the members a combined $20M per annum on a like-for-like basis. We were pleased with this result and plan to see the value increase through the implementation of the Strategic Plan.

A member services agreement (MSA), including the introduction of formalised service level agreements (SLA), is being introduced for members. I once again thank members for their input into this process and believe the MSA will provide further structure in regard to a mutual understanding of the roles and responsibilities of CEnet and its members.

Security and privacy have received significant attention by the board throughout the year. The spate of data breaches in 2022 has demonstrated the need to remain vigilant on issues involving cyber security. The expert advice to the board has been that the protection of critical information and systems is best enhanced by the use of multiple factors of identification when staff log in to CEnet's systems.

We are grateful to those members who have accelerated their implementation plans for multi-factor authentication to improve their security posture for the benefit of all members.

The board's attention in 2023 turns to implementation of the Strategic Plan. The core outcomes include:
- Optimising value by ensuring the service offerings continue to respond to member needs
- Pursuing opportunities for growth, whether this be new members and/or customers
- Enabling excellence within CEnet so it is best placed to serve the needs of the membership.

It is a key function of the board to, not only oversee the management of risks as they emerge, but also to ensure the organisation is well positioned to take advantage of opportunities as they rise. As such, there will be a continued focus in 2023 on emerging trends, whilst also recognising the importance of strong stakeholder engagement, communication and ensuring CEnet is receptive to member requirements.

I look forward to our continued partnership in the evangelising mission of Catholic education through the delivery of shared services through CEnet.

Peter Effeney
CEnet Chair

CEnet Board of Directors

CEnet's member dioceses adopted an amended constitution and appointed a new Board of Directors who commenced on 1 January 2021. The new board comprises nine directors including an independent chair, four independent directors and four member-nominated directors.

The new governance model has the advantage of retaining four directors intimately involved in the management of Catholic school systems, with the addition of directors specifically chosen to meet the key skills required by the board. It provides flexibility by appointing 'skills–based' directors, while retaining the knowledge and experience of CEnet's customer base at board level.

Bill Armagnacq (Independent)
Formerly a senior executive at Heritage Bank, Bill is an experienced non-executive director, company secretary and chair with key skills in corporate governance, risk, finance and legal within the APRA regulated sector. Bill brings specialist expertise in the areas of corporate governance, risk management and compliance. He was previously chair of the Glennie School Board Toowoomba.

Jim Clarke (Independent)
Jim brings extensive global ICT experience in investment management in the energy, utilities, telecoms and transport sectors. Having previously headed up Products, Pricing and Marketing for Telstra Global in Hong Kong, Jim has specialist competencies in the areas of stakeholder engagement, change management, strategic planning, transformation and board governance.

Patrick Cooper (Member-nominated, Diocese of Bathurst)
Patrick is the Diocesan Financial Administrator for the Catholic Diocese of Bathurst. An experienced General Manager and Chartered Accountant, Patrick was previously employed as the General Manager, Information Services (CIO) for Essential Energy (formerly Country Energy). He was appointed to the CEnet Board in 2019.

Peter Effeney (Independent Chair)
Peter has a strong shared services background with experience in complex stakeholder organisations. He was the inaugural CEO of SPARQ Solutions (the ICT service provider of Queensland's two government-owned electricity companies). Peter was also CIO and General Manager of Service and Process at Ergon Energy. He has been appointed by the members as the Independent Chair of CEnet.

Joanne Ford (Independent)
Joanne has experience in dynamic start-ups and complex listed multinationals in retail FMCG, technology and health education businesses in ANZ, North America and South Africa. An experienced non-executive director, Joanne has strong leadership, finance, operations, governance, risk management and ICT experience in the for-profit and for-purpose/not-for-profit sectors.

Leesa Jeffcoat AM (Member-nominated, Diocese of Rockhampton)
Leesa has extensive experience as an educator and administrator in Catholic and independent schools having been the Diocesan Director of Catholic Education Diocese of Rockhampton since 2001. Leesa was the former Chairman of Mercy Health and Aged Care Central Queensland Limited and Chair of the Queensland Studies Authority. In 2013, Leesa was awarded the honour of Member of the Order of Australia in the General Division. She has been a director of CEnet since 2007, having served as company Chair for two years.

Susan Rix AM (Independent)
Susan is an accomplished business leader and company director with over 35 years' experience as a Chartered Accountant and corporate advisor assisting clients in varied aspects of commercial, financial and taxation matters. Susan's exceptional financial, audit and board governance skills were gained through her work with BDO, as non-executive director with the Queensland Rural Adjustment Authority (now QRIDA) and her experience as Chair of the Catholic Education Finance Committee for Brisbane.

Milton Scott (Member-nominated, Archdiocese of Sydney)
Milton is the Director Information Technology Services (ITS) at Sydney Catholic Schools having joined in 2002. Milton previously held commercial and senior IT executive roles with the ANZ Bank involving the deployment of business-critical systems throughout the Asia-Pacific region. Milton has been involved with CEnet since its inception as CASTNet in 2003 and has served on multiple committees and working groups during that period.

Chris Smyth (Member-nominated, Diocese of Armidale)
As the Director of Schools in the Armidale Diocese since 2015, Chris has led the diocese through a significant period of system and school improvement. This has resulted in building a learning culture of systemness that benefits from collaboration within and between schools leading to improved academic growth and achievement. He has held a number of leadership roles in secondary and K-12 schools, and worked at the system level in the Dioceses of Wollongong, Broken Bay and Wagga Wagga.

CEO's Report

It gives me great pleasure to provide my report to members for 2022, my first full year as CEO since my appointment in July 2021.

Firstly, I would like to acknowledge the dedicated staff of CEnet who have all contributed so significantly to our success over the past year. Even though 2022 saw a reduction in business disruption from the COVID-19 pandemic, CEnet still supported over 250,000 Zoom meetings last year. This indicates that the impacts of the pandemic have certainly changed how we work in an ongoing way, particularly through remote working. However, it is pleasing to see a gradual increase in the number of staff returning to the office. CEnet continued to provide support services efficiently and effectively with service uptime consistently meeting our service level agreement (SLA).

The CEnet Leadership Team has been united and committed to providing great experiences and delivering value to our members. A key area of focus has been to develop the Strategic Plan 2023-2025. This has involved significant effort and deep consultation with members, and it has been very satisfying to see the level of engagement of all stakeholders in this work.

The ONCE project has now moved from implementation to business as usual with the vast majority of targeted schools now operating with CeSIS and CeFMS. Over 600 schools in 13 dioceses are now live supporting 245,000 students. It has been a large deployment, not without a few hiccups along the way. However, members were able to benefit from the enterprise nature of these systems during COVID in ways that would not have otherwise been possible.

During the year, CEnet also implemented our Safe Internet as a Service solution to provide an environment for students to learn in a safe-by-default online environment while providing greater visibility for members of their internet traffic. This initiative also supports equitable online access for students including a diverse device landscape and affordable hardware and enhanced the cost efficiency of internet access.

As you would appreciate, cyber security has been top of mind especially given the high profile data breaches experienced in 2022. CEnet has asked members to accelerate the introduction of multi-factor authentication (MFA) for shared enterprise systems such as Compass, TechnologyOne and CED3/Yellowfin as well as suggesting they look at any of their own systems containing personal and/or sensitive information.

It has been pleasing to see the quick responses from members. In addition, CEnet has completed the introduction of its cloud password and privileged access management platform (PAM) that tightens access control of our enterprise applications and improves auditing and reporting of credential usage. Another completed project was the implementation of a security telemetry and analysis platform to assist with visibility into security-related indicators of compromise.

Other projects, such as migrating our data warehouse to the cloud and an updated Data Services architecture will enable easier access for members to their data stored within CEnet's systems, and enhancements to the ServiceNow platform, have also delivered value enhancing outcomes for our members. These initiatives are not generated in a vacuum.

I take the opportunity to thank members for their willingness to provide staff to the various working groups and forums that CEnet facilitates. This collaboration creates a constructive environment to generate ideas that will provide added value to members. These ideas are then assessed and developed into business cases that are reviewed by appropriate member representatives before being funded and developed. These forums are also providing great opportunities for sharing and networking across the membership and are highly valued by all involved.

The financial results for the year were largely in line with the budget with a small surplus produced on a turnover of $24 million. CEnet continues to operate in a fiscally-responsible manner and expenditures are well-contained.

The key area of focus for 2023 and beyond is the delivery of the Strategic Plan 2023-25. There are 18 initiatives that have been identified and planned for implementation over the period to support the three pillars of:
- Optimising Value
- Enhancing Growth
- Enabling Excellence.

Mark Holyoake
Chief Executive Officer

CEnet's Strategy 2023-2025

Purpose and Vision

Our reason for being and the value we bring

Purpose

To inspire and realise innovative and value-driven practice, in our member dioceses' pursuit of evangelisation, learning and teaching, community services and organisational development.

Vision

To be the partner of choice for Catholic Communities in the delivery of world-class shared services.

Strategic Imperative

Growing value | Evolving with purpose

Pillars

Our pillars guide us in delivering upon our purpose and vision

Optimising Value

There is an opportunity to provide better value by reviewing our service catalogue so that it is better aligned with the needs of members.

We will establish new services where they are needed and formalise existing valuable services that are currently provided on an ad-hoc basis.

Enhancing Growth

There is an opportunity to grow our membership and customer base. Growth will deliver benefits for existing members by reducing overheads and enhancing risk mitigation.

We will facilitate a range of opportunities to enhance sharing and collaboration for new and existing members.

Enabling Excellence

We will review our skills, capabilities, mindset, processes and technology to ensure we are positioned to deliver on this strategy.

We will ensure the delivery of services, into the future, maintains a focus on good stewardship and environmental sustainability.

Priorities

Connecting our pillars to a comprehensive set of tangible actions (refer to Implementation Plan)

Our priorities are:

1.1 Enhancing CEnet's architecture for the delivery of core and optional standardised services

1.2 Ensuring optimal alignment of services with member requirements

1.3 Providing service flexibility that enables tailored solutions

Our priorities are:

2.1 Developing a national footprint

2.2 Continuing focus on Catholic education whilst remaining responsive to the needs of other Church agencies

2.3 Ensuring the sustainability and viability of CEnet

Our priorities are:

3.1 Embedding a culture of growth across CEnet

3.2 Nurturing a customer focused approach to service delivery

3.3 Developing an environmental sustainability plan

Values

Our values underpin our strategy and everything we do

Integrity **Collaboration** **Accountability** **Respect** **Excellence**

ONCE moves to BAU

As a result of the progress made leading up to the start of 2022, CEnet officially brought to a close the ONCE program and moved the service into a business as usual (BAU) state.

This change does not impact the ongoing project delivery for the remaining dioceses. However, it allows the membership to shift focus and look at extracting the best value from the services through business process improvements and platform enhancements.

Under the BAU support model, an additional three CEnet member dioceses completed their rollout to schools during 2022, taking the total number of dioceses who have completed implementation to eight. The remaining five dioceses have continued to make significant progress with planning in place to see their projects completed or nearing completion during 2023.

ONCE services now support over 600 schools with over 500 schools making full use of the Compass and TechnologyOne platforms in the "Ancestry" context.

Another highlight during 2022 was the opportunity for CEnet to host the annual ONCE conference. On hold for the previous two years due to COVID-19, the conference brought together participants from all diocese utilising the ONCE services as well as key vendors.

Held over two days, participants were presented with a diverse range of content in the form of case studies, product demonstrations and future focused sessions (see page 7). CEnet is looking forward to hosting the conference again in 2023.

To ensure the ongoing success and relevance of the CeSIS service, a full service review has been planned for 2023 to look at ensuring the CeSIS service remains fit for purpose and responsive to the needs of members. A key part of the CEnet 2023-2025 Business Strategy, this service review will focus on delivering value, providing service flexibility, supporting local context, and delivering an enhanced architecture that supports growth.

CEnet acknowledges the ongoing support and collaboration across the membership, and the willingness to share insights, best practice and innovation across the ONCE services.

CeSIS (Compass) delivers an enterprise student information system for member dioceses including functionality, such as:
- Roll marking on multiple mobile devices
- Managing period-by-period attendance
- Monitoring student wellbeing
- Parent portal
- Managing events
- Learning tasks and A to E reporting
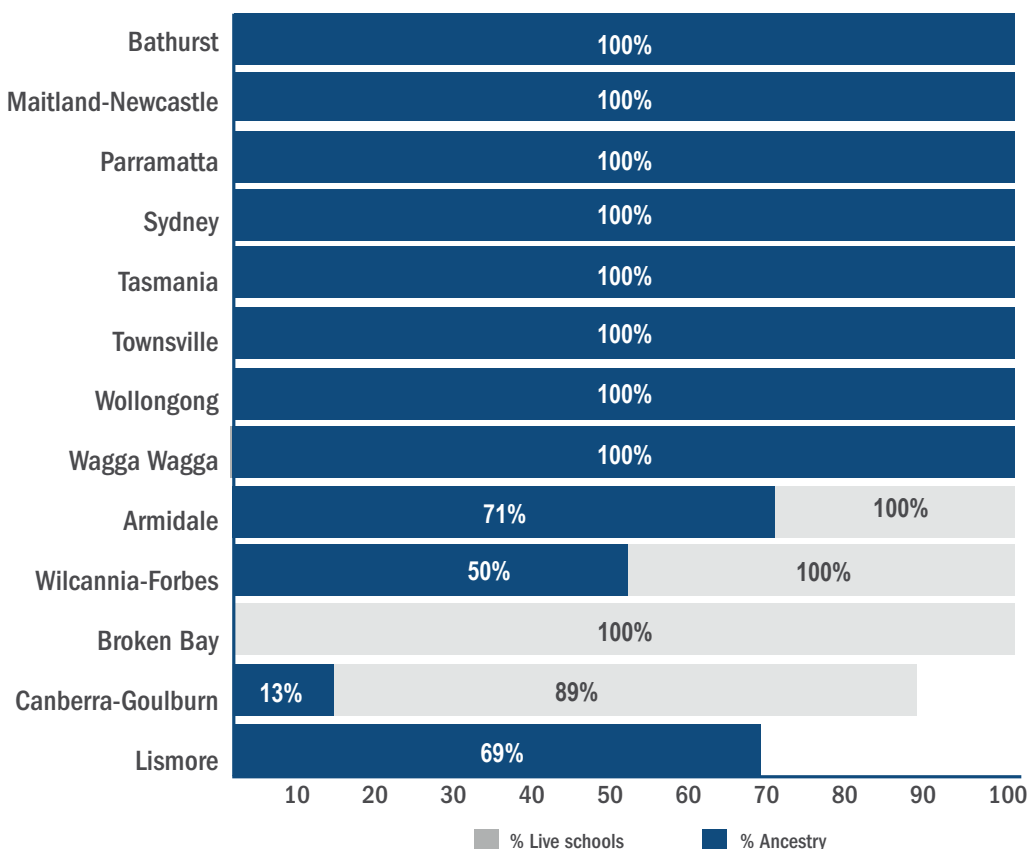- Integration with third party timetabling.

CeFMS (TechnologyOne) delivers a tool specifically designed to support the complexities of school and diocesan financial management. The CeFMS integration with CeSIS allows data for fee management and billing to be entered ONCE within the system and flow automatically into the CeFMS.

About ONCE

The CEnet ONCE strategy reflects the vision of doing things 'once'. In line with this, the ONCE strategy provides a set of comprehensive information management systems, infrastructure and related initiatives across CEnet member dioceses to support the core business of learning and teaching and to enhance administration and reporting. The CEnet ONCE strategy incorporates an enterprise approach to Identity and Access, Data Warehousing (CeD3), an integrated Enterprise Student Information System (CeSIS) and Enterprise Finance Management System (CeFMS) and a number of other related and emerging initiatives.

Percentage of CeSIS live schools by diocese

Diocese	% Ancestry	% Live schools
Bathurst	100%	
Maitland-Newcastle	100%	
Parramatta	100%	
Sydney	100%	
Tasmania	100%	
Townsville	100%	
Wollongong	100%	
Wagga Wagga	100%	
Armidale	71%	100%
Wilcannia-Forbes	50%	100%
Broken Bay		100%
Canberra-Goulburn	13%	89%
Lismore	69%	

Legend: ☐ % Live schools ■ % Ancestry

Member collaboration a highlight at the 2022 ONCE conference in Sydney

The ONCE conference, held from 28 to 29 July at the Sydney Masonic Centre, provided the opportunity to gather face-to-face, collaborate and reconnect with CEnet members for the first time since the COVID-19 pandemic.

Representatives from member dioceses who utilise the CeSIS and CeFMS services were able to attend in person or virtually via the livestream using Zoom Events.

There were opportunities for networking, collaboration and sharing of ideas as each diocese discussed and showcased their own diocesan ONCE implementation, best practice and tips, as well as encouraging and supporting others in their journey.

Guest speakers from vendors, Compass Education, TechnologyOne, TES (Edval) and COS, provided breakout presentations showcasing their product capabilities, integration, strategic and future direction.

Something a little different this year were the 'speed presentations' under the theme, 'It's the little things that can make a big difference'. Diocesan representatives were invited to present five slides in five minutes on any related topic or initiative that has benefited their office and school communities sharing their ideas, methods and results. This sparked many discussions with participants sharing their reflections and insights.

A highlight was the informal dinner held at Macchiato on the first night which provided further opportunities for networking in a relaxed setting.

Feedback has been extremely positive with participants saying the presentations were "very informative" and facilitated "knowledge sharing and opening up communication" and collaboration between dioceses. Vendors were also pleased, with interest in presenting at future conferences.

Value of shared services

Benefits of shared member-driven initiatives

The value of CEnet membership is realised in a variety of ways through our flagship services and projects, and through to member-driven initiatives.

In 2020, the Diocese of Maitland-Newcastle indicated they were seeking an accounts payable (AP) automation solution, and as a number of dioceses expressed interest. CEnet engaged with Xcellerate IT in relation to the Kofax AP solution and with Efficiency Leaders regarding Rapid AP.

Following a series of discussions with both companies, CEnet ran information webinars for member dioceses based on interest. Each company then commenced direct engagement with interested dioceses and CEnet continued to consult directly with dioceses around their setup and configuration requirements as needed.

Xcellerate IT is now the business process automation partner of choice for the Dioceses of Parramatta, Wollongong, Wagga Wagga, Wilcannia-Forbes and Townsville. All five dioceses are automating their accounts payable processes integrated with their TechnologyOne CiA solution and configured on the Kofax platform. The respective solutions are being tailored to the individual needs of each diocese, streamlining processes as part of their digital financial transformation strategy.

The solution, developed in partnership with TechnologyOne, enables complete end-to-end automation, empowering staff, minimising manual work and providing the necessary tools to manage exceptions and track business critical information. It allows member dioceses to adopt and adhere to best practice principles in accounts payable automation and enhance corporate governance with the integration into their back-end financial systems.

INTERNET CONNECTIVITY
Demand for internet bandwidth continues to increase as schools leverage online resources, collaboration tools and other online services as part of their education and digital literacy programs. This increased demand drove bandwidth upgrades for individual schools, aggregating to higher demand for CEnet's safe internet service.

CEnet leverages private network peering and network caches to source data directly from key providers such as Google, Microsoft, Apple and Amazon. This approach has reduced the reliance on expensive transit internet by up to 89%, delivering significant connectivity cost savings to the membership.

A total of 19,323,000 gigabytes (19.3 petabytes) was downloaded via the CEnet network in 2022, 24.5% more than in 2021.

SAFE INTERNET SERVICE TRANSITION
A review of CEnet's Web Content Filtering service, completed in late 2021, identified the need to broaden the service to encompass the diverse requirements for the provision of a safe and secure internet experience for all staff and students.

The revised service would include not only the provision of safe-by-default internet access, but greater protection from cyber threats, and the optional expansion of the service to support the challenges of remote learning and working.

A further outcome was also identified to provide greater visibility of student online activity to support learning, teaching and student wellbeing.

A Safe Internet as a Service (SIaaS) Implementation Working Group, led by CEnet's Infrastructure Team, was tasked with carrying out the transition to the new service throughout 2022.

The group delivered the following outcomes:
- Expansion of CEnet's Zscaler solution as the most suitable safe internet solution, reconfigured according to a new deployment model providing greater network control, increased security and improved traffic visibility/reporting
- Expansion of Zscaler hardware and associated network connectivity to cater for increasing internet traffic volume
- Completion of a proof of concept of the Saasyan student wellbeing solution for optional adoption by members as desired.
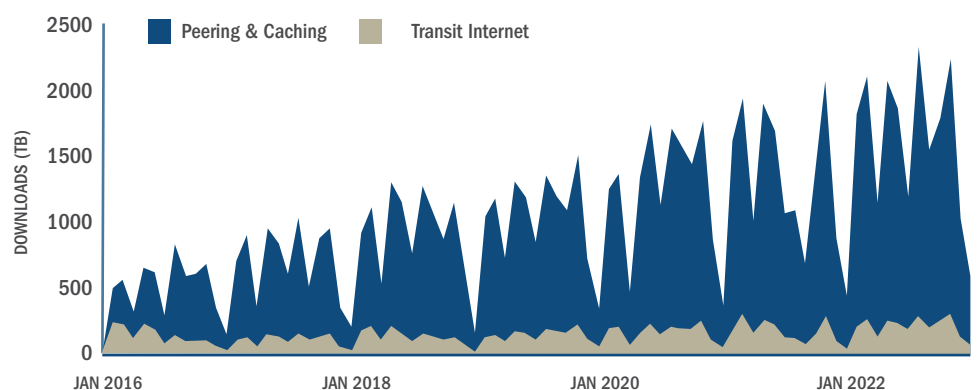
The SIaaS Implementation Project was a great success, receiving positive feedback from member representatives.

ZOOM VIDEO CONFERENCING
CEnet's Zoom Video Conferencing (VC) service continues to support member dioceses in their delivery of learning and teaching. Zoom VC is being used to enable a range of activities including expanding student subject choice in regional and remote areas, connecting students with wellbeing specialists, hosting parent-teacher conferences and offering virtual excursions.

CEnet also adopted Zoom Events during 2022 to provide an online platform for the delivery of key member engagement, professional learning and training events such as the 2022 ONCE Conference.

Internet Peering and Caching

Legend: Peering & Caching, Transit Internet. Y-axis: DOWNLOADS (TB), 0 to 2500. X-axis: JAN 2016, JAN 2018, JAN 2020, JAN 2022.

During 2022 there were:
- 256,047 Zoom meetings held
- 835,683 hours of Zoom meetings hosted
- 5.4 people, on average, participating in each Zoom meeting.

The VC service will undergo a review in 2023 as part of CEnet's focus on continual improvement. The review will be conducted in consultation with members to ensure that the service is contemporary and relevant, considers developments in the VC market, and meets the requirements of members.

AGGREGATE PROCUREMENT

CEnet's aggregate procurement service provides the opportunity for member dioceses to benefit from collective buying power. In 2022, total saving to members from aggregate procurement of software was more than $7.25 million.

An example is the group agreement providing access to Seesaw, a tool to support the development of student digital portfolios that enables parents and carers to view and support their child's learning. The agreement, commencing at the start of 2022, was structured to enable schools and dioceses to join when ready. Over the year, the solution grew to 15 member dioceses benefiting from the service, and representing an average 52% saving per student. To support the implementation of Seesaw, staff also had the opportunity to participate in workshops facilitated as part of the Catholic Learning Online professional learning program.

The growing list of agreements facilitated by CEnet includes:
- Adobe Creative Cloud
- Edval (Timetabling)
- Google Workspace Plus/Chromebook
- Lucid Education
- Oliver (Library management)
- Overdrive eBook Library
- PaperCut (Print management)
- Seesaw
- Screencastify (Screen video creation)
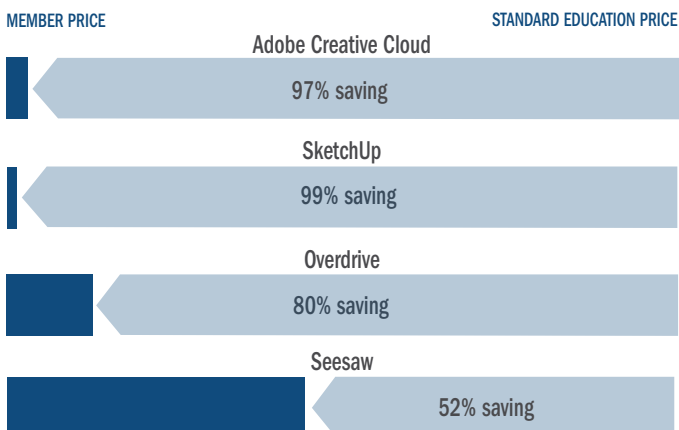- SketchUp Pro (3D drawing)

NAPLAN ONLINE READINESS AND SUPPORT

During the 2022 National Assessment Program - Literacy and Numeracy (NAPLAN) test period (10-20 May), member dioceses depended heavily on CEnet services such as secure internet, core network, and access management to ensure successful connectivity to the NAPLAN online test platform.
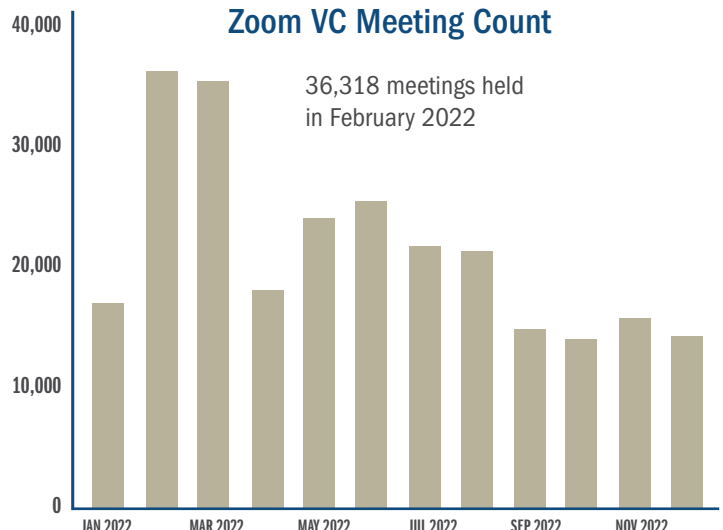
Preparations are made each year to maximise the successful NAPLAN online experience of students including:
- The review and update of network firewall rules that grant NAPLAN online access (based on the latest ACARA guidance)
- Engaging with connectivity providers and software vendors to raise awareness of the test period and avoid scheduled change conflicts
- Careful review of all change requests logged via CEnet's internal Change Advisory Board
- Development and close monitoring of NAPLAN-specific network performance dashboards.

Savings from Aggregate Procurement

MEMBER PRICE   STANDARD EDUCATION PRICE

Adobe Creative Cloud
97% saving

SketchUp
99% saving

Overdrive
80% saving

Seesaw
52% saving

Zoom VC Meeting Count

36,318 meetings held in February 2022

Collaboration & Learning

Catholic Learning Online Summit: Focus on Writing

The 2022 Catholic Learning Online Summit (CLOS) was held during the school holidays over two jam-packed days (6-7 July), with the theme 'Focus on Writing'.

The sessions were aligned to school priorities to support teachers to take their learning directly into the classroom.

Participants had the opportunity to engage in 10 workshops over the two days:
- Bringing Storytelling to life with Augmented Reality
- Writing Help with TextHelp
- You can teach an old (Google) Doc new tricks
- Using Scribo to supercharge student writing
- Writing and Screencastify
- Writing Process with Lucid
- Choose your own Adventure with Google Slides
- Bringing Writing to Life on iPad
- Publishing Student Writing to Sora
- Creating Scaffolds with Numbers.

The summit was well supported with registrations ranging between 50 and 85 participants per session.

NATIONAL PROGRAM INVOLVEMENT

CEnet holds a unique representative role in the context of national K-12 education.

Through the support of 17 Catholic school authorities across multiple states and territories, CEnet has a deep understanding of the diverse information technology environment that exists within Catholic education. This provides a strategic opportunity for CEnet to represent our sector in a range of national forums and initiatives.

Through the National Catholic Education Commission (NCEC), CEnet has been providing strategic oversight and advice on the development of a number of national initiatives for the schools sector during 2022. Most notably being the national Unique Student Identifier (USI) project and the Safer Technologies for Schools program.

The USI is one of eight national policy initiatives set out in the National School Reform Agreement. Under the agreed milestones, all Australian school students are to have a USI.

CEnet's role was to assist in representing the Catholic sector on the USI Working Group, and deliver a pilot system-to-system (API) integration with the National Schools USI platform. This has resulted in a ready-built integration pattern/process that can be used to deliver a USI to all CEnet students.

The Safer Technologies for Schools (ST4S) program is a nationally-aligned initiative charged with assessment of online educational products and services across a standard set of security, privacy, interoperability and safety criteria.

ST4S is coordinated by the National Schools Interoperability Project with key assessment activities performed by staff from educational jurisdictions across each state and territory including CEnet.

In 2022, CEnet assisted the NCEC to enable each of the Catholic school authorities within the CEnet membership and beyond, to gain access to the ST4S reports, that have in turn been used to inform safe adoption of applications and services within schools.

CATHOLIC LEARNING ONLINE

Catholic Learning Online (CLO) draws on expertise within CEnet member dioceses to identify and facilitate delivery of online professional development opportunities that reflects common needs within the membership.

CLO commenced in April 2020 in response to remote learning needs arising from the COVID-19 pandemic, and has grown to become an annual program of one hour events, as well as a two day summit (see story left).

In 2022, the service was enhanced by the introduction of an online event registration platform that enables participants to review course outlines and register for events.

During the year, 44 workshop and summit sessions were offered (all scheduled outside of school hours) with over 1,730 participants attending and others accessing the professional learning on-demand following the events.

Catholic Learning Online Events, offered during the year, included:
- Seesaw Beginners and Intermediate
- ClickView Primary and Secondary
- ClickView Interactives for Formative Assessment in Primary Classrooms
- ClickView Interactives for Formative Assessment in Secondary Classrooms
- Using Lucid to facilitate collaborative writing in the classroom
- Using Lucid to scaffold and support the writing process
- Using Lucid for Persuasive Writing
- Creating Effective Instructional Videos with Screencastify
- Using Video for Creative Assessments with Screencastify
- Microsoft Education - Creating a digital feedback loop
- Microsoft Education - Create your Flipped Classroom
- Microsoft Education - Build it, make it, know it! Design thinking with problem-based learning
- Let's do an Hour of Code
- Apple Teacher Mac - 3 session series
- Google Fundamentals - 5 session series
- Google Level 2 - 3 session series

ACEN EBOOK CONSORTIUM

The CEnet member eBook consortium ACEN, continues to be a highly successful and valued initiative, managed by a group of Teacher Librarians and other representatives, from 14 member dioceses.

Throughout 2022, the ACEN consortium continued to respond to the needs of Catholic schools from member dioceses with access to more titles to meet a variety of reading, learning and teaching needs.

The members of the working group collaborated to expand and improve the collection. This provided opportunities for 271,636 students to access the eBook library resulting in a total of 714,648 checkouts during the year.

SMEs DRIVING IMPROVEMENT

Throughout 2022, Subject Matter Expert (SME) working groups for the ONCE project delivered significant improvements through the change request process.

Each of these change requests required many hours of working group members' time in various consultation workshops in order to identify the problems, write requirements, test and document changes.

All change requests are logged and carefully reviewed via CeBAC, CEnet's change advisory committee.

See panel right for the change requests that have been delivered in 2022, as well as work in progress and approved change requests to be prioritised for 2023.

CEnet acknowledges all involved in the CeSIS and CeFMS SME working groups, project managers and CeBAC for their focus on improvement to our student information and financial management systems.

Total books borrowed: 714,648

DELIVERED
- Access settings for staff records in school portals
- Adding Celder to seven exports from Compass
- Automating schedule builder refresh in Ancestry
- Changes to receipt types
- Communication preferences for additional contacts
- Creation of a COVID contact tracing report
- Diocesan/CEnet staff access to school portals
- Drop down list of parishes within Compass
- Flexible timetabled session selection for students and attendance calculations
- Online enrolment-related payments for parents
- Removal of medicare numbers from Compass
- Report of students not billed
- Sydney Catholic Schools Ancestry migration
- Updating kiosk login to remove COVID requirements
- Verifying new address in 2022 for annual student residential collection report

IN PROGRESS
- Improving the add relationships process
- Privacy improvements for personal information
- Splitting staff/parent accounts for privacy
- Update access to update event risks

APPROVED
- Additions to the parish drop down list within Compass
- Allowing multiple lead teachers to be assigned to a given class and access to semester reporting
- Automating Compass access to align with HR/payroll system role e.g. teacher
- Completing a proof of concept to provide near real-time data from Compass e.g. attendance data when a roll is marked
- CSV file for enrolment reconciliation process
- Enhancing immunisation records and data clean up tool
- Enhancing the integration between timetable packages and Compass for the import of flexible timetabled sessions
- GetSchedule API file size changes
- Updating the invoice/receipting capability
- Verifying new addresses in 2023 for annual student residential collection report
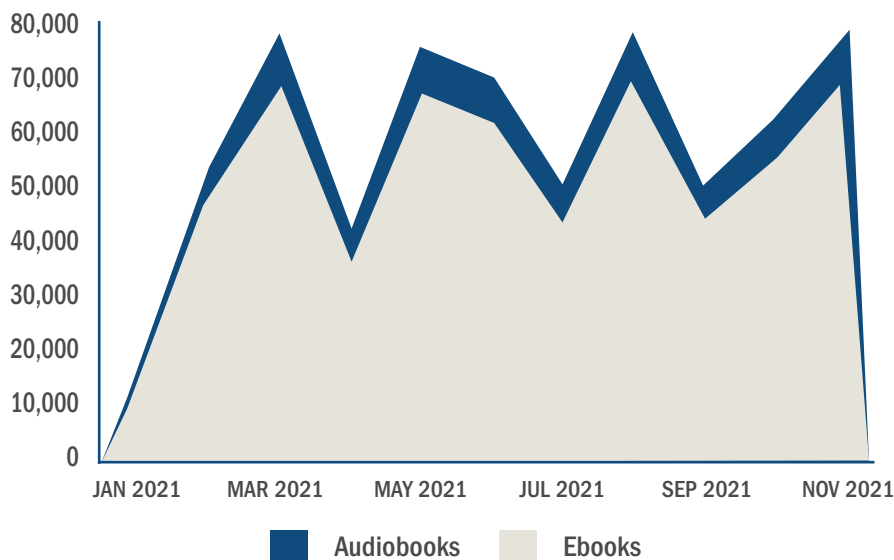
Culture & Community

CEnet braves the cold for Vinnies CEO Sleepout

CEnet staff have a history of supporting charity fundraising activities and this year was no exception, with staff again supporting the Vinnies CEO Sleepout to raise awareness and donations for people experiencing homelessness in the community.

On 23 June, Chief Executive Officer Mark Holyoake and Chief Information Officer Vicki Anderson (who slept out for Vinnies in 2021) braved the cold and the long winter night in Wollongong, and with Service Delivery Coordinator Jonathan Foley, raised $21,500 for Vinnies.

There are more than 116,000 people experiencing homelessness across Australia, with almost 60% under the age of 35. More than 17,000 Australian children under the age of 12 have no permanent home.

Mark said the Vinnies CEO Sleepout, which raised $9.5 million this year, is a valuable opportunity for staff to learn more about homelessness and to give back.

CEnet CULTURE RECOGNISED

For the third time in a row, CEnet has won the Human Synergistics Culture Sustainability award that recognises organisations which have sustained a constructive culture on a subsequent remeasure using the Organisational Culture Inventory (OCI) assessment.

CEnet has sustained a constructive culture since 2017. This latest award received in 2022, was based on CEnet's 2021 OCI assessment.

CEnet CEO Mark Holyoake said winning this award is no small feat.

"Human Synergistics hands out less than five of these awards per year despite several hundred organisations undertaking the OCI assessment," Mark said. "This award is a testament to CEnet staff who work tirelessly for, and with, our members, while working together as a team in a supportive and collaborative manner.

"It is a particularly pleasing outcome given the challenges presented by the COVID-19 pandemic in recent years and reflects the effort that our board, staff and members make to a collaborative and supportive culture," he said.

A key component of CEnet's culture is its support of the continual learning and development of its people.

For example, one of the initiatives undertaken during 2022 was CEnet's leadership development program. Seven employees took part in the 24-week program covering topics such as managing performance, coaching and developing teams, meeting challenges and building resilience, handling difficult situations and conversations, negotiation skills and more.

Future Work

Farewell to founding Chair Greg Whitby

After 43 years of service to Catholic education, CEnet founding Chair Greg Whitby AM KSG will be retiring at the end of 2022.

At a special farewell on 27 October 2022 with CEnet Board Directors, staff and friends of CEnet, foundation CEnet CEO, Bede Ritchie acknowledged Greg's outstanding contribution to the establishment of CEnet, and its impact on learning and teaching technologies and services for schools.

Bede said "without a doubt", the foundation of CEnet, which was the first company of its kind to exist within the Catholic Church, was due to Greg's vision and enthusiasm.

"From its inception, CEnet has been at the vanguard of technological innovation, being one of the first customers in Australia to deploy various technology solutions in education," Bede said. "Your vision has enabled the creation and evolution of CEnet and in doing so has directly benefited numerous diocesan school systems and an enumerable number of teachers and students. This vision has always been to '...support the provision of quality Catholic schooling and make sure every student receives a contemporary first class education'".

CYBERSECURITY PRACTICE

Cyber security continues to be a key IT risk management program for CEnet. In 2022, CEnet recruited a dedicated security architect to assist in uplifting CEnet's maturity in this space, and also maintain a clear and visible security roadmap on behalf of the CEnet members.

In 2022, a number of key investments were made, both in technology and process improvements, to assist in applying greater protections of CEnet's information assets. These technologies have resulted in an improved ability to protect, detect and respond to IT security incidents as they arise.

The key focus areas for 2022 were:
- Improvement in visibility through the use of security telemetry (data)
- Improvements to access security through the introduction of enterprise-wide multi-factor authentication and privileged access
- Improvements in security reporting and visibility for members.

As the world of cyber security continues to grow in complexity, CEnet's IT security program will also continue to evolve. CEnet's IT security program has established a roadmap with a set of activities aligned to global industry standards such as ISO 27000. The aim continues to be to strengthen the cybersecurity posture of CEnet, and individual member dioceses to deliver a safe and secure evangelisation, learning and teaching environment.

INFRASTRUCTURE STRATEGY

CEnet's Infrastructure Services provide a robust technical foundation for the delivery of CEnet services and internet connectivity to our members.

Current services in the infrastructure domain include:
- Core network and the data centre facilities in which CEnet's services operate
- Internet and connectivity providing safe and secure internet delivery to member networks and schools
- Infrastructure as a Service (IaaS) providing members with access to CEnet-owned servers (compute and storage), public cloud extension, and data centre space
- Applications including video conferencing and web hosting.

Commencing in 2022, and continuing into 2023, the Infrastructure Services team will develop an Infrastructure Strategy and Roadmap.

This will ensure CEnet's services, architecture and processes align to current and future needs, address infrastructure-related risk, and support CEnet's Strategic Plan.

CEnet community supports Lismore Flood Appeal

Lismore, on the north coast of NSW suffered devastating floods in 2022, with the Catholic Schools Office and six schools being severely impacted. The Diocese of Lismore launched the Lismore Flood Appeal and are doing their best to support staff and students. At least two companies from the CEnet community, Datacom and Google, have stepped forward with offers of assistance and we thank them for their generosity.

Financial Statements

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 DECEMBER 2022

	2022 $	2021 $
Revenue from ordinary activities	23,949,564	21,269,715
Salaries and associated costs	(7,107,504)	(6,540,614)
Information technology costs	(15,301,941)	(13,561,354)
Occupancy costs	(261,279)	(218,192)
Corporate costs	(661,670)	(572,588)
Operating costs	(315,507)	(191,373)
Finance costs	(99,370)	(131,695)
Surplus from operating activities	202,293	53,899
Other comprehensive income, net of tax	-	-
Total comprehensive income	202,293	53,899

The summary provided above was extracted from the audited financial statements for the year ended 31 December 2022. The financial statements are available upon request from CEnet or via the ACNC. The notes on pages 12 to 28 are an integral part of the financial statements.

STATEMENT OF FINANCIAL POSITION
AS AT 31 DECEMBER 2022

	2022 $	2021 $
CURRENT ASSETS		
Cash and cash equivalents	2,849,293	1,764,504
Trade and other receivables	427,381	540,194
Prepayments	2,974,500	2,874,756
TOTAL CURRENT ASSETS	6,251,174	5,179,454
NON-CURRENT ASSETS		
Plant and equipment	682,809	1,170,541
Intangibles	255,576	279,008
Right-of-use assets	1,634,421	2,702,990
Prepayments	21,678	28,518
TOTAL NON-CURRENT ASSETS	2,594,484	4,181,057
TOTAL ASSETS	8,845,658	9,360,511
CURRENT LIABILITIES		
Trade and other payables	1,448,203	1,058,120
Lease liabilities	1,490,908	1,146,407
Provisions	1,128,169	950,258
Income in advance	-	333,289
TOTAL CURRENT LIABILITIES	4,067,280	3,488,074
NON-CURRENT LIABILITIES		
Lease liabilities	402,820	1,722,810
Provisions	206,293	181,002
Income in advance	-	1,653
TOTAL NON-CURRENT LIABILITIES	609,113	1,905,465
TOTAL LIABILITIES	4,676,393	5,393,539
NET ASSETS	4,169,265	3,966,972
MEMBERS FUNDS		
Retained earnings	4,169,265	3,966,972
TOTAL MEMBERS FUNDS	4,169,265	3,966,972

The summary provided above was extracted from the audited financial statements for the year ended 31 December 2022. The financial statements are available upon request from CEnet or via the ACNC. The notes on pages 12 to 28 are an integral part of the financial statements.

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 DECEMBER 2022

	2022 $	2021 $
Opening balance at 1 January	3,966,972	3,913,073
Surplus attributable to members	202,293	53,899
Balance at 31 December	4,169,265	3,966,972

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2022

	2022 $	2021 $
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash receipts in the course of operations	26,667,918	22,686,930
Cash payments in the course of operations	(24,220,510)	(21,050,059)
Interest received	36,693	20,257
Net cash provided by operating activities	2,484,101	1,657,128
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for plant and equipment	(112,877)	(668,427)
Payments for intangibles	(9,500)	(101,605)
Proceeds from sale of plant and equipment	2,690	79,687
Net cash used in investing activities	(119,687)	(690,345)
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of lease liabilities	(1,279,625)	(1,236,973)
Net cash used in financing activities	(1,279,625)	(1,236,973)
Increase/(decrease) in cash held	1,084,789	(270,190)
Cash at the beginning of the financial year	1,764,504	2,034,694
Cash at the end of the financial year	2,849,293	1,764,504

The summary provided above was extracted from the audited financial statements for the year ended 31 December 2022. The financial statements are available upon request from CEnet or via the ACNC. The notes on pages 12 to 28 are an integral part of the financial statements.

CEnet Committees

MEMBER ADVISORY COMMITTEE

- Andrew Burgess - Diocese of Lismore
- Anne-Maree Creenaune - Diocese of Wollongong
- Jacqui Francis - Diocese of Townsville
- Liam Garvey - Independent
- Gavin Hayes - Diocese of Parramatta
- Amanda Houston - Diocese of Rockhampton
- Anne Rybak - Archdiocese of Hobart
- Andrew Watson - Diocese of Wagga Wagga
- Rob Wilkins - Diocese of Parramatta

EDUCATION SERVICES STANDING COMMITTEE

- Andrew Burgess (Chair) - Diocese of Lismore
- Christopher Bracken - Archdiocese of Hobart
- David Emery - Diocese of Wollongong
- Karen Gardiner - Diocese of Wagga Wagga
- Justin Graham - Diocese of Wagga Wagga
- Julie McLaughlin - Diocese of Rockhampton
- Jason Ranieri - Archdiocese of Sydney
- Vickie Vance - Diocese of Bathurst *(Retired 2022)*

CORPORATE SERVICES STANDING COMMITTEE

- Joanne Abrams - Diocese of Maitland-Newcastle
- Astrid Goss - Archdiocese of Hobart
- John McDevitt - Diocese of Rockhampton
- Richard McManus - Archdiocese of Sydney
- Anne Rybak (Chair) - Archdiocese of Hobart
- Chris Watts - Diocese of Townsville

DATA TRUSTEES COMMITTEE

- Anne-Maree Creenaune (Chair) - Diocese of Wollongong
- Debbie Baird-Bower - Archdiocese of Hobart
- Stefan Boffa - Diocese of Parramatta
- Damian Brotherton - Diocese of Darwin
- Andrew Burgess - Diocese of Lismore
- Damien Carlton - Bathurst
- Terry Carter - Diocese of Toowoomba
- Bruce Crawford - Diocese of Wagga Wagga
- Janine Conolly - Diocese of Cairns
- Michelle Davey - Diocese of Wollongong *(Retired 2022)*
- Simone Harding - Diocese of Wilcannia-Forbes
- Laurence Hosking - Diocese of Townsville
- Justin Matthews - Diocese of Armidale
- Robert Peers - Broken Bay
- Dr Phil Pettit - Archdiocese of Canberra and Goulburn *(Retired 2022)*
- Marcia Healey - Diocese of Rockhampton
- Anne Ryan - Diocese of Wagga Wagga *(Retired 2022)*
- Milton Scott - Archdiocese of Sydney
- Vickie Vance - Diocese of Bathurst *(Retired 2022)*
- Damian Wicks - Diocese of Maitland-Newcastle

BUSINESS APPLICATIONS COMMITTEE

- Greg Basford - Archdiocese of Sydney *(Retired 2022)*
- Richard McManus - Archdiocese of Sydney
- David Phillips - Archdiocese of Canberra and Goulburn
- Mark Ryan - Diocese of Parramatta *(Retired 2022)*
- Helen Smith - Diocese of Parramatta
- Rob Wikins - Diocese of Parramatta (Chair)

CEnet's Governance

CEnet exists as a result of the shared vision held by our member dioceses. This vision, to enhance learning and teaching in Catholic schools through members' participation and collaboration in a shared services organisation, permeates all aspects of CEnet's work.

CEnet's priorities and activities are informed by a comprehensive governance structure designed to ensure educational, administrative and technical needs are reflected in the work undertaken to support members.

The CEnet Board's primary role is the protection and enhancement of long-term member value through the provision of ICT and other shared services. The board is responsible for the overall corporate governance of CEnet including its strategic direction, expenditure, risk management and legal compliance. The board has delegated responsibility for the day-to-day operations to the Chief Executive Officer.

CEnet has a number of committees that draw upon the expertise within member dioceses. These committees exist to ensure that the needs of members are reflected in the activities of CEnet. The committees meet on a regular basis usually via the use of high definition video conference facilities to minimise disruption to dioceses.

On behalf of the CEnet Board and member dioceses, CEnet would like to thank all those involved in CEnet committees and working groups (unlisted) for their contribution throughout 2022.

CEnet

catholic education network

www.cenet.catholic.edu.au