This is a three year ARC funded linkage research project (2002-2005). The Industry Partners in this project are three non-profit Catholic, service organisations - Centacare Sydney, Catholic Education Office Parramatta, Catholic Education Office Wollongong, as well as Australian Catholic University. All these organisations have been affected by rapid change in two distinct but related ways. Firstly, all the organisations began as non-government initiatives of the Catholic Church, and secondly all three organisations have been affected by competition policy, particularly since the mid-1990s. The aim of the project is to develop socially responsible indicators to help leaders in service organisations make decisions when there is a tension between economic pressures and socially responsible practice.

The major research report contains the following chapters: Overview of the Project, Challenges in Context, Research Methodology, Tensions Faced, Making Mission a Reality, Addressing Conflicting Values, Socially Responsible Leadership and Ways Forward; Implications for Leadership, Learning and Practice. There is also a detailed chapter on Socially Responsible Indicators which contains the Indicators Framework as well as a guide for using the Framework in the different organisations.

The Summary Report entitled Socially Responsible Indicators: A Framework for Action for Social Service Organisations contains a brief introduction, overview and a discussion of the findings of the project. It also contains the detailed Indicators Framework for Action in Social Service Organisations.

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