

# Light and Darkness



**CENTRECARE**

Annual Report 2008 / 2009

Members of the Association and of the Board of Management

Centrecare Association Members:

- Stephen Walker President (term ended Oct 2008)
- Shauna Deane President (term commenced Oct 2008)
- Martin Gribbon
- David Pires
- Susan Rooney
- Kevin Wringe
- Tony Pires

Centrecare Board Members

- Martin Gribbon Chairperson
- Shauna Deane Deputy Chairperson
- Norman Brahim
- David Pires
- Tony Pires
- Stephen Walker
- Ann Robinson

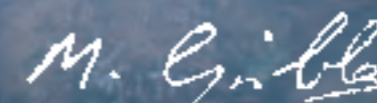
Kalgoorlie Management Committee

- Ian Paynter
- MaryAnne Bowler
- Robert Hicks

Acknowledgements of Funding Bodies and other supporters

- Catholic Education
- Christian Brothers
- R.B. Fishwick and Associates
- Department of Health
- Department for Child Protection
- Department for Communities
- Department of Consumer and Employment Protection
- Department of Corrective Services
- Department of Education and Training
- Department of Employment and Workplace Relations
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health and Ageing
- Department of Health and Ageing (Office of Aboriginal and Torres Strait Islander Health)
- Department of Housing and Works
- Department of Immigration and Citizenship
- Department of Racing, Gaming and Liquor
- Department of the Attorney General
- Family Relationship Services Australia
- Goldfields Esperance Area Consultative Committee
- Lotterywest
- Roman Catholic Archdiocese of Perth through LifeLink
- St Vincent de Paul
- Sisters of Good Shepherd
- Sisters of Mercy
- St Bartholomews
- Stronger Families Initiative
- The Congregation of the Sisters of Nazareth (Regional Section)

"it is critical that we stand back from being ever so busy and re-evaluate which is important, worth standing up for and of true value."



Martin Gribbon  
Chairman



Time seems to accelerate at an ever increasing and frantic pace these days — even young people think so! In this hectic and topsy-turvy environment it is so easy to become distracted and self-absorbed. All the more reasons to be grounded in the reality of life's worth and have a point of reference from which to refocus and get one's bearings. So, from time to time it is critical that we stand back from being ever so busy and re-evaluate which is important, worth standing up for and of true value.

On reflection, this last year can be characterised as being overshadowed by two major themes: the global financial crisis and the debate on climate change and global warming. What seems obvious on first impression is that these events are so significant and so all encompassing it is of little wonder that many of us, as mere individuals, can be shocked and overwhelmed by it all and frozen into inactivity. Whether we are engaged as staff, managers, board members or volunteers with Centrecare and its activities, we are all impacted with these significant global events — be it as private citizens with family or other caring responsibilities as well as by our professional involvement.

A second observation is that as human beings, we are all interwoven and attached to each other in so many ways, which may not be obvious at first glance. No longer can we assume that we can operate independently (either as individuals or as a community) as if we were an island — impervious to what is happening all around us. Investment decisions in China have direct impacts on our lives in Western Australia, particularly in our resources and mining sector. Share market plunges on Wall Street, directly affect markets and lengthening unemployment lines in Europe. There are numerous examples that even decisions taken by nation states to invest in speculative schemes can go wrong. The result has devastating effect on the lifestyle of ordinary people for years to come, impacting on such things as affordable health care and standard of living. The coffers of some university endowment funds have been stripped bare both now and well into the future by unwise financial decisions affecting their very viability. This impacts on institutions of learning and their ability to conduct research and their ability to offer scholarships aimed at poorer students. Retirement for some older workers has had to be placed on hold as the expected level of superannuation and pension funds on which they were relying dwindle away before their very eyes.

We hear of Pacific Island States desperately calling on developed nations to help reduce carbon pollution so that global temperature rises can be restricted to alleviate the pressure of rising sea levels. For some it seems that their very survival, customs, culture and way of life is in peril. We seem to be gambling with our economies and with our environment and ultimately with our very existence as we know it. There is a timely message to redefine the way that we and the rest of the world live and need to live in the future and for the future.

In Centrecare the impacts of these macro events can be felt in everyday experiences. Refugees escaping war torn strife and conflict in their home countries and seeking asylum in Australia. The stress on families of fly-in-fly-out employment practices. The high costs of rent and mortgage repayments can lead to defaults and homelessness. Reported higher incidences of depression and suicide — even more apparent in remote locations.

Being employed in, or connect to, an agency such as Centrecare gives us an opportunity to do something about reducing the excesses and to minimise the impact of macro events which are beyond the ability of any one individual to take on. As an agency, we are not alone; we can be a voice, a beacon, a foil for action and activity. We are stewards of the environment and the gifts which we have been given both individually and collectively.

We can develop and embrace policies and services which are empowering and life affirming, rather than those which deny community growth and fulfilment of life. Our leadership team are represented on numerous committees, boards and reference groups which influence policy, the development of services and recommending funding priorities. Each and every day, the work of Centrecare staff gives hope and encouragement to those whom they are working along side.

In 2009 we helped raise funds to support those left desperate, homeless and without anything, in the Abruzzo earthquake. Centrecare staff in rural and country areas work with people and communities facing dislocation and mounting economic and social problems.

Members of the Board also attended a workshop on "Governance and the Responsibilities of a Board Member" so as to equip us to carry out our financial and duty of care responsibilities expected of a Board.

It is crucial that we recognise and celebrate the work and service of Centrecare and its staff. Centrecare continues to be a source of strength and inspiration for us as well as for our community. Staff can be relied upon for their commitment, professionalism and dedication.

In my role as chairperson, I would like to thank the efforts and commitment of all Centrecare staff for the amazing work which they continue to produce week after week. Thank-you also to the support and backing provided by the Western Australian State and Commonwealth Governments through their many funding and programme activities. The on-going assistance of the Catholic Archbishop of Perth is very much appreciated and welcomed. The Centrecare Board provides diligent and well informed advice on how best to shape our future and we are fortunate to maintain the services of our very capable Director, Tony Pietropiccolo.

This Year's Theme

Annual Report 2008 / 2009



"There is a sense that we are emerging from the shadows and that Australia, especially Western Australia, will once again experience economic wellbeing."

Tony Pietropiccolo  
Centrecare Director

The last year has seen the global financial crisis shadow the world in darkness. It was felt close to home, with unemployment rates and foreclosures rising.

There is now renewed optimism that the nation is regaining its balance. As we move towards this new dawn, we must remember to focus our humanity on nurturing those that are still searching for the light.



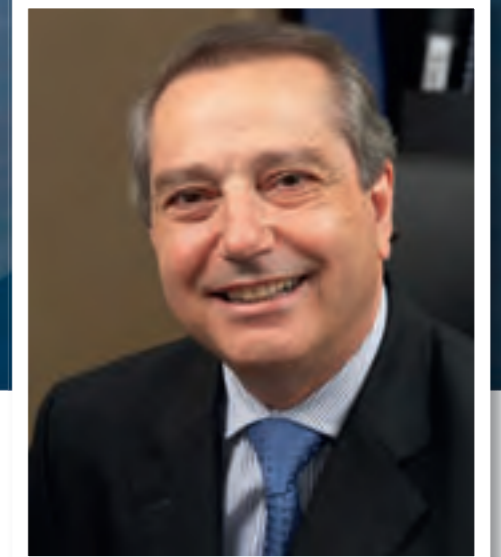


“Centrecare delivered 88 programs comprising of 102,699 contacts with 16,471 clients.”

Anniversary Celebrations  
Left to right Tony Pietropiccolo (Director) 20 years, Kathryn McIntyre (Client Services) 10 years and John Green (Property Officer) 10 years

“The work done by Centrecare staff is both difficult and professionally challenging. It requires a great degree of skill and sensitivity to undertake the tasks that they do. It is also exceptionally satisfying work.”

Tony Pietropiccolo  
Director



The financial crisis this past year rocked nations throughout the world, brought with it an end to a period of unprecedented economic growth and consumer confidence. It also created great financial instability for many individuals and families. It was as if overnight we had moved from a place of security and wellbeing, to a common experience of insecurity and unease. For some, it was as if the brightness of the sun had been replaced by a gloomy darkness.

This remarkable event became a source of reflection on matters such as the role of “the market” in our world, the impact of unfettered consumerism and the need for effective controls in matters of finance. The financial crisis also unmasked a great deal of self interest behaviour and a lack of concern for the impact of this on others. The last year or so has also been a time that has provoked each of us to reflect on our priorities and to reassess our plans for the future.

Thankfully, Australia did not experience the same depth of recession experienced in other countries. However, there is no doubt, that the economic slowdown had an impact on thousands either due to the loss of jobs, reduced hours of employment or reduced retirement incomes. For some, the effect of this has been to significantly revise retirement plans, reassess financial commitments, inability to meet living costs and often the consequent loss of important assets such as the family home.

During the year, Centrecare saw the impact of these changes especially in the area of housing, with more and more people seeking accommodation and less affordable housing being available. There was also an increased demand for the agency’s financial counselling services as people attempted to revise their commitments and deal with their financial stress. Centrecare also witnessed a greater need for emergency relief as individuals and families sought to deal with the difficulties of everyday life. Centrecare services gave people a helping hand and provided them with a sense of hope for the future. These supports were glimmers of light at a time of significant struggle for many of our fellow citizens.

More recently there has been renewed optimism that the worst of the financial crisis has passed. There is a sense that we are emerging from the shadows and Australia, especially Western Australia, will once again experience economic wellbeing. This possibility provides a great deal of hope for many individuals and families. However, there is a risk we may once again see significant increases in housing costs as well as a move towards risky, debt laden behaviour. We sincerely hope that these can be avoided.

Whatever the outcome of this renewed enthusiasm, Centrecare will continue to service the needs of its community. The work done by Centrecare staff is both difficult and professionally challenging. It requires a great degree of skill and sensitivity to undertake the

tasks they do. It is also exceptionally satisfying work. However, we know that their chosen vocation continues to mean working within a field that is poorly paid. During this year, Centrecare, along with other community based organisations has actively participated in working towards a better deal for workers in the not-for-profit sector. These efforts will continue until wages and funding to the sector are improved.

My thanks to all Centrecare staff for the significant contribution they make to both the community as a whole and Centrecare in particular.

My sincere gratitude also to the management team who continue to purposely guide Centrecare. Their significant efforts have allowed the agency to fulfil its mission of care and to do so in a highly professional manner. Their commitment and concern for the wellbeing of the organisation and its clients is exceptional.

My thanks to all our supporters, especially Archbishop Barry Hickey and the Catholic Archdiocese of Perth, our many funding bodies and others that are listed elsewhere in the annual report and of course Lotterywest whose significant contribution assist us greatly in delivering much needed community services.

My sincere thanks go to Martin Gribbon and all other Board members for their support and guidance during the past year. Their unwavering belief in the importance of Centrecare’s work provides great leadership to the organisation as a whole. It is also a source of motivation and inspiration to me.

This year has been my twentieth year at Centrecare. I am very grateful to the Centrecare Board, management and staff for making this year such a joyous and memorable one.

**Director's Appointments**

Chairperson	Canning Coalition Inc
Co-Chairperson	Community Employers WA
Chairperson	Community Sector Roundtable
Vice Chair	Family Relationship Services Australia
Committee Member	Alliance for Children at Risk
Committee Member	Australian Catholic Migrant and Refugee Office
Committee Member	Ministerial Advisory Council on Child Protection
Member	Catholic Education Commission of WA

Centrecare Gosnells branch officially opened 9th June 2009 by Honourable Robyn McSweeney MLC - Minister for Child Protection; Community Services.

The Agency celebrated the 20th anniversary of one staff member - Tony Pietropiccolo (Director) and the 10th anniversary of two staff members – Kathryn McIntyre and John Green.

Centrecare Goldfields, Esperance and Midland’s Family Relationship Centre held another successful “Festival of Hearts”.

Involvement in the formation of Community Employers WA (CEWA). CEWA was formally launched in October/November 2008.

Centrecare participated in the Abruzzo earthquake appeal.

Centrecare staff participated in NAIDOC week 2009 activities.

The Agency is ISO 9001:2008 certified and is audited by SAI Global.

Executive Manager Gosnells, Leanne Strommen, appointed secretary to Community Housing Coalition.

The Bunbury office was the recipient of the 2008 Bunbury diocese CatholicCare Christmas Appeal.

Executive Manager Djooraminda, Glenda Kickett, appointed Chairperson of NAIDOC.

Delivered 88 programs comprising of 102,699 contacts with 16,471 clients.

Djooraminda has participated in the following reference groups:

- DCP Aboriginal Reference Group
- DCP Family Support Services Strategic Framework
- DCP Out of Home Care Expansion
- DCP Foster Care Team Development and Support
- DCP Aboriginal and Torres Strait Islander Child Placement Principle
- DCP Early Intervention Project
- DCP Tier One Level Services Family Group Home
- National Indigenous Representative Body.



Top: Opening of the Gosnells office. Bottom: The Life Skills kitchen in the Gosnells office



During the last year, we have experienced the global financial crisis, which has impacted on each and every one of us. In particular, the mining community in Western Australia has experienced this first hand. Due to the economic downturn, there has been even more need by the broader community for support via the services offered by Centrecare.

To address this, Centrecare has expanded on its geographical locations with the recent opening of our Gosnells office. This office supports the delivery of services such as:

- Transitional Accommodation Support Services (TASS)
- Supported Housing Assistance Program (SHAP)
- Solid – Youth at risk of re-offending
- Re-entry program
- Centrecare Migrant Services Life Skills

In order to support the Life Skills Program, Centrecare has incorporated into the building design, two fully functional kitchens where migrants are instructed on the safe use of appliances in a typical Australian kitchen.

Centrecare staff delivered 88 programs throughout the community in the past year and has had contact with more than 102,000 clients. In delivering these services successfully, Centrecare staff, who are highly skilled in their profession, remain passionately committed to their clients.

In recognition of our valuable asset — our staff — Centrecare has implemented increased benefits such as:

- one week additional leave (in addition to four weeks annual leave)
- 12 weeks paid maternity leave
- salary packaging
- a new scheme that involves staff salary sacrificing 20% over four years and receive the fifth year as paid leave
- a five percent increase in salary

This has had a positive effect, with Centrecare experiencing an increase in tenure of their staff, resulting in greater expertise and consistency in the delivery of our raft of services. Additionally, we have also implemented a clinical excellence team to ensure the quality of our services remains at a high standard.



A Centrecare workshop presented by Peta Slocombe

The last year saw the creation of a portfolio exclusively committed to the development and advancement of professional practice at Centrecare.

Encompassing all sites, the Principal Advisor to the Director – Professional Excellence position was established to reflect the support and development of leadership, clinical and administrative standards. It reflects that in an increasingly diverse organisation, all Centrecare staff share a common commitment to the highest standards of practice. The role also provides coordination of internal staff wellbeing from a mission and Employee Assistance Program perspective. Initial activities have focused on training and development, restructure of the supervision system and leadership training and development.

The creation of a Clinical Leadership Team enables a cross agency forum of experienced practitioners to come together to enhance clinical supervision across Centrecare. Along with the Assistant Manager's forum, it is a regular opportunity for multi disciplinary staff to maximise the resources and skills within Centrecare, together with informing policy development and discussing changing needs and experiences of staff.

Over the past year, staff from across all sites attended a series of Ethics, Risk & Best Practice workshops conducted by the Principal Advisor, which continued to open a dialogue across sites in addition to reminding us of the significant skills that exist within Centrecare.

Core training competencies continued to be provided internally, including Suicide and Risk Assessment training, Mental Health First Aid, Supervision Training, Solution Focused Brief Therapy & Advanced Clinical Practice, to name a few. These occurred in metro and regional sites.

Facilitated Team Building, Leadership Coaches to work with Assistant Managers and Team Leaders, and Executive Management Team Support have also been completed as part of this focus.

Sincere thanks to the Director, Executive Managers and staff at all levels for their warm integration of this role and its purpose.

**Peta Slocombe**  
Principal Advisor – Professional Excellence

## Accommodation Services

- Aboriginal Family Housing
- Community Housing Program
- Crisis Accommodation Program
- Djooraminda Out of Home Care Program
- Support and Advocacy Services - Private Rental – Balga, Mirrabooka, Maylands/Swan, Midland and Bassendean
- Supported Accommodation Assistance Program
- Supported Housing Assistance Program
- Transitional Accommodation and Support Services



Centrecare works tirelessly with the Aboriginal community



Left: Department of Corrections staff were invited to a Bunbury morning tea on 2nd June 2009. Right: Centrecare Bunbury staff

“Centrecare Bunbury ensured its place as a highly regarded and integral counselling agency.”



The [Aboriginal Family Housing Service](#) provides long-term housing and support for six aboriginal families who are currently homeless or seeking permanent and stable accommodation. This service attempts to stabilise families and develop their ability to continue the tenancy on their own with the Department of Housing and Works.

[Seven families worked with the program for housing under this service and there were three successful tenancies rolled back to the Department of Housing](#)

The [Djooraminda Out of Home Care Program](#) provided long-term accommodation, support and counselling to 19 Aboriginal and Torres Strait Islander children in our care.

The children are cared for in our cottages by Aboriginal and Torres Strait Islander carers and are supported with their care issues by our Social Workers who advocate on their behalf with the Department for Child Protection. The children have counselling in the form of art and play therapy which is provided by our Children’s Counsellor.

Djooraminda encourage the children to participate in cultural activities such as:

- Junior NAIDOC Ball on 9th July 2008.
- Djooraminda NAIDOC Day celebration on Tuesday 7th July 2008, which included tasting traditional food of kangaroo and damper and participating in traditional dancing and story telling from Wadumbah dance group.
- National Indigenous Children’s Day karaoke was on 4 August 2008.

## Highlights

Successful reunification of a five year old girl with her family who had been in our care since a baby.

One of the younger girls competed in an international gymnastics competition in Singapore (7th - 8th March) and finished sixth overall for her age group.

Two of the older girls volunteered for the National Youth Week.

Four of the children participated in the WA Gymnastics.

Two older girls attended the University of New South Wales (UNSW) Winter School Camp in Sydney with their school.

Carer training in Behaviour Tonics and Protective Behaviours.

Completed and printed the Djooraminda Carer Booklet – a guide for Carers.

The [Support and Advocacy Service](#) (for people in private rental) works with individuals and families who are at risk of losing their tenancy and/or facing discrimination in their endeavour to maintain stable housing. Workers assist with a myriad of issues including; mental health, financial, drug and alcohol, family and domestic violence and racism.

[102 households were provided various interventions to prevent eviction, stabilise a tenancy or find alternative long-term housing in the Balga/Mirrabooka/Maylands and Middle Swan/Midland/Bassendean corridors](#)

Centrecare’s Bunbury office provides short-term counselling and group work for women, men and children who are experiencing challenges in their lives. Over the last year this service has built upon its reputation for providing a quality service. This has ensured its place as a highly regarded and integral counselling agency in the Southwest. During the year counselling and group work was provided through its [Bunbury Counselling Service](#) and [Domestic Violence Perpetrator Support Service](#). Services are continually in high demand and operate at capacity year round.

The Bunbury office was also the recipient of the 2008 Bunbury diocese CatholicCare Christmas Appeal with \$15,000 being provided for the research and development of an innovative anger management program for young people in the Bunbury diocese.

The team has continued to build links in the broader Southwest community with team members actively engaging in local committees. The relationship with the Southwest offices of the Department of Corrective Services were also strengthened during this period with staff from the Department attending a networking morning tea in May 2009.

[Provided services to 508 violence clients](#)

[Facilitated a four session group program to 43 year 11 students](#)

## Bunbury Highlights

Participation at the Edith Cowan University (ECU) Bunbury Campus Social Work Expo in October 2008

Silent Domestic Violence Memorial March represented by Centrecare in April 2009

Participation on Family Relationship Centre Reference Group

Participation on the collaborative inter-agency White Ribbon Day Committee

Participation on the Family and Domestic Violence Inter-agency Committee

Participation on the Bunbury Early Years Network group

Regular representation at the Psychotherapist and Counsellors’ Regional Group meetings

Provided a 10 week Women’s Family and Domestic Violence Support Group

Provided an ongoing monthly ‘Grand Parenting’ Support Group

Provided an ongoing weekly Men’s Family and Domestic Violence group for clients mandated through the Department of Corrective Services

Provided a four session Preventing Abuse in Relationships (PAIR), program to Year 11 male students at MacKillop College in Busselton

### Individual Family Support

- Aboriginal Family Support Services
- Family Link
- Family Mental Health Care
- Family Relationship Counselling
- Family Dispute Resolution Services
- Family Support Program
- Indigenous Family Program
- Men and Family Relationships
- Parent Link Home Visiting Service
- Post Pregnancy Counselling
- Primary Dispute Resolution



“Working collaboratively with a variety of community agencies for the wellbeing of families and children.”



Top and Left: Centrecare staff leave their mark during National Reconciliation Week in May 2009

The [Aboriginal and Torres Strait Islander Family Support Program \(ATSI\)](#) provides support and counselling to Indigenous families where there is a risk of children being removed from their families and placed into care. The Community Caseworkers advocate on behalf of our clients with government and non government agencies in relation to tenancy and housing, children, health concerns, educational issues, family and domestic violence, justice issues and financial concerns.

[Family Link](#) provides counselling and support to families facing difficulties at any stage of the relationship cycle, seeking to enhance their integration to local community services and maintain social networks.

[Provided 252 clients with 496 sessions of counselling](#)

Centrecare’s [Family Relationship Skills Training](#) provides a wide array of group programs for men and women, as well as individual and family therapy, with the explicit aim of improving the individual’s ability to relate to others in positive and healthy ways.

[Provided 8 different group programs over 27 sessions with 60 participants](#)

The groups included:

- Breakthrough to a Positive You
- Breaking the Cycle of Anger and Hurt
- Relating to Self and Others
- Understanding Anger in Families
- Living with Teenagers

[Family Dispute Resolution](#) continues to be a service that has a rapidly increasing demand to provide a professional alternative for parents to negotiate parenting agreements and property settlements – while keeping the best interests of the child paramount.

[Provided 615 clients with 1,787 sessions of family dispute resolution](#)

[Added the services of a Child Consultant at Mirrabooka](#)

The [Indigenous Family Program \(IFP\)](#) has worked consistently with Indigenous families to support and advocate on issues such as housing and homelessness, employment, education, health, alcohol and drug abuse, family and domestic violence, parenting and care issues for their children. The Community Caseworkers’ have liaised with government and non-government agencies to support the families to make positive changes in their lives.

### ATSI/IFP Achievements:

Grandparents, through advocacy and mediation support, achieving equitable services from government departments and providing appropriate and safe care for their grandchildren.

Families with traumatic histories developing their parenting skills, with support from Djooraminda, have been able to have the children remain in their care and no longer have Department for Child Protection (DCP) involvement.

Providing support to the whole family, including the development of fathering roles and men’s health.

Working collaboratively with a variety of community agencies for the wellbeing of families and children.

Developing wide networks with government agencies to enhance Aboriginal and Torres Strait Islander people’s access and participation in decision making.

Providing early interventions for isolated families and engaging them with relevant community services such as community health professionals.

The workers getting increasingly more respect in the wider community and being asked for advice and consultation.

Achieving the ultimate results in case management; where the client no longer needs us in their lives.

Centrecare’s [Parent Link](#) provides volunteer home visiting service to parents with children -6 years. The program harnesses and facilitates community volunteer spirit toward developing parenting skills and techniques for the benefit of the whole family.

Four groups, “Parenting – The Early Years” were run for community members. The service was instrumental in establishing the Parenting Information Centre at Mirrabooka Square Shopping Centre

[Provided 53 families with volunteer support and resources to enhance and develop their parenting skills](#)

[123 parents and caregivers attended parenting workshops](#)

## Youth Services

Children’s Groups and Counselling Services

Family Focus Counselling Service

Intensive Youth Support Service

Parent Adolescent Conflict Counselling Service

Parent Teen Link

SOLID

Support and Counselling Services for Children in Family Supported Accommodation (SKY)

Youth Outreach Intensive Support Service

“The aim is to empower young people to participate actively and positively, and improve their interaction and communication with their families, peers and other significant persons.”



Right: Our future generation

**Family Focus Counselling Service** provides support to young people and their families who are experiencing conflict and/or a range of difficult life issues. The aim is to empower young people to participate actively and positively, and improve their interaction and communication with their families, peers and other significant persons. The service supports and encourages young people and their families to explore various relationship difficulties within the family unit through individual counselling, mediation, family counselling or a combination of the therapies in Perth, Midland, Mirrabooka and Joondalup branches.

Family Focus Counselling Service has responded to a request for an early intervention program for school communities which is inclusive of parents, teachers and young people. The program offers interactive workshops covering topics such as self-esteem, cultural diversity, cyber-communication, bullying and respectful relationships, through a variety of mediums such as group discussion, simulation games, verbal and written exercises. Through youth and parent forums based within the school environment, the program promotes respectful relationships, positive mental health, encourages an opportunity for young people to develop the language of emotion and to express themselves with confidence, and increase awareness of the impact of the biological changes of adolescence on the family and community. These programs encourage and support a smooth transition for young people into adulthood, and assists them and their families to become self-reliant and consequently strengthen familial and community bonds.

Provided 1,132 clients with 1,197 sessions

## Highlights

Development, implementation and facilitation of an early intervention school program inclusive of the school community, young people and their parents

Establishment of a Memorandum of Understanding between Centrecare Inc and Ballajura Community College and connecting the early intervention program to the school’s Health Curriculum for Year 11 and 12

Working in collaboration with Midland Family Relationship Centre in delivering the “Children in Focus” seminar to separated parents and care-givers and providing crisis counselling and referral when required

Working in collaboration and the development of direct referral pathways to agencies such as Red Cross, Foster Care WA, Department of Communities, Crisis Care, Karnet Prison, DCP, Domestic Violence Advocacy Service, Grandcare, Passages Resource Centre, Palmerton Association and Juvenile Justice

Development and implementation of the “Drumbeat” program in schools and in family counselling sessions when dealing with high conflict

The **Intensive Youth Support Service (IYSS)** outreach program continues to develop a reputation as an accessible and high quality support program for young people and their families that has the capacity to see young people at home, school or other community spaces.

The IYSS team participated in the Mindarie Senior College Open Day, representing Centrecare amongst 30 other agencies present to enhance the students’ awareness and knowledge of mental and physical health services in the community.

35 young people were supported in this program (286 sessions) as well as an additional 21 siblings, parents and relatives who were provided with a range of information, advocacy and counselling.

**Parent and Adolescent Conflict Counselling Service** continues to service a growing area of need in the northern suburbs for young people and families looking for the provision of individual, couple and family therapy.

Provided 296 clients with counselling services

Provided ‘Parenting Teens’ seminar in conjunction with the City of Joondalup.

**Support and Counselling Services for Children in Family Supported Accommodation (SKY)** program ran an after-school program for boys aged 4-12 during the 2nd and 3rd terms of 2008. The group was designed to seek similar outcomes to “Sky Girls”, using different approaches which appealed more to the boys. The boys were involved in outdoor and indoor games and activities at Castle Glen Pavilion in Thornlie and looked at themes such as teamwork, bullying, identity and nutrition.

Provided 152 clients with 1,560 sessions

The **Youth Outreach and Intensive Support Service**, working in conjunction with the **Intensive Youth Support Service**, compliments and expands Centrecare’s presence at local community events and delivers a wide range of workshops to young people at school.

20 young people were engaged in with this program to divert them from contact with the criminal justice system.

Facilitated groups attended by 127 young people at locations such as Yanchep Community Centre, Banksia Grove Youth Centre and Wanneroo Youth Centre.

Drumbeat Workshops at Duncraig Senior High School and Banksia Grove Community Centre with the City of Wanneroo

### Family and Domestic Violence

- Domestic Violence Victim Support and Advocacy Service
- Men's Domestic Violence Counselling Service – North Metropolitan
- Specialised Family Violence Service
- Spouse Abuse Counselling and Education
- Children's Family and Domestic Violence Service



Centrecare works with a solution focussed approach



Centrecare Executive Manager Melissa Perry with Michael Egan, Burswood Senior Manager Gaming Regulation, left, and Hon Terry Waldron MLA

### Additional Counselling and Support Services

- Community Drug Service Team
- Financial Counselling Service
- Gambling Help WA
- National Illicit Drug Strategy Program

Centrecare **Family and Domestic Violence Services** continue to build upon its reputation of excellence in the provision of individual and group counselling for men, women and children. The service works with all parts of the family system aiming to prevent harmful and violent patterns of behaviour from repeating inter-generationally by heightening client's awareness and by taking responsibility for their behaviour.

### Highlights

- Member of White Ribbon Day Co-ordinating Committee
- Attendance at the 19th Annual Silent Domestic Violence Memorial March
- Participation in the National Child Protection Week
- Representative from State funding body observed men's group and was impressed by the professionalism and expertise of the facilitators
- Development and provision of training on the impact of domestic violence to staff at the Midland Family Relationship Centre and Family Court workers
- Presentation at the Nardine Women's Refuge on domestic violence and working with perpetrators
- Provision of two "Men Choosing Respect" 24-week men's group program
- Provision of two "From Abuse to Self Respect" 24-week women's group program
- Provision of four "Healing Space" 8-week children's group program
- Attendance and participation in Domestic Violence Advocacy Service / Department of Community Protection / Anglicare / Police / Legal Aid / Centrecare / Relationships Australia monthly forum



Centrecare staff attending Responsible Gambling Week

The **Gambling Help WA** team actively participated in the Responsible Gambling Week in Western Australia from the 22nd to 26th June 2009. The Responsible Gambling Week initiative was driven in partnership between Centrecare, Lotterywest, Burswood Entertainment Complex, TAB and the Department of Racing, Gaming and Liquor.

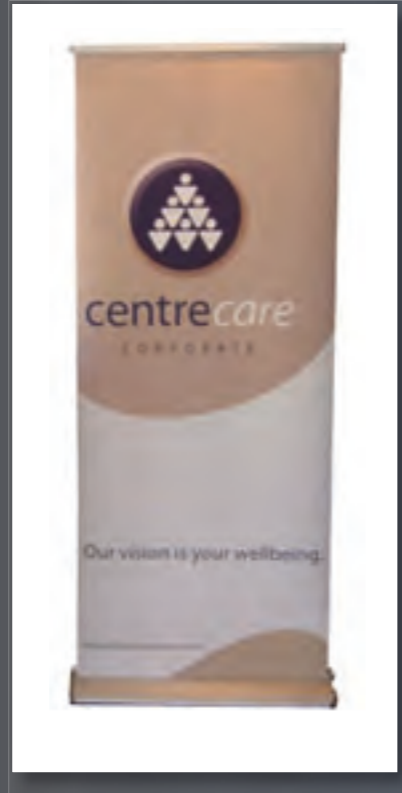
The key theme was "Gamble Aware - Know your Limit - Play within It" which emphasised the need to undertake gambling activities in a responsible manner while setting an affordable spending limit within which to play. Stakeholders held events throughout the week and Centrecare invited stakeholders to afternoon tea on Friday the 26th of June 2009 to close the week. Counsellors performed a role play that highlighted signs of problematic gambling behaviours to business owners and ways they can promote responsible gambling strategies. Centrecare and key stakeholders, collectively, have made a commitment to continue to raise the awareness of responsible gambling in the Western Australian community.

Centrecare provides free individual, couples and family counselling to people experiencing problematic gambling and their family and friends.

**Provided 415 clients with 1,660 sessions**

### Centrecare Corporate

- ACCESS – Employee Assistance Program
- Consultancy
- Counselling
- Critical Incident Response
- Dispute Resolution
- School Based Services
- Training
- Vibrant Workplace TM



Our Vision is your wellbeing

“We have introduced a child inclusive model for family dispute resolution which reflects our commitment to hearing the child’s voice.”

### Midland Family Relationships Centre



Festival of Hearts continues to be a popular activity enjoyed by both staff and the public

Centrecare Corporate are committed to individual, team and organisational wellbeing. Our team are formally contracted to provide counselling and mediation services to over 100,000 Western Australians. Our success is achieved through partnerships with organisations who recognise that people are their greatest resource, and that personal and workplace difficulties are increasingly harder to separate. For this reason, it is in the best interests of individuals, families and the workplace that professional and confidential support services are available to those who need them.

Centrecare Corporate’s [ACCESS Employee Assistance Program](#) continues to provide unrivalled service delivery in a cost effective and accessible manner for Corporate and Public Sector organisations.

Centrecare Corporate continue to stay abreast of international research on best practice and outcomes focused, evidence based practice across all of our services. This knowledge is applied in practical, hands on training for professionals that concentrates on how to understand and focus on the clients’ needs and be adaptive to clients’ unique experiences and resources. Through our scheduled training programs 251 individuals attended the 16 workshops offered.

[Provided: 1,723 clients with 4,324 counselling sessions](#)

[50 tailored training programs](#)

[39 dispute resolutions](#)

[43 serious incident responses](#)

[31 corporate coaching sessions](#)

[50 management consultancies](#)

The [Midland Family Relationship Centre \(FRC\)](#) has continued to offer a range of innovative family services to members of the community in the last year.

We have introduced a child inclusive model for family dispute resolution which reflects our commitment to hearing the child’s voice. The service has received positive feedback from parents who have welcomed the opportunity of their children speaking to an independent child consultant to bring the child’s voice into the joint session. Farida Lang, child consultant said “I have worked with a number of children and young people who really benefit from telling their story about the impact the parental separation is having on their lives. Parents have told me that it helped them to understand that children need lots of support and understanding. This new service certainly appears to meet the needs of parents and children.”

The Midland FRC works with a large number of parents, carers, grandparents and step parents in the [Children in Focus](#) seminar. The seminar is an interactive program designed to offer parents/carers information on the family law reforms and focus on the developmental needs of children. A partnership with Centrecare counselling has led to more parents accessing this much needed support.

The Midland FRC [Service to Prisoners](#) was introduced in 2008 and is now delivered to five institutions. This has been ground breaking work that meets the needs of imprisoned parents to learn more about the family law changes and for

some, to resume a relationship with their children. The work has received positive comment from the Department for Corrective Services. We are hopeful that this program, which has been specially designed for prisoners, will be rolled out to more prisons in the near future.

Legal Aid WA and the FRC developed a pilot program involving referrals of clients to Legal Aid for assistance and support. This is the first time a FRC has worked together with Legal Aid in sharing information to assist clients receive help in cases where family violence is an issue.

The centre has also seen a significant increase in the number of grandparents attending, which reflects the growing awareness in the community for family dispute resolution for extended family members, including step parents. The important role extended families play in the welfare of children and young people, is something the FRC has been promoting.

Karen Kickett, our Indigenous Adviser, was one of the few Western Australian representatives invited to participate in research being conducted by the Australian Institute of Aboriginal and Torres Strait Islander Studies. Karen went to Canberra to share her experiences of working as a Family Dispute Resolution Practitioner with Indigenous and non Indigenous clients.

[Provided 3,698 clients with 18,490 sessions](#)

Goldfields

- Capacity Building Grants Program
- Community Re-entry Service
- Early intervention Service
- Financial Counselling Service
- Independent Living Skills
- Indigenous Substance Misuse Service
- Regional Domestic Violence Service
- Supported Housing Accommodation Program
- Youth at Risk Service



Warburton local traffic



Centrecare staff travel to remote places

Over the last year, considerable ground has been covered in progressing Centrecare’s Client Services Centre building contract at Egan St, Kalgoorlie. The Centre will house 50 staff, be a community facility where education, group sessions and information sessions can be conducted. Being centrally located will assist client’s accessing our services.

The facility:

- will provide counselling and support services for over five thousand clients per year within the Goldfields region
- will provide a venue for group or family counselling sessions involving extended family members (Indigenous client focus) upwards of 10-15 participants, with two counselling rooms culturally appropriate for Indigenous clients
- is consistent with current client demographics attending “office-base services” excluding comprehensive outreach services

The **Community Re-entry** service offers counselling, advocacy and support service for offenders incarcerated in Eastern Goldfields Regional Prison. This service also provides counselling and support to family members. The program assists people to access identification, training, employment and personal records three months prior and six months post release. Re-Entry staff visit the prison and provide Life skills sessions. An eight week course was held with female prisoners using Cognitive Behaviour Therapy (CBT) and the feedback from the prisoners was very positive.

[Provided 106 clients with 424 sessions](#)

The **Financial Counselling Service** in the Goldfields assists individuals and families on low incomes, experiencing financial difficulties. The service works with clients to resolve financial crises such as the risk of legal action, loss of essential services or eviction. It offers information, conducts assessments and provides options and support to assist consumers to address identified problems. It also assists clients to manage their financial situation more effectively. This service is free and acts in the best interest of the consumer, without of any commercial benefit and conflict of interest. The financial counsellors have been commended by the Kalgoorlie community for their workshop presentations, which have been held at local parks to itinerant community members. Budgeting workshops have also been held at the Eastern Goldfields Regional Prison.

[Provided 286 clients with 1,144 sessions](#)

The **Independent Living Skills (ILP)** program provides a community based support service for up to 10 hours per individual per week for people with serious and persistent mental illnesses. These services may be provided in a range of accommodation settings including private rentals, own homes and alternate living arrangements.

[Provided 7 clients with 182 sessions](#)

During the year, staff from the **Indigenous Substance Misuse Service** represented the agency at an Esperance Local Drug Action Group event where Esperance High School students presented a film they had produced about drug issues. The team also promoted the service to the Co-coordinator of Escare Inc. family services, Doc Reynolds – a member of the local Indigenous Community/Shire Councillor, a representative of Max Employment and the Principal of the Norseman District High School. Workers also participated in a community forum hosted by the Yorgum Aboriginal Corporation.

[Provided 114 clients with 456 sessions](#)

### Migrant Services

Integrated Humanitarian Settlement Strategy (IHSS)

Settlement Grants Program

Adult Migrant English Program (AMEP)

Specialist Accommodation

Specialist Youth

Migration Advice Service

Employment Directions Network

Former Child Migrant Service

Community Visitors Scheme

“Centrecare Migrant Services worked to build leadership skills and initiative in young people, to better enable them to prosper and contribute to their community.”



Right: Clients of the Integrated Humanitarian Settlement Strategy (IHSS) attend a 'Welcome to Australia' BBQ

The Migrant Services have experienced some positive changes over the last year. A surprising positive that has come out of the economic downturn is rental accommodation has become slightly easier to source for newly arrived migrants. Vacancy rates have risen in WA to over 3% from the lows of less than 1% experienced 12-18 months prior. Rents have not become more affordable for humanitarian migrants but the frequent, large rental increases have all but stopped. Accommodation is still a significant issue to migrants for many years after arriving in WA.

Internally, we have been able to implement some long overdue changes to the services to better meet a variety of client needs. One new initiative is the development of an extensive, integrated Australian Life Skills training calendar. Group workshops cover subjects such as parenting, nutrition, women's and men's health, police and the law, and tenancy rights. These events provide an opportunity to meet and socialise while gaining valuable information to assist in settling in their community.

A second initiative has been the commencement of a weekly conversational English group. This group supplements the academic English tuition that entrants receive and provides a social and supportive opportunity for people to practice their English in a comfortable, inclusive environment.

Lastly, we have continued to look for ways to better meet the psychological needs of entrants, by developing a group counselling program that runs complementary to the Torture & Trauma Counselling section. This group program looks to address the culture shock and isolation felt by many new entrants to Australia. Issues of regret, grief and loneliness are put in context while more practical issues such as parenting are discussed. Mutual support and the connection of similar issues help those who attend, find a sense of place and context for their fears, while hopefully finding support and friendship along the way. The course ends with the replanting of a tree to symbolise the laying down of new roots and growth for the future.

This year [Migration Advice](#) provided information such as asylum and family reunification, and has continued to see an increase in demand for their services. A number of initiatives, to better meet this change, will be launched in the new year.

[Provided 450 clients with advice and assistance/ representation provided to over 110 of these clients](#)

The [Settlement Grants Programs \(SGP\)](#) continued to develop its education and advocacy services with an expansion of its collaborative networks. The youth service combined with schools and other migrant services to provide Christmas holiday camps for young men and women. The camps, entitled "The Circle of Courage", worked to build leadership skills and initiative in young people, to better enable them to prosper and contribute to their community.

[Provided 175 clients with 662 contacts](#)

[Conducted 126 school workshops with 3,289 students](#)

The [Employment Directions Network \(EDN\)](#) has also worked hard to deliver outstanding services to their clients and build capacity in other agencies to support the CaLD community. Employers, unions and training services have all benefited from EDN assistance and many more clients have gained meaningful employment.

A final positive change was the expansion of offices to include our Cannington branch. This provided more space for staff, better facilities for clients and opportunities to try new initiatives for the benefit of all.

[Provided advice to 228 clients through 1,200 contacts](#)

"I have made good progress and starting to feel better about myself and the issues I had experienced with a past work colleague. Many thanks."



Dear Centrecare

"...has helped me identify my feelings and helped me move forward. I have made good progress and starting to feel better about myself and the issues I had experienced with a past work colleague. Many thanks, ... is a lovely person, very good listener and thank them very much." [Corporate](#)

"... has been very influential in the changes to my circumstances, his advice and help has resolved my issues and has happily solved my marital position. I cannot thank him or your service enough." [Gambling Help WA](#)

"I would like to sincerely say thankyou for the guidance in helping me develop coping strategies to deal with my situation. It was integral to my long term well being. Without counselling I would have hit the depths of depression." [Corporate](#)

"Your counsellor ... put herself in my shoes and walked me through. Her remarks were very beneficial to me and my area of weakness has improved. God bless her." [General Counselling](#)

"The counselling with ... is helping me through the process of separation and hopefully reconciliation. Thank you." [Family Dispute Resolution](#)

"I feel that ... was absolutely fantastic. She helped my family heaps through a very difficult time. I absolutely will refer this service onto anyone that needs it." [Domestic Violence](#)

"I always thought the best way to treat a problem is to locate its foundation i.e. look-up the profile of the persons involved before dealing with issues as issues are signs of deep seated matters. For the first time I've seen this happen in Centrecare with ... – thank you." [Family Focus](#)

"Fantastic feedback. So refreshing to attend a workshop which fulfils expectations in terms of criteria and is well presented and organised. Fantastic, completely grounded and humble presenter. Thankyou." [Corporate workshop](#)

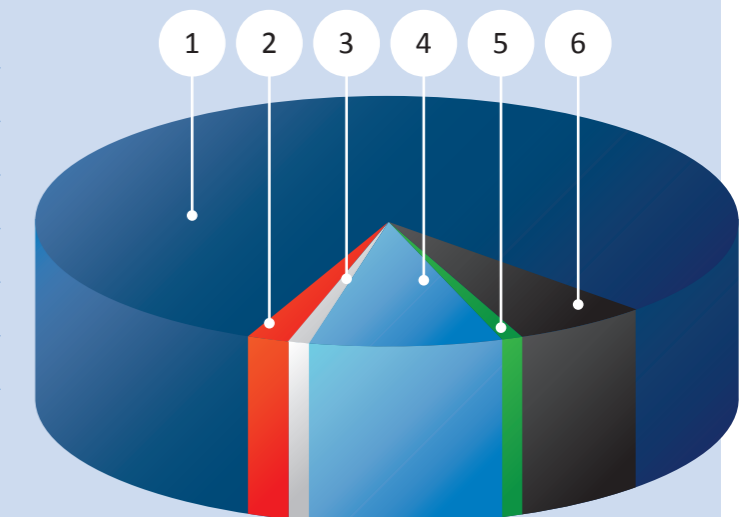
"... has been absolutely fantastic - as a couple we were both respected and ... ensured our thoughts and ideas were well represented to each other. I would definitely highly commend ... in her professional approach." [Gambling Help WA](#)

### Consolidated Income/Expenditure Statement for the 12 months to 30 June 2009

[Includes Perth Metro, Goldfields, Southwest and Migrant Services](#)

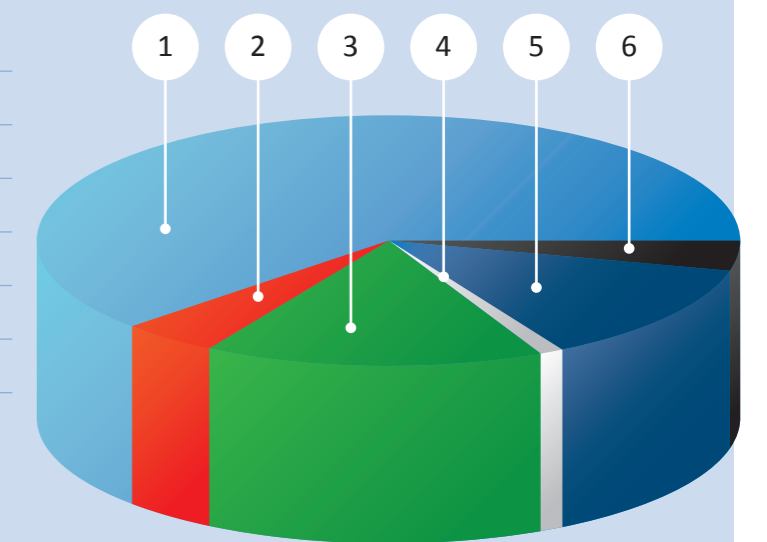
#### Income

1	State and Federal Government Funds	81%
2	Non Government Funding	2%
3	Archdiocese of Perth - Lifelink	1%
4	Housing and Accommodation Revenue	9%
5	Corporate Services Revenue	1%
6	Other Income	6%
		100%



#### Expenditure

1	Salaries, Wages and Oncosts	62%
2	Administration Expenses	4%
3	Property Expenses	16%
4	Depreciation	1%
5	Operating Expenses	13%
6	Vehicle Expenses	4%
		100%





## CENTRE CARE

"People Making Time for People"

### Our Locations

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Centrecare is a not-for-profit organisation delivering quality professional counselling, support, family dispute resolution and training services.

### Our Traditions, Missions and Values

#### Traditions

Centrecare is founded on the Church's holistic vision for community, and is inspired always, by the generous spirit of all who have contributed to its life.

#### Missions

Centrecare seeks to provide excellent, respectful and caring services, which facilitate healing and encourage all persons to develop to their fullest potential.

#### Values

Centrecare, in providing services, always seeks to demonstrate its belief in the intrinsic worth of persons by:

- Respecting differences
- Cherishing individuality
- Nourishing dignity

[www.centrecare.com.au](http://www.centrecare.com.au)