

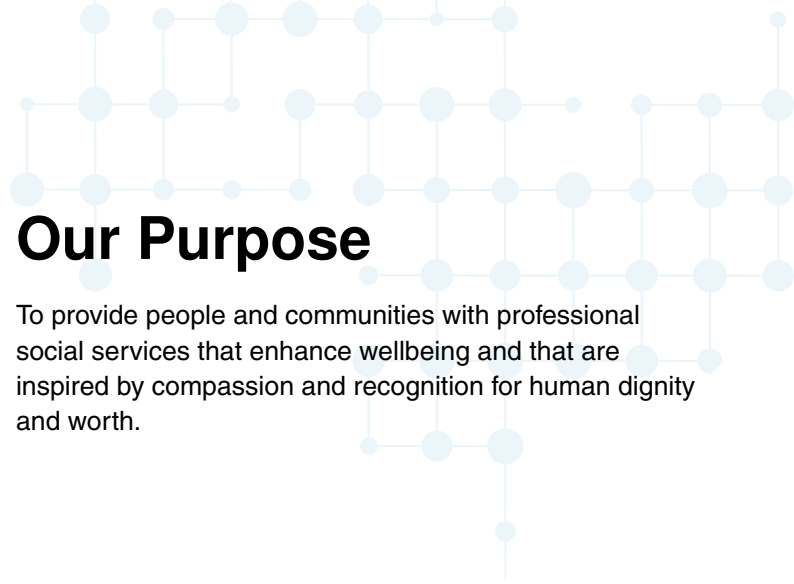
# ANNUAL REPORT 2019 – 2020



Quality  
ISO 9001  
SAI GLOBAL



**CENTRECARE**  
"People Making Time for People"



## Our Tradition

Centrecare is founded on the Catholic Church's holistic vision for community. Our inspiration is drawn from the Christian message of love, hope and justice. We are encouraged by those individuals, irrespective of race or belief, who seek to create a society that transcends, dignifies and unites all people.

## Our Purpose

To provide people and communities with professional social services that enhance wellbeing and that are inspired by compassion and recognition for human dignity and worth.

# Our Values

### Respect

Recognition of the intrinsic worth of all human beings and the importance of sustaining their dignity and valuing their views.

### Excellence

A commitment to the continued improvement of our skills and to the highest standards in service delivery.

### Celebration

Celebrating the beauty of life, friendship and the resilience and achievements of the human spirit.

### Compassion

An open hearted and thoughtful response to the experiences of the people we serve and those we work with.

### Acceptance

Welcoming people in all their diversity in a manner that diminishes anxieties, enhances self-worth, communicates goodwill and leads to reconciliation.

### Professionalism

Delivering services and treating others in a non-judgemental, caring and highly proficient manner.

## *Members of the Association and the Board of Management*

### **Association Members**

- Norman Brahim (President)
- Shauna Deane
- Tony Giglia
- Martin Gribbon
- David Pires
- Susan Rooney
- Steve Walker

### **Board Members**

- Frank Iannantuoni (Chair)
- Anne Burns (Chair, retired Nov 19)
- Jennifer Bates
- Lou D'Alessandro
- Susan George
- Matt Handcock
- Stephen Thackray

## *Partner Agencies*

Centrecare is pleased to be working in partnership with the following organisations:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>❖ Australian Red Cross</li> <li>❖ Communicare</li> <li>❖ Esperance Tjaltjraak Native Title Aboriginal Corporation</li> <li>❖ Goldfields Women's Health Care Centre</li> <li>❖ Lamp Inc.</li> <li>❖ Save the Children</li> </ul> | <ul style="list-style-type: none"> <li>❖ St Bartholomew's House</li> <li>❖ Uniting WA</li> <li>❖ Wirrpanda Foundation</li> <li>❖ Wungening Aboriginal Corporation</li> <li>❖ Zonta House</li> </ul> |
|--|---|

## *Funding Bodies and Supporters*

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>❖ Attorney-General's Department</li> <li>❖ Catholic Archdiocese of Bunbury</li> <li>❖ Catholic Archdiocese of Perth</li> <li>❖ LifeLink Fundraising Program</li> <li>❖ Catholic Education Office</li> <li>❖ Catholic Super</li> <li>❖ Deloitte Australia</li> <li>❖ Department of Communities</li> <li>❖ Department of Education</li> <li>❖ Department of Justice</li> <li>❖ Department of Social Services</li> <li>❖ Department of the Attorney General WA</li> </ul> | <ul style="list-style-type: none"> <li>❖ Family Relationship Services Australia</li> <li>❖ Inverse Energy</li> <li>❖ Garment Exchange</li> <li>❖ Lotterywest</li> <li>❖ Mental Health Commission</li> <li>❖ National Indigenous Australians Agency</li> <li>❖ Problem Gambling Support Services Committee</li> <li>❖ Tony Fini Foundation</li> <li>❖ WA Primary Health Alliance</li> </ul> |
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# Chairperson's Report



Frank Iannantuoni

**With a key focus on community service, Centrecare continues to foster strategic partnerships and collaborations with significant stakeholders many of whom are mentioned in this report**

In my first annual report as Chair, I would like to take this opportunity to thank my predecessor, Anne Burns, for her outstanding commitment and exceptional leadership of the Centrecare Board. Anne has been a strong and tireless advocate for the organisation with Government and stakeholders and her counsel and wisdom will be greatly missed.

We also experienced the sad passing of Stephen Thackray, one of our Centrecare Board Members, who died unexpectedly in April 2020. Stephen joined the Board following his retirement as Chief Judge of the Family Court of WA. During his time on our Board he gained the admiration and friendship of fellow Board members along with the respect of the organisation as a whole. His untimely death was a great loss felt by many who knew him.

The environment in which Centrecare operates continues to evolve, providing new challenges and opportunities for growth. In what has been another busy year for Centrecare, we continued to put clients first by delivering important services to the Western Australian community.

During 2019-20, the Board continued its focus on long-term sustainability. As a result of Centrecare's effective financial management, staff were assured stable employment. The agency has also continued to fund an important community project, the Valuing Children Initiative.

As a Board, we are committed to embedding Centrecare's values in all our decision making despite often challenging circumstances. During the year, Centrecare, like other organisations, was faced with COVID-19. In response, the organisation needed to introduce several measures to safeguard the wellbeing of staff, clients and the community. It also meant finding different and creative ways of working. The use of technology was invaluable during this period as it enabled our work to continue uninhibited with minimal disruption. I am extremely proud of Centrecare management and staff who faced the pandemic with resolute determination to ensure the wellbeing of clients, colleagues and the broader community.

I would like to acknowledge the management team and more than 300 staff and volunteers for their outstanding commitment and resilience. They, together with the passion, leadership and vision of the organisation's Director - Adj. Prof. Tony Pietropiccolo AM, make the organisation's achievements possible. My thanks also to my fellow Board members who generously give of their time and expertise to support Centrecare's highly professional and caring community work. As a Board we are delighted with Centrecare's accomplishments during the year and its ongoing contribution to society.

## Director's Report



Adj. Prof. Tony Pietropiccolo AM

What an amazing time 2019/2020 has turned out to be.

When the financial year began, the world was as it had always been, and Centrecare's organisational life was continuing much as it always had. The normal funding uncertainties associated with some of the nearly 70 services that Centrecare provides had been resolved. Our services continued to support the many hundreds of clients that are regularly seen in Centrecare offices, their homes, and in remote communities.

And then in early 2020 COVID-19 came along, and little remained the same. Our offices were immediately closed to clients and home visits prohibited, apart from a few highly regulated ones. There was palpable anxiety amongst staff concerned not only for their own safety but for their loved ones and clients. Managers were apprehensive for their staff as well as Centrecare's ability to provide much needed services. Office life was severely disrupted due to the need to implement a variety of protective measures to ensure staff and client safety. We became "zoomed out" as physical distancing requirements made it difficult to hold face to face internal and external meetings.

What I witnessed in the past months is the extraordinary way in which Centrecare staff adapted and creatively responded to the COVID-19 reality. Their commitment to their work has been nothing short of remarkable as has been their willingness to adopt practices intended to safeguard the wellbeing of colleagues and clients. My sincere thanks to them all.

During this past year, Centrecare honoured the 10 year work anniversaries of eight of its staff members. Kathryn McIntyre - Case Coordinator celebrated her 20 years of service. Centrecare also marked its 30 years of service to the Goldfields community. Sarah Nickson - Team Leader was selected as the 2019 Employee of the Year due to her ability to demonstrate Centrecare values in an exceptional way in all interactions with both colleagues and clients. In July 2019, we farewelled Catherine Spini after seven and a half years with Centrecare, seven of them as General Manager Community Services. Catherine made a significant contribution to Centrecare during her time with us.

Centrecare is fortunate to have a highly competent and experienced team of senior managers. They showed amazing skill and sensitivity through these very difficult 12 months. My gratitude to them for their hard work, collaborative attitudes and undeniable commitment to Centrecare's tradition, purpose and values.

Centrecare mourned the sad loss of Board member Stephen Thackray in April 2020. Stephen's untimely death was a great shock to all of us. He was a great friend of the organisation, a strong believer in the importance of our work for the betterment of society and always willing to give of his time and wise counsel. He will be sadly missed.

Anne Burns ended her term as Chairperson of Centrecare's Board earlier in the year. My thanks to Anne for being always available, supportive and willing to share her substantial knowledge. Centrecare has gained a great deal from her many years of Board involvement.

The organisation is privileged to have Frank Iannantuoni as its new Chair. Frank has been on the Centrecare Board for several years and has a wealth of knowledge which he will undoubtedly continue to share. My thanks to all the Board members who give generously of their time and professional knowledge. Centrecare gains a great deal from their contribution and their support is highly valued.

**Despite significant disruptions and anxieties, Centrecare staff continued to provide highly effective services to the community**



Delivered  
67  
services

To  
29,232  
clients

COMMUNITY  
SERVICES FOR  
YOU AND  
YOUR FAMILY

With  
268,994  
contacts

Across  
11  
branches

Domestic Violence

*Valuing Children*

Accommodation

Financial Counselling

Homelessness

*Family Support*

*Gambling Help*

Post Separation

Dispute Resolution

Mental illness

**Youth Support**

*General Counselling*

# Achievements and Milestones this Year

## Staff Anniversaries

**20 & 10 year's of service**

L-R: Kate Ihamino, Latha Raman, Jinan Faris, Kathryn McIntyre, Linda Williams, Valda Abery & Belinda Britton



Terena Ngaropo



10 year's of service



Garry Fajardo



2019 Employee of the Year Finalists  
L-R: Patricia Farmer, Sarah Nickson, Terry Slomp, Belinda Yates, Adj. Prof. Tony Pietropiccolo AM (Director) & Divyan Varghese (Absent: Rachael Bateman)



L-R: Adj. Prof. Tony Pietropiccolo AM - Director, Sarah Nickson - Team Leader & Leanne Nunn - Account Manager Catholic Super

**Employee of the year 2019**

**Sponsored by**



*Winner*  
**Sarah Nickson**

# Community Involvement/Memberships

## Centrecare

- 100 Families WA Project Group
- Australian Human Resources Institute
- Chamber of Commerce and Industry
- Children and Family Alliance WA
- Children's Youth & Family Agencies Association
- Community Employers WA
- Employee Assistance Professional Association of Australasia
- Ethnic Community Council of WA
- Family Relationship Services Australia
- Kalgoorlie-Boulder Chamber of Commerce
- Refugee Council of Australia
- Shelter WA
- The WA Alliance to End Homelessness
- WA Association for Mental Health
- Western Australian Council of Social Service
- Women's Council for Domestic and Family Violence
- Youth Affairs Council of WA

## Director

### Adj. Prof. Tony Pietropiccolo AM

- Adjunct Professor University of Notre Dame, Fremantle
- Director Valuing Children Initiative
- Board member Stellar Living
- Member National Framework for Protecting Australia's Children
- Member WACOSS Children's Policy Advisory Council

## Executive Manager Community Services

### Rod West

- Member Employee Assistance Professional Association of Australasia
- Member Family and Domestic Violence Coordinated Response Team - South West
- Member Institute of Public Administration Australia WA
- Member National Association for Gambling Studies Committee
- Member WA Family Court Reference Group
- Member WA Family Law Pathways Steering Committee
- Member WA Men's Behavioural Change Program Network
- Member Women's Council for Domestic and Family Violence
- Vice Chair Zonta House Refuge Association

## Program Manager Community Services

### Juliana Hussain

- Perth-Midland Family Support Network
- City of Victoria Park - Healthy Relationship Strategy Group

## Clinical Manager

### Emma Robinson

- Member Institute of Public Administration Australia WA

## General Manager Community Services

### Leanne Strommen

- Director Family and Relationship Services Australia Board
- Member Institute of Public Administration of Australia WA
- The Alliance for Children at Risk – Centrecare representative
- WA Alliance to End Homelessness - Collaborative Lead Group

## Executive Manager Community Services

### Kate Ihanimo

- Board member Shelter WA
- Chair Cannington Armadale Family Support Network Stirring Committee
- Member Fremantle Rockingham Family Support Network Steering Committee

## Alliance Manager FSN Community Services

### Tara Reynders

- Local Drug Action Group member (Cities of Canning, Armadale, Gosnells)
- Community Dimensions Governance Group

## Program Manager Community Services

### Sally Green

- 100 Families WA
- By-Name-List organisational representative



### **Executive Manager Organisational Services**

#### **Cherie Broers**

- Member Australian Human Resources Institute
- Member Institute of Public Administration of Australia WA
- Member Women on Boards

### **Executive Manager Community Services**

#### **Dr. Moana Tane**

- Member Heads of Agencies, Kalgoorlie-Boulder

### **Executive Manager Community Services**

#### **Nigel Calver**

- Chairperson, Tenancy WA, Community Legal Centre Board.
- Secretary, Tenancy, Humanitarian, Employment (T.H.E.) Community Legal Centre transition board.

### **Program Manager Community Services**

#### **Jenni Lys**

- Member Alcohol and Other Drugs Reference Group
- Member Goldfields Suicide Prevention Network
- Member Goldfields Volatile Substance Use Working Group

### **Program Manager Community Services**

#### **Leanne Eriksen**

- Chairperson Northern Goldfields Interagency Forum

### **Program Manager Community Services**

#### **Elmarie Richardson**

- Member Mirrabooka Joondalup Family Support Network

### **Executive Manager Finance**

#### **Jeannette Jerome**

- Member Institute of Public Accountants

### **Executive Manager Community Services**

#### **Elizabeth Wortham**

- Chairperson Eastern Region Domestic Violence Services Network, Koolkuna
- Chair Perth Midland Family Support Network Stirring Committee
- Member Noongar Family Safety and Wellbeing Council
- Member West Metro Regional Managers Human Services Forum
- Member WACOSS Children's Policy Advisory Council
- Vice Chairperson Children, Youth and Family Agency Association

### **Program Manager Community Services**

#### **Jason Thompson**

- Member Armadale Early Years Network

### **Alliance Manager FSN Community Services**

#### **Sharla Abdullah**

- Member Swan Alliance Communities for Children Steering Committee

### **Assistant Manager Finance**

#### **Michael Hay-Hendry**

- Member of Certified Practising Accountant Australia

# Accommodation Services

The **Centrecare Family Accommodation Service (CFAS)** offers supported, medium-term transitional housing to families with dependent children in their care for up to 12 months.

## CASE STUDY

A single father and his children were accepted into the service during COVID-19 restrictions. The family had been living in a room at a friend's house following a significant period of trauma.

CFAS continues to support the client and his children through individualised in-home supports that focus upon sustaining their tenancy, addressing issues that may have contributed towards their homelessness, assisting the family to connect to the community, achieving their personal goals, and supporting them to exit into long-term housing in the community.

Centrecare's **Housing Support Worker - Drug and Alcohol Initiative** Southwest region follows a person-centered approach to alcohol and other drug recovery, supporting individuals to identify challenges and barriers while working towards achieving stability for positive housing outcomes. Referrals received by the service have a high level of complexity and clients present with a diverse range of life experiences, individual strengths and challenges.

Clients accessing this service reported using:

- 56% Methamphetamine
- 30% Alcohol
- 32.5% Polysubstance abuse

In addition to recovering from drug and alcohol misuse:

- 71% were being treated by medical providers for depression/general anxiety
- 20.5% reported living with Post Traumatic Stress Disorder
- 12% of clients were living with Bi-polar and Schizophrenia, with these diagnosis receive a Disability Support Pension and are in receipt of a National Disability Insurance Scheme Grant

Having a close working relationship with local services, the program has supported clients to secure 78 tenancies since service commencement in 2011. Nearly 90% have maintained their tenancies, highlighting the success of the Initiative working with both individuals and community to consistently achieve the service outcomes.



### **The Private Rental Advocacy Support Service (PRASS)**

prevents homelessness by supporting individuals and families in maintaining their private tenancies. Families may have incurred large amounts of debt owing to a sudden inability to pay their rent or utility bills. This may be because of losing their employment or not being able to work due to an unexpected serious illness, domestic violence, problem gambling, substance misuse or mental health issues.

The service provides brokerage and seeks external financial support for each family in an attempt to address the debt. Once this is achieved, housing support workers work holistically in supporting families to acknowledge and address the underlying causes to their situation.

### **CASE STUDY**

PRASS assisted \*Ann and her husband have the care of their four grandchildren after the death of their son and their mother was incarcerated. The family presented with a breach notice for non-payment of the rent (one week's rent - \$340) and a water bill of \$1000. Ann is visually impaired (complication of diabetes) and her husband, (who suffers from Sleep Apnoea) is her carer. Additionally one of their grandchildren has a disability.

The following interventions were sourced to support this vulnerable family:

- Food vouchers from services such as Riverview
- Brokerage to pay outstanding bills
- Support from Smith Family to provide the children with school uniforms
- Financial support from the Secondary Assistance Scheme for the children's school fees
- Telstra vouchers to top up prepaid mobile phones
- Support from the Life Support Subsidy Scheme for Ann's husband's Sleep Apnoea
- Referrals to Centrecare's general counselling and financial counselling services
- Parenting support through Parkerville
- Advocacy by Centrecare resulting in a water concession from the Water Corporation
- All rental arrears were cleared and a Centrepay payment was put in place for ongoing payments for rent and water consumption

Ann was also supported in applying successfully for National Disability Insurance Scheme support in relation to her grandchild's disability.

*\*name changed for client privacy*



# Valuing Children Initiative

The Valuing Children Initiative is a culture change project that aims to inspire every Australian to prioritise children and ensure we create opportunities for all children to thrive.

As the VCI grows in raising awareness and support, we explore the small examples that show the value of children. Such as, steps to reception areas to enable children to see who they are speaking to, up to bigger examples of valuing children through research projects, policy change and a dedicated Valuing Children Day. As responsible adults within a population, we have a responsibility to create a community where children can flourish.



VCI Ambassadors L-R: Adjunct Professor Anita Ghose, Commissioner Colin Pettit, Dr Sandy Chong, Bella Burgemeister, Claire Orange, Dr Brian Babington

## How we value children matters

In November 2019, VCI hosted a celebration with the help from our friends at Deloitte, Perth. Inviting the Senior Australian of the Year, and VCI Ambassador Dr Sue Packer AM, to speak on the value of children through community, health and education. With young people in attendance, Sue and the children provided an interesting panel for our stakeholders to challenge their thinking, processes and ability to prioritise children in all areas of their lives. During this event, we were honored to invite six more VCI Ambassadors to our team of child advocates, who are experts in their respective fields in prioritising children.

Additionally, VCI launched the inaugural Valuing Children's Day. In partnership with Perth Heat Baseball, under the management of CEO Steve Nelkovski, VCI brought the venue to life! With thanks to our major sponsors, all children in attendance received a free baseball cap, enjoyed a range of children's fun activities, while cheering on the HEAT in a safe family environment! Our very special volunteers became the player's buddies for the day; walking with players pre- game as HEAT prioritised children at their game.

Thank you to our volunteers and sponsors, Tony Fini Foundation, Inverse Energy, Centrecare and Garment Exchange for making this event a huge success.





## Children & Youth Services

Centrecare manages two **Child and Parent Centres (CPCs)**, one at the **East Maddington** and the other at **Gosnells** primary schools. Key priorities are to decrease children's developmental vulnerabilities, increase their readiness for school and assist them to become happy, confident learners.

CPCs provide families with wrap-around services, including access to child health nurses, speech pathologists and non-government services.



**Centrecare Youth Support Service (CYSS)** offers an outreach support service to vulnerable and at risk young people and their families.

### Case Study

\*Jack (15) was referred to CYSS by the Perth Children's Hospital. Jack presented with low mood, poor sleeping habits, self-isolation and suicidal ideation while trying to manage his Type-1 Diabetes. There were frequent arguments and conflict occurring between Jack and his mother. Jack was also a witness to domestic violence being perpetrated

by his father towards his mother. During his engagement with the outreach worker, Jack indicated his goals were to increase using assertive communication.

Family relationships were significantly improved by supporting Jack to practice more respectful and assertive communication. After being encouraged to seek a mental health care plan through his General Practitioner, Jack was also referred to Black Swan Psychology in relation to his thoughts of suicide.

Linked with the "Smiling Mind" mobile phone application, this enabled Jack to use specific

breathing techniques and exercise to reduce his overall stress.

Jack continued to engage with the Black Swan Psychology Service, working with him to address his feelings of anxiety and depression.

This intervention also identified that Jack was sitting on the higher end of the Autism Spectrum. Jack and those around him found this to be a real turning point in understanding his behaviour and emotions.

Feedback from a family member was that "Jack had come out of his shell and that their communication was now very open and supportive".

*\*name changed to protect anonymity.*

# Cultural Development

## Reconciliation Action Plan (RAP)

Centrecare acknowledges the Traditional Custodians of this land and pays our respect to their Elders past, present and emerging. We also acknowledge our gratitude that we share this land today, our sorrow for some of the costs of that sharing, and our hope and belief that we can move to a place of equity, justice and partnership together.

Adopting a collaborative relationship that at all times seeks to co-design and partner in service design and provision, Centrecare would like Aboriginal and Torres Strait Islander peoples to recognise Centrecare as a diverse organisation that can celebrate their culture and lived experience and provide support in a culturally responsive and sensitive manner.

Centrecare remains committed to working in partnerships with Aboriginal Community Controlled Organisations and ensuring our services are culturally appropriate. Staff in some services are co-located and working side by side to deliver the best quality of service to Aboriginal and Torres Strait Islander people.

Having completed our Reflect RAP, Centrecare has now developed our Innovate RAP, which outlines the actions that we will take over the next two years to achieve our vision to develop and strengthen our relationships with Aboriginal and Torres Strait Islander peoples.

As a part of Reconciliation Week in June 2020 and our Reconciliation Action Plan, Derek Nannup - Wungening Support Worker opened the week with Acknowledgement to Country then Adj. Prof. Tony Pietropiccolo AM - Director joined by Leanne Strommen - General Manager (Co -Chair of RAP Committee), Patrick Smith - Housing Support Worker (Co-Chair of RAP Committee and Tony Culbong - Cultural Liaison Officer participated in an agency wide live stream speaking about Reconciliation Week finishing with a live Q & A session.

Centrecare staff participates and attend events such as NAIDOC Week activities, Sorry Day, National Reconciliation Week and recognition of Aboriginal and Torres Strait Islander Children's Day.

Centrecare had stalls at the opening day of NAIDOC in Perth. Attendance at public events:

- Perth City (opening day - two stalls- one Centrecare and one jointly with Wungening Aboriginal Corporation)
- Ashfield
- Goldfields
- Armadale
- Midland
- Bunbury

Centrecare's Leonora branch (located 237km North of Kalgoorlie) co-led at this year's **NAIDOC Week** celebrations with Hope Community Services and proved to be a catalyst for strengthening community connections. Centrecare provided a:

- community barbeque after the opening march with approximately 100 community members attending
- Yarning Circle with community Elder's sharing stories of growing up on Country
- community movie night
- Cultural Bush Day





**Men's Mental Health Week** in June 2020 was celebrated with a:

- culturally appropriate excursion to Kalkurla Park, an area with large numbers of native trees and shrubs
- lunch was cooked over an open fire
- Aboriginal Cultural Liaison Officer shared local knowledge and history of the area and giving the opportunity to discuss the mental health needs of clients and colleagues

**Reintegration** and **Families First** participated in this year's annual **Desert Dust Up** in Warburton. This event brings together children from all of the Ngaanyatjarra Lands Schools to one community.

During July the school holidays, Kalgoorlie and Leonora branches held activities and interagency events with the communities of Kambalda and Coolgardie. A **Cultural Bush Day** at Lake Douglas was a fantastic way to conclude the holiday program. With the guidance of the Aboriginal Cultural Liaison Officer, the participants were:

- shown a site of cultural significance
- learned the Wangkatha names of bushes and trees
- learned about bush tucker
- had damper and kangaroo stew for lunch
- Introduced to Sandalwood, Honey Sticks, Silky Pear, Black Bottom trees and bush medicine trees



## Individual and Family Services



### GAMBLING HELP WA

*When does the Fun Stop for You*

Responsible Gambling Awareness Week 7-13 October 2019. Centrecare's **Gambling Help WA** invited two highly credentialed experts in the field of gambling research to speak on 'The Intersection Between Online Gaming and Gambling'.

Dr. Sally Gainsbury, PhD, Doctor. ClinPsych, BPsych (Hons) has over 15 years experience conducting gambling research. She spoke on understanding the psychology of gambling to inform the development of responsible gambling strategies and harm minimisation policies. Dr. Gainsbury also leads multidisciplinary research examining problematic risk taking behaviours involving emerging technologies, such as problematic use of online games and other emerging mental health and public health issues.

Dr Daniel King is a Senior Research Fellow and Clinical Psychologist in the School of Psychology at the University of Adelaide. His research expertise is technology-based problems, with a specific focus on young people's digital gambling, internet gaming and social media use.

Members of the community were invited, along with industry staff. The emerging themes covered were: the growing speed in which gaming and gambling technology changes and how it has become more sophisticated, the impact it is having on youth, and very young people are exposed to this gaming/gambling mix of entertainment. Centrecare envisages a growing number of young people with gaming/gambling related issues presenting themselves to our services.



**Responsible Gambling Awareness Week Forum 2019**

L-R Adj. Prof. Tony Pietropiccolo AM, Dr Daniel King, Dr Sally Gainsbury, Divyah Sreevardhanan, Juliana Hussain, Rod West



The **ReSet** service led by Wungening Aboriginal Corporation, is delivered by a consortium of four agencies - Centrecare, Wungening Aboriginal Corporation, Wirrpanda Foundation, St. Bartholomew's House. Centrecare subcontracts Zonta House to provide parenting and reintegrating exiting prison.

ReSet provides a through-care service to adult offenders who experience significant challenges reintegrating back into the community after release from prison. This is often amplified by multifaceted and complex needs relating to past trauma, drug and alcohol misuse, unemployment, homelessness, dysfunctional family relationships and mental illness. Along with one-to-one supports, ReSet facilitates group parenting programs to men and women in metropolitan prisons.

**To achieve better outcomes for offenders, ReSet provides support with re-entry to the community, accommodation, employment and training and parenting support**

#### Case Study

**\*John is in his twenties, with a partner and small child living in an outer suburb of Perth. When John was released from prison, he lacked confidence and was very anxious about not being able to get a fresh start. He also feared he may revert back to crime.**

**John engaged well with his ReSet case worker and after a few visits presented as more confident and positive about his future. John was signed up with ReSet's Employment and Training stream and was allocated a mentor. He reconnected with his family and re-engaged with his drug and alcohol counsellor.**

**John was successful in obtaining his driver's license and getting work certificates enabling him to commence employment only a few months after his release from prison. John successfully completed his parole period and has now exited from ReSet having achieved many of his goals.**

Centrecare **Regional Family Dispute Resolution** focuses on children. Separation can be a difficult time for families, particularly for children who are often confused about the changes in their lives. They also assist couples and families to communicate effectively and reach agreements in relation to the needs of children and/or resolve property matters.

#### Case Study

**A mother who had previously struggled with drug use and homelessness, agreed for her two children aged six and eight years, to live with their grandmother. The children and their grandmother lived in a different town to the mother.**

**During her assessment the mother stated she had made positive changes to her life, was in secure employment and accommodation, and wished to have her children returned to her care. She had no contact with the children for approximately six months following a disagreement with the grandmother.**

**After the assessment, a letter was sent to the grandmother inviting her to participate; the grandmother was very resistant to mediation.**

**After contact the family advisor the grandmother agreed to engage in the dispute resolution process.**

**At the second joint session the grandmother and the mother successfully negotiated a parenting plan. The grandmother and the mother agreed to review the agreement in 2020, with the view of the children returning to the mother's full-time care, with the grandmother's ongoing support.**

## *Individual and Family Services continued...*

The **Midland Family Relationship Centre (FRC)** is a national service focused on the best interest of children and families, post separation. The service provides support, parenting education, child inclusive practices, and mediation to assist parents to have an ongoing relationship that meets the needs and development of their children.

In July 2019, Centrecare commenced delivering property mediation through the FRC. The expanded service enabled separated families to access the **Family Dispute Resolution (FDR)** program at the FRC for both parenting and property matters without having to go to the Family Court.

The inclusion of property mediation in the overall expanded FRC Family Law services has been well received and is increasing in demand.

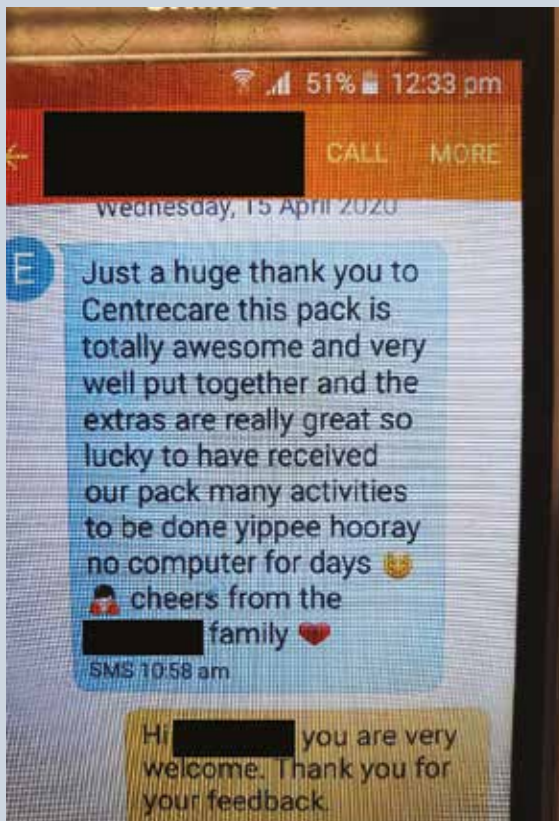
### Case study

Separated parents of three children began the FDR process to address parenting and property matters. The parents attended the required Child in Focus Seminar and Property in Focus Seminar. The parents provided feedback that they found the seminars as being most helpful and informative.

During the property mediation process the parents were able to agree on a list of assets and liabilities and both put forward a property agreement proposal.

The parents finished the session by saying they felt a sense of 'relief' as all the issues were resolved and they could now 'move on' with their lives. The parents also acknowledged that the agreements would also impact positively on the lives of their children.





Stay at home packs for Goldfields distribution during COVID-19

In September 2019, the **Families First (FF)** Coordinator and Support Worker travelled to the remote community of Wanarn to re-engage and offer support to the local schools and families. The Team worked with the local school principals, students and families to deliver the Parenting Workshop Part One: *Laying a Solid Foundation (Building your family with Love)* and Part Two: *Parents are the Roof (Protecting your family)*.

Anger Management and Protective Behaviours workshops were also organised for the whole school: this included discussions about *We have the right to feel safe at all times* and the *Early Warning Signs: The physical sensations we feel in our body when feeling unsafe or excited*.

Other concepts discussed with parents included: the importance of parents, grandparents and families in caring for children; the need to be protectors for families; the need to take care of self; and to find a balance between the personal needs of being a parent/carer and children's needs; the latter being of the most priority.

The school principal requested the Team organise after-school activities and a movie night. Fun activities such as Dad and Me Bush Day events, where fathers practised spear throwing, footy hand ball, three legged race and egg and spoon races were greatly enjoyed by the community.

Goldfields **Mental Health Support Services** provides individual, family counselling and advocacy support groups, education and life skill development, mentoring and recreational activities for mental illness sufferers, carers and their families.

This service experienced significant growth and development during this past year. Centrecare also achieved compliance with the 2010 National Standards for Mental Health Services (NSMHS).

Due to COVID-19 the service adopted innovative service delivery and a range of packs for clients were provided including Stay at Home and Care Packs delivered to their homes, followed up with a phone and/or video calls by their counsellor.

Staff saw an increased number of people especially males, seeking help. Flexible approaches to provide support have shown that the program continues to be consumer-focused and responsive to the needs of clients.



## *Individual and Family Services continued...*



### **Midland/Perth and Cannington/Armadale Family Support Networks (FSN's)**

Centrecare delivers these two FSN's with Wungening Aboriginal Corporation along with other partner agencies.

The FSN's are referral networks with service coordination to support families and individuals. The program seeks to divert families from the child protection system while keeping children safe.

The service focuses on:

- families improving parenting skills to safely care for their children at home;
- families receiving an integrated and coordinated services; and
- families improving and developing culturally safe support networks.

The **Intensive Family Support Services** are delivered by Centrecare in partnership with Wungening Aboriginal Corporation in Perth metropolitan regions and Lamp Inc. in the Southwest.

This service is called **Stronger Together (ST)** and is a targeted early intervention support service supporting families to:

- improve parenting skills to safely care for their children at home;
- develop skills and get their children to school;
- address issues that impact negatively on their children;
- improve and develop culturally safe support networks; and
- provide information on and referrals to other appropriate support services.

These supports are provided to divert children from entering out-of-home care or for reunification with parents.



The **Humanitarian Settlement Program (HSP)** provides support to humanitarian entrants arriving into Australia to build the skills and knowledge they need to become self-reliant and active members of the Australian Community.

Services provided:

- the provision of short-term accommodation on arrival with Centrecare managing up to 25 short term properties.
- assistance to clients to source long-term accommodation and enter into a minimum six month lease.
- a basic household goods package.

During this year the service was interrupted by COVID-19. International borders were closed and the last client to arrive in Australia was 19 March. Thereafter all arrivals were cancelled.

Referrals received this year:

- 160 client groups required short-term accommodation on arrival
- 169 client groups were assisted to source long-term accommodation
- 193 client groups were provided with a basic household furniture package
- 41 client groups either relocated interstate, moved in with relatives or sourced their own long-term accommodation
- the largest cultural groups arriving were from Myanmar, Eritrea, Ethiopia, Afghanistan, Burundi, Syria and Iraq

**Centrecare was responsible for delivering housing and accommodation services to humanitarian entrants through a partnership with Red Cross**



# Aboriginal & Torres Strait Islander Services

The **Footprints to Stronger Families** program focusses on improving the social and emotional wellbeing of Aboriginal and Torres Strait Islander people, facilitating cultural healing, and offer support and guidance to individuals and their families in areas of need, to function well and contribute positively to the whole community. Centrecare and Tjaltjraak entered into a partnership in November 2019 and shared delivery of the service in the Esperance and surrounding region. Funded by National Indigenous Australian Agency.

Centrecare's **Djooraminda Out-of-Home Care (OHC)** service provides culturally appropriate short and long term placement to Aboriginal and Torres Strait Islander children aged 0 to 18 years in the care of the CEO, Department of Communities - Child Protection and Family Support (CPFS).

Djooraminda encourages children's development of self-identity through therapeutic intervention in conjunction with a team approach involving carers, social workers, child counsellors, schools, paediatricians, other health specialists, recreational services and community based cultural organisations including engagement with Elders. Young people are empowered as individuals and proud members of the community, while preparing them for their sustainable future.

One of the many cultural activities was a day trip for the young people in care to Bunbury. The children attended the Anchorage Cove Koombana Bay. Local Noongar Elder Uncle Les Wallam provided a Welcome to Country and discussed the cultural significance of the area. He also shared a little of his personal journey with the young people and staff. Uncle Les talked about the dolphins and the wild life that are associated to the area. While he was discussing these topics dolphins appeared in the distance behind him as if reinforcing the stories he was telling. Uncle Les went on to say to the young people, "*They know you are here*".

**Djooraminda has a wealth of cultural resources and use them regularly to: develop staff and young people's cultural knowledge including language, cultural process, language groups, connection to country, plants and animals**

Benefits to the young people:

- Feeling more supported in their cultural understanding and development
- Connection with positive role models and mentors
- Regular contact with local or rural community groups and agencies
- Having the right to learn and be exposed to all aspects of their culture
- Development of a connection to country
- The opportunity to learn culture outside of the metropolitan area



## Access Wellbeing Services



**access**

WELLBEING SERVICES

**Access Wellbeing Services (AWS)** has focused this past year on the Mental Health Awareness program for staff. This program targets signs and symptoms of mental health issues. The focus of the program is to equip individuals with the tools to self-regulate, build resilience and develop a positive mental attitude towards managing day-to-day challenges.

Specialised training for managers provides the skills and knowledge they can utilise to identify and intervene when someone is displaying mental health issues. The focus of this program is on creating a clear pathway incorporating best practice when managing the need for specialist mental health care and referral pathways.



The Mental Health Awareness program also incorporates suicide risk awareness training for managers in the workplace. This enables them to recognise and triage when individuals present in the workplace with suicidal ideation or other distressing symptoms. This training is particularly invaluable to ensure that those individuals who are at risk, are identified as early as possible and that they are kept safe. Furthermore, the training recognises the risk of vicarious trauma for managers and other staff who may be impacted as a result of managing these symptoms.

Fortescue Metals Group (FMG) have one of the largest Fly-In-Fly-Out (FIFO) workforce numbers in Western Australia and have partnered with AWS to support their commitment to developing and enhancing the mental health and wellbeing of their workforce. AWS have worked meticulously alongside the FMG to provide a layered training program to develop their knowledge and skills of the leadership teams and general staff as well as targeted training for their Chaplains and Medics who are based on site.

The mental health training programs have been well received and attended throughout the year and the course participants have commented on how it “opened their eyes” and provided an opportunity to discuss mental health, wellbeing and being better-equipped to manage their own mental health in the future.

AWS also provides Employee Assistance Program counselling providing support to over 187 companies involving 16 staff servicing over 53,000 employees across Australia and New Zealand. Employee Assistance Program counselling is invaluable in helping to maintain staff wellbeing and productivity.





# Feedback

## Centrecare Goldfields stay at home packs during COVID-19

hi

The resource packs that you have dropped off have helped take a considerable amount off pressure off as Paves doing the activities alot of the art and craft stuff im not so good at but Paves knitting and sewing it has brought our family closer and weve spend alot of time together as the whole family joins in. I was over whelmed at first opening the second box as theres alot in there that i will struggle with but its what i need on a piece of paper a score doesnt do it justice youve helped us cope with the covid-19 virus better. I still cant believe that were so lucky to have recieved such packs so again a huge Thankyou It is appreciated

Yours Sincerely



### Housing Support Worker - Drug & Alcohol Initiative South West Region

*Maggie is a wonderful and bubbly character, who's passion within her role, and that for supporting her clients is second to none! Maggie's no-nonsense attitude around homelessness and her ability to get the job done regardless of the obstacles is refreshing to those that are invested within similar services. Salvation Army Team Leader Jon Sproule*



### Centrecare Staff Member

*I just want to send a huge THANK YOU to the Management team and Board for all they are doing for their employees.*

*It is a very stressful time where it is exceptionally challenging trying to keep the balance of home and work life. The COVID-19 virus has changed the world in many ways, of which most would say are negative. I, for one, have decided to focus on all the positives that come with it and working at Centrecare is one of those positives.*

*The time, effort and efficiency in which Centrecare has responded to keep staff and their families safe has really proven they abide by their values. I for one am overwhelmed with the response and can honestly say I am even more proud than ever to work for this amazing organisation.*

*I know I am not just speaking for myself when I say that knowing we options to work from home and job security provides a huge sense of relief and eases the burden for many.*

*Thank you again for the wonderful work you are all doing. Stay safe.*

*Warmest regards, Belinda*



### Centrecare Family Accommodation Support (CFAS)

*Good morning. Would just like to pass on my sincere appreciation for the team there at Centrecare. Especially Patrick. For someone in my situation I felt like there was no where or no one that could help me. Then I met Patrick. Patrick and what this program has offered me has given me hope again for me and my boys. I can see there is light at the end of the tunnel now. I could go on but I simply just wanted to say thank you. Kind Regards.*



### Specialised Family Violence

*The counselling I received was exactly what I needed. For the first time I felt heard and understood. My ex husband and I had been to various couple counselling and to a psychiatrist and it felt like they were not addressing the domestic violence issues in our relationship; in fact my ex husband managed to manipulate the situation.*

*Sue in Joondalup was my counsellor and she was absolutely wonderful, not only did I feel understood, but her knowledge about borderline personality disorders, (which my ex husband was diagnosed with a few years back) she could understand what I must have gone through. She reassured me over and over again regarding my doubts and she helped me to gain some of my confidence back. The counselling with Sue helped me through a very difficult time in my life.*

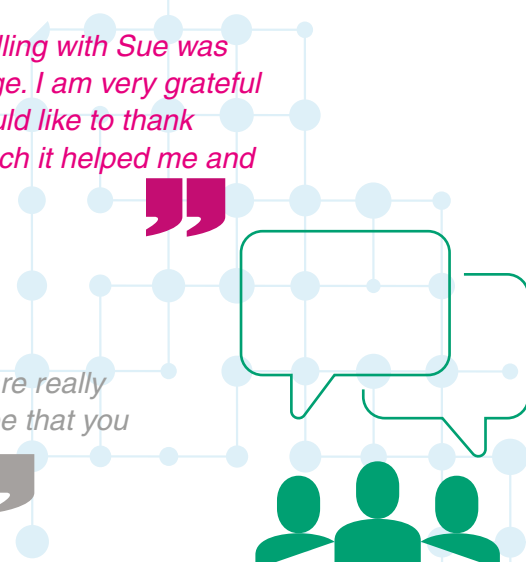
*The help and understanding I have received through the counselling with Sue was the best thing for me to work through the issues from my marriage. I am very grateful for the service and the fact that it is free for women like me. I would like to thank everyone involved in that service and let everyone know how much it helped me and how much it means to me.*

*Regards*



### Families First

*Thank you for the work you do in the community. We are really grateful for the support that we have received and hope that you continue to provide the service to those in need.*





# *Centrecare Perth Building 456 Hay St*

## *Cultural Art Mural*

The inspiration behind our artwork as explained by the artists.

“Culturally our Bibbulmun children are taught from an early age to care and have reverence for all of nature through the traditional worshipping lore of Boorongur. ‘Boorongur’, means ‘spiritual elder brother’ and ‘blood brother relation’.

Every species of food, animal and plant is the Boorongur (totem) of either a group or individual. Every circumstance of life and death has a ceremonial association with the Boorongur and gives our people their strong connection to place and sense of belonging.

Traditionally our Koolangars (children) were taught these totemic laws from earliest infancy and were told of the guardian spirit always watching over their Boorongur, so that they should not wantonly hurt or kill the young of their father’s Boorongur, for these were their own little ‘totem brothers and sisters’.

In this way the mentorship and teachings of this lore go broader and deeper than just valuing and caring for our human children, it instils a deeply held value of all species of children - plant and animal, which is what sustains our life – the nurturing the children of all species is essential for our longevity, they are our life - our future.”







By Artists Tjyllyungoo/Lance Chadd and Trish Robinson.

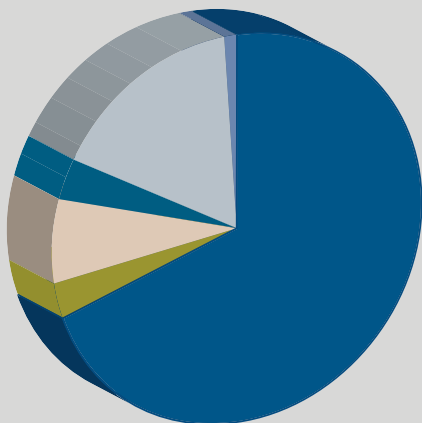
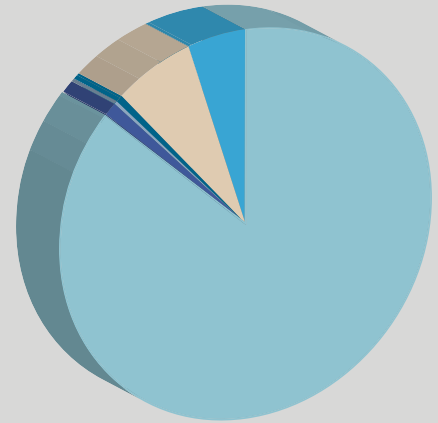










# Finances

## Financial Report for 12 months Trading Activities

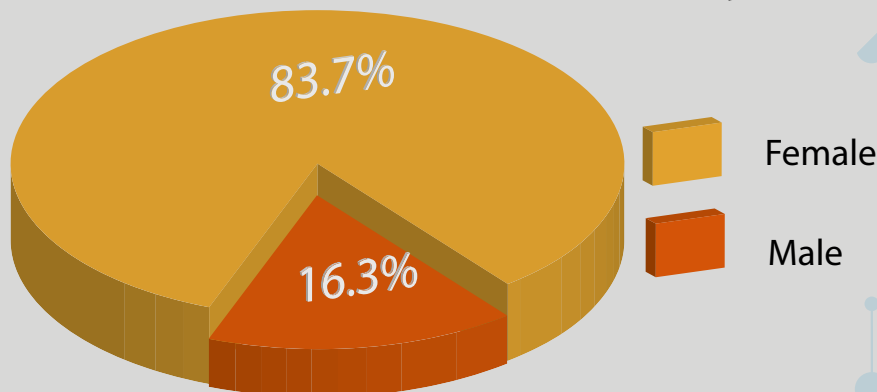
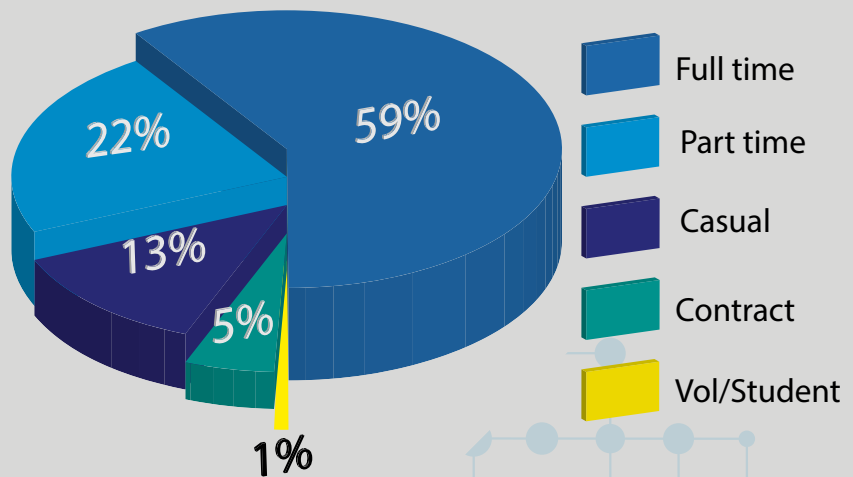
Income	2019-2020
 State and Federal Government Funds	86.4%
 Non-Government Funding	1.1%
 Archdiocese of Perth - LifeLink	0.5%
 Rental Income	0.6%
 Corporate Services Revenue	6.5%
 Other Income	4.9%
<b>Total</b>	<b>100%</b>



Expenditure	2019-2020
 Salaries, Wages and Oncosts	69.6%
 Administration Expenses	3.1%
 Property Expenses	6.8%
 Depreciation	3.4%
 Operating Expenses	16.0%
 Vehicle Expenses	1.1%
<b>Total</b>	<b>100%</b>

Refer to the ACNC website for the full audited financial report. <https://www.acnc.gov.au/charity>

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