

Chairperson's Report

Although it is not possible to detail the many highlights that have occurred at Centrecare Marriage and Family Service over the last two years, it has been a time of challenge and considerable growth.

Of great concern to the Archdiocese, the Board and all Centrecare staff has been the major challenge of budget cuts. But everyone worked together towards resolving the funding crisis, and this measure of unselfish commitment saw the agency emerge with no change in the quality of service.

This time also created an opportunity for Centrecare to examine and plan a vision for future directions.

The introduction of fees for counselling services in April 1992 has proved successful, although the creation and implementation of a fund raising plan remains an important agenda for the Board.

Also established was the Salary Review Committee in July 1993 which was to examine the salary structure and levels within the agency. This issue has required examination for some time and despite the effort involved in organising such a review, we are confident that it will eventually result in a fair salary structure acceptable to all staff.

In 1993, Centrecare moved towards establishing a social work service at St John of God Hospital and we are confident that with the quality of assistance the agency already provides, this venture should also prove successful.

Goldfields Centrecare continues to develop and offer valuable services to local residents. A block of land has been purchased in Kalgoorlie and the construction of a new building to accommodate the centre commenced in late 1993.

1992 and 1993 has been a time to re-welcome Kevin Wringe to the Board. His service and interest in the agency is well known and appreciated. We were sorry to see the departure of Pauline Gee from the Board, but at the same time we have been most fortunate to obtain the services of Father Brian McKenna, Martin Gribbon, Julie Bevan and Fred Chaney as Board members.

The Board wishes to extend its thanks to the Director of Centrecare, Tony Pietropiccolo, who continues to provide invaluable assistance to the Board both in his role as Director and as a link between the Board members and the staff of Centrecare. The Board also extends its congratulations to him on his appointment to the Centacare Australia Executive. We are very proud that Centrecare in Western Australia is represented on the National Committee.

I wish to express my sincere thanks and appreciation to my fellow Board members, Archbishop Hickey, service co-ordinators, staff and supporters of Centrecare without whom the mission of the agency to provide families and individuals in the community with access to counselling and practical support programs to enhance their lives personally and spiritually could not continue to be successfully realised.

Shauna Deane
Acting Chairperson

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Acting Chairperson.





Director's Report

Tony Pietropiccolo, Director.



It must be said that CentreCare's greatest achievement for 1992 and 1993 has been its ability to continue providing professional and caring services during a period of turbulence and unsureness.

The past two years have been somewhat contradictory. While some services have been curtailed, others have been extended and new ones introduced. This has largely been due to the changing nature of available funding with most of the new programs having occurred as a result of government grants.

CentreCare looks to 1994 and beyond with optimism. The organisation is well placed to meet the changing needs of clients, sponsoring bodies and the community. The expertise and creative spirit that exists within the agency will contribute greatly to its ongoing success. The Christian values that inspire CentreCare will ensure that the agency remains centred on respecting the dignity of each person and in forming honest, caring relationships with those who approach it.

Like most non-government agencies, CentreCare works hard at generating income - whether it be through grants, donations, training, fees or fundraising. Fees were introduced in 1992 and these are scaled according to what one can afford. This earning of income is imperative if CentreCare is to continue delivering services which are subsidised, or free of charge, to people who are genuinely in need.

I take this opportunity to publicly thank all CentreCare staff who have contributed so much to the agency and to their clients. Special thanks also to Shauna Deane, members of the Board of Management and to the Management Committee and staff of Goldfields CentreCare who have created a very respected and valued service in the Goldfields.

Thanks must also go to those who have made substantial financial contributions to the agency during 1992 and 1993. Without this practical assistance from the Catholic Archdiocese of Perth, the State and Federal Governments, the Lotteries Commission and from donations and bequests, much of the agency's work would not have been possible.

Tony Pietropiccolo





Financial Counselling

The demand for Centrecare's financial counselling service has increased steadily since its inception in 1989. The service is available one day per week.

The number of new clients for 1992 totalled 58, of which 34 were females and 24 were males. The average income per client was \$16,975 and average debt level was \$30,386. The resulting number of bankruptcies was eight, amounting in total to \$372,000.

Clients came from as far as Fremantle, Armadale, Wanneroo and Heathridge and were referred from a wide variety of organisations such as Legal Aid, Citizens Advice Bureau, Consumer Affairs, City of Stirling, Department of Social Security, Anglicare and Department for Community Development.

Family Link

Family Link has struggled with minimal funding and only one family support worker who provides support and referral to a large socially and economically disadvantaged population living in the Girrawheen, Balga and Koondoola areas. Much time and energy goes into submitting applications to receive further grants to fund educational groups, school holiday programs and family camps.

All this would not be possible without the valuable assistance of volunteers and the community-developed approach of the family support worker.

Special Housing Assistance Program (SHAP)

In late 1991, Centrecare was successful in its application for funding from the State Government to provide a Special Housing Assistance Program in the south-eastern metropolitan region of Perth. This program was to help Homeswest tenants experiencing problems threatening their tenancy to have access or be referred to a family support worker who would then assist them in finding solutions to their problems.

In 1992, following a positive program evaluation, the program was recontracted for a further 12 months with additional funding for a second worker. However, only a small amount of the demand can be met with two workers. At any given time, one worker is carrying a case load of six to eight families which often involves large extended families with up to 20 adults.

Jan Oliver, Co-Ordinator.



Supported Accommodation Assistance Program (SAAP)

Several major changes have happened to this program throughout 1992/93. Evaluation of the then Elizabeth House, now called Mercury Community House, showed that complete internal support for young, pregnant, single women all living together was neither effective nor desired by the residents.

As a consequence, several units were acquired to provide accommodation for these women and support became external. The young women now live in individual units and use Mercury House as a base where they receive support in educational and recreational group activities and child care.

SAAP accommodates 18 families at any one time with often up to 65 families receiving care after leaving Centrecare housing. A large amount of workers' time is spent dealing with families who are homeless, or in danger of becoming so, for whom the agency is unable to assist with accommodation. These people, often as many as 15 per week, are referred to other agencies whenever possible. Unfortunately, these are frequently also full.



Pregnancy Help

With changing attitudes towards the needs of single mothers, Pregnancy Help now counsels women of all ages who face difficulties within this area.

Statistics show that up until June 1993, 1650 women were helped annually at Centrecare's Pregnancy Help. Approximately 250 of these came into the office while the remainder used the 'Pregnancy Help' telephone service.

Also in June 1993, severe funding cuts saw this program's services curtailed, whereby a half-time position replaced the previous two full-time positions.

Volunteers still make a significant contribution with three who help answer telephones and see clients in the office. About twenty help with material aid, particularly in the making of bundles which provide mothers with some basic necessities for the care of their babies.

At present, about 20 clients are seen per month with a similar number of telephone calls. The reduction in phone calls is principally due to the cessation of the out of hours telephone service.

1993 has been a time to address two main issues: firstly; group counselling for young, pregnant, single women whose family backgrounds often include abuse and neglect, and secondly; the need for pre- and post-abortion counselling, particularly for Catholic women. This service has had an increased number of referrals for post-abortion counselling from other agencies.

Joe Goerke, Co-Ordinator.



Parent-Teen Link

Established in 1989, Parent-Teen Link provides counselling to families where significant conflict between parent/s and a teenage child occurs.

Parent-Teen Link has been extremely successful, with over 80 per cent of client families reporting positive outcomes as a result of the counselling received. About 200 families are seen each year with this amount expected to grow to around 400 due to increased funding from the Department for Community Development (DCD).

This service is exclusively for use by families referred from DCD.

CY Mediation

CY Mediation is about finding better ways of resolving conflicts between parents and older children. This is done through mediated agreements covering issues such as friends, outing times, pocket money, homework, clothes and boy/girl friends. It also helps children who have left home, to communicate better with parents who may have opposed their leaving.

It is expected that approximately 400 clients will be seen over the coming year.

Adoptions Counselling

Approximately 100 families were assisted each year by the Adoption's counsellor before the service was terminated in June 1993. Prior to this, the service provided counselling for individuals and families involved in the adoption process, whether before an adoption takes place or after one has happened.

The cessation was due to Church and State Government funding cuts.

Family Skills Training Centre

Located in premises owned by the Uniting Church in Girrawheen, this service commenced in 1993. The purpose of the Centre is to assist families in improving their general life skills and child rearing abilities. This is done through using a variety of techniques, including video teaching aids, art and cooking classes, child development information and so forth. Family Skills is funded by the Attorney General's Department, Canberra.





Counselling

Counselling throughout 1992/93 has been interesting. The Domestic Violence Intervention Program, which began in 1992, is now up and running thanks to funding from the then Office of the Family in early 1993. A substantial amount of work went into developing programs for men and women, in which two groups for each ran in 1993.

Currently, there are 14 counsellors, of whom one is a full-time co-ordinator, four are volunteers who work approximately one day a week and nine are employed on a part-time basis. In all, this totals 7.9 full-time employees.

Funding for marriage, personal and family counselling comes from the Attorney General's Department, the Church, fees for service and donations.

Statistics show that 86 percent of clients sought marriage counselling, 12 percent sought individual counselling and two percent sought family counselling throughout the 1992/93 period.

Greg Chidlow,
Co-Ordinator Goldfields Centrecare.



Goldfields Centrecare

1992

Throughout 1992 it became apparent that marriage counselling was not the only need in the Goldfields. With no other counselling service within 500 kilometres, the agency was inundated with calls for other types of counselling.

As a result, a Domestic Violence Action Group was formed and two, five-night marriage preparation courses were presented to couples planning for marriage.

1993

1993 was also a very fulfilling and successful year at Goldfields Centrecare.

A block of land was purchased and funding received through the Attorney General's Department and the Lotteries Commission helped to begin the construction of a Centrecare building.

Marriage counselling continued as the main program for 1993. There were 332 new cases and 1250 interviews were attended in marriage counselling during 1992. These numbers rose slightly to 336 new cases and 1291 interviews in 1993.

Further funding was received from the then Office of the Family to run two more marriage preparation courses. The total number of couples attending the courses was 60. Feedback from the participants was very positive with 75 per cent of the couples saying they would return to participate in post-marital workshops.

The Domestic Violence Action Group also received funds from the then Office of the Family to start domestic violence groups for men and groups for women. The numbers for the first groups were small, but later evaluation showed these to have been successful.

Another achievement for Goldfields Centrecare has been the initiation of the ACCESS Employee Assistance Programs. Goldfields Centrecare has a contract with the major local mining company and provides ad hoc services to many smaller companies. An alliance has been formed with INDRAD Services, whereby Goldfields Centrecare provides local counselling on a contract basis.

Increasingly, counsellors are being requested to respond to critical incidents such as mine deaths, workplace and motor vehicle accidents and robberies. This is an area of real demand and it's pleasing that employers are recognising employees' needs.

Throughout 1993 Goldfields Centrecare was approached to conduct workshops and seminars for groups of community nurses, hospital miscellaneous workers, carers support groups, retirees and mine rescue teams.

A successful one-day workshop on Managing Trauma in the Workplace was held for ten mine safety personnel, while another one-day workshop was conducted by Michelle Wilson, from Perth Centrecare, on Parenting Teenagers.

The Future

Goldfields Centrecare has many needs, and as such it is often difficult to narrow the focus and decide on what to target. Hopefully, 1994 will be a year of maintenance and consolidation, mindful of a change in staff. Programs, such as the domestic violence groups are in their infancy and their future will depend on available finance and positive evaluation. With the new building and a steady income, there is no reason why Goldfields Centrecare cannot continue to provide a professional and valuable service to the region.





The Financial Statement

The following is an Abridged Summary of the Income and Expenditure Statement for the Years Ending 30 June 1992 and 30 June 1993.

The figures comprise of all the Programmes but are presented as per Individual Service.



Gil Baggen.
Hon. Accountant.



Income

Archdiocese of Perth		State Government		Federal Government		Other Income		Lofferies Commission		Total	
92	93	92	93	92	93	92	93	92	93	92	93
529,014	418,000	512,225	611,339	258,220	289,130	194,924	372,454	35,357	57,656	1,529,740	1,748,579

Expenditure

Salaries and On-costs		Administration		Transport		Accommodation		Housing		Total	
92	93	92	93	92	93	92	93	92	93	92	93
1,034,669	1,080,673	172,465	213,537	61,748	41,667	147,159	168,620	104,775	96,705	1,521,545	1,601,202



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COUNSELLING

CENTRECARE BRIEF THERAPY SERVICE

PARENT-TEEN LINK

SUPPORTED ACCOMMODATION
ASSISTANCE PROGRAM

SPECIAL HOUSING ASSISTANCE
PROGRAM

PREGNANCY COUNSELLING AND
SUPPORT

PERSONAL DEVELOPMENT AND
ENRICHMENT COURSE

CY MEDIATION

DOMESTIC VIOLENCE INTERVENTION
PROGRAM

FINANCIAL COUNSELLING

WELFARE PROGRAM

ACCESS PROGRAMS

FAMILY SKILLS TRAINING

FAMILY LINK