



centrecare marriage and family service 1995/96

photography

Gary Blinco pages 20, 21

Neil Hamilton pages 4 lhs, 25

Wayne Carter pages 4 rhs, 5, 7, 9, 10, 11, 12, 13, 15, 16, 17, 18, 19, 20 lhs, 23, 24, 26, IBC



with
martin gribbon

As Chairperson of Centrecare's Board of Management, Martin Gribbon's reflection on the past two years for Centrecare seems to echo the feeling of all in the agency.

"1995 and 1996 were years of reassessment, refinement and examination for Centrecare, through which the agency has come out on top and forged ahead in not only consolidating services and programs, but in leading the way in welfare practice with innovative work," says Martin.

"There have been many hurdles and challenges to overcome; of particular concern was the crisis in funding when the

Church withdrew funding through the years 1993 to 1995.

"This is the reality of operating a not-for-profit organisation in the 1990s. Money is scarce and we are asked to do more with less, be more accountable, more innovative and more financially sound," explains Martin.

For Martin, Centrecare's success over the last two years has primarily been due to the hard work, dedication and professionalism of staff.

The agency is characterised by an overriding belief in the value of

what staff are doing. This extends from the first point of contact through to the counsellors, Program Managers, Director and the Board.

"Theirs is a spirit of generosity with a great feeling of optimism. And underpinning all this is a shared goal of the importance of treating clients with dignity and ensuring excellence in service. The standards and professionalism of Centrecare are second to none," he says.





Recognition

Testimony to Centrecare's hard work and professionalism is the amount of recognition and the number of awards received over the last two years.

In 1995 Centrecare's Signs of Safety program won the Community Services Industry Award in the area of Child Protection.

In 1996 the agency was awarded two more Community Services Industry Awards, one in the area of Staff Development Support and Training and Director Tony Pietropiccolo won the Individual Leader's Award.

These were in addition to winning the 1996 National Association Times Award in the area of Innovative and Professional Social Services.

Also growing in popularity and demand are Centrecare's training services and its Employee Assistance Program.

This is strengthened by the increased number of contracts being awarded to the agency from both Government and non-Government sectors.

Change of Guard

In 1995 the Board saw the departure of long standing Board members Father Brian McKenna, Dianne Bianchini and Fred Chaney.

"I thank each of them for all their contributions over the years. Without them, Centrecare would not be in the position it is today.

"As a result, we advertised for the first time for new members and received an encouraging response," he says.

Their departures saw Fay Gjorgjievski, Stephen Walker, Alan Jennings and Father Tony Pires welcomed to the Board. They joined Martin, Kevin Wringe and Shauna Deane.

While 1996 brought the eagerly awaited opening of Centrecare Mirrabooka, it also saw the closure of the agency's Pregnancy Counselling and Support Service.

"Just as some services grow others discontinue," explains Martin. "After careful debate and consultation with the Archbishop, the Board decided Centrecare was not in a position to keep the pregnancy service in operation."

Goldfields Centrecare

The words 'rapid growth' can also be applied to Goldfields Centrecare.

"The Management Committee in Kalgoorlie, under the guidance of Chairperson Phil Reid and the creative vision of Manager, Neil Hamilton, began a course of steady growth in counselling services, training of staff in human service organisations and in the establishment of the Employee Assistance Program. In February 1996, following the resignation of Phil, Terry Casey was appointed Chairperson and in September, Neil Hamilton left Kalgoorlie and moved to Perth to manage the new Mirrabooka office," says Martin.

As for the future, Martin says the challenge now lies in successfully managing a rapidly changing environment and ensuring planned growth occurs in the right direction.

"The strength of Centrecare is that it has skilled and committed staff, inspired leadership in the Director and shared values that guide the development of services and programs - all this augers well for the future." ■

with

tony pietropiccolo

When asked how the last two years have been for Centrecare, Director Tony Pietropiccolo offers a wry smile.

"Centrecare has become stronger, wiser and bigger, after experiencing a hectic two years," says Tony, confirming the general consensus of most in the agency.

"The past two years can best be described as a time of evolving with the changing external and internal environments, while maintaining the structure - the values and spirit - of Centrecare. They were years of growth and development, while 1997 is looking to be a year of consolidation for Centrecare," says Tony.

Times are Changing

The privatisation of government programs and the growing community services industry have created an environment where service agencies are increasingly required to become more business-like in their day-to-day operations, says Tony.

No longer just charities, they are also professional businesses which need to survive, while at the same time help those in need.

"Governments now require us to tender for services and this has created an atmosphere of competition," says Tony.

"It has necessitated an awareness of cost cutting and a concern for productivity. Governments are looking to receive more for their money."

This environment has meant a need for Centrecare to develop 'user pays' programs to provide an extra source of income, says Tony.

But, Centrecare still manages to offer its services to all in need, although this must be subsidised by selling services, at competitive rates, to those who can afford it. Brief Therapy professional training courses are a good example of this.

Centrecare staff say it is Tony's strong leadership which helped manoeuvre the agency through these changes. When pressed, Tony reveals a few of his management secrets.

"I try to be caring, in the sense of honesty and genuine support. You need to be able to deal with the difficulties as much as the joys. I attempt to create an environment where people can



maximise what they possess, to accept people and their mistakes.”

It is this respect for, and value of, people and their opinions that fosters a decisive and progressive team. It is by these values that Tony is inspired.

Growth

Tony explains how Centrecare's growth has enabled it to

become more involved in many new service areas which fit into the agency's overall mission of being family focused. One of the main challenges of Centrecare's expansion has been the requirement to juggle staffing

levels and the money to maintain and introduce these extra programs.

“All services are stretched due to the huge demands placed on them.”

“We have handled these challenges by maintaining flexibility within the organisation. If employees have varied skills they are encouraged to work





across programs in order to maximise existing skills and develop new ones," says Tony.

Maintaining our Values and Spirit

Tony says although Centrecare has been steadily growing, staff have been diligent in maintaining the quality of professional service offered by the agency.

To do this, a dedicated team has been developing and standardising policy to ensure its development keeps up with Centrecare's. There is an increasing awareness of training needs and affirming the quality of all facets of the organisation, he says.

Tony is also adamant that in these changing times, the agency remembers its ties to the Church.

"Centrecare perceives itself to be, and remains, reflective of the Catholic values which are practised in the agency's willingness to be available to all people in need and its respect for people's individuality," he says.

"We are here to deliver services to people on behalf of the Church. We are not here to

impose the Church on others, nor to deny its relevance. We draw from the love and the care it exemplifies and practise this through the delivery of our services and the internal day-to-day dealings with staff.

"There is a spirit of genuine concern for staff here. Our aim is to create an environment where people are treated as adults. We practise consultative decision making and teamwork," says Tony.

The Future

The consolidation of Centrecare's services in the community, and making firm the agency's philosophy of quality and professionalism, has already begun.

"In 1997 the agency is likely to continue to enjoy a high reputation in WA and interstate. We will continue to provide training on a national level and our child protection work is due to be published overseas," says Tony.

"All of this is confirmation that the hard work and dedication is being recognised. We are on the right track - our commitment to standards and helping those in need is being rewarded."

Tony is particularly grateful to the Catholic Archdiocese of Perth, Family and Children's Services, the Office of Legal Aid and Family Services, Homeswest, the Health Department, the Ministry of Justice, St John of God Hospital, the Lotteries Commission of WA and the Gaming Commission of WA for their ongoing support.

As for the agency's future, Tony is enlightened.

"Centrecare has to take responsibility for itself. It can be instrumental in shaping the community in which we live, we need to act in confidence and to not shirk our responsibility.

Tony is also very aware and grateful for the enormous effort and contribution made by the managers and their staff.

"Without their commitment to the development and delivery of excellent services, Centrecare would not be the respected agency it is today," he says.

"The Board too, in its unwavering support for the staff and the ideals that inspire them, creates the solid foundation on which the agency's achievements are built," concludes Tony.

After returning from a year's maternity leave at the end of 1995, Secretarial Services Manager Kim Cox says she was astounded at how fast Centrecare had changed.

"I really noticed the growth which had taken place while I was away. A major change was the appointment of Client Liaison Officers who take calls and bookings for counselling appointments," says Kim.

"It has been working wonderfully well. They have really taken a load off the counsellors and reception."

But while the agency and its programs were expanding, administration lost two part-time positions, a result of the early 1990's funding crisis.

"We were stretched to the limits when we lost those positions," Kim says.

Fortunately, in the natural progression of the agency's recovery from funding woes and the increasing demand for services, two part-time receptionists were appointed in 1996 and a clerical assistant position is to be created in 1997.

Another issue Kim faced, which helped the agency realise its popularity, was when the switchboard was upgraded in 1996.

"We were receiving complaints about how people were waiting for 20 minutes or longer before they had their calls answered, so we updated the switchboard and suddenly had a huge influx of calls," Kim says.

After the busy years of 1995 and 1996, Kim says 1997 will see a consolidation and a review of duties for everyone in administration.

"It is now a matter of settling down and achieving a more manageable workload, as well as updating computer systems to help make administration more efficient."

Key to Success

Kim says Centrecare works well because everyone is treated equally by Director Tony Pietropiccolo.

"He sees everyone in the organisation as a professional with his or her own specialities. Equality is the key for Centrecare," she says. ■

with

kim cox



with

robin shine

Robin Shine, Program Manager for Centrecare's Supported Accommodation Program, Family Link, Special Housing Assistance Program and Financial Counselling, admits 1995 and 1996 comprised turbulent times.

Supported Accommodation Assistance Program (SAAP)

The evolution of the SAAP program over the last two years has been rocky, but satisfying says Robin.

"A review of the program, which provides housing and support to homeless families, in 1995 caused anxiety to be felt right across the agency. There was a real possibility of losing this valuable service for Perth's homeless people.

"Its closure would have meant a considerable loss of staff in the agency, but they said they would rather lose their jobs than offer an inadequate service, which is what we were facing," says Robin.

Staff did well in carrying out the service throughout this time. There was enormous relief when the service contract was extended until July 1998.

During 1996 a major initiative

saw the 'rolling over' of clients from agency accommodation to Homeswest Community Housing when they exit the program.

"This helps in preventing further upheaval and dislocation for families when they again become Homeswest tenants. It helps them to get on with their lives as smoothly as possible," Robin says.

On top of this progress, Robin says the gain of an additional six properties funded by the Crisis Accommodation Program and the creation of the role of Property Officer helped to further consolidate the service in 1996.

"The appointment of a Property Officer to the team brought to fruition a long term goal of separating the roles of support worker and landlord," she says.

"It is difficult to create trust with a client if you are both their support worker and their landlord."

Family Link

Family Link, a service which provides advocacy and support services for individuals and families in the Mirrabooka region, continues to be in high demand by disadvantaged families, although a sense of impermanency prevailed







within the program during 1995 and 1996. However, this was quashed following the move to the new Mirrabooka office in mid 1996 when a sense of renewed enthusiasm and purpose returned.

“Also during this time an external pressure led to the agency having to cease offering holiday programs. This was due to the changing focus of holiday programs, which previously targeted primary school aged children, to also include high school students. We could no longer offer the same standard of service to the children as we had done in the past.” Robin says.

“This has been seen by both Centrecare and the families involved as a significant loss to the target group.”

Special Housing Assistance Program (SHAP)

“SHAP, a service which helps Homeswest tenants avoid eviction, is continuing to evolve and develop. Homeswest has been providing encouragement over the years, as well as being prepared to listen and make changes as part of this process,” Robin says.

Feedback from Homeswest has been that the service makes a significant difference to families

facing eviction, but an ongoing challenge has been to have this value recognised and reflected in more realistic levels of funding.

With the development and growth of the service, support workers’ case loads need to be closely monitored due to the levels of intensity of working with families.

“Many people do not realise the difficulty of this work. One worker lasted two weeks,” Robin says.

“Of ongoing vigilance has been the safety of Family Support Workers visiting these families. Homeswest recognised this need in 1996 and agreed to fund mobile phones for each worker.”

Robin says hygiene worries are also of great concern for workers when they visit families, as many homes are run down and dirty.

“Another issue is a government proposal to implement housing reforms which will strongly impact on both our SAAP and SHAP clients. Centrecare will continue, in 1997, to provide a strong voice in ongoing debates on the issue,” says Robin.

Financial Counselling

After being in operation for only six months and utilised to full capacity, funding was abruptly withdrawn from this service in August 1995.

with

joe goerke

For Joe Goerke, Program Manager for Centrecare Brief Therapy Service, Pregnancy Counselling and Support, Parent-Teen Link, CY Counselling and Mediation, Family Skills Training Centre, Hospital Social Work Service, BreakEven and Child and Family Mediation Centrecare is about pursuing excellence in quality, standards and service.



Parent-Teen Link

Parent-Teen Link is a highly effective counselling service for families experiencing parent-teen conflict and is only available on referral from Family and Children's Services. Over 300 families experiencing parent-teen conflict were counselled by the service during 1995 and 1996.





BreakEven

Although only in its infancy, BreakEven, which provides counselling and support for problem gamblers and their families, is proving to be successful.

"In the first three months of operation, 80 clients/families were seen by our two part-time counsellors. Due to this success, the initial one year contract was extended to provide funding until the end of 1997," says Joe.

"We can now provide specialist training for counsellors in country areas, where it is usually difficult to extend specialist services, such as BreakEven. Contact with Corrective Services has also increased the referral rate," says Joe.

The Burswood Resort Casino, Lotteries Commission of WA, Healthway, the TAB and the WA Bookmakers Association combined to provide the funds for this service. The Gaming Commission oversees the project.

Hospital Social Work Service

This service provided a full-time social worker located at St John of God Hospital Subiaco and, in 1995, Murdoch Hospital joined the scheme and a part-time social worker was also employed there.

"Due to the growing demand

for the services and the fact that both services had been professionally established by Centrecare," explains Joe, "the hospitals decided to take over direct management in 1996."

Pregnancy Counselling and Support Service

In early 1996, this highly respected and professional service was closed due to outside pressures from people who had misinterpreted the agency and its work.

Joe says, although Centrecare closed the program because it could not offer a professional service due to these external pressures, he was impressed that the agency adhered to its principles.

"The agency knew that Pregnancy Counselling and Support was a needed and respected service for women who had moral and ethical problems with their pregnancies," he says.

"Other agencies and Centrecare were disappointed by its closure because quality and professional services in this area are in short supply," he says.

CY Counselling and Mediation

CY seeks to help families where there are problems between parents and a young person. As a

Federal Attorney-General's Department funded program, its main aim is to prevent youth homelessness through using counselling, mediation and related services.

"The service is very successful as it helps many people who have the motivation to help themselves," says Joe.

"However, as with Parent-Teen Link, the nature of cases referred to Centrecare shows an increase in the more serious problems and risks to families," he says.

During 1995/96 over 300 young people and more than 600 adults were seen for a first time.

Family Skills Training Centre

Training for families in the Girrawheen area is provided to assist them to better cope with the demands of family life, meeting the needs of young children, coping with adolescent behaviour and other family issues such as budgeting and nutrition. Courses are run at a local hall and holiday camps are used to help families learn new skills while enjoying themselves.

"Although a highly utilised Federal Attorney-General's Department funded program, Family Skills continues to be challenged by a restricted budget,"

says Joe, also explaining that the management for this program was transferred to the new Mirrabooka office in August 1996 following its opening.

Child and Family Mediation

Another new Centrecare service is Child and Family Mediation. This is Federal Attorney-General's Department funded program which helps separating families to work out the issues of care



of children, finance and property.

"The realisation of the importance of this service comes from the steadily increasing demand from the community," says Joe.

Joe offers a relaxed smile to say the management for this program, as for Family Skills, were both passed on to Neil Hamilton, the agency's Program Manager





Agreement

for the new Mirrabooka office, in August 1996. This now frees up his time to concentrate on working on the Social and Community Services Award and Quality Assurance.

Centrecare Brief Therapy Service

Centrecare Brief Therapy (CBTS) provides professional counselling and training for counsellors. Brief Therapy is a fully self-funded program developed by Centrecare staff. It originally grew out of a melding of interests - of solution focused counselling and child protection work.

Not only did Centrecare win the 1995 Community Services Industry Award in the child protection category for its 'Signs of Safety' program, but the agency is now an acknowledged expert in the field. In 1996 Andrew Turnell, who has been with the agency for seven years, conducted very successful workshops in Signs of Safety in the UK and in the USA.





"Both Andrew and Steve Edwards, who helped develop the program from its infancy, have also been contracted by publishers in London to write a book on Brief Therapy," explains Joe.

"It is something the agency can be proud of, that it promoted and developed such an excellent and innovative service. It is disappointing the wider community does not recognise such work in child protection.

"It is an immensely complex and highly skilled area, but you only hear about the problems and failures, not the successes."

A 'Year of the Family' grant in 1995 from Family and Children's Services also saw the agency undertake a study into successful family life. This research was completed in August 1995 and outcomes were compiled into a booklet and video.

A very successful residency with Eve Lipchik, a noted counsellor in the domestic violence area from Milwaukee USA, was held in 1995 and training in Narrative Therapy was added to the program.

During 1995 and 1996 over 800 professionals in Australia received training from this service.



Western Australian Families
Speaking For Themselves

with

neil hamilton



'Dynamic' is the word Neil Hamilton uses to describe the past two years for Goldfields Centrecare.

"The agency has grown so much that a second property was purchased to accommodate and ensure future growth," he says.

"We have also been consolidating our position; through the seeking and seizing of opportunities, the agency has become a widely recognised and respected human services provider in the region."

The addition of eight new staff to the office indicates the amount of growth Goldfields Centrecare experienced over the years.

Relationship Counselling

"Like Perth, the Federal Attorney-General's funded program continues to be a popular and widely used Centrecare service in the Goldfields, with individual, couple and family counselling the hub of our activities," says Neil.

Counsellors delivered 3,337 counselling sessions and extended services to 896 new clients over the two years. >—





Domestic Violence

Centrecare also continues to push ahead and confront domestic violence in the region with the start of women's support groups, in addition to one-on-one counselling.

"However, face-to-face contact still remains the preferred option to access domestic violence support and counselling," says Neil explaining how this is a Family and Children's Services funded program.

"Reports commissioned by the Central Health Authority and Ministry of Justice continue to indicate that levels of violence 'in all its forms' occur six times higher than the State average," says Neil.

The agency also informs the community about strategies to reduce violence through public forums, presentations to the mining industry and hosting the Domestic Violence Action Group.

Marriage Preparation

The 'Preparing for Marriage' course helped 25 couples learn communication, conflict resolution, intimacy and financial equality skills, in Centrecare's commitment to help people better prepare for marriage.

ACCESS Programs

Demand for this Employee Assistance Program (EAP) has continued to grow. As a result, the agency's critical incident service delivery was extended to 24 hours a day, seven days a week.

"Due to the service's increased availability, many local companies now insist on contracting ACCESS Programs for their regional needs," says Neil explaining how staff attended to 27 critical incidents over the 1995/96 period.

Neil says five new companies signed with Centrecare over the two year period and other major EAP providers also contracted Goldfields Centrecare to deliver their programs exclusively to the region.

Sex Offender Treatment

Recognising the progressive work of the Goldfields' Sex Offender Program, a paper reviewing the program's content and gains was well received at an international conference in Perth in 1996, says Neil.

"The program is highly respected due to its quality services integrating Aboriginal and non-Aboriginal offenders and prison and non-prison based offenders in one group," he says.

In conjunction with the Ministry

of Justice, the agency facilitated four Sex Offender Treatment Programs during the period.

Family Mental Healthcare

A new and exciting program where the agency, together with the Central Health Authority, provides services for families touched by mental illness.

"Caregivers of the mentally ill face a variety of hardships, psychological distress and daily difficulties that are often exacerbated in an isolated region," Neil says.

"Due to a lack of services providing support, they are often left to shoulder the burden alone, a plight that makes the load more tiresome, and at times, unbearable."

Financial Counselling

The latest addition to the Goldfields' vast array of services is its Financial Counselling Service which is funded by Family and Children's Services.

"We started delivering this service in mid 1996," says Neil "and, unlike any of our other services, this program brings us into contact with people living in the towns of Leonora, Laverton, Coolgardie, Kambalda and Menzies.

The Future

"As can be seen, Goldfields Centrecare continues to be an exciting and rapidly expanding part of the agency,"

Neil says.

But after a rewarding and challenging two and half years with the team at Goldfields, the lure of a position to manage Centrecare's new Mirrabooka office and city lights, saw Neil leave his position in August 1996.

"Apart from now having to swap my open neck shirt with a suit and tie, I am confident new Program Manager, Helen Kemp, will successfully take the Goldfields office into 1997 and beyond," says Neil.

"The future holds much potential and many challenges for Helen and the Goldfields team," says Neil. ■





with

greg chidlow

1995 and 1996 were busy years of growth and consolidation for Greg Chidlow, Program Manager for Abuse in Families, Counselling and ACCESS Programs, and his team.

Abuse in Families Program

"The agency was successful in attracting a four year national Family Abuse Intervention and Research Project from the Federal Attorney-General's office," says Greg.

"Our success in gaining this project is recognition of Centrecare's excellent work - the therapeutic skills of our counsellors are well acknowledged and we make every effort to maintain high professional standards," says Greg.

In partnership with Relationships Australia (WA), the agency researches models of intervention and is developing training programs for national use within agencies funded by the Attorney-General.

Group Programs

Group counselling in family abuse for both men and women has also continued to remain in high demand.

In 1996, the men's groups began using a Narrative

Therapy style which was found to fit well with the needs of men.

"Staff have taken this interest a step further and will offer Narrative Therapy Training courses in 1997," says Greg.

ACCESS Programs

"ACCESS Programs continues to grow. 1995 saw ten new client companies in the metropolitan area and ten State-wide seek Centrecare's services and in 1996 three large private hospitals and three private high schools also became clients," says Greg.

"Due to increased growth, there has been a real need both to maintain current contracts and to lift the public profile of programs in the commercial world.

Consequently, a specialised consultant was appointed in 1996 to cater for the increased demand and lift the program's profile," says Greg.

Counselling

The demands for counselling, funded from the Federal Attorney-General, have continued to be high through the years, with a 25 per cent jump in the number of counselling interviews in 1995, explains Greg.

"Counsellors have been keen to develop their skills so they

initiated monthly clinical case presentations and peer training to achieve this - a move which has contributed to the agency's success and growth in the area," says Greg.

"Demand for counselling is so high that our Client Liaison Officers have needed to harass counsellors for more appointment times."

In 1995 Centrecare said good-bye to Sister Maureen McCarthy, whose contribution and commitment in both the Goldfields and Perth, especially with women, has been outstanding and worthy of special note in Centrecare's history.



with

errol goves



Despite Centrecare entering a phase of financial consolidation after many years of funding crises, major changes were still installed for the agency when new Accountant, Errol Goves, started in 1996.

New accounting systems and procedures were introduced and a change of thinking was encouraged.

"My background, which is in commercial accounting, is totally different to welfare accounting," says Errol.

"In commercial work, one needs to account for money coming in, while in welfare one needs to account for money going out," says Errol.

"However, Centrecare does have some revenue

raising programs so my commercial background does come in use. These are in the areas of training and in the provision of the agency's Employee Assistance Program - ACCESS Programs.

In addition to up-grading the agency's accounting system, Errol has also concentrated on pruning small jobs which can cost a lot of money.

"It is the little common sense items that add up. I try to focus people's attention on cutting costs.

The Big Picture

Errol explains how, after spending 1996 standardising and upgrading accounts, he is now passing the day-to-day accounting duties on to the

accounting staff.

"I am also planning to have more contact with the Goldfields office to standardise its system. Other goals comprise looking at expanding and developing outside contracts to increase our revenue base and to enhance the concept of a 'one' Centrecare.

"We need to guard against each program area becoming too individualistic. I am committed to the development of a wholistic Centrecare because without Centrecare, there is no money and with no money, there are no programs. We are one."

Centrecare Marriage and Family Service

Analysis of Income and Expenditure for the years ended June 1995 and June 1996

Income	1995	%	1996	%
Archdiocese Building Maintenance	0	0	55,000	3
Archdiocese LifeLink Fund	70,000	4	45,000	2
Federal Government Funded Programs	466,350	24	670,244	32
State Government Funded Programs	801,912	42	730,451	35
Lotteries Commission	17,000	1	0	0
Revenue from Services	550,037	29	597,021	28
Total Revenue	1,905,299	100	2,097,716	100
Expenditure	1995	%	1996	%
Accommodation Associated Costs	45,572	2	80,171	4
Salaries/Wages and On-Costs	1,389,582	74	1,514,574	74
Administration Expenditures	262,597	14	257,335	13
Property Maintenance	132,472	7	129,318	6
Motor Vehicle Running and Travel Costs	48,732	3	69,175	3
	1,878,955	100	2,050,573	100
Operating Surplus for the Period	26,344		47,143	

Comparative Balance Sheet for 30 June 1995 and 30 June 1996

	1995	1996
Cash	198,710	428,287
Receivables	7,193	
Total Current Assets	205,903	428,287
Non-Current Assets		
Term Deposits	265,000	320,593
Provisions	188,850	163,343
Total Non-Current Assets	453,850	483,936
Total Assets	659,753	912,223
Current Liabilities	1995	1996
Current and Group Tax Accruals	242,076	418,263
Annual Leave Accruals	75,558	62,321
Mirrabooka Project Accruals		43,037
Total Non-Current Liabilities	317,634	523,621
Non-Current Liabilities		
Long Service Leave Accruals	88,275	87,615
Total Non-Current Liabilities	88,275	87,615
Total Liabilities	405,909	611,236
Net Assets	253,844	300,987
Equity Represented By		
Provisions and Reserves	227,500	253,844
Current Year Surplus/Deficit	26,344	47,143
	253,844	300,987

staff

of 1995/96

ANDREW, Rob	Counsellor	ILIFFE, Gillian	Counsellor
ARGILE, Paul	Counsellor Goldfields	KELLY, Geri	Client Liaison Officer
ARNOLD, Debbie	Receptionist/Switchboard Op/Typist	LAWRIE, Bill	Mediator
BAGGEN, Gil	Accountant	LITTLE, Lynn	Administration Executive Goldfields
BENNETT, Peta	Counsellor	MARTIN, John	Counsellor
BURTON, Graeme	Counsellor	MATTHEWS, Sara	Client Liaison Officer
BUTLER, Wendy	Social Worker St John of God	McCARTHY, Sr Maureen	Counsellor
CARROLL, Baljit	Counsellor/ Mediator	McGINNISS, Liam	Family Mediator
CARSTAIRS, Bruce	Property Officer SAAP	McKIERNAN, Kath	Bookkeeper
CARTON, Keith	Accounting Assistant	MERCER, Kim	Counsellor Goldfields
CHIDLOW, Greg	Program Manager and Counsellor	MORRIS, Arnya	Casual Administration Assistant
COLE, Jane	Family Support Worker	MORRISON, Julia	Counsellor/Mediator
COLLOPY, Margaret	Counsellor	MULCAHY, Fran	Receptionist/Clerical Goldfields
COOK, Karen	Client Liaison Officer	OVENDEN, Claudia	DV Research Officer
COX, Kim	Secretarial Services Manager	PAPANDREOU, Loula	Secretarial Services Manager
COX, Sue	Casual Receptionist	PERCY, Ian	Social Worker/Counsellor
CROXFORD, Leigh	Client Liaison Officer	PFUFF, Dorothea	Counsellor Goldfields
DENNISS, Elizabeth	Office Assistant	PHILLIPS, Lorraine	Counsellor Goldfields
DUNN, Annie	Counsellor	PIETROPICCOLO, Tony	Director
EASTHER, Debbie	Counsellor	PURVES, Noelle	Clerical Assistant
EDWARDS, Sheena	Counsellor	RASMUSSEN, Allison	Family Support Worker
EDWARDS, Steve	Counsellor	REES, Joanne	Typist/Office Junior
EVANS, Malcolm	Family Support Worker	RODWELL, Mary	Counsellor
EVERITT, David	Mercury House Administration	ROSSARO, Elio	Family Support Worker
FAWKE, Margaret	Secretarial Services Manager	SHINE, Robin	Program Manger
FERNANDEZ, Leo	Family Skills Trainer	SKYE-LARK, Lolita	Family Support Worker
FITZ, Karl	Family Support Worker	STACK, Kathy	Social Worker St John of God
GARGETT, Prue	Counsellor	STEELS, Louise	Social Worker St John of God
GRENFELL, Kevin	Counsellor	STICKLE, Michelle	CY Counsellor/Mediator
GODDARD, Heather	ACCESS Consultant	STONE, Vikki	Parent Link Coordinator
GOERKE, Joe	Program Manager	STROMMEN, Leanne	Acting Program Manager
GOERKE, Jacinta	PR/Networking Officer	SUTHERLAND, Vesna	Counsellor Goldfields
GOH, Andre	Family Support Worker	THOMAS, Susan	Receptionist/Secretary Goldfields
GOVES, Errol	Accountant	TRUSCOTT, Steve	Chaplain
GRAY, Sr Loreto	Welfare-Home Visitor	TURNELL, Andrew	Counsellor/Trainer
GUBB, Anne	Receptionist	TURNER, Laurie	Maintenance Worker
HAMILTON, Neil	Program Manager	UREN, Ken	Family Support Worker
HAMMER, Patsy	Counsellor	VAN WEES, Mary	Officer Administrator
HANLEY, Aroha	Counsellor	WARD, Karyn	Receptionist
HERBERTE, Suzie	Family Support Worker	WEEDEN, Christina	Family Mediator
JOHNSON, Frank	Accountant	WILLIAMS, Diana	Counsellor Goldfields
		WILSON, Michelle	CBTS Co-ordinator/Counsellor



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

Centrecare is about people making time for people

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