

**CENTRECARE**

People Making Time for People



Established in the early 1970s by the Catholic Archdiocese of Perth to meet the growing demands of Perth families, Centrecare today is one of Western Australia's most professional and innovative providers of specialised social services. With a not-for-profit status, the purpose of Centrecare is to provide excellent, respectful and caring services which encourage all persons to develop to their fullest potential.

Centrecare delivers over 30 accommodation, counselling, support, mediation, education and training services from office locations in Perth, Mirrabooka, Joondalup, Carlisle, Fremantle, Kalgoorlie and Esperance. Affiliate offices are located throughout the rest of Western Australia and nationally.

All staff members are experienced professionals with qualifications in psychology, social work, counselling, the social sciences and administration. The agency's high standard of service delivery is maintained through on-going professional training of all staff as well as the clinical supervision of all counsellors by a person other than that person's manager.

Services are available to all without discrimination on the basis of age, gender, race, religion, physical disability, marital or social status.

Centrecare is people making time for people.

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MANAGEMENT  
COMMITTEE  
KALGOORLIE

**PROGRAM MANAGER**  
Goldfields Centrecare

ACCESS Programs

Domestic Violence

Counselling and Group  
Programs

Family Mental  
Healthcare

Financial Counselling

Marriage Education

Marriage and Family  
Counselling

Victim Support Service

Special Housing  
Assistance Program

Community Drug  
Service  
Team

**PROGRAM MANAGER**

Support Housing  
Assistance Program

Supported Accommodation  
Assistance Program

Crisis Accommodation  
Program

Supported  
Accommodation  
Assistance Program  
Reform Project

Welfare

**PROGRAM MANAGER**

BreakEven

Centrecare Brief

Therapy  
Service

CY Counselling and  
Mediation

Parent-Teen Link

Parent-Teen Link  
(Joondalup)

# ORGANISATIONAL CHART

ARCHBISHOP

BOARD OF MANAGEMENT

DIRECTOR

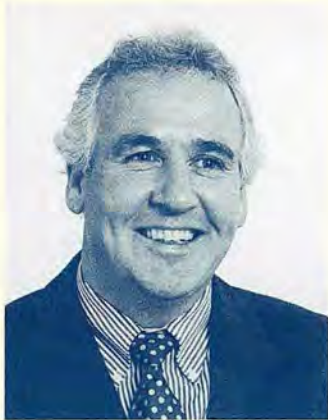
PROGRAM MANAGER	PROGRAM MANAGER Centrecare Mirrabooka	MANAGER ADMINISTRATION	MANAGER FINANCE & HUMAN RESOURCES
ACCESS Programs	Family Mediation	Clerical	Finance
Domestic Violence Counselling and Group Programs	Family Mediation Training	Client Liaison	Human Resources
Family Violence Research Project	Skills Training for Aggression Control	Office Administration	
Loss and Grief	Family Lnk Parent Lnk	Customer Service	
Marriage and Family Counselling	Family Skills Training	Computing	
Narrative Therapy Training		Public Relations	
		Quality Assurance	



**CENTRECARE**

PEOPLE MAKING TIME FOR PEOPLE





## Chairperson's Report

Centrecare has a unique and special role within the Western Australian community and, more particularly, the Community Services Sector. We often hear of policies and initiatives aimed at strengthening communities through support to families and individuals. Centrecare plays a small, though significant, role in a very practical and effective way to make this a reality.

The greatest challenge which Centrecare has faced throughout the last two years has been to negotiate the changing and competing environment, where rules and previous givens are no longer recognisable, whilst at the same time, maintaining a sense of purpose, optimism and vision. Centrecare can be proud that it has developed great business acumen without compromising its mission of service to the community and upholding the dignity of individuals, especially those who may be experiencing difficulty in their personal and family relationships.

The spirit of Centrecare continues to develop and flourish. This is a spirit of generosity, a spirit of excellence, a spirit of professionalism, a spirit of fun, a spirit of inclusiveness. These gains have not just happened by accident but are a result of great team work, quality leadership from Tony Pietropiccolo, our CEO, excellent management at all levels and the contribution from all staff who believe that what they do is important to our community.

Centrecare has been supported in its endeavours through assistance from the Perth Archdiocese. In addition, we have been successful in winning a number of State and Commonwealth tenders to provide a broad range of counselling, support and community services. Centrecare is pleased to be associated with these partnership arrangements with Government Departments which enhance our commitment to the community.

Centrecare thanks all its friends and supporters who have helped make the agency what it is today. Thanks also to the Board for their generous support, good humour and eminent good sense.

Roll on the millennium!

Martin Gribbon  
Chairman





# Director's Report

The past two years have been exceptionally busy. Every year seems to be just as frantic. There is a myriad of adjustments to make as a result of changes to government policies and expectations. The demand for services continues at a rate often beyond Centrecare's capacity to service it. Changing community attitudes require the development of practices that are increasingly sophisticated and professional. The growth of legalism and individualism have added a further complexity to our social reality.

Centrecare staff have been able to thread a way through this maze of competing expectations and changes in societal culture. They have retained a focus on what are essential values. These values are the need to provide compassionate and effective services to the whole community. Centrecare people have fought to retain a view that balances economic rationalism with a commitment to community service. They continue to believe that social values are important, as is the enhancement of individual freedom and self-determination. This is perhaps the agency's greatest achievement of the last two years.

The provision of assistance to thousands of individuals and families; the establishment of a large number of new services both in the Perth metropolitan area and the Goldfields; its creative approaches to service delivery; the commitment to the implementation of a quality assurance process; the agency's ongoing involvement in the development of workable policies; its participation in a variety of local and national bodies and the substantive contribution made to research and social debates are the practical expressions of Centrecare's beliefs and ideals.

Centrecare staff need to be congratulated for their ongoing commitment to furthering the agency's mission. Their untiring efforts to provide a high quality service with enthusiasm and warmth are inspiring. Two people who were especially honoured in 1998 were Sr Loreto Gray and Patsy Hammer for their lengthy and loyal service to the agency and its clients.



The future environment faced by Centrecare is likely to be one that is unfriendly to charitable organisations. A commitment to community service is unlikely to be valued for its own sake. Non-profit organisations will need to compete increasingly with for-profit entities. Quality is likely to be sacrificed on the altar of quantity. More will be expected for less cost. Retaining a commitment to the provision of high quality, compassionate and accessible services will remain Centrecare's greatest challenge for the foreseeable future. There is little doubt that the organisation can achieve this through a creative approach to service provision, a willingness to change, a desire to question prevailing values and a faithfulness to its ethos.

The organisation's Board of Management, chaired by Mr Martin Gribbon, has been resolute in its support of an agency which, in its attempts to meet the challenges of today's world, draws its life from Catholic social teaching. The Board has made an invaluable contribution to the ongoing stability and development of Centrecare. They have been ably assisted by Goldfields Centrecare's Management Committee chaired by Mr Terry Casey. We are very appreciative of their generosity, insights and understanding.

The Catholic Archdiocese of Perth, through its sponsorship, continues to provide Centrecare with substantial moral and practical support. The agency could not continue its work without this valuable contribution.

Centrecare's work is also dependent on the funding and co-operation that comes from a number of government departments and the Lotteries Commission of Western Australia. The federal and state departments concerned are: Department of Health and Aged Care; Family and Children's Services, Family and Community Services, Ministry of Housing, Ministry of Justice, Western Australian Drug Abuse Strategy Office, Western Australian Health Department, Attorney General's Department and the Gaming Commission of Western Australia.

The agency can look with confidence to the future. This assurance is based on the knowledge that its mission is relevant, its people are committed and its values are timeless.

Tony Pietropiccolo



# When

abuse/violence is an issue in the family

## SERVICES FOR MEN AND WOMEN

**TITLE: CENTRECARE FAMILY ABUSE PROGRAM**

**SERVICE DESCRIPTION:** Family Abuse Program provides one-on-one counselling and support programs for women and men involved in abusive relationships. Abuse within relationships, also called domestic violence, can be displayed physically, sexually, emotionally, verbally, financially or socially.

**GROUPS:**

2 on-going weekly groups @ 2.5 hours each are run for men (between 8 and 12 participants).

2, and sometimes 3, on-going weekly groups @ 2.5 hours each are run for women (between 8 and 12 participants)

**MAIN ISSUES FOR 1997/98:** A major issue over the 1997/98 period was the emergence, through the National Research Project, of the real and very high costs of providing best practice family abuse services. Another issue of concern was how to manage the high stress levels which are a risk for staff working in this area. However, many achievements took place over this time, including the implementation of a second ten week group program for women, the trialing of an on-going support group for men, the inclusion of a male facilitator in the women's programs, the provision of training to university students and the provision of approved childcare for children while their mothers were in groups.

**FUNDED BY:**

Family and Children's Services (State Government)

Family and Community Services (Federal Government)

**LOCATION:** Perth

**TELEPHONE:** (08) 9325 6644

**EMAIL:**

familyabuse@centrecare.com.au

**BROCHURE TITLES:**

When you want respect not abuse.

When your actions are pushing loved ones away.

# When

abuse/violence is an issue in the family

## FOR VICTIMS AND PERPETRATORS OF FAMILY VIOLENCE

**TITLE: SPOUSE ABUSE COUNSELLING AND EDUCATION**

**SERVICE DESCRIPTION:** Goldfields Centrecare's Spouse Abuse Counselling and Education program provides one-to-one counselling and education for women, men and children involved in relationships in which family violence is an issue. Community education and support groups are also offered as a part of this program.

**CLIENT APPOINTMENTS:**  
1997 - 284  
1998 - 335

**MAIN ISSUES FOR 1997/98:** Promoting the program to the community and other agencies was the main issue needing to be attended to during this period. Professional groups for other service providers and groups for community members were also held.

**FUNDED BY:**

Family and Children's Services (State Government)

**LOCATION:**

Kalgoorlie-Boulder

**TELEPHONE:**

(08) 9091 1833

**EMAIL:**

centcare@ludin.com.au



## When abuse/violence is in the family

### FOR WOMEN IN RELATIONSHIPS WHERE FAMILY VIOLENCE IS AN ISSUE

**TITLE: DOMESTIC VIOLENCE ADVOCACY AND SUPPORT**

**FUNDED BY:** Family and Children's Services (State Government)

**LOCATION:** Kalgoorlie-Boulder

**TELEPHONE:** (08) 9091 1833

**EMAIL:** centcare@ludin.com.au

**SERVICE DESCRIPTION:** Goldfields Centrecare's Advocacy and Support program provides advocacy, support and short-term one-to-one counselling and education for women in relationships in which family violence is an issue. Community education and support groups are also offered as a part of this program.

**CLIENT APPOINTMENTS:** 1998 44

**LIAISON:** 55

**GROUPS:** 1

**OTHER SERVICES:** 26

**MAIN ISSUES FOR 1997/98:** With funding commencing in May 1998, the emphasis of this new service was on program development and promotion within the community and to other agencies.

## When abuse/violence is in the family

### FOR PERPETRATORS OF DOMESTIC VIOLENCE

**TITLE: DOMESTIC VIOLENCE PERPETRATOR'S PROGRAM**

**SERVICE DESCRIPTION:** Goldfields Centrecare's Domestic Violence Perpetrator's program provides one-to-one counselling and education for men who are perpetrators of domestic violence. Community education and psychoeducational groups are also offered as a part of this program.

**CLIENT APPOINTMENTS:** 1998 124

**OTHER SERVICES:** 52

**GROUPS:** 1

**MAIN ISSUES FOR 1997/98:** Commencing in April 1998, the main emphasis of this program was on program development and promotion.

**FUNDED BY:** Ministry of Justice (State Government)

**LOCATION:** Kalgoorlie-Boulder

**TELEPHONE:** (08) 9091 1833

**EMAIL:** centcare@ludin.com.au







## When living in Homeswest accommodation isn't easy

### ACCOMMODATION PROBLEMS WITH HOMESWEST TENANTS FACING POSSIBLE EVICTION

**TITLE: SUPPORTED HOUSING ASSISTANCE PROGRAM (SHAP)**

**FUNDED BY:**

Ministry of Housing  
(State Government)  
previously Homeswest

**LOCATION:**

Perth metropolitan area

**TELEPHONE:**

(08) 9325 6644

**EMAIL:**

shap@centrecare.com.au

**BROCHURE TITLE:**

When living in Homeswest  
accommodation isn't easy.

**SERVICE DESCRIPTION:** Centrecare's Supported Housing Assistance

Program (SHAP) aims to help Ministry of Housing (previously Homeswest) tenants meet their tenancy obligations and responsibilities through assistance and support. This is provided to them in the home and comprises budgeting assistance; counselling; referral or help in dealing with other agencies; and assistance in resolving conflict, differences or disputes with Ministry of Housing.

**CLIENT APPOINTMENTS:** 1997 - 1110

1998 - 1325

**MAIN ISSUES FOR 1997/98:** A major issue over this period was the amount of overcrowding in housing and lack of available accommodation options. This has caused great difficulties for tenants who are trying to abide by their Ministry of Housing tenancy obligations, but at the same time may have cultural and/or family obligations to support others who are homeless. Moreover, many tenants and their families have limited finances, large debts and a lack of employment options. This is often a generational issue and can impact on a household's

ability to address referral issues. Many of the tenants referred also have multifaceted issues/difficulties with which they are living or trying to cope and this impacts on their ability to address referral issues. Another major issue was the increasing number of clients presenting with psychiatric issues which has financial implications on agencies when providing training and appropriate staffing levels. Lastly, the lack of long-term services available to assist the families and tenants who may require this type of service to maintain their housing is of concern. The majority of long-term services in the metropolitan area are generally only available to the elderly or individuals with disabilities. Some families and individuals require lengthy support to maintain their accommodation. Any design in long-term services would, however, have to carefully look at dependency and need.

## When

living in Homeswest accommodation isn't easy

### ACCOMMODATION PROBLEMS WITH HOMESWEST TENANTS FACING POSSIBLE EVICTION

**TITLE: SUPPORTED HOUSING ASSISTANCE PROGRAM (SHAP)**

**SERVICE DESCRIPTION:** Goldfields Centrecare's SHAP program aims to help Ministry of Housing (previously Homeswest) tenants meet their tenancy obligations and responsibilities through assistance and support. This program provides tenants with the opportunity to obtain the necessary skills, knowledge and/or behaviour modification, as identified by the Ministry of Housing and Goldfields Centrecare, enabling them to maintain their obligations under the tenancy agreement and to have continuity of tenancy.

**OCCASIONS OF SERVICE:** 1997 - 892 Hours  
1998 - 943 Hours

**FUNDED BY:**

The Ministry of Housing  
(State Government)

**LOCATION:**

Kalgoorlie - Boulder

**TELEPHONE:**

(08) 9091 1833

**EMAIL:**

centcare@ludin.com.au

**MAIN ISSUES FOR 1997/98:** The main issue throughout 1997/98 was debt management referrals along with an increase in referrals relating to maintenance issues and anti-social behaviours during 1998. It also became apparent that derived issues are a factor relating to the break down of the tenancy obligations and clients are now encouraged to adopt the changes they feel are appropriate to their cause.

## When

living in Homeswest accommodation isn't easy

### ACCOMMODATION, SUPPORT AND ASSISTANCE REFORM PROJECT

**TITLE: SAAP REFORM PROJECT - FAMILIES AND SINGLE ADULT AGENCIES**

**FUNDED BY:**

Family and Children's Services  
(State Government)

**LOCATION:**

Perth

**TELEPHONE:**

08) 9325 6644

**EMAIL:**

saap@centrecare.com.au

**SERVICE DESCRIPTION:** This was a 12 month contract, in which Centrecare provided assistance and support to other 'family and single adult agencies' in the implementation of the agreed 1996 SAAP service standards and reforms. For Centrecare, this involved the equivalent of one full-time project officer to provide the relevant agencies with support, training, information and evaluation as mutually agreed.

**CLIENTS SEEN:** 1998 - 40 Contracted agencies as required.

**MAIN ISSUES FOR 1998:** This 12 month project was completed on 30 November 1998. The revised SAAP Service Standards, which are to be written as a result of the recommendations of all agencies involved in the WA reform project, will be completed by the State Government.



## When

you or someone close to you has an alcohol or other drug problem

### ALCOHOL AND OTHER DRUG ISSUES

**TITLE: GOLDFIELDS COMMUNITY DRUG SERVICES TEAM**

**SERVICE DESCRIPTION:** Established in 1998, the Goldfields Community Drug Service Team has both a treatment and prevention focus on alcohol and other drug usage. In achieving this purpose, the team provides support and counselling to anyone concerned about their own or another person's alcohol or drug use and is pivotal in providing support and professional development to other local agencies. The team also works closely with the community in developing ways to prevent future problems with alcohol or other drugs.

**CLIENT APPOINTMENTS:** 1998 - 429.0 Hours\*

**EDUCATION & TRAINING SESSIONS:** 126 Hours

\*Program was not fully operational until late 1998

**FUNDED BY:**

WA Drug Abuse Strategy Office

**LOCATION:**

Kalgoorlie-Boulder, Esperance, Norseman, Leonora, Laverton and surrounding communities

**TELEPHONE:**

(08) 9091 1833

**EMAIL:**

centcarecdt@ludin.com.au

**MAIN ISSUES FOR 1998:** The establishment of the teams within this program has seen protocols for reciprocal service provision developed with both Ministry of Justice and Family and Children's Services. Shared case management and consultative arrangements with general practitioners and other agencies are also of significant importance in the provision of an effective community service. Particular focus throughout the year was also placed upon developing initiatives for the families and parents of those affected by drug use and on working with mandated clients in individual and group settings.

## When

you've been asked to join an anger management group

### ANGER MANAGEMENT IN PRISONS AND IN COMMUNITY BASED SETTINGS

**TITLE: SKILLS TRAINING FOR AGGRESSION CONTROL (STAC)**

**FUNDED BY:**

Ministry of Justice  
(State Government)

**LOCATION:**

Mirrabooka

**TELEPHONE:**

(08) 9440 0400

**EMAIL:**

stac@centrecare.com.au

**SERVICE DESCRIPTION:** Established in 1997 and designed by the Ministry of Justice, the Skills Training for Aggression Control (STAC) service is a basic anger management skills training program, in which adult offenders, who have committed violent crimes, are placed in the program to either fulfil parole requirements or to complete a community based order. These groups are run in Perth metropolitan prisons and other community based locations. Both full-time and sessional staff are employed to facilitate the group programs.

**NUMBER OF GROUPS COMPLETED:** 1997 41 groups

1998 64 groups

**MAIN ISSUES FOR 1997/98:** A major challenge during this time was to increase the number of sessional group facilitators to meet the demand of extra groups as required by the Ministry of Justice. Ironically, by the end of 1998, Centrecare was made aware that there would be a sharp decrease in the amount of groups as a result of budget cuts. Despite this news, Centrecare obtained a 12 month extension to the initial 18 month contract.

## When brief therapy is of interest to you

### BRIEF THERAPY

**TITLE: CENTRECARE BRIEF THERAPY SERVICE (CBTS)**

**SERVICE DESCRIPTION:** Centrecare Brief Therapy Service is a clinical, research, consultancy and training facility committed to fostering the highest standards of practice in brief therapy. Only experienced and qualified practitioners deliver its training programs which ensures high quality and relevant inputs for other professionals.

<b>CLIENT APPOINTMENTS:</b>	1997	1998
Training Participants:	520	250
Clinical Appointments:	240	250

**MAIN ISSUES FOR 1997/98:** In 1997 Peta Bennett further developed the Schools Program which was designed to meet the needs of school counsellors and chaplains. This resulted in an increased demand for CBTS' services, including well attended training workshops. Peta also researched, developed and arranged training in the area of eating disorders. This included bringing Peter Howell, Eating Disorders Therapist, to Perth in 1998 for a residency. Residencies over this period included David Epston from New Zealand and Yvonne Dolan from the United States in 1997. Other events comprised development of work on Single Session Therapy by Michelle Sachmann. CBTS was nominated as a finalist in the 1998 Community Services Industry Awards in the area of innovation.

**FUNDED BY:**

Self-funding

**LOCATION:** Perth

**TELEPHONE:**

(08) 9325 6644

**EMAIL:**

brieftherapy@centrecare.com.au

**BROCHURE TITLE:**

Centrecare Brief Therapy  
Service.

When you need help with  
problems at school.



## When you need professional training

### CONSULTANCY AND SUPERVISION SERVICES

**TITLE: CENTRECARE CONSULTANCY AND SUPERVISION**

**SERVICE DESCRIPTION:** On a daily basis, Centrecare staff provide clinical supervision, training and consultancy on a wide range of practical and organisational issues to a multi-disciplinary clientele. Supervision of clinical work is available to helping professionals and is provided by specially selected Centrecare staff who have backgrounds in psychology, social work, counselling, mediation and education. All supervisors have the necessary experience and qualifications in their areas of expertise and are required to complete regular training to maintain their roles. Professional training services are available in many areas, particularly in brief therapy, loss and grief, mediation and narrative therapy. Consultation services are also offered to organisations in need.

**MAIN ISSUES FOR 1997/98:** The services offered are primarily on an "as needs" basis and are custom designed to meet the particular needs identified by clients and client companies. To date, courses have been successfully designed for organisations in the gaming, health/hospital, education, welfare, counselling, alcohol and other drug industries. Many requests for service arise from increasing public awareness of the wealth of expertise at Centrecare.

**FUNDED BY:**

Centrecare

**LOCATION:**

Perth, Mirrabooka and  
Kalgoorlie

**TELEPHONE:**

(08) 9325 6644

**EMAIL:**

corporateservices@  
centrecare.com.au

**BROCHURE TITLE:**

When you need professional  
training.

## When family life is important to you

### EDUCATIONAL COURSES IN LIFE SKILLS FOR FAMILIES, COUPLES AND INDIVIDUALS

**TITLE: CENTRECARE FAMILY SKILLS**

**FUNDED BY:**

Family and Community  
Services (Federal Government)

**LOCATION:**

Mirrabooka

**TELEPHONE:**

(08) 9440 0400

**EMAIL:**

familyskills@centrecare.com.au

**BROCHURE TITLES:**

When family life is  
important to you.

When relationships and  
parenting are important.

Centrecare FOCES  
relationships and parenting  
workshops.

**SERVICE DESCRIPTION:** Centrecare's Family Skills Training Program

provides workshops and seminars for people interested in furthering their knowledge and ability to be more effective parents, partners and family members.

All group programs are provided by professionally qualified trainers who believe that with support, knowledge and respect, everyone has the ability to resolve the problems they are experiencing.

**CLIENT APPOINTMENTS:** 1997 12 participants in 2 workshops

1998 96 participants in 10 workshops

**MAIN ISSUES FOR 1997/98:** During 1997 a network of professional facilitators was created and a number of training workshops were developed for local residents. These included: Depression in Families, Step Parenting, Parenting Teenagers and Anger in Families. More groups were developed and promoted in 1998, these being: Conflict in Relationships, Self Awareness Workshops and Parenting 6 to 12 Year Olds. A new promotional strategy was also incepted and this included the production of fliers and advertisements. As a result, community recognition of the agency and workshops improved along with a significant increase in workshop participation.

**When** organisations require  
employee counselling, critical incident debriefing,  
consultancy, training and mediation services

## EMPLOYEE ASSISTANCE PROGRAMS

### TITLE: ACCESS PROGRAMS

**SERVICE DESCRIPTION:** ACCESS Programs delivers specialised services to Western Australian organisations in the following areas:

- Counselling, in which professional, confidential counselling is available to employees experiencing personal and work-related problems. This service is paid for by the employer.
- Consultancy, in which managers, supervisors and other key personnel in client companies are provided with skills that can assist them to more effectively and confidently handle workplace performance issues and other people-related problems.
- Critical Incident Intervention, in which ACCESS Programs' staff provide immediate individual or group defusing and debriefing in situations which have the potential to cause short or long-term psychological harm to employees. Examples include death of an employee, robbery, threats and industrial accidents.
- Training is tailored to meet the specific needs of each client company. Workshops and courses are available in the areas of dealing with difficult customers, managing change, providing effective feedback, conflict resolution and managing stress in the workplace etc.
- Mediation/dispute resolution is available from accredited mediators for work-related and personal conflict.

ACCESS Programs is part of a national network of employee assistance providers which are affiliated to the peak organisation, Centacare Australia Ltd. Membership is based in all states and territories and its services are provided through a network of 158 outlets in both capital cities and rural centres. In Western Australia, ACCESS Programs operates commercially to recover costs and fund community services within Centrecare.

**MAIN ISSUES FOR 1997/98:** The acquisition of a number of large corporate clients has moved ACCESS Programs into a new phase of growth and development. It has been a challenge to keep abreast of the growth spurts and the changing needs of clients.

#### FUNDED BY:

Self-funding

**LOCATION:** Perth

**TELEPHONE:**

(08) 9325 6644 or

1800 676 099

**EMAIL:**

accessprograms@centrecare.  
com.au

**APPOINTMENTS:**

1997 - 441

1998 - 774

**BROCHURE TITLE:**

ACCESS Programs.



# When

counselling and assistance is required for employees,  
critical incident response following a traumatic event

## EMPLOYEE ASSISTANCE PROGRAMS

### TITLE: ACCESS PROGRAMS

**SERVICE DESCRIPTION:** ACCESS Programs (Goldfields) is part of the national network of EAP providers affiliated with Centacare Australia Ltd. Services are provided Australia-wide through a network of 158 outlets covering both urban and rural areas. ACCESS Programs delivers specialised services in the following areas:

- Counselling, in which professional, confidential counselling is available to employees experiencing personal and work-related problems.
- Consultancy, in which managers, supervisors and other key personnel are provided with skills that can assist them to more effectively handle issues in the workplace.
- Critical Incident Response, in which group debriefing and defusing, or individual follow-up counselling is provided to employees involved in traumatic incidents.
- Training may be provided depending upon the needs of the organisation.
- Examples include training supervisors in responding to employee problems, and training in drug and alcohol issues in response to policy implementation.
- Conflict resolution and dispute mediation is available from accredited mediators for work related and personal conflict.

**APPOINTMENTS:**                    1997 - 224  
    1998 - 320

**MAIN ISSUES FOR 1997/98:** The falling gold price has had a major impact upon organisations in the Goldfields, with companies responding by restructuring and implementing staff cut backs. This period of organisational change is likely to continue for some time. Other major issues have been the amount of requests for counselling and support by people working 12 hour shifts, rotating rosters and those employed in fly in/fly out jobs. Such work demands place an incredible amount of stress on workers' families, contributing to requests for couple, family and work-related counselling. Worker isolation and a lack of support networks due to the high percentage of itinerant workers also exacerbate these issues.

**FUNDED BY:**

Employer funded

**LOCATION:**

Goldfields region

**TELEPHONE:**

(08) 9091 1833 or

1800 671 833

**EMAIL:**

centcare@ludin.com.au

# When you're separating and want solutions

## FAMILY SEPARATIONS AND DIVORCE

### TITLE: CENTRECARE FAMILY AND CHILD MEDIATION

**SERVICE DESCRIPTION:** Centrecare's Family and Child Mediation Service brings separating couples together to help them make decisions about the future parenting of their children, the division of property and financial assets. On completion of mediation, the couples' decisions are documented into an Agreement which can be registered with the Family Court.

<b>CLIENT APPOINTMENTS:</b>	1997		
	assessment hrs	87	med hrs 116.5
	assessment hrs	61	med hrs 133.5
	1998		
	assessment hrs	107	med hrs 141.5
	assessment hrs	121	med hrs 234.0

**MAIN ISSUES FOR 1997/98:** 1997 saw the ongoing establishment of the service as well as continued promotion of mediation to the community as a valid dispute resolution process. Networks were also established and reaffirmed with other professionals acknowledged to be potential referral sources. The mediation program shifted from conducting intakes where both parties were present to separate intake sessions. Two telephone mediations were conducted where clients were interstate. Ongoing advertising was vital in increasing outcomes for the program. Workplace mediations were conducted in Mandurah and Kalgoorlie.

During 1998, a joint television and newspaper advertising campaign between Centrecare and Relationships Australia took place. This lifted the number of clients significantly. A promotional plan was developed to ensure a sustained effort to promote the service in 1998. There were also staff changes throughout the year and the costs associated with employing and training new staff were significant. Administrative processes in the program were reviewed and a client information package was developed. Work continued through clinical supervision to develop models of mediation practice focusing on a more child inclusive approach.

#### FUNDED BY:

Family and Community  
Services  
(Federal Government)

#### LOCATION:

Mirrabooka and Perth

#### TELEPHONE:

(08) 9440 0400

#### EMAIL:

familymediation@centrecare.  
com.au

#### BROCHURE TITLE:

When you're separating and  
want solutions.

When relationships and  
parenting are important.

Centrecare FOCES  
relationships and parenting  
workshops.



## When you have financial difficulties

### FINANCIAL DIFFICULTIES

**TITLE: FINANCIAL COUNSELLING**

**FUNDED BY:**

Family & Children's Services  
(State Government)

**LOCATION:**

Based in Kalgoorlie-Boulder,  
this program services the  
following regional areas:  
Norseman, Kambalda,  
Coolgardie, Menzies, Leonora,  
Laverton, Leinster and other  
communities.

**TELEPHONE:**

(08) 9091 1833

**EMAIL:**

centcare@ludin.com.au

**SERVICE DESCRIPTION:** Goldfields Centrecare Financial Counselling

service assists individuals and families to maximise incomes and rationalise expenditure, make informed decisions about their financial problems and to then act on these decisions. This is achieved by identifying options, improving skills, negotiation on behalf of customers and support.

**CLIENT APPOINTMENTS:** 1997 - 302 hours

1998 - 780 hours

**MAIN ISSUES FOR 1997/98:** The main issue over this period was the

amount of people caught in financial crises due to unforeseen circumstances.

Such situations cause an increase in stress levels, often reducing clients' abilities to make fair judgements regarding their financial situations.

## When gambling becomes a problem

### GAMBLING ISSUES

**TITLE: CENTRECARE BREAK EVEN**

**SERVICE DESCRIPTION:** Centrecare's BreakEven provides confidential counselling and support services for people with gambling problems, their partners and families. Community education, training of counsellors in regional areas and input to the training of industry staff are also part of the service.

**CLIENT APPOINTMENTS:** 1997 - 468

1998 - 507

**MAIN ISSUES FOR 1997/98:** The extension of the service to country areas was commenced by providing training, supervision and other forms of support to counsellors working in various country towns. Some of these agencies were from the Centrecare network, for example, Bunbury, Kalgoorlie, Geraldton and Broome. Other agencies included Government services which have been assisting Centrecare in this work. Another main issue was discussion around the lack of adequate advertising of the availability of this service which will be pursued with the funding body.

**FUNDED BY:**

WA Problem Gambling Support  
Services Committee comprising  
Burswood International Resort  
Casino, TAB, Lotteries  
Commission of WA,

WA Bookmakers' Association  
& managed by the Gaming

Commission of WA

**LOCATION:** Perth

**TELEPHONE:**

(08) 9325 5133

**EMAIL:**

breakeven@centrecare.com.au

**BROCHURE TITLE:**

When gambling becomes  
a problem.

# When

you want your family relationships to be different

## INDIVIDUALS AND COUPLES ON LOW INCOMES WITH DEPENDANT CHILDREN

**TITLE: CENTRECARE FAMILY LINK**

**FUNDED BY:**  
Family and Children's Services  
(State Government)

**EMAIL:**  
familylink@centrecare.com.au

**BROCHURE TITLE:**  
When you want your family relationships to be different.  
When relationships and parenting are important.

**SERVICE DESCRIPTION:**  
Centrecare Family Link is a confidential and professional counselling and support service for people who have a dependant child or children and who live in the north-eastern suburbs of Perth. Services provided include educational and support groups; counselling services; assistance with accessing other resources in the community and referral to health and financial agencies.

CLIENT APPOINTMENTS:		Counselling Sessions	Clients
1997	287	61	
1998	401	116	

**MAIN ISSUES FOR 1997/98:** A major development throughout 1997 and 1998 was the creation and promotion of community-based groups and counselling services. This included the establishment and promotion of FOCES (Family Oriented Counselling and Educational Service). This innovative concept was developed by staff working at Centrecare's Mirrabooka office who found they could better meet the needs of clients by utilising each others' expertise to instigate new counselling, educational and training services which would better meet the needs of the local people.

# When

you have experienced a loss

## LOSS & GRIEF TRAUMA

**TITLE: CENTRECARE LOSS AND GRIEF SERVICES**

**FUNDED BY:**  
Self-funding

**LOCATION:**  
Perth

**TELEPHONE:**  
(08) 9325 6644

**EMAIL:**  
lossandgrief@centrecare.com.au

**BROCHURE TITLE:**  
When you have experienced a loss.

**SERVICE DESCRIPTION:** Centrecare Loss and Grief Services provides counselling and emotional support to anyone who has experienced a loss. The loss may have been the departure/loss of a loved one, such as a family member or pet, loss of employment, the inability to have children or having found out one has a chronic disease.

**CLIENT APPOINTMENTS:** Statistics included in Personal, Relationship and Family Counselling section.

**MAIN ISSUES FOR 1997/98:** Demand for loss and grief counselling continues at an incredible rate. Of particular interest has been the increase in demand for counselling by people who have had someone close to them commit suicide. Another major issue has been the acknowledgement that greater community education needs to take place as to what constitutes loss. Loss takes many forms, from losing one's home, being retrenched, or even loss of trust within a relationship.



## When you need mediation training

### MEDIATION TRAINING

**TITLE: CENTRECARE MEDIATION TRAINING**

**SERVICE DESCRIPTION:**

Centrecare's Mediation Training Service is a dynamic training centre for professionals working in social work, psychology, law and the management of human resources. Its commitment is to always provide practical and high quality mediation services that are abreast of national and international developments.

**PARTICIPANTS:**

1997 - Family and Child Mediation Intensive (information session type format with a Family Law focus)	7 participants
Advanced practice in Mediation	12 participants
Working with issues of Violence in Mediation	7 participants
Foundation Course in Mediation	8 participants
1998 - Introduction to Mediation	14 participants

**FUNDED BY:**

Self funding

**LOCATION:**

Perth and Mirrabooka

**TELEPHONE:**

(08) 9440 0400

**EMAIL:**

mediationtraining@centrecare.com.au

**BROCHURE TITLE:**

When you need professional training.

**MAIN ISSUES FOR 1997/98:** A major issue during 1997 was attracting the necessary numbers to ensure the financial viability of presenting training programs. There were no difficulties, however, in attracting numbers for the 1998 'Introduction to Mediation' course.

## When you or someone close to you is suffering from a mental illness

### MENTAL ILLNESS AND FAMILY HEALTH CARE

**TITLE: FAMILY MENTAL HEALTH CARE**

**FUNDED BY:**

WA Health Department

**LOCATION:**

Kaloorlie-Boulder

**TELEPHONE:**

(08) 9091 1833

**EMAIL:**

centcare@ludin.com.au

**SERVICE DESCRIPTION:** The Family Mental Health Care program provides counselling and support to people affected by a mental illness and to their families. In the delivery of service, staff work in conjunction with other non-government and government agencies. Specific target groups for the service comprise families where a member has committed suicide; where someone is suffering from Alzheimer's Disease; where someone has been diagnosed with a mental illness such as schizophrenia, depression, anxiety etc; as well as with those suffering from adverse life events. Community education and awareness building are included within this program.

**OCCASIONS OF SERVICE:** 1997 - 416  
1998 - 789

**MAIN ISSUES FOR 1997/98:** While the major priority during 1997 was to provide counselling and support to those in need, a greater focus was placed on developing the community's awareness of the service through liaison with other agencies and professionals working in the area. Participation in the Mental Health Action Group also took place which enabled events such as Mental Health Week to be actively promoted within the Goldfields. During 1998, greater liaison with Community Mental Health was achieved and acknowledgment that special focus on the region's suicide rate needs to be attended to and is of growing community concern. Groups and educational activities are also an important feature of this program.

# When you are interested in Narrative Therapy NARRATIVE THERAPY TRAINING

**TITLE: CENTRE CARE NARRATIVE THERAPY SERVICE**

**SERVICE DESCRIPTION:** Established in 1996, Centrecare Narrative Therapy Service seeks to provide all helping professionals with the opportunity to enhance their skills through the provision of excellent training programs in the application of Narrative Therapy. In supporting this aim, staff continue to refine and develop their own expertise in the area while continuing to see clients on a daily basis. Internationally renowned narrative therapists are also invited to Perth on residencies and to deliver training.

**FUNDED BY:** Self-funding  
**LOCATION:** Perth  
**TELEPHONE:** (08) 9325 6644  
**EMAIL:** narrativetherapy@centrecare.com.au  
**BROCHURE TITLE:** Centrecare Narrative Therapy Service.

**TRAINING PARTICIPANTS:** 1997 - 108  
1998 - 133

**MAIN ISSUES FOR 1997/98:** The commencement of training in 1997 highlighted the readiness of the therapeutic field to embrace the narrative approach. All workshops were well attended and agency training and talks to various organisations continued throughout the year. 1998 saw an expansion of the service with more training workshops on offer following an increase in interest. In December 1998, the service experienced its most successful training with the visit of internationally acclaimed Narrative Therapist, Michael White. Feedback was very positive and reflective of the quality of his work.

# When parents and teenagers conflict PARENT-TEENAGER CONFLICT

**TITLE: PARENT-TEEN LINK JOONDALUP**

**FUNDED BY:** Family and Children's Services (State Government)  
**LOCATION:** Joondalup  
**TELEPHONE:** (08) 9325 6644  
**EMAIL:** ptl@centrecare.com.au  
**BROCHURE TITLE:** When parents and teenagers conflict.

**SERVICE DESCRIPTION:** Established in July 1997, Parent-Teen Link Joondalup provides counselling to families experiencing significant conflict between parent/s and a teenager and who live in the Joondalup area. This service is provided in conjunction with PTL Perth.

**CLIENT APPOINTMENTS:**

	Referrals	Appointments
1997	47	116
1998	78	359

**MAIN ISSUES FOR 1997/98:** Two major issues over this period included the increasing demand for evening appointments and to find and secure appropriate accommodation for the service. Initially delivered from Sunori House in Joondalup, it is planned to move the service into more suitable and stable premises in Lotteries House, Joondalup.



## When parents and teenagers conflict

### PARENT-TEENAGER CONFLICT

**TITLE: PARENT-TEEN LINK PERTH**

**FUNDED BY:** Family and Children's Services (State Government)  
**LOCATION:** Perth  
**TELEPHONE:** (08) 9325 6644  
**EMAIL:** ptl@centrecare.com.au

**SERVICE DESCRIPTION:** Parent-Teen Link (PTL) provides counselling to Perth families where significant conflict between parent/s and a teenager occurs. PTL is regarded as one of the most experienced parent-teenage counselling services in Australia. It works on the premise that all parents and teenagers have the potential ability to resolve their differences, but may need some help and support in learning new ways of dealing with their problems.

ptl@centrecare.com.au

**BROCHURE TITLE:**  
When parents and teenagers  
conflict.

CLIENT APPOINTMENTS:	Referrals	Appointments
1997	227	763
1998	196	707

**MAIN ISSUES FOR 1997/98:** One of the main issues for PTL was the impact of departmental restructuring at Family and Children's Services which affected communication links between PTL staff and Family and Children's Services' workers. Regular liaison with departmental teams was a common feature in the past, but problems have since arisen as to which departmental staff to contact and where to find them. Another major issue was discussion around the future of referrals to PTL Perth. Presently PTL Perth is an exclusive service for Family and Children's Services and, although referrals remain constant, it is expected that the 'source' of referrals could expand to include direct referrals from the community.

## When parents and young people don't get along

### PARENT-ADOLESCENT ISSUES

**TITLE: CENTRECARE CY COUNSELLING AND MEDIATION**

**SERVICE DESCRIPTION:** Centrecare's CY Counselling and Mediation is a confidential service which aims to help parents and young people (aged 10 to 21) find creative solutions to conflicts they may be having. It works on the premise that all people have the potential ability to resolve the problems they are experiencing, but some help and support may be needed. In delivering services, staff utilise counselling, mediation or group work.

**CLIENT APPOINTMENTS:**  
 1997 - 1454 hours  
 1998 - 1301.5 hours

**MAIN ISSUES FOR 1997/98:** A major issue for this period was the marked increase in referrals in which families are dealing with violence and sexual abuse. Attempts were also made to respond to the needs of parents experiencing parent-adolescent difficulties through the development of a 'Parent Group Program'. Also, following the recognition of the need to respond to adolescents affected by domestic violence, Julia Morrison developed a Healthy Relationships Program for young people – a prevention and early intervention program for dealing with abusive relationships. A pilot program is scheduled to be delivered in an appointed school, whereby students will learn about respectful relationships based on equality.

**FUNDED BY:** Family and Community Services (Federal Government)

**LOCATION:** Perth

**TELEPHONE:** (08) 9325 6644

**EMAIL:** cy@centrecare.com.au

**BROCHURE TITLE:** When parents and young people don't get along.

# When

When you want to talk to someone

## PARENTS STRUGGLING WITH SMALL CHILDREN

**TITLE: CENTRECARE PARENT LINK**

**FUNDED BY:**  
Family and Children's Services  
(State Government)

**LOCATION:**  
Mirrabooka

**TELEPHONE:**  
(08) 9440 0400

**EMAIL:**  
parentlink@centrecare.com.au

**BROCHURE TITLE:**  
When being a mum or dad is  
not always easy.  
When relationships and  
parenting are important.  
Centrecare FOCES  
relationships and parenting  
workshops.

**SERVICE DESCRIPTION:** Centrecare Parent Link is a home visiting service which helps people find alternative ways of parenting when they are experiencing difficulties with their children. Skilled staff and volunteers help parents to set parenting goals, learn new parenting and managing skills, discuss what to expect at different ages and stages of a child's development and assist them in locating and using community services and resources.

<b>CLIENT APPOINTMENTS:</b>	1997	504
	1998	540
	Groups (hours in the group):	
	1997	0
	1998	553.5
	Community Education (hours in the talk):	
	1997	0
	1998	56

**MAIN ISSUES FOR 1997/98:** A major issue over this period was the need to promote this fairly new service to the local community and to referring professionals. A new coordinator also came on board which quickly saw the establishment of a new structure for the service and the training of a group of volunteers.

# When

When you want to talk to someone

## PERSONAL, RELATIONSHIP AND FAMILY ISSUES

**TITLE: FAMILY AND RELATIONSHIP COUNSELLING**

**FUNDED BY:**  
Family and Community Services  
(Federal Government)

**LOCATION:** Perth

**TELEPHONE:**  
(08) 9325 6644

**EMAIL:**  
counselling@centrecare.com.au

**BROCHURE TITLE:**  
When you want to talk to  
someone.

**SERVICE DESCRIPTION:** Centrecare's Counselling Service provides confidential and professional counselling and support to individuals, couples and families. Issues may cover the areas of depression, loss and grief, addictions, relationships, finances, arguments, step family conflicts, adjusting to change, separation, anger, loneliness etc.

**CLIENT APPOINTMENTS:** In excess of 1,000 clients were seen each year, totalling approximately 3,600 interview hours.

**MAIN ISSUES FOR 1997/98:** A new requirement in the provision of this service was for there to be a shift in emphasis toward a more child focused approach. Initially, this caused much concern as it necessitated a huge increase in agency resources, both financial and human. This shift involved the need for counsellors to start working more with the children of client couples to help them more effectively handle changes in the home environment.



## When you need to talk to someone

### PERSONAL, RELATIONSHIP AND FAMILY ISSUES

**TITLE: FAMILY RELATIONSHIP SERVICES PROGRAM**

**SERVICE DESCRIPTION:** Goldfields Centrecare's Family Relationship Service Program provides confidential and professional counselling and support to individuals, couples and families. The service's main areas of assistance are in helping people while they are forming relationships, relationship enhancement, overcoming relationship difficulties, provision of counselling and support for when relationship breakdown occurs and marriage education courses for couples contemplating marriage. Specialist support is also available to people experiencing issues associated with family law, such as parenting and child issues associated with relationship breakdown or change.

**CLIENT APPOINTMENTS:**

1997 - 1630  
1998 - 1595

**MAIN ISSUES FOR 1997/98:** The Goldfields' region has a high transient population, with many people experiencing feelings of isolation and separateness from extended family as a result of their relocation requirements. The high consumption of alcohol and other drugs, family violence and long hours of shift work all contribute to pressures on relationships throughout this region. As a result, Goldfields Centrecare continues in its commitment to always provide a high standard of a confidential counselling to the surrounding community.

**FUNDED BY:**  
Family and Community  
Services  
(Federal Government)

**LOCATION:**  
Kalgoorlie-Boulder

**TELEPHONE:**  
(08) 9091 1833

**EMAIL:**  
centcare@ludin.com.au

# When you have been a victim of a crime

## VICTIM SUPPORT SERVICE FOR VICTIMS OF CRIME

**TITLE: VICTIM SUPPORT SERVICE**

**FUNDED BY:**  
Ministry of Justice  
(State Government)

**LOCATION:**  
Kalgoorlie-Boulder

**TELEPHONE:**  
(08) 9091 1833

**EMAIL:**  
centcare@ludin.com.au

**BROCHURE TITLE:**  
Victim Support Services.

**SERVICE DESCRIPTION:** The Victim Support Service offers confidential counselling and support to victims of crime. It is committed to promoting the rights and assessing the needs of anyone who has suffered harm as a result of a crime.

**CLIENT APPOINTMENTS:**  
1997 - 384 Hours  
1998 - 384 Hours

**MAIN ISSUES FOR 1997/98:** During this period, the Victim Support Service recruited two new volunteers who have proved extremely valuable in the time they contributed for court support. Another main issue has been the amount of time expended in building effective links with the police, which has proved rewarding.

# When your family needs emergency help

## WELFARE SERVICES

**TITLE: CENTRECARE WELFARE SERVICES**

**FUNDED BY:**  
Not funded, reliant upon  
donated cash, food and  
material items

**LOCATION:**  
Perth

**TELEPHONE:**  
(08) 9325 6644

**EMAIL:**  
welfare@centrecare.com.au

**SERVICE DESCRIPTION:** Centrecare's Welfare Service provides material assistance, food, emotional support and advocacy services to individuals and families in need. Much liaison work occurs with schools, hospitals, law enforcement agencies, parishes, social security (Centrelink), Ministry of Housing and with staff members in Centrecare's other services.

**CLIENTS HELPED:**  
1997 - 3090  
1998 - 2884

**MAIN ISSUES FOR 1997/98:** A major issue over this period was in the reduction of charitable donations, despite the continuing rise in demand for services. There also still exists a lack of available and affordable accommodation for families and individuals in need of emergency, supported, and long-term housing options. Apart from the above, many people were helped throughout 1997 and 1998, including the placement of children into Catholic schools, negotiation of reduced school fees, acquisition of school uniforms and second hand books and much liaison work with hospitals, doctors and law enforcement agencies. Blankets, food and clothing hampers, birthday and Christmas gifts, organisation of family outings and camps and acquisition of furniture were also provided to families in need.

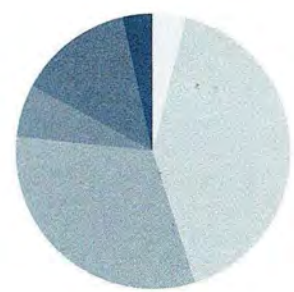


# Financial Report

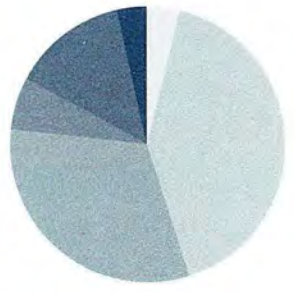
Income and Expenditure Statement			
Centrecare - Perth and Goldfields	1997	1998	% Change
	Total	Total	
<b>Revenue</b>			
Archdiocesan Subsidy	100000	104000	+4.00
State Government Funding	961836	1075735	+11.84
Federal Government Funding	797691	855009	+7.19
Non Government Funding	137331	212913	+55.04
Income - Fees and Training	346950	547034	+57.67
Non-Operating Revenue	97608	96696	-.93
	<b>2441416</b>	<b>2891387</b>	<b>+18.43</b>
<b>Expenditure</b>			
Wages and Oncosts	1939855	2265811	+16.80
Administration Costs	281433	301159	+7.01
Program Related Expenses	129941	182794	+40.67
Vehicle Expenses	60374	70637	+17.00
	<b>2411603</b>	<b>2820401</b>	<b>16.95</b>
Net Operating Surplus/Deficit	<b>29813</b>	<b>70986</b>	<b>138.10</b>

-  Archdiocesan Subsidy
-  State Government Funding
-  Federal Government Funding
-  Non Government Funding
-  Fees and Training
-  Non Operating Revenue

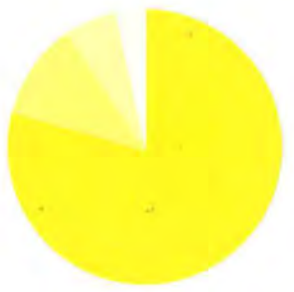
REVENUE 1997



REVENUE 1998







EXPENDITURE 1997



EXPENDITURE 1998



-  Wages and Oncostrs
-  Administration Costs
-  Program Related Expenses
-  Vehicle Expenses





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PO Box 10500  
Kalgoorlie 6430  
Western Australia

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**CENTRECARE**

People Making Time for People