

# ANNUAL REPORT

## 2020 - 2021

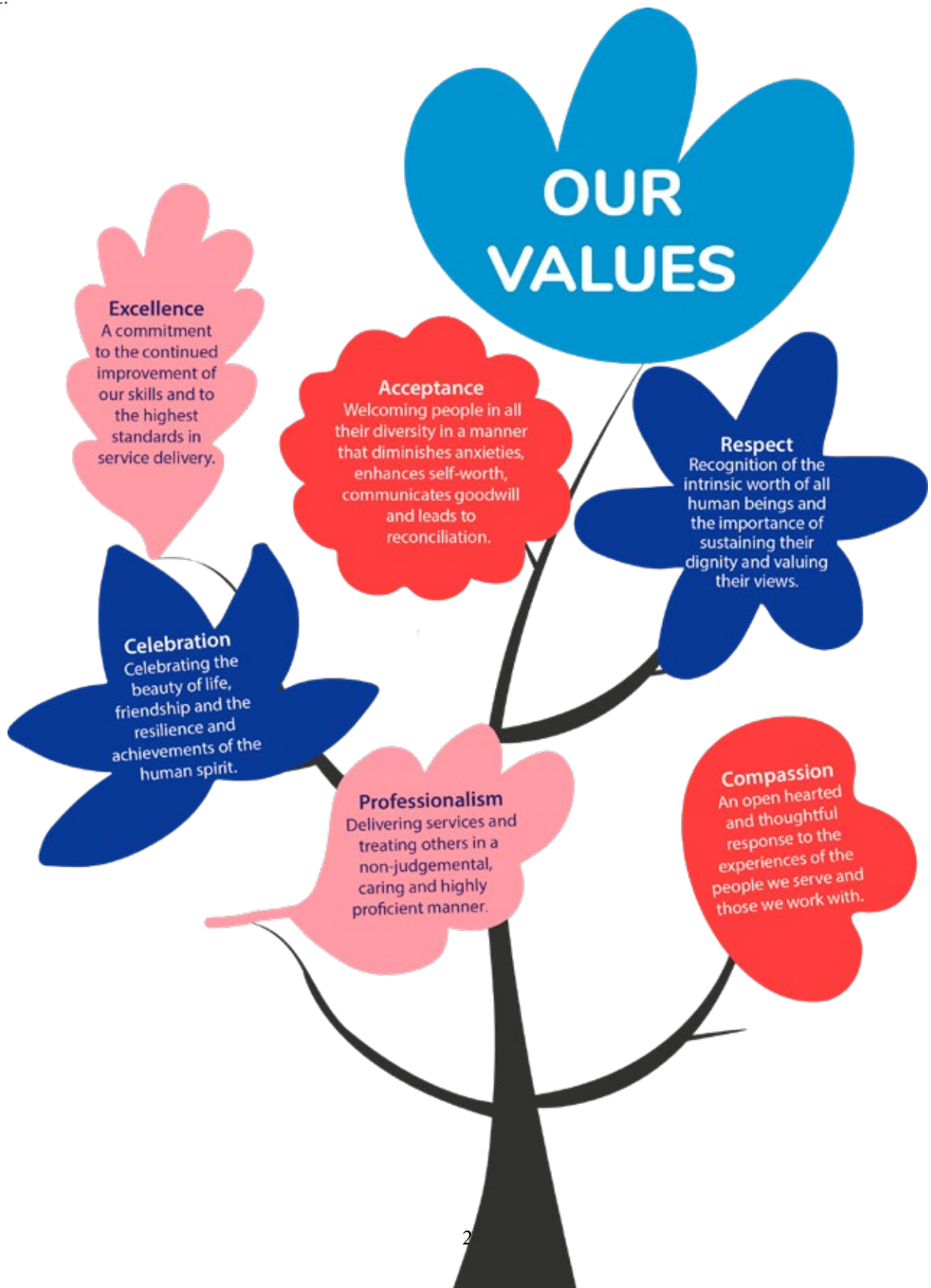


## Our Tradition

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

## Our Purpose

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



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

### Association Members

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

### Board Members

- Frank Iannantuoni (Chair)
- Jennifer Bates (Deputy Chair)
- Lou D'Alessandro
- Susan George
- Mathew Handcock
- Rob Leicester

## *Partner Agencies*

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

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

## *Funding Bodies and Supporters*

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



Frank Iannantuoni

We are living through an unprecedented moment in time that is COVID-19, separating families and loved ones and fracturing communities by its very existence. At Centrecare

we understand that the community is the glue that binds us together, shaping our future. The events of the past 12 months only highlight the importance of a community working together as one to face the threat that is COVID-19. It requires us to work in co-operation for the greater good by not only providing quality services but in acknowledging the value of all life.

Centrecare staff provide professional services that are relevant and responsive to community needs. The pages in this report show the extensive list of programs and services offered. Out of Home Care, counselling, dispute resolution, gambling help, homelessness and accommodation services, to name a few. With offices located in metropolitan, regional and remote areas, our staff have provided these services with dedication, compassion and professionalism, values that underpin all Centrecare's work. Over the past 12 months we have seen an increase in individuals and families experiencing high levels of financial stress and relationship breakdowns. The case studies included in this report demonstrate the importance of providing much needed support to people dealing with difficult life events. I would encourage you to read them.

Centrecare's social enterprise, Access Wellbeing Services (AWS), has continued to evolve. It now provides Employer Assistance Programs to 209 organisations both in Perth and regional and remote areas. It's training of workers in mental health and other relevant workplace topics continues to evolve by providing the professional supervision for those involved in the delivery of services to the community. This enterprise, undertaken over the last 30 years, has contributed greatly to the health and wellbeing of thousands of West Australian workers.

We are inspired by the work of our Valuing Children

Initiative (VCI) that continues to highlight the value of children in our community. All children are highly vulnerable and deserve our attention and protection. VCI's call to create a nation where all children can flourish is truly inspirational and Centrecare continues to be committed to this important work.

Community housing provider Stellar Living, is a wholly owned subsidiary of Centrecare that continues to focus on building a better life for people through the provision of sustainable, affordable housing. It currently accommodates more than 500 people who live in their 257 properties. This last year the importance of social housing was highlighted due to the unavailability of properties for people on low incomes. Housing is fundamental to effective individual and family functioning. Centrecare is very appreciative of the contribution Stellar Living makes in this area.

In my final full year as Chairperson, I am immensely proud and humble to have been associated with the great work and vision of the Agency. To my fellow Board Members I would like to express my sincere thanks and appreciation for their continued support to the Agency and its staff. Finally, to Tony Pietropiccolo AM, your generosity of time, guidance and knowledge as Director of Centrecare has been outstanding. I leave celebrating the work and services of Centrecare and its staff, knowing the Agency is in excellent hands, doing great things -

*'People Making Time  
For People'*

## Director's Report



Adj. Prof. Tony Pietropiccolo AM

The very dangerous virus that is COVID-19 has dominated the nation's conversations and actions over the past financial year. The economic, psychological, and social impact of the death of loved ones, severe illness, lockdowns, social distancing,

mask wearing and border and business closures on Australians has been significant.

In WA, we have been very fortunate to have had government action that has minimized COVID-19's impact. Nevertheless, the spectre of COVID-19 and especially the Delta variant, has been all pervasive. Like many other organisations, Centrecare adopted stringent rules of behaviour and practice to help safeguard the safety and wellbeing of staff and clients. Of particular concern was the potential impact of transmission to the people we serve in remote and rural Aboriginal communities.

Along with its negative impact, this 1 in a 100-year event has also helped us to focus on the important things in life such as family and relationships with friends and colleagues. It has reminded us how much we take for granted and how vulnerable all that we hold dear is. It has also raised questions such as "what is a life worth" and "how do we reconcile economic imperatives with humanitarian considerations"? These questions remain largely answered but they nevertheless shadow our inner thoughts and feelings as well as our actions both as individuals and as a nation. The WA government's stated focus of making the protection of life a priority above all else is commendable. It has minimized the very negative effects that have been sadly experienced in other parts of the country.

During this year, Centrecare staff have continued to provide help and support to tens of thousands of West Australians despite the necessary restrictions implemented in response to COVID-19. Their adaptability to significant changes in work practices and their commitment to the delivery of services despite the uncertainty and potential risk has been nothing short of extraordinary. My sincere thanks to them for their substantial efforts in what has been a very difficult and unpredictable year.

The efforts of Centrecare managers have been no less remarkable. Ensuring the safety of staff and clients during the pandemic has been at the forefront of their considerations. My special thanks to Cherie Broers (Chief of Corporate Services), for chairing the agency's COVID-19 Response Group. The work of the Response Group and of all managers has been essential to maintaining clarity

regarding agency practice and processes as well as staff morale. Their contribution to this important work is highly appreciated.

Centrecare's Therapeutic Framework and practice processes were reviewed during the year. This was important work to ensure that the organisation continued to provide high quality services to its clients. The influence of COVID-19 and the knowledge gained through participation in the 100 Families WA Project further assisted in enhancing ways of supporting vulnerable people. Centrecare's priority has been to remain holistic, person focussed, evidence based and accessible in its service delivery.

Centrecare's new Reconciliation Action Plan was finalized during the year. My thanks to the Reconciliation Action Plan Committee, especially its Co-Chairs, Leanne Strommen and Patrick Smith, for creating what is a very practical and inspiring workplan. Reconciliation remains a fundamental issue for our community and every step we take to increasingly respect the traditional owners of the land on which we live contributes to its achievement.

The year also saw the organisation begin a significant upgrade of its human resources, payroll and accounting systems. This is a significant undertaking and one that has needed a great deal of dedication by all involved. My special thanks to Jeannette Jerome (Chief Financial Officer), the accounts team, Cherie Broers and the human resource and IT teams for their great efforts in this area.

Centrecare's Valuing Children Initiative (VCI) continues its work towards inspiring Australians to place children at the forefront of their considerations. It has been disappointing to see how little attention has been given to the needs of children during the pandemic. Our VCI Team continues to work hard to remind us that all children, not just our own, are our fellow citizens with their own needs and dreams and that they deserve our respect as well as our care.

This year we regrettably farewelled two Executive Managers, Moana Tane and Elizabeth Wortham. We are very appreciative of their contribution to the work and development of Centrecare over several years.

Finally, my thanks to our Centrecare Board of Management Chair, Frank Iannantuoni and all Centrecare Board Members for their generous support and guidance during the year. Their vision, commitment, and knowledge contribute significantly to Centrecare's development and clarity of purpose. This is Frank's last full year as Chair, after nearly nine years of Board involvement. My sincere thanks to him for his ongoing support and significant contribution over the years to Centrecare's wellbeing and development.



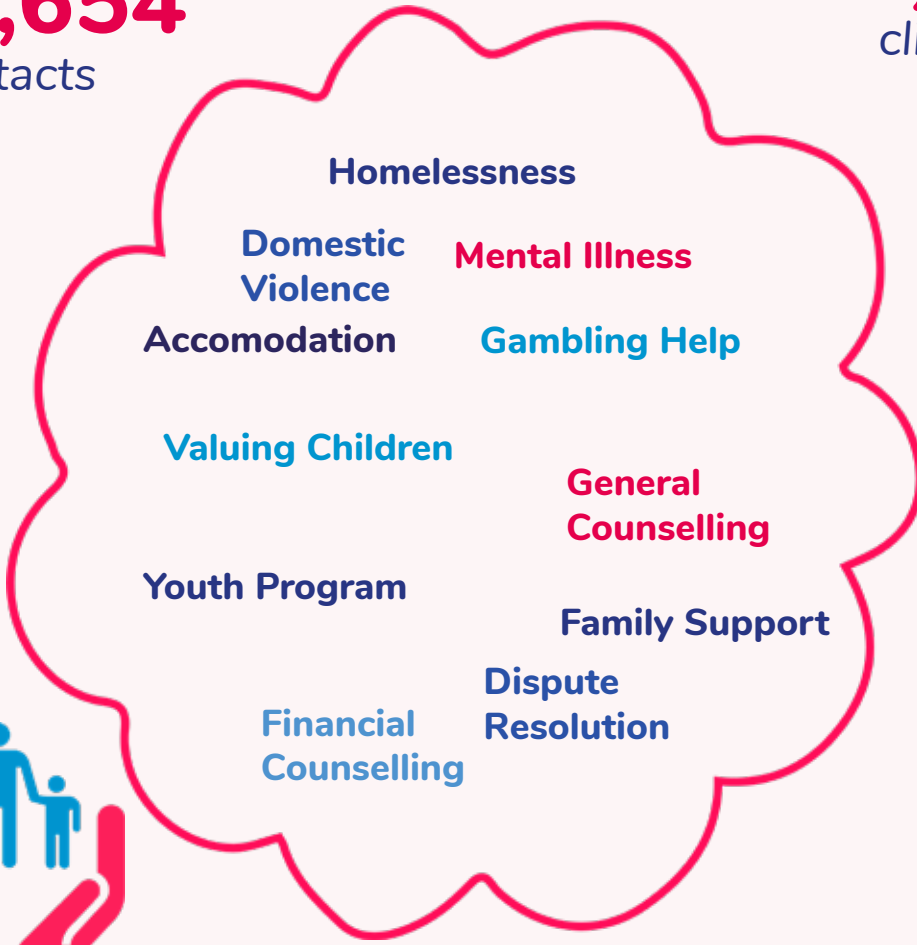
With

**178,654**  
contacts



To

**27,372**  
clients



Delivered

**67**  
services



# Community services

for you and your family



Across

**11**  
branches

# Achievements and Milestones this Year

## Employee of the Year 2020 Winner Mohammed Zeinali

Sponsored by  
**catholic**  
**super**



2020 Employee of the Year Finalists  
L-R: Adj. Prof. Tony Pietropiccolo AM (Director) & Jasna Petrovic, Maggie Hall, Terry Slomp, Wendy Cream and Mohammad Zeinali (Absent: Robert Evans)



L-R: Leanne Stommen - General Manager, Leanne Nunn - Account Manager Catholic Super, Mohammed Zeinali IT Network Administrator and Adj. Prof. Tony Pietropiccolo AM - Director

## Staff Anniversaries

### 20 & 10 Year's of Service



L-R: Marcella De Groot, Jason Thompson, Clive Elliott, Doreen Jolly and Jennifer Henry



L-R: Adj. Prof. Tony Pietropiccolo AM - Director, Cheryl Tan and Rod West - Executive Manager



L-R: Adj. Prof. Tony Pietropiccolo AM - Director, Faith Radosevich and Moana Tane - Executive Manager

# Community Involvement/Memberships



## Centrecare

- 100 Families WA Project Group
- Australian Human Resources Institute
- Centre for Women's Safety and Wellbeing
- Chamber of Commerce and Industry
- Children and Family Alliance WA
- Children's Youth & Family Agencies Association
- Community Employers WA
- Employee Assistance Professional Association of Australasia
- Ethnic Community Council of WA
- Family Court of WA Reference Group
- Family Relationship Services Australia
- Kalgoorlie-Boulder Chamber of Commerce
- National Association of Gambling Studies Inc.
- Refugee Council of Australia
- Shelter WA
- The WA Alliance to End Homelessness
- WA Association for Mental Health
- Western Australian Council of Social Service
- WA Family Law Pathways Network
- Youth Affairs Council of WA

## Director

### Adj. Prof. Tony Pietropiccolo AM

- Adjunct Professor University Notre Dame, Fremantle Campus
- Valuing Children Initiative
- Board member Stellar Living
- Member National Framework for Protecting Australia's Children
- Member WACOSS Children's Policy Advisory Council
- Child Rights Taskforce
- Expert Advisory Group Infant & Adolescent Mental Health

## Chief Corporate Services

### Cherie Broers

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

## Executive Manager Community Services

### Rod West

- Member Employee Assistance Professional Association of Australasia
- Member National Association for Gambling Studies Committee
- Member WA Family Court Reference Group
- Member WA Family Law Pathways Steering Committee
- Member WA Men's Behavioural Change Program Network
- Vice Chair Zonta House Refuge Association

## Executive Manager Community Services

### Nigel Calver

- Secretary Circle Green Community Legal Board of Management
- Chair Perth Midland Family Support Network Steering Committee
- Chair Tenancy WA Board of Management

## General Manager Community Services

### Leanne Strommen

- Director Family and Relationship Services Australia Board
- Child & Family Alliance WA
- WA Alliance to End Homelessness - Collaborative Lead Group
- 100 Families WA Project Team Member

## Chief Financial Officer

### Jeannette Jerome

- Member Institute of Public Accountants

## Executive Manager Community Services

### Kate Ihanimo

- Board member Shelter WA
- Member Fremantle Rockingham Family Support Network Steering Committee

## Executive Manager Community Services

### Darren Burn

- Member Heads of Agencies Kalgoorlie-Boulder
- Chairperson Northern Goldfields Interagency Meeting





### Alliance Manager Community Services

#### Evelyn Tui

- Member of the Bullsbrook Early Years Network
- Member of the South West Agency Partnership
- Member of the Zig Zag Early Years Partnership

### Alliance Manager Community Services

#### Tara Reynders

- Member Australian Association of Social Workers Accredited Armadale Cannington Gosnells Local Drug Action Group (ACG LDAG)
- Member Armadale Communities for Children (CfC) Safe & Together Communities of Practice

### Program Manager Community Services

#### Jenni Lys

- Member Goldfields Suicide and Alcohol and Other Drugs Network
- Member Goldfields Volatile Substance Use Working Group
- Member Norseman Interagency Meeting

### Program Manager Community Services

#### Sally Green

- Member Collaborative Homelessness Action Group
- 100 Families WA Project Team Member

### Program Manager Community Services

#### Elmarie Richardson

- Member Mirrabooka Joondalup Family Support Network

### Program Manager Community Services

#### Kimberley Gilligan

- Member Boronia Pre-release Centre for Women Child Care Management Committee

### Clinical Manager

#### Emma Robinson

- Member Institute of Public Administration Australia WA

### Acting Program Manager

#### Faith Radosevich

- Member Family and Domestic Violence Network
- Member Goldfields Early Years Strategy Group
- Member Goldfields Youth Network Meeting
- Member Multi Agency Case Management Meeting

### Assistant Manager Finance

#### Michael Hay-Hendry

- Member of Certified Practising Accountant Australia



## Accommodation Services

Centrecare Family Accommodation Service (CFAS) provides supported accommodation to families with dependent children in their care, who are experiencing or at risk of homelessness. This in-home service works alongside families for up to 12 months.



I am a Koori woman from the Kamilaroi tribe of NSW and the mother of five children.

My children and I had been staying with my mother, father, brother, and other family members for the past three years in both metro and country areas. We have been sleeping on the floors on small blow-up mattress and on couches.

I have come from a domestic relationship where I was abused by an ex-partner for several years. I am also a recovering methamphetamine and cannabis user and have been clean for the last three years with the help of my family.

I have applied for private rentals and been refused due to my history and the number of children that I have. I have been given an opportunity through Centrecare's program; we love our new home.

In addition to the above story, when Starting Over Support (SOS), delivered furniture to the family they wrote to Centrecare to share with us that her family are at getting a chance to live in a home of their own.

"We delivered to Jo\* and her family today. The children and grandmother all gathered and were so very excited and extremely grateful for what we were able to provide for them. I wanted to send you this feedback from our drivers; I received a call from them on the way back firstly to say that it was such an emotional morning for them.

When they returned to the warehouse it was very clear that one had been so touched by this beautiful family and their reactions that he couldn't even speak without tearing up. He said it was just so joyous to hear the children's reactions as they told him that they had a bed now and a room of their own. Just watching their faces and to see such happiness is something he tells me he will never forget.

Our volunteer drivers are big strong blokes but every one of them has a heart of gold; this story made us all cry today as well. This is what keeps us going here at Starting Over Support, just knowing that we have been able to make a family's life just a little bit happier is why we exist."

\*Names changed to protect anonymity



# Valuing Children Initiative

The Valuing Children Initiative (VCI) continues to work creatively and strategically to inspire Australians to value all children and to promote understanding that child safety and wellbeing is a collective responsibility.

VCI has matured in terms of our vision and approach as evidenced by the creation and promotion of a culture change campaign 'Creating an Australia Where All Children Thrive'. The campaign document identifies five key goals and succinctly articulates why each goal is important. The campaign showcases VCI's ambassadors and provides information about how individuals and organisations can support the VCI. An electronic version of the campaign document, and associated social media tiles, has been widely distributed with the assistance of WACOSS, CEWA, Families Australia and others.

A significant achievement of VCI in the past year is our children's book series officially launched by Professor Fiona Stanley AC. These books are based on VCI's core pillars of Listening, Voice, Safety and Growth. We are delighted with the final result and have received terrific feedback on the books from both children and adults. Close to 5000 books have been distributed to primary schools, regional libraries, and Perth Children's Hospital as a free resource. The remaining stock is available for purchase via VCI's website and at Dymocks bookshops. The State Library of Western Australia recognised the importance of the books by placing them in their heritage section.



VCI book launch - Simone McGurk MLC, Professor Fiona Stanley AC, Samantha Rowe MLA

Other achievements of the VCI in the past year include:

- Roundtable event exploring the harmful impact of pornography on children
- Valuing Children Day at Perth Heat
- Completion of 'A Child's Voice' research project. The research is a collaboration between VCI, Curtin University and Guildford Grammar School.
- Perth Heat player VCI book reading event held at St Benedict's School.
- Hip Hop song writing workshop (collaboration with City of Belmont). The resulting song, 'Head in the Clouds', written and performed entirely by the young participants, is available on Spotify.





Over the past year the Child and Parent Centres East Maddington and Gosnells have continued to deliver an extensive high-quality service to families. The Centres have worked tirelessly in adapting service provision due to COVID-19 restrictions in a bid to maintain connection and provide support to vulnerable families during this difficult time. These supports have been particularly important as a high proportion of families are from overseas (70-80% CaLD families) and are lacking family support in Australia due international border closures.

The Centres work alongside families to deliver the most effective service by constantly reviewing and developing new approaches, programs and supports based on the feedback received from families who access the Centres. The community benefits greatly from the supports and

services provided at and through the Centres which include, early learning programs, universal and targeted playgroups, community events, seminars, speech pathology clinic, child health nurse clinic, immunisation clinic, creche, school readiness programs, parenting programs, child development workshops, parenting courses, parenting support services and school holiday activities. The Centres also exist as a community hub and safe space where families come on an ad hoc basis to access support and referral pathways. The strength and the successes of the Centres is largely due to the relationships and collaborations with a large variety of government and non-government organisation who work alongside the Centres in providing services and supports to families.

These supports have been particularly important as a high proportion of families are from overseas  
**(70-80% CaLD families)**  
 and are lacking family support in Australia due international border closures.

## Cultural Development

In May 2021, Reconciliation Australia advised Centrecare that our Innovate Reconciliation Action Plan (RAP) had been provisionally accepted. We are looking forward to implementing our Innovate commitments over the next two years to achieve our vision.

Each year sees greater engagement by Centrecare staff continuing their learning journey through cultural training and participation in events that recognise and celebrate Aboriginal and Torres Strait Islander culture - engaging with our Aboriginal and Torres Strait Islander colleagues and the wider community.

Centrecare continues to develop and review cultural awareness training modules and options for staff, establishing a multidimensional learning approach which includes E-Learning, face-to-face and Q&A sessions.

In the past year we added Wungening Cultural Training (face-to-face), Clinical Yarning, Aboriginal Building Connections (on-line) and Auspire's Cultural Awareness and Understanding workshop to our suite of training options and are investigating Reconciliation Australia's "Share our Pride" training modules.

154 people attended Aboriginal and Torres Strait Islander cultural trainings in 2020/2021 and a further 38 people attended training in Cultural and Linguistic Diversity. Aboriginal and Torres Strait Islander people currently represent 5.3% of all Centrecare staff and continue to be encouraged to apply for Centrecare staff vacancies across the agency.

**154 people**  
attended Aboriginal  
and Torres Strait  
Islander cultural  
trainings in  
2020/2021

*- all year round.*



## Events and Celebrations

- Reconciliation week – the first agency-wide livestream discussion was successfully introduced in 2020 to celebrate Reconciliation Week. The livestream discussion enabled staff to engage with management and others in an open dialogue to learn and share their views and values around reconciliation. Staff from across the branches also organised their own in-house events during the week, featuring cultural foods, art activities and reflections. Six of these events were listed on Reconciliation Australia’s website. Some rural branches partnered and celebrated with other community agencies in their area and metropolitan staff took advantage of the beautiful weather to commemorate and participate in an external event, the National Reconciliation Week Walk for Reconciliation from the WA Museum “Boola Bardip” to Yagan Square.
- Centrecare participated in NAIDOC week 2020 with stalls at Perth, Mirrabooka and Kalgoorlie events. Midland Out of Home Care held a day of activities for the children in care at Success Hill and our other branches were very active holding teas, cultural lunches, walks, cultural art activities, yarning sessions with Elders and attending external NAIDOC events.
- The Aboriginal and Torres Strait Islander – Cultural Working Group Terms of Reference was reviewed and updated. Representatives in this group also include representation of Aboriginal and Torres Strait Islander staff from our partner agencies who are co-located at our branches.

*Reconciliation is “more than a word:  
it takes action”*

Aboriginal and Torres Strait  
Islander people currently  
represent **5.3%** of all  
Centrecare staff



# Individual and Family Services

Bunbury Counselling (BC) and Family Support Service (FSS) provides you and your family with counselling, support, information, connection to other services.

Parents engaging with BC & FSS receive assistance in establishing household and family routines, managing their children's challenging behaviour, struggling to cope with the stressors and complexities of their lives including separation and co-parenting issues, financial stress, housing instability and increase community connectedness. A majority of the families engaged with BC & FSS reported experiencing alcohol and other drug misuse, family and domestic violence, mental health issues and immediate financial crisis.

Adult mental health issues have continued to rise in recent times and Case Workers have noted that there has been a surge of clients that have a formal mental health diagnosis or are in the process of obtaining a diagnosis. A more urgent emerging issue for families engaging with this service are

those needing support to access appropriate child psychology and specialist-based services.

Case workers foster collaborative case management with an integrated approach between government and local services, such as the Salvation Army, Carey Park Child and Parent Centre, Investing in Our Youth, Department of Communities - Child Protection and Family Support, and internally with other Centrecare services.

Centrecare has also entered a Memorandum of Understanding (MOU) with Milligan contributing to the Bunbury Connections Week Working Group. Other agencies participating in this MOU include Salvation Army, Doors Wide Open, South West Aboriginal Medical Services, Accordwest, Anglicare and Department of Communities.

The Goldfields Reintegration and Parenting Service provides transport, outreach, temporary accommodation, parenting, and family support to individuals pre and post-release from prison. Reintegration services are voluntary and are focussed primarily on re-entry back into their community and helping to address issues that may have contributed towards previous incarceration.



Jane\* is a single mother of four children. At the time of her incarceration, Jane's mother was given custody of the three older children. Jane's youngest child was placed in the care of the Department for Child Protection and Family Support (DCPFS).

Jane was referred to the Reintegration and Parenting Service team five months prior to her release. The team helped Jane to identify her goals and provided support in her transition from pre-release to post-release successfully.

Throughout her pre-release engagement, Jane's main identified focus areas were to:

- Secure long-term housing;
- Secure employment; and
- Reunificate with her children.

In response to these self-identified goals, the caseworker advocated on Jane's behalf with DCPFS, ensuring that her housing application remained active. Jane undertook financial education with respect to managing a tenancy through the Life Skills workshops delivered by the Reintegration Team in the prison.

Following Jane's release from prison she secured private rental housing and sourced household items to furnish her house. Jane successfully maintained the property standards, consistently paid rent, and passed each property inspection. Securing this housing stability was an integral requirement for Jane to increase contact with her children and her oldest child now lives with her.

Jane also secured casual employment as a cleaner and housekeeper with a local business.. This employment has enabled Jane to purchase a car, further increasing Jane's capacity to be independent. Jane continues to work with the program with a primary focus on parenting skills.

*\*Name changed to protect anonymity*



The Families First (FF) service provides early intervention support services to improve the social and emotional wellbeing of vulnerable families with children and young people (0-18 years) who are showing early signs of, or are at risk of developing, mental illness.



CASE STUDY

A homeless family secured one of the very few homeless family accommodations in Kalgoorlie by Centrecare's Case Worker collaborating with the Salvation Army.

The family had no identification documents which were essential for the application to progress and was supported by FF to obtain interstate birth certificates. This enabled the Department of Housing to offer them a house. Furniture donations were sourced to help the family set up in their new home.

Both of the sons were also classed as serious non-attenders by the Department of Education. Neither Dave\* (13) or Daniel\* (15) have attended school consistently for years. The Youth Worker was able to enrol both youths at the local high school, supporting them to settle in and are now actively engaged. The youths are also linked in with Centrecare Goldfields Youth Services and have been connected with Police and Citizen's Youth Centre in Kalgoorlie.

*\*Names changed to protect anonymity*

Goldfields Mental Health Support Service provides counselling and support to people who experience medium to high mental health challenges using a strengths-based and person-centred approach.



CASE STUDY

Grace\* engaged with the mental health program and presented with a very long history of depression. She discontinued her medication resulting in her becoming highly depressed and non-functional, with high anxiety.

Grace was willing to learn new strategies and implement them in her daily life. Cognitive Behavioural Therapy (CBT) was used to help address her negative thinking and to help rebuild confidence. She was recommended to engage in mindfulness, relaxation, exercising (including walking), journaling, and engaging in at least one social activity.

Over time, Grace took the step and started walking in the mornings. Stepping out and walking gave her some much-needed confidence. In a few weeks, she was able to return to her employment which gave her empowerment.

The CBT work allowed her to manage her thoughts and think more positively. She is now able to successfully challenge her negative thoughts and replace them with more positive ones.

Her counselling sessions are now more positive, and she now presents in a very cheerful and pleasant manner. Having been able to resume employment and have a healthy daily lifestyle, Grace is ready to exit the program being more confident taking on each day on her own.

*\*Name changed to protect anonymity*



Early intervention support services to improve the social and emotional wellbeing of **vulnerable families** with children and young people (0-18 years)

## Individual and Family Services continued...

Midland Perth Family Support Network (FSN) operates in partnership with Wungening Aboriginal Corporation. The FSN is a referral network and provides assistance with service coordination to support families and individuals to overcome their individual issues and risks, to keep children safe, and divert families from further involvement with the child protection system. Families in the FSN service often present with complex and multifaceted needs. These issues may include substance abuse, disability, mental health concerns, family and domestic violence, family dysfunction and poor parenting skills amongst others. The FSN proudly works in collaboration with the Department of Communities to provide early intervention support to vulnerable families and children in the community.

### CASE STUDY

A mother and her son were referred for support to the Midland/Perth Family Support Network, Assessment and Coordination Team.

The mother was struggling to get her son to go to school. The son was on the waiting list to be assessed for Autism and the mother and son were exposed to family domestic violence from the mother's ex-partner, while also suffering verbal abuse and controlling behaviours from the father's new partner.

The mother was referred to Bringing up Great Kids Parenting Program which she found very beneficial. She was urged to resume sessions with her psychologist, which she did, and has renewed her Mental Health Plan to access more sessions. The son was assessed as not Autistic but with Autistic traits; he required on-going counselling and connected well with his counsellor. The mother thanked the Family Support Network for their support. She said that her family is now travelling well and no longer requires support. She feels more capable, more confident and in control of her life.

*\*Name changed to protect anonymity*



The Intensive Family Support Services are delivered by Centrecare in partnership with Wungening Aboriginal Corporation in Perth metropolitan regions and Lamp Inc. in the Southwest. This service is called Stronger Together and is a targeted early intervention support service supporting families to:

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

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

#### CASE STUDY


Sandy\* (34) was referred for reunification with her two children, daughter (seven) and son (two).

There were concerns about Sandy's parenting skills to transition the children into her care full-time and her mental health. The Stronger Together Team supported Sandy to access formal counselling to work on coping and self-care strategies, enabling her to better manage her mental health.

Sandy was supported in-home with parenting strategies and provided with tailored routine charts. She transitioned from having no routine or structure, to having specific charts, tasks and goals each day. She was also supported in-home to develop strategies for managing behaviours and establishing routine to support the stability of the children, such as homework, small tasks and prioritising quality time.

Sandy was given an understanding of the children's developmental stages to better understand their specific needs, age-appropriate behaviours, and trauma related behaviours. Sandy reported her children were more settled and she had confidence in her ability to provide for them emotionally and physically. Child Protection reported that they are happy with her progress and acknowledge the amazing work she has done.

*\*Name changed to protect anonymity*



Family  
Support  
Network

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

Specialised Family Violence provides a service for individuals, families and children affected by domestic and family violence.

Centrecare provides the Building Resilience Program as part of the Positive Pathways education program offered by Zonta House Refuge Association, as well as throughout the year at our Hay Street office.

Centrecare's 'Building Resilience' program acknowledges the power imbalance and gender inequality between those who perpetrate violence and those who experience violence (mostly women and children). People experiencing violence can often face a variety of damaging physical, socio-emotional and psychological effects that can impair their daily functioning.

The Building Resilience Group Program seeks to increase women's knowledge and understanding of domestic and family violence, how it impacts on their relationships and ability to parent. This program promotes empowerment, increasing self-confidence and self-worth by highlighting their strength, capacity, courage and self-care.

Family Link a service for parents/caregivers with dependent children.

Family Link offers a high-quality counselling service to individuals and families, solely within the Mirrabooka area. Over the past year, referrals have continued to increase in complexity resulting in counsellors frequently developing safety plans to ensure survivors of domestic and family violence are safe and have strategies to continue to remain safe.

Family Link counsellors deal with a wide variety of complex presenting issues such as relationship difficulties, depression, anxiety, grief and loss, trauma, communication difficulties, social anxiety, domestic violence, anger management, suicidal ideation, self-harming behaviours, childhood sexual abuse, separation anxiety, personality disorders, complex mental health issues, parenting, and addictions.

External referrals are regularly made to ensure clients are linked up with other relevant service providers in the area. These referrals include the general practitioners, community mental health services, women's health centres, community legal services, and specialist multi-cultural services.

In addition to the counselling aspect of the Family Link Program, the service also offers workshops for parents and carers that enhance the skills and knowledge required to build healthy communication and positive relationships with children and other family members. Participants particularly enjoyed the benefit of meeting other parents who were in the same situation and the opportunity to share their experiences and concerns.





ReSet Parenting Service a partnership led by Wungening Aboriginal Corporation together with Centrecare, St Bartholomew's House and Wirrpanda Foundation. Centrecare has further partnered with Zonta House to draw on their expertise in the delivery of women-specific domestic violence services. ReSet provides support to men and women while in prison and after leaving prison so they can have a new beginning that is meaningful and breaks the cycle of recidivism.



#### CASE STUDY

While in prison John\* had participated in the Inside Out Dad program and one on one parenting support. While incarcerated, he had limited contact with his daughter and the family was involved the Department of Communities.

John was delighted to share with his worker that he had been out of prison for 10 months and was seeing his daughter regularly. He talked about spending time with her on her birthday and giving her presents for Christmas - the first, since she was born.

John attended Circle of Security parenting supports, had completed an anger management course and was engaging with housing support services. John stated he is working towards having his daughter in his care.

John thanked the worker for all of the support provided, stating that, 'Going to Inside Out Dad was when I realised I need to change. Talking about all of that stuff really helped'. John appeared eager to share his story and was very proud of how far he had come. He placed a lot of value on ReSet Parenting Support, explaining this has helped his relationship with his daughter and his confidence to be a great dad.

*\*Name changed to protect anonymity*

Stronger Together: Intensive Family Support Services is an intensive in-home support service delivered by Centrecare in partnership with Wungening Aboriginal Corporation. The program has been operating since 2018 and has successfully worked with families to keep their children safely at home and to be reunified with their children.



#### CASE STUDY

A family was referred to the Keeping Children Safe at Home stream to address concerns regarding housing, domestic violence, parental mental health, low self-esteem, misuse of alcohol and other drugs, parenting difficulties, and medical concerns including childhood obesity.

The family worked with the service intensively for 12 months with support to follow dietitian plans, attend a food preparation course, develop a sustainable budget, and link with Foodbank.

Jane\* was further supported with working through modules identified from the Bringing Up Great Kids program to strengthen her understanding of mindful parenting and positive reinforcement strategies.

The family were successful in obtaining a private rental and Jane was able to maintain her tenancy well during her engagement with the service.

Prior to the case closure, it was also reported that the children's weight had decreased to an acceptable range, and the children had become more confident and were able to self-regulate, manage their emotions better and were enjoying school.

*\*Name changed to protect anonymity*

## *Aboriginal & Torres Strait Islander Services*

Centrecare's Djooraminda Out of Home Care (OHC) service offers short and long-term placements for Aboriginal and Torres Strait Islander children and young people (0-18 years) in the care of the CEO, Department of Communities - Child Protection and Family Support. The service offers a 24/7 therapeutic care program which embraces all aspects of culture with the aim of empowering the children to become confident members of the community. This service works to ensure the focus is on safety and emotional security for children which is imperative in the development stages for children and young people. It also works closely with other mainstream and culturally specific organisations and encompass wellbeing including: safety, care arrangements, health, education, social and family relationships, recreation and leisure, emotional and behavioural development, identity and culture and legal and financial matters.

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

The benefits to the young people are:

- feeling more supported in their cultural understanding and development;
- connection with positive role models and mentors;
- regular contact with local or rural community groups and agencies;
- having the right to learn and be exposed to all aspects of their culture;
- development of a connection to country; and
- the opportunity to learn culture outside of the metropolitan area.



## Access Wellbeing Services



Throughout the 2020-2021 financial year, Access Wellbeing Services (AWS) provided 12,509 counselling sessions for 3,481 clients.

With a suite of psychological services, AWS was available 24/7 to assist client organisations by providing onsite support and critical incident response (CIR) services within two hours in the Perth metro area and within 24 hours for regional, rural and remote areas within WA.

AWS CIR services included:

- counselling for employees affected by trauma within the workplace e.g., redundancies, restructuring, bereavement;
- immediate onsite counselling support for victims of natural disasters e.g., WA bushfires, cyclone Seroja in Geraldton;
- short-term monitoring of employees for signs of stress related psychological injury e.g., depression, anxiety, and post-traumatic stress; and
- information sessions for management on understanding the different emotional and psychological reactions and responses to trauma of employees within the workplace and ways to limit potential retraumatisation.

All AWS services focus on promoting a productive work culture that utilises a positive psychology approach to preventing psychological injury.

Group (5-15 participants) debriefing sessions utilising psychoeducation, were provided within a safe and confidential space to allow clients to unpack an incident/ event, share experiences, and learn strategies they can use to support themselves.

We provided  
**12,509**  
counselling sessions

For **3,481** clients



### **Family Dispute Resolution**

Dear Sir/Madam,

I'm writing to you to express my gratitude and to acknowledge the incredible level of service I received during a recent course of family dispute resolution mediation at Centrecare Midland. Jen guided my ex-husband and me through parenting mediation, and we reached a level of communication I'd not even hoped for.

We'll soon be undertaking property mediation, hopefully also with Jen, and my experience with Centrecare has greatly allayed the fears I've held going into the process. Jen's skilful mediation enabled my ex-husband and I to express ourselves in ways we hadn't since our separation because we were clearly in a safe space, and both felt supported by Jen and her empathetic, even-handed approach. I feel truly indebted to her.

...I must say that I prefer the way Centrecare conducts mediation, with the introductory seminars, and having a single mediator present. It would be remiss of me to not mention the huge help afforded by your fee structure. These days I am a student, living on a single parent pension, and simply could not afford to pay for the service we accessed previously. I had no expectation to receive a better service at Centrecare, but that's exactly what happened. ...I must say also that the rooms make for an intimate and secure setting, which definitely helped.

While I still have a final challenge in front of me before I can settle my divorce, I feel confident that I can meet it without fear of reprisal because my ex-husband will recognise that he will be heard during the process, and because I know that I will be.

I want for you to receive this feedback so that you and your staff can know what a massive positive difference you are all making to people's lives. My children are reaping the enormous benefits.

Thankyou.

Sincerely,



### Goldfields Reintegration and Parenting Service

"Ellen has been amazing for Sarah\*. She has become more confident all-round and has come to terms with her parents separation easier because of Ellen's help".

*\*Name changed to protect anonymity*

### Specialised Family Violence

"I have no words to explain my gratitude. I was alone, it was the unknown and the uncertainty, fear of being judged and it was very hard, you helped me stay strong and accept my situation to get through the hard times, support offered cannot be expressed in word. I felt connected and empowered with the journey that I am choosing to take.

I have better understanding of FDV."

### Centrecare Family Accommodation Service (CFAS)

"My oldest daughter was becoming very negative towards me because we were homeless, and she didn't think I cared about her or was doing enough for them. Since getting a house we are so much closer and happier as a little family with her brothers again, this would not have happened if Centrecare had not given me a chance because no one else was giving me a go."

### Family Link

"I stood up for myself. He now respects the space made between us. I'm now studying to update my job skills and my life is falling into place. I have plans for the future again."



Dear Faith and the team at Centrecare,

On behalf of Kalgoorlie Primary School students, staff and parents, we would like to thank you for attending our NAIDOC Day celebrations.

The students really enjoyed your painting activity.

Yours sincerely,

Kalgoorlie Primary School NAIDOC Committee

# Our year in photo review

Mental Health Week PopUp Cafe



RU OK? Day



Hon Ken Wyatt AM visit to Esperance



Homelessness Week



March That Matters Event



Laverton Colour Run



Reconciliation Week Live Q&A



Unlock Housing Press Conference



16 Days in WA



Reconciliation Week



School Holiday Program Girls Day Out



Outreach Trip Preparation Ngaanyatjarra lands



Annual Silent Domestic Violence Memorial March

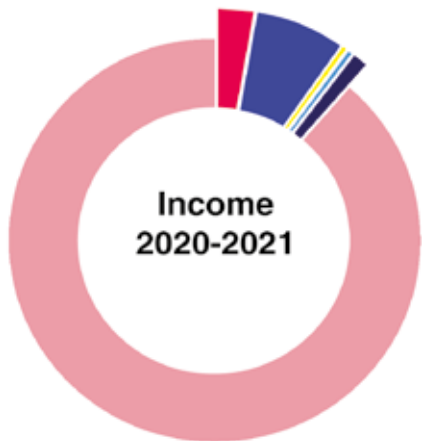


NAIDOC at Gosnells Child Parent Centre



# Finances

## Financial Report for 12 months Trading Activities



State & Federal Government Funds	88.6%
Non-Government Funding	1.0%
Archdiocese of Perth - Lifelink	0.3%
Rental Income	0.2%
Access Wellbeing Service Revenue	7.1%
Other Income	2.8%
<b>Total</b>	<b>100%</b>

Salaries, Wages and Oncosts	71.5%
Administration Expenses	3.4%
Property Expenses	2.9%
Depreciation	3.4%
Operating Expenses	17.7%
Vehicle Expenses	1.1%
<b>Total</b>	<b>100%</b>



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

## Our Staff



Male	17.8%
Female	82.2%

Full time	63.8%
Part time	21.5%
Casual	9.6%
Contract	4.1%
Vol/Student	1%



## **Perth (Head Office)**

456 Hay Street, Perth WA 6000  
(08) 9325 6644  
enquiries@centrecare.com.au

## **Bunbury**

103 Clarke Street, Bunbury WA 6230  
(08) 9721 5177  
bunbury@centrecare.com.au

## **Cannington**

22 Pattie Street, Cannington WA 6107  
(08) 9451 1100  
cannington@centrecare.com.au

## **Esperance**

52 The Esplanade, Esperance WA 6450  
(08) 9083 2600  
esperance@centrecare.com.au

## **Gosnells**

2302-2308 Albany Highway  
Gosnells WA 6110  
(08) 9498 9200  
gosnells@centrecare.com.au

## **Joondalup**

First floor  
85 Boas Avenue, Joondalup WA 6027  
(08) 9300 7300  
joondalup@centrecare.com.au

## **Kalgoorlie**

168 Egan Street, Kalgoorlie WA 6430  
(08) 9080 0333  
kalgoorlie@centrecare.com.au

## **Leonora**

18 Tower Street, Leonora WA 6438  
(08) 9037 6561  
kalgoorlie@centrecare.com.au

## **Midland and Djooraminda**

45 Yelverton Drive, Midland WA 6056  
(08) 9436 0600  
midland@centrecare.com.au  
djooraminda@centrecare.com.au

## **Mirrabooka**

12 Brewer Place, Mirrabooka WA 6061  
(08) 9440 0400  
mirrabooka@centrecare.com.au

## **Victoria Square**

25 - 27 Victoria Square, Perth WA 6000  
(08) 9288 2233  
victoriasquare@centrecare.com.au

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

