



CENTRE CARE

People Making Time for People

When you want to know about Centrecare

Organisational Structure

Centrecare Incorporated is an independent not-for-profit association.

Purpose/Mission

The purpose of Centrecare is to provide excellent, respectful and caring services which encourage all persons to develop to their full potential.

Values

The people of Centrecare, in providing services, always seek to demonstrate their belief in the intrinsic worth of all persons by respecting differences, cherishing individuality and nourishing dignity. Centrecare is people making time for people.

Services

Centrecare delivers over 45 professional and specialised accommodation, counselling, support, mediation, emergency relief, advocacy, education and training services from office locations in Perth, Mirrabooka, Joondalup, Cannington, Kalgoorlie, Esperance and Bunbury. Outreach and visiting services are also available in surrounding country areas and affiliate offices are located throughout the rest of Western Australia and nationally. Services are available to all without discrimination on the basis of age, gender, race, religion, physical disability, marital or social status.

The People

Centrecare staff members are experienced professionals with qualifications in psychology, social work, counselling, business, administration and the social sciences.



Quality
Endorsed
Company

ISO 9001:2000 (2000) (2000)
Perth, Australia

Contents

Organisational Chart	2
Chairperson's Report	4
Director's Report	5
Services	6
Metropolitan	6
Goldfields	12
Southwest	26
Centrecare Corporate	28
Financial Statements	38
The People of Centrecare	40
Location Details – back cover	

Organisational Chart

Management Committee Kalgoorlie

Manager Goldfields Centrecare

- ACCESS Programs
- Community Drug Service Team
- Domestic Violence Victim Support and Advocacy Service
- Domestic Violence Perpetrators Program
- Domestic Violence Spouse Abuse and Education Program
- Esperance Relationship and Family Counselling Program
- Family Mental Health Care Program
- Financial Counselling Service
- Family and Relationship Program
- National Illicit Drug Strategy – Central Desert Training Program
- National Illicit Drug Strategy Program
- Primary Dispute Resolution
- Supported Housing Assistance Program
- Victim Support Service Kalgoorlie
- Victim Support Service Esperance

Manager Centacare Bunbury

- ACCESS Programs
- Consultancy and Supervision/Corporate Services
- Family Support Program
- Domestic Violence Program

Manager Parent-Adolescent-Family and Accommodation Services

- Community Housing Program
- Crisis Accommodation Program
- Adolescent Mediation and Family Therapy (CY)
- Parent Adolescent Conflict Counselling Service Joondalup
- Parent Teen Link Perth
- SOLID
- Supported Accommodation Assistance Program
- Supported Housing Assistance Program
- Welfare Services

Manager Corporate Services

- ACCESS Employee Assistance Programs
- Corporate Coaching
- Counselling
- Critical Incident Response
- Development of New Initiatives
- Dispute Resolution Services
- Management Consulting
- Schools Programs
- Supervision
- Training Services

Centrecare Incorporated

Board of Management

Director

Manager

Counselling Programs

- BreakEven Problem Gambling
- Family and Relationship Counselling
- Men in Family Relationships
- Post Abortion
- Men's Domestic Violence Counselling Service (North Metro)
- Spouse Abuse Counselling and Education

Manager

Centrecare Mirrabooka

- Family Relationships Mediation
- Family Oriented Counselling and Education Service
 - Counselling
 - Family Link
 - Family Relationships Skills Training Program
- Parent Link Home Visiting Service

Manager

Administration and Marketing

- Administration
- Computing
- Customer Service
- Library
- Marketing and PR
- Tenders
- Quality Assurance

Manager

Finance and Human Resources

- Finance
- Human Resources
- Purchasing



CENTRECARE

People Making Time for People
www.centrecare.com.au

Chairperson's Report



On behalf of the Board, I wish to extend my congratulations to each Centrecare staff member and Centrecare Director, Mr Tony Pietropiccolo, for the excellent contribution they have each made to strengthening the Western Australian community and delivering a wide range of quality services to families and individuals. This has all been achieved through a combination of teamwork, individual effort and inspired leadership.

The re-appointment of Tony Pietropiccolo as President of WACOSS and Chair of the State Homeless Task Force Committee reinforces the high regard in which he is held and the reputation of Centrecare. Leanne Strommen's appointment to the Ministerial Taskforce also needs to be acknowledged, particularly due to her unique and informed knowledge of housing and homelessness.

A most important decision made by the Board during 2001 was for Centrecare to become an incorporated sole. This development was under consideration for some time and required extensive consultation. Archbishop Barry Hickey's guidance and support for the initiative was particularly welcome. Staff and Board alike saw the change as a move towards maturity, greater independence and a time to become self-sufficient. The mission, vision and objectives that drive the people and work of Centrecare remain true to Christian beliefs, ethos and values.

Centrecare has also been proactive in the application of business acumen and exploring viable opportunities for some time. This year it further consolidated the role of Centrecare Corporate, which comprises the agency's profit-making services, namely training and consultancy divisions alongside ACCESS Programs, an Employee Assistance Program. All profits generated by this division are reinvested into non-funded Centrecare programs.

On a statewide basis, Centrecare services continue to grow and flourish. Outreach counselling and visiting services have been extended in the SouthWest and the Kalgoorlie-Goldfields/Boulder region. Visiting services have been instigated to meet the needs of rural and metropolitan Aboriginal families and other programs have been refined and reworked so they continue to meet the changing needs of clients.

A number of years ago Centrecare set off on the path towards achieving ISO accreditation. Few Centrecare people realised the work that would be involved in such an undertaking. The achievement of ISO 9001:2000 accreditation was the culmination of many hours of painstaking work spread over two years. The quality assurance system has helped the agency to clarify its processes and to align stated policy and procedures with practice. There is no doubt Centrecare has gained much from spending time ensuring that what it says it does, is reflected in what is actually done.

Financially, Centrecare is in a reasonably healthy position. Thanks need to be extended to the agency's accounts' team and equally to each Centrecare manager and staff member who uniquely contributes to the on-going viability and reliability of organisational services.

Finally, I take this opportunity to thank funding organisations for their belief and support in Centrecare and an extra thank you to all staff and Tony for their valued, appreciated and wonderful commitment to Centrecare and to further assisting the people of Western Australia during 2001.

A handwritten signature in black ink that reads "M. Gribbon". The signature is written in a cursive, slightly slanted style.

Martin Gribbon

Chairperson

Director's Report

2001 was punctuated by a number of significant events for Centrecare Marriage and Family Service. The most significant was the establishment of Centrecare as an incorporated body on 1 July 2001. Centrecare Incorporated was the result of much thought and discussion. It evolved out of a need to establish a legal entity that could more adequately meet the increasing complexity of the world in which the agency operates. Archbishop Hickey approved the change and simultaneously created Centrecare as a Private Association of Christ's Faithful, thereby giving the agency a clear position within Canon Law. The change in legal status was seen as an opportune time to change the name from Centrecare Marriage and Family Service to simply Centrecare.

This year also saw the construction of Centrecare's new office in Cannington, the launch of its website, ISO accreditation and finding new ways of meeting the spiralling costs of service delivery. The cost of delivering services constantly increases along with the demand for agency services. Centrecare is not alone in this. Most community service organisations experience the reality of these pressures with many having to curtail their services or stop them all together. The additional costs, associated with liability insurance, wages and the administrative demands associated with changing laws and funding are some examples. These ever-spiralling costs create an environment in which it is increasingly difficult for non-profit organisations to function effectively. There is a need to provide community based social service organisations with the supports necessary for their wellbeing. These organisations are essential to the provision of much needed services. The high levels of depression, relationship breakdown, illicit drug usage, suicide and an aging population requires the presence of a healthy non-profit, social service sector. Without effective social services there is a real danger of creating an Australian society that is both unsafe and unhealthy.

Thankfully, Centrecare is not on its own as it tries to meet the needs of the people who approach it. The agency is fortunate to have ongoing assistance from the Archdiocese of Perth, especially the funds provided through its LifeLink fundraising program. This support is invaluable to the ongoing operations of Centrecare. The backing provided by the Diocese of Bunbury is also of significance as it would be impossible to provide a service in Bunbury without its help.

Additionally, many of Centrecare's programs are only possible through funding arrangements with federal and state government departments. Their contribution is recognised throughout this report and their cooperative efforts are highly appreciated. The Lotteries Commission of WA continues to be a source of dependable funds. The Cannington office would have been a more difficult enterprise without their aid. The agency's sincere thanks for all of Lotteries' many contributions over the years.

The past year also saw changes to the management of Goldfields Centrecare, Centacare Bunbury and Centrecare Corporate. These were important changes but each of them seemed to occur without any loss of impetus to the work of the agency. This was in no small part to the generous and selfless cooperation of agency staff and managers. At those times when customary routine is disrupted, it becomes highly evident how reliant we all are on one another in ensuring the continuance of the work we all keenly believe in. This commitment to the wellbeing of clients and fellow workers is a highly valued trait of Centrecare staff. It is both satisfying and pleasurable to work with a group of people totally dedicated to the provision of high quality services. My admiration and thanks for all their substantial efforts.

Goldfields Centrecare's on-going success is in no small way a result of the contribution made by its Management Committee, led by Terry Casey. Their local knowledge and insights have helped to guide the amazing growth and professionalism of the Goldfields' branch.

A complex organisation like Centrecare would be difficult to administer without the assistance of a talented and highly committed group of managers. The contribution made by Centrecare managers to the effective delivery of services both within and external to Centrecare is difficult to overestimate. My heartfelt thanks to all of them, especially for often and generously going beyond what could be reasonably expected of anyone. A special thanks to Leanne Strommen, Robyn Pope, Errol Goves, Joe Goerke, Karri Hillier, Neil Hamilton and Peta Slocombe.

It would be impossible to end this report without expressing my deep and sincere appreciation for the work of Centrecare's Board of Management. The members of the Board, led by Martin Gribbon, provide both counsel and wise leadership that are of immense help to me personally and invaluable to the ongoing development of Centrecare. A personal thank you to Shauna Deane, Kevin Wringe, Steve Walker, Fr Tony Pires, David Pires and Susan Rooney.



Tony Pietropiccolo

Director

Services

Perth, Mirrabooka, Joondalup, Cannington and visiting Services

Contents

Accommodation and Support

Accommodation and Support for Homeless Families (Supported Accommodation Assistance Program: SAAP)	7
Crisis Accommodation Program (CAP).....	7
Long-Term Housing Options for Families (Community Housing Program: CHP).....	7
Outreach Counselling and Support for Department of Housing and Works Tenants (Supported Housing Assistance Program: SHAP)	8

Counselling and Support

Abuse and Violence in the Family (Spouse Abuse Counselling and Education)	9
Abuse and Violence – Services for Men through the Men’s Helpline (Men’s Domestic Violence Counselling Service: North Metro)	9
Gambling Issues (BreakEven Problem Gambling)	10
Individuals and Couples on Low Incomes with Dependant Children (Family Link)	11
Men in Family Relationships (Men’s Shed)	12
Parent-Adolescent Issues (Adolescent Mediation and Family Therapy: CY)	12
Parent-Teenager Conflict (Parent Adolescent Conflict Counselling Service and Parent-Teen Link)	13
Parents – Young Children (Parent Link Home Visiting Service).....	14
Personal, Relationship and Family Issues (Family Relationships Counselling)	14
Post Abortion	15
Youth at Risk of Offending (SOLID)	15

Emergency Relief/Welfare Support

Welfare Services	16
------------------------	----

Mediation

Family Separations and Divorce (Family Relationships Mediation)	16
Parent-Adolescent Issues (Adolescent Mediation and Family Therapy: CY)	12

Self Development Courses

Educational Courses in Life Skills for Families, Couples and Individuals (Family Relationships Skills Training and FOCES)	17
---	----

Training and Organisational Services

(refer Centrecare Corporate).....	28
-----------------------------------	----

When you and your family have
nowhere to live

ACCOMMODATION AND SUPPORT FOR HOMELESS FAMILIES – NOT EMERGENCY

Service Description: Centrecare's Supported Accommodation Assistance Program (SAAP) provides medium-term housing (12 – 18 months) and support for up to 20 families who have nowhere to live or who are at risk of losing their homes. The Department of Housing and Works, through the Crisis Accommodation Program (CAP), provides housing to Centrecare. The aim of the SAAP and CAP programs is to provide families with interim accommodation, counselling and support services. These services endeavour to help families make positive changes in their lives, eventually helping them to move into private or Department of Housing and Works' accommodation.

Client Contacts: 1475

Main Issues for 2001: An on-going issue within this program is the lack of community housing despite ever-increasing demands. Chronic homelessness continues to rise and even when these people are placed into accommodation, there is an inadequate amount of available counselling and support to cater for their needs. In May, however, the Department of Housing and Works introduced the Homeless Helpline and results have been promising. Optimism is also high in regard to the findings of the Homelessness Taskforce's Research into homelessness in Western Australia.

Brochure Title: When you have nowhere to live

Title:

Supported Accommodation Assistance Program (SAAP)
Crisis Accommodation Program (CAP)

Funded By:

Department for Community Development (State Government)
Department of Housing and Works (State Government)

Location:

Perth metropolitan area

Telephone:

(08) 9325 6644

Email:

saap@centrecare.com.au

When your family needs long term
housing options

LONG-TERM HOUSING OPTIONS FOR FAMILIES

Service Description: Centrecare's Community Housing Program provides long-term housing options for families who have successfully exited a Supported Accommodation Assistance Program (SAAP) and for families who have difficulty accessing long-term safe and secure accommodation and who generally do not require ongoing support.

Client Appointments: Not applicable

Main Issues for 2001: The main issue in this program is Centrecare's inability to meet the constant demand for low cost affordable housing options for individuals and families. Centrecare currently has six properties in this program and has the capacity to service more if funding prevailed. However, it is promising to note that the agency is negotiating a joint venture with the Department of Housing and Works for three properties in Carlisle and one in Port Kennedy.

Brochure Title: N/A

Title:

Centrecare Community Housing Program (CHP)

Funded By:

Department of Housing and Works and self-funded through rental income

Location:

Perth metropolitan area

Telephone:

(08) 9325 6644

Email:

housing@centrecare.com.au

When

When living in Department of
Housing and Works
accommodation isn't easy

OUTREACH COUNSELLING AND SUPPORT SERVICES FOR DEPARTMENT OF HOUSING AND WORKS' TENANTS EXPERIENCING DIFFICULTIES IN MAINTAINING THEIR TENANCY OBLIGATIONS

Title:

Supported Housing Assistance
Program (SHAP)

Funded By:

Department of Housing and
Works – Homeswest (State
Government)

Location:

South East metropolitan area of
Perth

Telephone:

(08) 9325 6644

Email:

shap@centrecare.com.au

Service Description: Centrecare's Supported Housing Assistance Program (SHAP) aims to help Department of Housing and Works' tenants meet their tenancy obligations and responsibilities through assistance and support. This is provided to them in the home and includes assistance with budgeting; counselling; referral; help in dealing with other agencies; and assistance in resolving conflict, differences or disputes with Department of Housing and Works.

Client Contacts: 1240

Main Issues for 2001: The majority of households participating in the SHAP program during this year made significant steps toward addressing their referral issues. In many cases this was not easy as they frequently faced obstacles. Some of these challenges included poverty, unemployment, huge debts, lack of household management and parenting skills, low confidence or ability to control the actions of others, extended kin issues and overcrowding. For some householders there was the continual fear of violence or substance abuse problems, either with themselves or with those residing with them.

An encouraging factor in the delivery of SHAP services was the positive working relationship that continues to exist between regional staff within the south-east metropolitan corridor and head office of the Department of Housing and Works. Another factor has been Centrecare's continual facilitation of a client-focused counselling, advocacy and support model which encourages householders to take responsibility for their tenancies, to find their own solutions, and assist them with opportunities and support to address their referral issues. Centrecare also provides an environment in which better DHW/tenant relationships are encouraged, while remaining neutral to both the tenant and the Department of Housing and Works. Within this approach, Centrecare employees continue to work in an holistic and solution-focussed manner with all household members and/or extended kin who may be impacting on the tenancy. This program continues to operate over maximum capacity.

Brochure Title: When living in Department of Housing and Works accommodation isn't easy

When abuse and violence is an issue in your family

ABUSE AND VIOLENCE IN THE FAMILY

Service Description: Centrecare's Family Abuse Program provides psychodynamic and educational group programs for women and men involved in abusive relationships supported by an assessment and counselling process. Abuse within relationships, also called domestic and family violence, can include physical, sexual, emotional, verbal, financial abuse and/or social isolation. Centrecare offers groups for both men and women. Participants explore complex personal and interpersonal issues in order to facilitate the recovery process.

Groups: 3 – 4 closed groups for women
1 open group for men

Main Issues for 2001: During 2001 Centrecare staff worked more closely with the Domestic Violence Police Unit which provides practical help for women escaping domestic violence. A representative from the Domestic Violence Police Unit also regularly attended women's groups to talk about what was available to women in crisis and how they could protect themselves using the system. The year also saw a high retention rate in the women's groups and withdrawals associated with positive outcomes, such as finding full-time employment or undertaking study.

Brochure Titles: When you want respect not abuse
When your actions are pushing loved ones away

Title:

Centrecare Family Abuse Program

Funded By:

Department for Community Development (State Government)
Family and Community Services (Federal Government)

Location:

Perth

Telephone:

(08) 9325 6644

Email:

familyabuse@centrecare.com.au

When abuse and violence is an issue in your family

ABUSE AND VIOLENCE – SERVICES FOR MEN IN THE NORTHERN SUBURBS WHO ACCESS THROUGH THE MEN'S HELPLINE LINE

Service Description: Men who have identified they have a problem with domestic violence can telephone the 24 hour Men's Helpline and be referred to this service. This program consists of four individual counselling and assessment sessions with one session designated to the partner in the domestic violence situation. At the conclusion of individual sessions, men have the option of attending groups for a 16-week period. This can be followed up with a further eight weeks support group if required.

Client Appointments: 192

Main Issues for 2001: Funded through the Freedom from Fear Campaign and supported by excellent television and radio advertisements, this program was extremely successful in attracting and retaining male clients. Over one third of men who committed themselves to the counselling sessions moved on to attend one of the 16 to 24-week group programs. The highest representation was in the age group 25 to 45. Data was collected from clients covering the level of violence pre and post attending the service and shows that men who complete the program say they have achieved remarkable change.

Brochure Title: When your actions are hurting your family

Title:

Centrecare Family Abuse Program

Funded By:

Department for Community Development (State Government)

Location:

Perth, Mirrabooka and Joondalup

Telephone:

(08) 9325 6644

Email:

menabuse@centrecare.com.au

When living in Department of
Housing and Works
accommodation isn't easy

OUTREACH COUNSELLING AND SUPPORT SERVICES FOR DEPARTMENT OF HOUSING AND WORKS' TENANTS EXPERIENCING DIFFICULTIES IN MAINTAINING THEIR TENANCY OBLIGATIONS

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Supported Housing Assistance
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Department of Housing and
Works – Homeswest (State
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When your actions are pushing loved ones away

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Centrecare Family Abuse Program

Funded By:

Department for Community Development (State Government)
Family and Community Services (Federal Government)

Location:

Perth

Telephone:

(08) 9325 6644

Email:

familyabuse@centrecare.com.au

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Centrecare Family Abuse Program

Funded By:

Department for Community Development (State Government)

Location:

Perth, Mirrabooka and Joondalup

Telephone:

(08) 9325 6644

Email:

menabuse@centrecare.com.au

When gambling becomes a problem

GAMBLING ISSUES

Title:

Centrecare BreakEven

Funded By:

WA Problem Gambling Support Services Committee comprising Burswood International Resort Casino, TAB, Lotteries Commission of WA, WA Bookmakers' Association and managed by the Gaming Commission of WA

Location:

Perth

Telephone:

(08) 9325 5133

Email:

breakeven@centrecare.com.au

Service Description: Centrecare's BreakEven provides confidential counselling and support services for people with gambling problems, their families and partners. A group program is also offered. Initial screening processes look at client depression levels, suicide ideation, self-harm and whether the person is in the mental health system. This service provides training to metropolitan and regional counsellors and also to industry staff at the TAB and Burswood Casino. This service is delivered free of charge to clients.

Main Issues for 2001: Some major changes were made to the BreakEven program during 2001. A four-session plan was developed and is now used as a guide when working with clients during their first four sessions. This entails four counselling sessions being booked in advance and, once they have been completed, a new commitment is made. Additional telephone counselling and support was also introduced. As a result, there was a huge increase in the retention rate of clients and a decrease in postponements. A group program was developed and has gradually had an increase in numbers.

Statistics compiled during 2001 demonstrate that:

- one in four clients presented with a mental health issue
- one in four were experiencing serious financial problems
- one in five clients had legal issues, had been mandated or pending court proceedings around gambling
- almost half of the clients reported relationship problems
- up to two in five clients experienced social problems related to employment, housing, isolation and recreational options. Problem gambling can erode many, and sometimes, all forms of social connection with other people, and
- approximately one in 10 clients was involved in fraudulent activities, and four per cent had problems with Internet gambling.

Clients experiencing monetary problems were referred to financial counsellors and those with personal and family issues were connected to other Centrecare programs. BreakEven counsellors, while specialists in the area of problem gambling, are also experienced in family and domestic violence issues. Other tasks undertaken during 2001 included delivering presentations and training to those who work with problem gamblers in metropolitan, regional and remote locations in Western Australia. A free web-based e-counselling service was also developed for problem gamblers and their families and is to be launched in 2002.

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

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 reside in the northern suburbs of Perth. Services provided include educational and support groups; counselling services; assistance with accessing other community resources, advocacy, and referral to health and financial agencies.

Client Appointments: 674 (of which the DCD subsidised total was 300 and the remainder provided through Centrecare resources)

Groups: 4

Main Issues for 2001: A major and ongoing issue during 2001 was the ever-increasing demand for subsidised professional counselling services. The waiting list was always long and the agency remained unable to meet the demand. Also throughout this year staff members worked more closely with professionals in other agencies and collaborated with Relationships Australia Joondalup, Koondoola Child Development Centre and Sudbury Community House Mirrabooka in the delivery of group programs. This networking has provided staff with the opportunity to share ideas.

The group programs conducted this year included 'Break Through to a Positive You', 'Discovering Me' and 'Child's Play'. The new Child's Play Group aims at building and strengthening bonds between mothers and children when it has been damaged as a result of domestic violence or post natal depression (PND). Staff are also on the board of CLAN (Community Link and Network) Mirrabooka and members of the Northern Suburbs Domestic Violence Coordinating Committee. Community networking has provided staff with the opportunity, not only to develop new programs, but also to share ideas.

Brochure Titles: When you want your family relationships to be different
When relationships and parenting are important
Centrecare FOCES relationships and parenting workshops

Title:

Centrecare Family Link

Funded By:

Department for Community Development (State Government)

Location:

Mirrabooka

Telephone:

(08) 9440 0400

Email:

familylink@centrecare.com.au

When a man wants to do things differently

MEN IN FAMILY RELATIONSHIPS

Title:

The Men's Shed

Funded By:

Family and Community Services (Federal Government)

Location:

Perth

Telephone:

(08) 9325 6644

Email:

enquiries@menshed.com.au

Service Description: The Men's Shed is the name given to a web site and array of services Centrecare provides specifically for men. The web site provides readers with tips and topics on how to improve and develop better relationships with their partners, mates, work colleagues and children. Other services comprise self-development groups for men and presentations delivered to community groups on a range of topics relevant to men in family relationships. These presentations can be specifically tailored to meet the needs of participants.

Main Issues for 2001: Much of this year was spent in the creation and implementation of a range of services targeting men in relationships. These included:

- a web site that includes educational articles targeted at men in relation to parenting, partnering and working was established. Links to other resources, such as relevant web sites, community agencies/services, books, videos and counselling on-line (E-Therapy) were also incorporated.
- subsequent to a research project which confirmed that an on-line counselling facility would be a viable option for reaching men, the Lotteries Commission was approached to fund the program. Following a positive outcome, development began on the Internet based service and is due for commissioning during 2002.
- individual and couples counselling commenced late in 2000, specifically targeting men in relationships, and
- a number of seminars for men around their relationships were held in schools, parishes and in other community groups.

Brochure Titles: When a man wants to do things differently
www.menshed.com.au

When parents and young people don't get along

PARENT-ADOLESCENT ISSUES

Title:

Centrecare CY Counselling and Mediation

Funded By:

Family and Community Services (Federal Government)

Location:

Perth, Joondalup and Cannington

Telephone:

(08) 9325 6644

Email:

cy@centrecare.com.au

Service Description: Centrecare's CY Counselling and Mediation program (Adolescent Mediation and Family Therapy) 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 use counselling, mediation, workshops and presentations.

Main Issues for 2001: CY services continue to be in high demand by parents and adolescents living in the Perth metropolitan area. Interest in the agency's Healthy Relationships Program also increased among metropolitan school principals. This is an educational program aimed at helping young people learn how to avoid abusive and violent relationships and to develop the skills necessary to maintain healthy relationships. Run in conjunction with high schools, this program involves specialist facilitators who work with year 10 students as part of an eight to 10-week group program. In this time, students discuss what constitutes healthy and unhealthy relationships and learn the skills necessary to choose positive relationships.

Brochure Title: When parents and young people don't get along

When parents and teenagers conflict

PARENT-TEENAGER CONFLICT

Service Description: Parent-Teen Link (PTL) and Parent Adolescent Conflict Counselling Service (PACCS) provide counselling services to Perth and Joondalup families where significant conflict between parent/s and a teenager occurs. PTL and PACCS are regarded as two of the most experienced parent-teenage counselling services in Australia. They work 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.

Client Appointments: 1534 counselling sessions
6 groups total 202 group hours

Main Issues for 2001: A major issue during 2001 was the continuation of challenging and difficult cases being referred to PTL. These cases included issues ranging from child protection concerns, poverty, violence, abuse, criminal activities through to serious mental health problems and disorders experienced in both parents and young people.

In order to provide more accessible services for Aboriginal people, the Department for Community Development, which normally provides the referrals to this service, implemented a system in which Aboriginals could self-refer. This meant Aboriginals no longer needed to contact the government first. An Aboriginal counsellor was also appointed and outreach counselling to Aboriginal families commenced.

The Joondalup Parenting Teenagers' courses, which help parents find more effective ways of communicating with their children, was modified to include day workshops and evening presentations at times and dates most likely to attract busy parents. Another change included offering the programs free of charge. As a result, up-take and ongoing demand for these courses remains strong.

Brochure Title: When parents and teenagers conflict

Title:

Centrecare's Parent-Teen Link (PTL) and Parent Adolescent Conflict Counselling Service (PACCS)

Funded By:

Department for Community Development (State Government)

Location:

Perth, Joondalup and Cannington

Telephone:

(08) 9325 6644

Email:

ptl@centrecare.com.au

When being a mum or dad is not always easy

PARENTS – YOUNG CHILDREN

Title:

Centrecare Parent Link Home Visiting Service

Funded By:

Department for Community Development (State Government)

Location:

Mirrabooka

Telephone:

(08) 9440 0400

Email:

parentlink@centrecare.com.au

Service Description: Centrecare Parent Link is a home visiting service which helps people who have children up to six years of age find alternative ways of parenting when they are experiencing difficulties with their children. Skilled staff and trained volunteers help parents to set goals for child management; teach them 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.

Volunteer Hours: 2473.50 hours (including training, home visits, supervision, meetings)

Coordinator's Hours: One full-time coordinator

Clients using Parent Link: 117 using the home visiting
135 attending talks and groups

Groups 'Kit Kats & Kids': 4 groups, 20 people attending, 42.50 hours

Community Talks: 8 talks, 115 people attending, 12.00 hours

Main Issues for 2001: 2001 saw a strong emphasis on further training and supervision of volunteers to ensure they effectively delivered services. This program has been extremely successful in retaining volunteers whereby their growing knowledge and expertise continues to be of service to the local community. Community talks and presentations were also delivered.

Brochure Titles: When being a mum or dad is not always easy
When relationships and parenting are important
Centrecare FOCES relationships and parenting workshops

When you want to talk to someone

PERSONAL, RELATIONSHIP AND FAMILY ISSUES

Service Description: Centrecare 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 and loneliness etc.

Main Issues for 2001: During 2001 counsellors reported similar issues to those which had been emerging over the previous years. More and more people were presenting with general depression and simply feeling sad or lost. A high number of them were on anti-depressants. Many people were questioning what their lives were all about and felt the increasing demands and expectations placed upon them in today's society were becoming more unreachable. Some people presented on the notion that they were unhappy with themselves and wanted to change. Other issues included loss, grief, career problems, loss of employment, family of origin, Internet romances, domestic violence, communication, bi-sexual and homosexual relations and general questioning of self-identity.

Brochure Titles: When you want to talk to someone
When you're worried about your relationship

Title:

Centrecare Family and Relationship Counselling

Funded By:

Family and Community Services (Federal Government)

Location:

Perth and Cannington

Telephone:

(08) 9325 6644

Email:

counselling@centrecare.com.au

When you need to talk to someone following an unplanned pregnancy

POST ABORTION

Service Description: Centrecare's Post Abortion Service provides a confidential and non-judgmental counselling service for women – and their families and friends, who have had a terminated pregnancy or who are carrying an unplanned pregnancy to term. This is a free service. Clients usually attend for around five sessions, although long-term counselling is available.

Client Appointments: 505

Main Issues for 2001: As a result of increased awareness of this service, there was a 63 per cent rise in client numbers with a 45 per cent increase in sessions provided. The demand for service outweighs available funding. Approximately 19 per cent of clients were family members of a woman who had experienced a miscarriage, termination or still birth.

Brochure Title: When you need to talk to someone following an unplanned pregnancy

Title:
Centrecare Post Abortion Service

Funded By:
Health Department of Western Australia (State Government)

Location:
Perth

Telephone:
(08) 9325 6644

Email:
pregnancy@centrecare.com.au

When you want to be SOLID

YOUTH AT RISK OF OFFENDING

Service Description: Centrecare's SOLID is a confidential counselling and support service for young people at risk of offending and their families. The purpose of this service is to help parents and young people find different ways of getting along and to try other more positive activities that will reduce the likelihood of the young person and other brothers, sisters or cousins from entering the justice system. Issues for which people attend this service include truancy, family conflict, offending behaviour, substance misuse (particularly volatile substances) anti-social behaviour and running away from home. The underlying issues include homelessness, family violence, poverty, family breakdown, inappropriate or non-existent discipline, and alcohol or drug abuse.

Client Contacts: 714

Main Issues for 2001: In only a few years of operation, demand from the community for this service has grown considerably. As a result, the Department of Justice undertook a review of the program and following positive findings, increased funds to allow for a further two-day per week service. Another change included increasing the amount of people who could access the service. From initially only helping people living in suburbs from Victoria Park to Maddington, young people and families living anywhere in the south-eastern corridor to Armadale can now access this service. While this program is primarily aimed at young Aboriginal people between the ages of 10 and 18, children aged as young as six and eight are facing issues such as skipping school, substances usage, smoking and participation in criminal activity, which is a major concern.

Brochure Title: When you want to be SOLID

Title:
Centrecare SOLID

Funded By:
Department of Justice (State Government)

Location:
South-Eastern corridor of Perth, including City of Belmont, City of Canning, City of South Perth, Town of Victoria Park and the suburbs of Langford, Beckenham and Armadale

Telephone:
(08) 9451 1100

Email:
solid@centrecare.com.au

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, public utilities, parishes, social security (Centrelink), Department of Housing and Works and with staff members in Centrecare's other services. All material assistance for clients has been received via donations of food, clothing and cash.

Main Issues for 2001: The main areas of work during 2001 were:

- liaising on behalf of clients regarding payment of debts to public utilities;
- finding suitable housing for families;
- empowering people to utilise community resources;
- assisting psychiatric patients;
- getting children into holiday camps and attending other forms of entertainment (cinema/circuses);
- placing children from low income families into schools; and
- arranging transport for elderly citizens to attend Church services and attending family celebrations, such as marriages and first holy communions, of present and past clients, were also undertaken.

Brochure Title: N/A

When you're separating and want solutions

FAMILY SEPARATIONS AND DIVORCE

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 or any other issue relating to their separation. In particular, the process includes detailed consideration of children's developmental needs to ensure an ongoing positive relationship with both parents. Children may be involved in the process, as deemed appropriate. On completion of mediation, the couples' decisions are documented into an agreement that may be registered with the Family Court.

Clients: 101 couples

Main Issues for 2001: During 2001 a steady rise in demand for family law mediation and referrals from the Family Court took place. Mediators also increased the number of presentations and networking with local agencies, such as with the Northern Suburbs' Community Legal Centre and to couples attending routine information sessions at the Family Court.

Brochure Title: When you're separating and want solutions

Title:

Centrecare Family and Child Mediation

Funded By:

Family and Community Services (Federal Government)

Location:

Mirrabooka and Perth

Telephone:

(08) 9440 0400

Email:

familymediation@centrecare.com.au

When family life is important
to you

EDUCATIONAL COURSES IN LIFE SKILLS FOR FAMILIES, COUPLES AND INDIVIDUALS

Service Description: Centrecare's Family Relationships Skills Training Program provides workshops and seminars for people who want to be more effective parents, partners and family members. All workshops and seminars are provided by professionally qualified trainers who believe everyone has the ability to be more effective family and community members through learning different types of relationship and communication skills. Between six and 12 people attend each group:

Groups: 4 x Before you Explode – men's anger groups
2 x Pizza and Parenting – men's parenting groups
6 x Child's Play 1 & 2 – mum's and kids group
3 x Discovering Me 1 & 2 – a self discovery group
3 x Break Through to a Positive You – a self esteem group for women
1 x Getting Closer – a workshop for couples
1 x Separation Survival – a workshop for people who are separated
1 x Anger in Families – anger management group for women
1 x Parenting 6 to 12 years

Main Issues for 2001: 2001 was a year of consolidation in Family Skills, in which all group programs were delivered with substantial participation rates. Positive word-of-mouth communication in the northern suburbs has also seen an increase in demand for Centrecare courses. A new group was introduced during 2001 for mums and kids and this has already proved to be popular.

Brochure Titles: When family life is important to you
When relationships and parenting are important
Centrecare FOCES relationships and parenting workshops

Title:

Centrecare Family
Relationships Skills Training
Program

Funded By:

Family and Community
Services (Federal Government)

Location:

Mirrabooka

Telephone:

(08) 9440 0400

Email:

familyskills@centrecare.com.au

Goldfields Services

Centrecare Goldfields, incorporating Kalgoorlie, Esperance and surrounds

As 2001 unfolded the staff of Goldfields said goodbye to their previous manager of five years, Ms Helen Kemp. Ms Leanne Strommen was appointed as interim manager and worked alternate weeks in the Goldfields while continuing with her Centrecare Cannington and Perth managerial commitments. During this period, Leanne's commitment was to strengthen links within the community and attract indigenous staff. With positive results, Leanne's energy brought in the basis for change and new opportunities unfolded over the following six months. In July of 2001 Mr Neil Hamilton, Centrecare's Corporate Manager, decided to return to the Goldfields for a second period of management.

While Centrecare has always experienced difficulties in attracting staff to the region, it has also enjoyed the commitment of its many dedicated employees. In particular, Ms Lynn Little, Team Leader Administration, celebrated 10 years of service to Goldfields' office before saying good-bye and heading for Perth. Also, after six years as Chair of the Management Committee, Mr Terry Casey accepted a redundancy from the ANZ Bank and returned to Perth. Centrecare staff members in the Goldfields and Esperance offices have learnt not to grieve the moving on of colleagues, but to celebrate the commitment and skills people bring while they are in the region.

During the second half of 2001, Centrecare Goldfields celebrated its 10th Anniversary. It has grown from a part-time fly-in fly-out service to 19 permanent staff over that period. This expansion has had a continuous impact on office space, with the premises having been extended and refurbished a number of times. Centrecare attracted funding under the National Illicit Drug Scheme to establish a program to service the Ngaanyatjarra Aboriginal Communities. It also completed negotiations for funding under the Stronger Families Initiative for Esperance to employ a half-time relationship counsellor, which brought the Centrecare Esperance office staff to two full time equivalent (FTE). Additionally, staff training began in preparation for establishing a Primary Dispute Resolution Service through Federal Government Family Relationship Support Programs funding. It can be said that 2001 was a re-positioning year to open new opportunities in 2002. Many of these developments included – developing more effective and respectful models of service provision to Aboriginal people; exploring additional office facilities that are more people-responsive and move away from closed-door counselling sessions; establishing Client Liaison Officers to enable people to access services more effectively; expanding programs to include a regular fortnightly visit to Laverton and Leonora; exploring options for Goldfields and Esperance offices to become more actively involved in Supported Accommodation Service delivery; continuing discussions around the establishment of a Centre for Excellence in Rural and Remote service provision; and upgrading computer facilities to enable more effective electronic communication.

Neil Hamilton
Manager
Goldfields Centrecare

Contents

Advocacy, Counselling, Mediation and Support

Alcohol and Drugs – Community Drug Service Team – Education, Outreach and Counselling (Goldfields, Esperance, Norseman, Kambalda, Coolgardie, Menzies, Laverton, Leonora and the Desert Lands)	19
Alcohol and Drugs: National Illicit Drug Strategy – Consultation and Training in the Reduction of Drug and Alcohol Abuse (The Lands)	19
Family Violence – Advocacy / Court Support for Women (Goldfields and Esperance)	20
Family Violence – Counselling for Women (Goldfields and Esperance) and Children (Goldfields)	20
Family Violence – Men's Programs (Goldfields)	21
Financial Issues – Counselling, Advocacy and Support (Laverton, Leonora, Menzies, Coolgardie, Kambalda and Norseman)	21
Mental Health Care – Family Counselling and Advocacy (Goldfields)	22
Outreach Counselling and Support for Ministry of Housing Tenants Experiencing Difficulties SHAP (Goldfields)	22
Personal, Relationship, Children and Family Counselling (Goldfields and Esperance)	23
Primary Dispute Resolution – Family and Child Mediation (Goldfields)	23
Victims of Crime (Esperance)	24
Victims of Crime (Kalgoorlie)	24

Organisational

Consultancy and Supervision (ACCESS Programs)	25
Critical Incident Debriefing (ACCESS Programs)	25
Employee Assistance Programs (ACCESS Programs)	25
Primary Dispute Resolution – Workplace and Community Mediation (Goldfields)	25
Training (ACCESS Programs)	25

Training and Professional Development

Consultancy and Supervision	25
Training	25

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

ALCOHOL AND DRUGS

Service Description: The Goldfields Community Drug Service Team (CDST) has both a treatment and prevention focus on alcohol and other drug usage. In achieving this purpose, the team provides support and counselling to those 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.

Service Provision: Service operates as approximately 3.5 FTE from both Goldfields and Esperance office.

Main Issues for 2001: The year 2001 was an exciting year for the CDST. A women's group at the Eastern Goldfields Regional Prison commenced in conjunction with the Family Violence Team. Addressing solvent and petrol sniffing in the region has been a focus area, with groups being conducted through schools. In addition to this has been an initiative developed in conjunction with key service providers to produce an education package for retailers, mining companies and general community members for the safe storage of solvents. Also in collaboration with key service providers, a Community Drug Forum was held in Kalgoorlie-Boulder. The forum gave community members an opportunity to have a say on drug and alcohol issues in the region. Overall, the year was very successful for the Team.

Title:

Goldfields Community Drug Service Team

Funded By:

WA Drug Abuse Strategy Office
(State Government)
Health Department of WA
(State Government)

Location:

Goldfields, Esperance,
Norseman, Kambalda,
Coolgardie, Menzies, Laverton,
Leonora and the Desert Lands

Telephone:

(08) 9091 1833

Email:

cdst@goldfields.centrecare.com.au

When drugs and alcohol are hurting people in your community

ALCOHOL AND DRUGS: NATIONAL ILLICIT DRUG STRATEGY - DESERT LANDS

Service Description: The National Illicit Drug Strategy provides training to indigenous community members in The Lands for alcohol and other drug use, including solvent and petrol sniffing.

Service Provision: 2 visits per year

Main Issues for 2001: During 2001 Centrecare's Community Drug Services Team (CDST) was invited by the Warburton Community to attend the annual 'Dust Up'. This was an important recognition of the work that the CDST has been providing to the community and the commitment the Team has made to the region. The Lands Communities, particularly Warburton, continue to be impacted upon by the progression of a bitumen road through the community. Several trips that were planned for the region were cancelled due to unrest in the community and out of respect for traditional cultural activities.

Title:

National Illicit Drug Strategy:
Desert Lands Training Program

Funded By:

Commonwealth Department of
Health and Aged Care

Location:

Goldfields

Telephone:

(08) 9091 1833

Email:

centrecare@goldfields.centrecare.com.au

When you want respect not abuse

FAMILY VIOLENCE – ADVOCACY / COURT SUPPORT FOR WOMEN

Title:

Family Violence Advocacy Program

Funded By:

Department for Community Development

Location:

Goldfields and Esperance

Telephone:

(08) 9091 1833

Email:

centrecare@goldfields.centrecare.com.au

Service Description: This program, officially titled Domestic Violence Victim Support and Advocacy Service, provides advocacy (including court support), support and short-term one-to-one counselling and education for women where family violence is an issue. Community education and support groups are also offered.

Service Provision: 30 hours per week in Goldfields
7.5 hours per week in Esperance.

Main Issues for 2001: 2001 was characterised by growth into new areas, a reviewing of styles of service delivery and strengthening of links with the Aboriginal community. Outreach to the community formed a large part of these new areas, including commencement of a regular group with female prisoners at the Eastern Goldfields Regional Prison (a joint initiative with the CDST) and weekly outreach to the Ninga-Mia Aboriginal community. As a consequence, the percentages of Aboriginal clients being seen by workers in this service rose to over 50 percent by the end of 2001.

When you want respect not abuse

FAMILY VIOLENCE – COUNSELLING FOR WOMEN AND CHILDREN

Title:

Spouse Abuse Counselling and Education Service

Funded By:

Department for Community Development

Location:

Goldfields and Esperance

Telephone:

(08) 9091 1833

Email:

centrecare@goldfields.centrecare.com.au

Service Description: The Spouse Abuse Counselling and Education program provides longer term one-to-one counselling and education for women and children for whom family violence is an issue. Community education, support groups and outreach counselling are also offered as a part of this program.

Service Provision: 22.5 hours per week from Goldfields office.

Main Issues for 2001: A main issue during 2001 was the deliberate intertwining of this service and the Domestic Violence Victim Support and Advocacy Service. This resulted in the provision of more comprehensive services, particularly in outreach settings. Strengthening of links with the Aboriginal community also took place, which resulted in an increase of 50 per cent of Aboriginal clients. The Team Leader for the Family Violence Team became Chair of the Goldfields Regional Domestic Violence Prevention Committee in May of 2001.

When your actions are hurting
your family

FAMILY VIOLENCE – MEN'S PROGRAMS

Service Description: This program provides one-to-one counselling, outreach counselling and group interventions for men who are perpetrators of family violence. Clients are both voluntary and mandated through the Courts and other systems. Regular liaison and feedback takes place with the Community Justice Services regarding mandated clients.

Service Provision: 30 hours per week from Goldfields office.

Main Issues for 2001: As with other family violence programs at Centrecare Goldfields, exploration of alternative methods of service delivery that better reflect the demographics of the region was a priority during 2001. Group interventions for men were reviewed and changes took place to incorporate both the requirements of the funding body and the unique demographics of the client group. A large increase in the numbers of the Community Justice Service referrals was noted for the year, making up approximately 40 per cent of all referrals into the program. A large increase was also noted in the numbers of Aboriginal men as clients, with this approaching 50 per cent by the end of 2001. Other good news was in the renewal of funding for this service during 2001 for another three years.

Title:

Domestic Violence Perpetrators Program

Funded By:

Department of Justice
(State Government)

Location:

Goldfields

Telephone:

(08) 9091 1833

Email:

centrecare@goldfields.centrecare.com.au

When you have financial
difficulties

FINANCIAL ISSUES

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

Service Provision: 22.5 hours per week

Main Issues for 2001: During 2001 clients accessing this service were provided with information on bankruptcy and other alternatives to debt management. Of the clients who attended the service, 13 per cent were assisted to apply for the No Interest Loan Scheme (NILS). For several months during 2001 there was no financial counsellor within this program.

Title:

Financial Counselling Service

Funded By:

Department for Community
Development
(State Government)

Location:

Laverton, Leonora, Menzies,
Coolgardie, Kambalda and
Norseman

Telephone:

(08) 9091 1833

Email:

centrecare@goldfields.centrecare.com.au

When you or someone close to you is experiencing mental health difficulties

MENTAL HEALTH

Title:
Family Mental Health Care

Funded By:
Department of Health WA

Location:
Goldfields

Telephone:
(08) 9091 1833

Email:
centrecare@goldfields.centrecare.com.au

Service Description: This program provides counselling, support, group-based interventions and educational services for people affected by a mental illness and to their families. In the delivery of the service, staff members 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 somebody has been diagnosed with a mental illness such as schizophrenia, depression, anxiety etc; as well as those suffering from adverse life events. Community education and awareness building are included within this program.

Service Provision: Operates as a full-time position from Goldfields office.

Main Issues for 2001: During 2001 this program over-achieved in terms of session numbers for the year, suggesting strong demand for this service in the Goldfields and surrounds. Stress Management continued to be a sought-after topic for clients, with people frequently attending group programs on this subject area.

When living in Department of Housing and Works' Accommodation isn't easy

OUTREACH COUNSELLING AND SUPPORT FOR MINISTRY OF HOUSING TENANTS EXPERIENCING DIFFICULTIES IN MAINTAINING THEIR TENANCY OBLIGATIONS

Title:
Supported Housing Assistance Program (SHAP)

Funded By:
Department of Housing and Works
(State Government)

Location:
Goldfields

Telephone:
(08) 9091 1833

Email:
centrecare@goldfields.centrecare.com.au

Service Description: Centrecare Goldfields' SHAP program aims to help Department of Housing and Works' 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 Department of Housing and Works and Centrecare Goldfields, enabling them to maintain their obligations under the tenancy agreement and to have continuity of tenancy.

Service Provision: 30 hours per week. Service provision includes office-based appointments and in-home visiting, support and advocacy.

Main Issues for 2001: Referrals from the Department of Housing and Works were impacted initially with the introduction of two new services: the Kalgoorlie Indigenous Housing Developments' Advocacy and Referral Service for Aboriginal DOHW tenants and Anglicare's Kalgoorlie Accommodation Support Service for women and children affected by family violence. Clarification with the Department as to each other's roles and regular discussions with DOHW to encourage referrals to SHAP ensured referral numbers remained steady for the year.

When you want to talk to someone

PERSONAL, RELATIONSHIP, CHILDREN AND FAMILY ISSUES

Service Description: This program provides counselling and support to individuals, couples and families. Some issues with which people present include depression, loss and grief, addictions, relationships, finances, arguments, step family conflicts, adjusting to change, separation, anger, loneliness, relationship enhancement/separation issues, blended family etc.

Service Provision: Operates as a 1.8 FTE position from the Goldfields office.

Main Issues for 2001: Throughout 2001 this program continued to function as an invaluable service to the Goldfields' community. While there were no major issues impacting on the service, it was seen as important to try and extend service provision outside the City of Kalgoorlie/Boulder into surrounding towns. This commenced as an addition to other services being offered in Laverton and Leonora. During the latter part of the year, emphasis was placed on building a wider profile and ability to include children in counselling. It was seen as important to work on ways of translating service style to be more welcoming to Aboriginal people living in the region. This initiative will be developed during 2002.

Title:

Family Relationship Service Program

Funded By:

Department of Family and Community Services (Federal Government)

Location:

Goldfields

Telephone:

(08) 9091 1833

Email:

centrecare@goldfields.centrecare.com.au

When you're separating and need mediation

PRIMARY DISPUTE RESOLUTION: FAMILY AND CHILD MEDIATION

Service Description: Using a grant from the Federal Department of Family and Community Services, Centrecare Goldfields trained staff and commenced a strategy to increase community awareness about Primary Dispute Resolution (PDR).

Service Provision: To train Centrecare staff and other interested practitioners with the ability to offer Primary Dispute Resolution services in the Goldfields and Esperance regions.

Main Issues for 2001: The main issue for 2001 was to deliver training to Centrecare and other local practitioners. The training involved five days specific to Family and Child Mediation with a further three days built around the theme 'Helpful Conversations'. All training was open to people with an interest in incorporating Primary Dispute Resolution into their work practices. Running parallel with the training, Centrecare developed policies and practices for Family and Child Mediation consistent with the agency's Perth services.

As with the introduction of mediation services in other areas, a main challenge for 2001 was to raise referrer and public awareness that mediation is a valid alternative to litigation. While there were some early referrals from agencies in the region, these tended to be outside the scope of Family and Child Mediation to find workable solutions. However, Primary Dispute Resolution was used to explore and seek alternatives to several significant community concerns.

Title:

Primary Dispute Resolution

Funded By:

Department of Family and Community Services (Federal Government)

Location:

Goldfields

Telephone:

(08) 9091 1833

Email:

centrecare@goldfields.centrecare.com.au

When you have been a victim of crime

VICTIMS OF CRIME – ESPERANCE

Title:
Victim Support Service

Funded By:
Department of Justice
(State Government)

Location:
Esperance

Telephone:
(08) 9091 1833

Email:
centrecare@goldfields.centrecare.com.au

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. Services provided to victims of crime include counselling to assist in coping with trauma; information on the status of the police investigation; preparation and support for victims attending court; assistance with Victim Impact Statements; and information about Criminal Injury Compensation.

Service Provision: 15 hours per week

Main Issues for 2001: The year 2001 saw the Esperance Victim Support Service continue to provide a much needed service to an isolated region comprising Esperance, Norseman and Ravensthorpe. The networks within the community and with service providers were further strengthened over the year, particularly with the police, court staff, Aboriginal representatives and Child Witness Service. This led to an increase in support to victims of crime in the region, including young people and their families.

When you have been a victim of crime

VICTIMS OF CRIME – KALGOORLIE

Title:
Victim Support Service

Funded By:
Department of Justice
(State Government)

Location:
Goldfields

Telephone:
(08) 9091 1833

Email:
centrecare@goldfields.centrecare.com.au

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. Services provided to victims of crime include counselling to assist in coping with trauma; information on the status of the police investigation; preparation and support for victims attending court; assistance with Victim Impact Statements; and information about Criminal Injury Compensation.

Service Provision: Operates 22.5 hours per week from the Goldfields' office.

Main Issues for 2001: During 2001 counsellors within this service have continued to receive the majority of referrals from Police Liaison Officers. However, changes to the Privacy Act have seen them reluctant, at times, to make these referrals due to the identifying information that is included. An increase in the numbers of referrals from Police Officers to this service for people wanting information on Victim Impact Statements was of note. This service has continued to work closely with the Child Witness Service in preparing and supporting local children through the Court process.

When you need consultancy and supervision

CONSULTANCY AND SUPERVISION SERVICES

Service Description: On a daily basis, Centrecare Corporate provides 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.

Main Issues for 2001: The main issue during 2001 was to continue establishing a presence as a consultancy service within the region and to actively promote the many and varied services provided by Centrecare.

Brochure Titles: Organisational Solutions
Clinical Solutions

Title:
Centrecare Corporate

Funded By:
Self-funding

Location:
Goldfields – Esperance

Telephone:
(08) 9091 1833

Email:
centrecare@goldfields.centrecare.com.au

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

EMPLOYEE ASSISTANCE PROGRAMS

Service Description: Through Centrecare Corporate, ACCESS Programs (Goldfields) is part of the national network of EAP providers affiliated with Centacare Australia Inc. Services are provided Australia wide through a network of 107 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, which 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, which is available from accredited mediators for work related and personal conflict.

Service Provision: ACCESS operates as a 24-hour service

Main Issues for 2001: During 2001 ACCESS Programs looked towards the consolidation and expansion of service provision. This took a two-fold approach. First, the integration of administrative functioning with Perth ACCESS to form a strategic state-wide approach. Second, re-building the profile of ACCESS in the Goldfields region as an integrated and local EAP service provider with responsive services that contribute to the life of the Goldfields community.

Title:
ACCESS Programs

Funded By:
Self-Funded

Location:
Goldfields and Esperance

Telephone:
(08) 9091 1833 or 1800 671 833

Email:
centrecare@goldfields.centrecare.com.au

Southwest Services

Bunbury Centacare, incorporating Bunbury and services to Busselton, Collie and surrounding districts

During 2001 Centacare Bunbury continued to provide counselling services through the Family Support Program funded by the Department for Community Development as its primary service. The agency also continued to support the local business community through the provision of employee assistance counselling and affordable office and conference room facilities were made available to the community.

Ms Robin Shine, who had been the Manager of the Bunbury office, resigned her position but continued on at Centacare as a contractor to provide counselling. Ms Karri Hillier, who manages counselling programs in Perth, was assigned as Bunbury's new manager. Originally from the southwest, Ms Hillier attends the Bunbury office weekly.

The Bunbury office has benefited by a close association with the Perth office, resulting in cross fertilisation of skills and resources, thereby increasing local capacity. The team is looking to develop a strategic plan for the Bunbury office during 2002 to build upon the current service.

Ms Karri Hillier
Manager
Centacare Bunbury

Contents

Counselling and Support

Personal, Relationship and Family Issues (Family Support Program)27

Organisational Services

Consultancy and Supervision Services (ACCESS Programs)27

Critical Incident Debriefing (ACCESS Programs)27

Employee Assistance Programs (ACCESS Programs)27

Mediation (ACCESS Programs)27

When you want to talk to someone

PERSONAL, RELATIONSHIP AND FAMILY ISSUES

Service Description: Centacare's Family Support Program provides confidential and professional counselling and support to individuals, couples and families. Issues may cover the areas of depression, loss and grief, relationships, finances, arguments, step family conflicts, adjusting to change, separation, anger, loneliness etc.

Main Issues for 2001: During 2001 relationship counselling (49%) was the focus of services provided, with couple's counselling (22%) contributing to the majority of the work. Of note, self-esteem issues (12%), depression and anxiety issues (14%) and grief (10%) presented significantly throughout the evaluation period. There were low incidences (1%) of clients presenting with alcohol and drug issues, adults with assault or abuse issues, trauma/critical incidents, psychological and suicide prevention concerns. Also during this time, workers completed an assessment of the knowledge and skills of clients who presented during the evaluation period. The results were – 46% said their knowledge and skills had increased a lot; 46% increased a little; 6% no change; and 2% unknown.

Brochure Title: When you want to talk to someone

Title:

Family Support Program

Funded By:

Department for Community Development (State Government)

Location:

Bunbury

Telephone:

(08) 9721 5177

Email:

centacare@bunbury.centacare.org.au

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

EMPLOYEE ASSISTANCE PROGRAMS

Service Description: Through Centrecare Corporate, 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 which 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, which is available from accredited mediators for work-related and personal conflict.

Service Provision: ACCESS operates as a 24 hour service

Main Issues for 2001: ACCESS Programs during 2001 looked towards the consolidation and expansion of service provision. This took a two-fold approach. First, the integration of administrative functioning with Perth ACCESS to form a strategic state-wide approach. Second, re-building the profile of ACCESS in the south-west as an integrated, but local EAP service provider with responsive services that contribute to the life of the surrounding communities.

Title:

ACCESS Programs

Funded By:

Self-funding

Location:

Bunbury

Telephone:

(08) 9721 5177

Email:

centacare@bunbury.centacare.org.au

Centrecare Corporate

Perth, Mirrabooka, Joondalup, Cannington, Kalgoorlie, Bunbury

2001 was a significant year for Centrecare Corporate. In line with the incorporation of Centrecare which took place on 1 July 2001, the name Centrecare Corporate was also formally adopted as the agency's official commercial arm. Centrecare Corporate brings together Centrecare's profit-generating services, such as its training and consultancy divisions along with ACCESS Programs, an Employee Assistance Program, under one umbrella. The purpose of this commercial arm is to generate revenue to be reinvested into non-funded Centrecare programs.

Over the years, staff members working within Centrecare's commercial services have helped provide empowering and professional solutions to a large number of people. These professionals include those in corporate enterprises, government departments and in non-profit organisations. A defining feature of Centrecare has always been unique expertise in helping people struggling with life challenges. Centrecare Corporate applies these skills to assist individuals, teams and organisations to be at their best, whether resolving difficulties or striving to maximise performance.

Centrecare Corporate has been recognised for its unique range of services directed toward bringing out the best in individuals, teams and organisations as outlined in the next few pages. This led to invitations during 2001 to publish internationally in the area of organisational culture change and staff management, management consultancy, and training senior management across Australia in the Centrecare Corporate developed Vibrant Workplace model. National and international presentations and training also took place in New York, Sydney, Darwin, Kalgoorlie, Bunbury and Perth.

Centrecare Corporate has significantly increased in full time staff in its first years and continues to benefit from the wider expertise of counselling and administrative support from Centrecare as a whole. A Business Development Manager will be employed in 2002 to complement the clinical, administrative and program management skills of other team members. This will enable the completion of a formal business plan and ensure growth is maximised through the strategic planning process. The support of the Director and Board of Management in creating such a position continues to maximise the considerable opportunities that exist for Centrecare Corporate. Ongoing expansion of management training services, dispute resolution services and Corporate Coaching services are planned for the year ahead.

Peta Slocombe
Manager
Centrecare Corporate

Contents

Consultancy.....	29
Corporate Coaching	30
Counselling.....	31
Critical Incident Response	32
Dispute Resolution	33
Employee Assistance Programs (ACCESS Programs).....	34
Seminars and Presentations	35
Supervision.....	36
Training.....	37
Clinical Solutions	37
Organisational Solutions	37

Helping individuals, teams and organisations to be at their best

MANAGEMENT CONSULTANCY

Service Description: Centrecare Corporate has been assisting organisations to find positive outcomes to workplace issues for over a decade. Through the development of local, national and international training programs, provision of Employee Assistance Programs and a long history of counselling employees and managers with workplace and personal issues, Centrecare Corporate has become a first point of contact for numerous professionals challenged by people issues. On a daily basis Centrecare Corporate specialises in bringing out the best in people and finding efficient, practical and innovative solutions to organisational challenges. Corporate consultants regularly provide consultation in the following areas:

- talking helpfully with staff engaged in unproductive behaviours
- resolving workplace conflict
- addressing issues such as bullying, substance use and poor performance
- motivating staff after organisational restructure
- accessing individual staff resources
- improving organisational morale and reducing staff turnover
- managing stress, and
- changing organisational culture.

Centrecare Corporate offers a unique opportunity to provide support on an individual, team and organisational level, from conducting a needs analysis and organisational health audit to concrete strategies for addressing specific employee issues. Consultants are available for short telephone consultations through to ongoing support, face-to-face meetings, on-site consultancy and the provision of detailed followed-up reports.

Main Issues for 2001: Centrecare Corporate's unique knowledge of providing solutions to challenging people issues has increasingly seen it recognised as an innovative provider of management consultancy. During 2001 Corporate worked with numerous organisations, both within and independent to ACCESS Programs, to enhance employee performance and strengthen individuals, teams and organisations. Clients included large government organisations, corporate client companies, private health and education systems and small businesses. Most commonly presented issues include poor work performance, conflict among individuals or work teams, poor morale and high staff turnover. Research suggests that 88 per cent of effective management is attributable to how we deal with people and 12 per cent to technical knowledge. Many managers with whom we have consulted reported that the 'people' side of management was one of the most stressful and challenging aspects of their work. Demand for our management consultancy services has resulted in tailored solutions incorporating formal counselling, corporate coaching, training and dispute resolution services.

Brochure Title: Organisational Solutions

Title:

Centrecare Corporate –
Management Consultancy

Locations:

Perth
Bunbury
Cannington
Esperance
Goldfields
Mirrabooka

Income:

Self-funding

Telephone:

(08) 9325 6644

Email:

corporate@centrecare.com.au

Helping individuals, teams and organisations to be at their best

CORPORATE COACHING

Title:

Centrecare Corporate –
Corporate Coaching

Locations:

Perth
Bunbury
Cannington
Esperance
Goldfields
Mirrabooka

Income:

Self-funding

Telephone:

(08) 9325 6644

Email:

corporate@centrecare.com.au

Service Description: The role of managers, HR professionals and team leaders increasingly requires advanced skills in a broad range of areas. During a time of economic changes, diminishing resources and increased demand for productivity, it has never been more imperative that organisational leaders be at their best and competent in being able to bring out the best in the people around them.

Management coaching is an effective and practical way of ensuring managers have access to the help they need in order to manage personal and professional growth in an environment of transition. The philosophy held by all at Centrecare Corporate is that each person brings unique skills and attributes to the workplace. Consultants are renowned for their ability to identify, access and strengthen individual resources within managers at all levels and to mobilise these toward meeting personal and organisational objectives. All consultants have significant expertise in helping people function to their highest standards, particularly under challenging circumstances.

Benefits of having a management coach or mentor include:

- an independent sounding board with which to discuss workplace challenges
- skill enhancement in areas such as staff management, and
- maximising professional development objectives and solution-oriented problem resolution.

Managers utilising Centrecare Corporate coaching services report decreased stress levels, improved communication skills, greater work-life balance and an increased clarity regarding ongoing personal tasks.

Main Issues for 2001: During 2001 Corporate began to provide formal corporate coaching for managers and employees committed to maximising growth, enhancing communication skills and developing highly effective skills in solution-oriented problem resolution. With decades of experience in helping people in all stages of life transition to be at their best, interest in this service was primarily from upper and middle management in government and private sectors. Corporate coaching is one of Centrecare Corporate's newest ventures and feedback has indicated increased confidence, heightened awareness of coping strategies and focused problem resolution. Consultants are uniquely placed to apply counselling, training and management expertise to managers and employees identified as having leadership potential. A specialist team of consultants has been identified as able to fulfil this role within Centrecare Corporate.

Brochure Titles: Organisational Solutions
Clinical Solutions

Helping individuals, teams and organisations to be at their best

COUNSELLING

Service Description: Challenging workplace and personal issues as well as life transitions may impact upon staff with varying outcomes. Centrecare Corporate provides HR, managerial and supervisory staff with an independent, rapid, professional counselling service with which to refer staff struggling to deal with the effects of specific events or life transitions. Corporate consultants specialise in a wide range of areas and have a unique understanding of workplace issues in addition to personal issues such as:

- interpersonal conflict
- anxiety and depression
- relationship breakdown
- career transition
- poor performance
- traumatic events, and
- effects of workplace stress, organisational change and redundancies.

Counselling referrals may be voluntary or requested by the organisation in order to assist with decision-making processes. For example, a manager may request a referral to counselling prior to employment termination in cases of misconduct or an organisation may request team members be provided with individual counselling to assess the effects of restructuring or workplace stress following a dispute. This may occur in limited or single counselling sessions.

Main Issues for 2001: Counselling demand increased both for ACCESS Employee Assistance Program clients and for non contracted companies independently seeking employee support or specialist services such as eating disorders, child protection or brief therapy. Strong trends were noted in employees seeking counselling for issues associated with increased work loads, stress and organisational transitions. Subsequently, many employees described working longer hours and stress was causing increased conflict at work and home. Similarly, increased challenges facing families such as financial difficulties, family breakdown and communication challenges also impacted clearly on work performance and amplified workplace challenges. Many clients attending counselling noted difficulty in separating work and personal issues for this reason. Another trend was with private sector employees saying they were stressed and overworked. Demand for counselling regarding manager/supervisor – employee conflict was also substantial with many people saying their morale was low, they were over-stressed and dissatisfied with their workplace. An increased presentation of middle and upper management for counselling was also noted. In excess of 1800 clients accessed counselling through Centrecare Corporate during 2001.

Brochure Title: Organisational Solutions

Title:

Centrecare Corporate –
Counselling

Locations:

Perth
Bunbury
Cannington
Esperance
Goldfields
Mirrabooka

Income:

Self-funding

Telephone:

(08) 9325 6644

Email:

corporate@centrecare.com.au

Helping individuals, teams and organisations to be at their best

CRITICAL INCIDENT RESPONSE

Title:

Centrecare Corporate – Critical Incident Response

Locations:

Perth
Bunbury
Cannington
Esperance
Goldfields
Mirrabooka

Income:

Self-funding

Telephone:

(08) 9325 6644

Email:

corporate@centrecare.com.au

Service Description: The impact of trauma on individuals, teams and organisations can be significant. Centrecare Corporate provides a comprehensive 24-hour a day, seven-day a week Critical Incident Response service to organisations experiencing crisis situations. These may include events such as:

- workplace accidents
- death or injury of employees or their families
- involvement in traumatic incidents such as an assault or threat of harm
- redundancy and organisational transition
- debriefing challenging or distressing work events, or
- effects of conflict within teams or organisations.

Centrecare Corporate has extensive and specific industry expertise in mining, health/hospitals, state and local government entities and educational systems in which individual response packages have been tailored to meet the needs of organisations.

Centrecare Corporate has a team of counsellors who form a Critical Incident Response team capable of immediate assessment and response to critical incidents. Consultants are able to assess the most helpful intervention, whether it be telephone counselling and support, on-site de-briefing or defusing or individual referral and follow-up counselling with a trained clinician. Several senior clinicians are also trained in advanced Post-Traumatic Stress Disorder interventions. Response time for on-site attendance in metropolitan and major rural centres is usually two to four hours.

Main Issues for 2001: Utilisation of Centrecare Corporate's Critical Incident Response service during 2001 rose significantly. This was partially due to increased awareness of the range of purposes and benefits professional debriefing and defusing can offer an organisation. Notable were the increase in requests to provide critical incident response to reception and other front line employees in organisations. Incidents commonly attended included experiences with aggressive, argumentative and intimidating customers engaging in threats of harm or actual harm to employees. Corporate consultants have consistently reported that client organisations appear to recognise the significant effects of longer-term employee absence from work, workplace stress claims and conflict in work teams where issues are not appropriately debriefed. In line with the broader recognition of Centrecare Corporate as integrated people solutions specialists, consultants, services were increasingly comprised not only of the debrief itself, but of follow-up team-building, management-support regarding organisational processes, and training such as the implementation of peer support programs.

Brochure Title: Organisational Solutions

Helping individuals, teams and organisations to be at their best

DISPUTE RESOLUTION

Service Description: Conflict in the workplace, while common, can sometimes get out of control and have severe repercussions on all concerned. Recent research suggests workplace conflict is one of the greatest contributors to organisational stress, with negotiations often becoming protracted and uncomfortable for all involved.

Centrecare Corporate staff members are highly regarded for their skill in workplace, commercial and multi-party mediations and have developed expertise in a range of dispute resolution services. They frequently consult with organisations regarding issues such as:

- employee/management groups dealing with workforce reorganisation
- disputes between individual employees of conflict within teams
- personal issues impacting on work, eg separation/divorce issues
- disputes between employees and supervisors regarding performance evaluation and expectations, forms and levels of supervision, communication processes, discipline and inappropriate workplace behaviour
- conflicts between managers and supervisors at all levels, and
- business units that depend on each other but which establish competing goals and /or use different work styles.

Interventions are tailor-made to meet individual/organisation needs. All staff members in the dispute resolution team are tertiary qualified, trained and accredited mediators who have had extensive success with issues at all levels of complexity and have worked across a range of industry sectors. They are in high demand as providers of an alternative dispute resolution service.

Main Issues for 2001: Centrecare Corporate received a significant increase in requests to deal with a wide range of workplace conflict in the commercial, health and educational sectors during 2001. Consultants were also contracted by organisations to mediate and facilitate staff disputes and differences, particularly after employees had gone through formal organisational grievance processes and outcomes had been unsatisfactory. Conflicts included staff – staff disputes, staff – management disputes and challenges experiences by teams. As discussed in other program areas, consultants were increasingly involved in all areas of dispute resolution as opposed to conducting mediation in isolation. This frequently included consulting extensively with management to assist with internal resolution of problems, providing access to counselling for employees struggling with emotional elements of conflict and skilling managers and supervisors to engage in early intervention when conflict arises.

Brochure Title: Organisational Solutions

Title:

Centrecare Corporate –
Dispute Resolution

Locations:

Perth
Bunbury
Cannington
Esperance
Goldfields
Mirrabooka

Income:

Self-funding

Telephone:

(08) 9325 6644

Email:

corporate@centrecare.com.au

Helping individuals, teams and organisations to be at their best

EMPLOYEE ASSISTANCE PROGRAMS

Title:

Centrecare Corporate –
Employee Assistance Programs

Locations:

Perth
Bunbury
Cannington
Esperance
Goldfields
Mirrabooka

Income:

Self-funding

Telephone:

(08) 9325 6644

Email:

corporate@centrecare.com.au

Service Description: Through ACCESS Programs, Centrecare Corporate offers organisations a range of comprehensive and innovative services uniquely packaged and designed to complement human resource management. These packages come under the umbrella heading of an 'Employee Assistance Program' in which management, staff and their families are provided with confidential, professional and independent support services.

ACCESS Programs' employees work closely with HR and management to improve organisational morale, change organisational culture and bring out the best in staff to create vibrant workplaces. An EAP complements HR practices and organisational objectives by working collaboratively to improve employee wellbeing and provide positive solutions to organisational challenges.

Benefits of an EAP comprise enhanced productivity, improved motivation, job stability, increase in workplace morale and a demonstrated commitment to staff wellbeing. Organisations also receive detailed quarterly or six-monthly reports on employee wellbeing, organisational trends and helpful, cost-effective interventions tailored to each organisation's unique needs. Proactive training assists managers and supervisors to notice early signs of employee difficulties and engage in motivating and productive conversations with staff.

Services

- face to face counselling
- telephone counselling
- management coaching and consultancy
- workplace and family mediation
- 24 hour a day, 7 days a week critical incident response
- tailored staff development and training, and
- practical tips, promotional material and articles.

Main Issues for 2001: ACCESS Employee Assistance Programs underwent significant transition during 2001 with staff changes, process improvements and an increased national focus. This included an expanded client services team, allocated contract coordinators for each client, increased utilisation of non-counselling services and the introduction of a 1300 number to provide ease of access throughout Australia in metropolitan and regional areas. ACCESS continued to be successful in state-wide tenders as a result of its unrivalled regional service provision, quality assurance system and its recognition as a service provider interested in enhancing organisational wellbeing as opposed to solely focusing on problem resolution. Centrecare Corporate, through ACCESS, has prioritised working in partnership with employees and management at all levels of an organisation. Growth in client companies included contracts with government departments and the education and corporate sectors.

Brochure Title: Organisational Solutions

Helping individuals, teams and organisations to be at their best

SEMINARS AND PRESENTATIONS

Service Description: For many years now Centrecare Corporate, through Centrecare Training Services, has been providing a range of seminars, workshops, presentations and tailored training services to professionals keen to further enhance the way they relate with people. Popular formats include one-hour lunch time presentations, three hour interactive afternoon or morning sessions and one and two-day intensive training workshops. All presentations and workshops can be tailored to meet your organisational needs. Centrecare has over 40 tailored workshops, including:

- team building
- helpful conversations
- dealing with challenging clients
- counselling skills for HR and support staff
- dispute resolution
- dealing with critical incidents
- workplace bullying
- advanced communication
- stress management
- peer support training
- bringing out the best in people
- solutions in schools
- organisational spirituality
- retreats, and
- strengths based practice.

Main Issues for 2001: Centrecare Corporate's primary business stream continued to be the provision of a broad range of training and presentations. During 2001 this included the provision of over 30 different clinical training workshops and seminars and a significant increase in requests for organisational and management training.

Workshops and seminars were conducted in Perth, Kalgoorlie, Darwin, Sydney, New York and the southwest. Peta Slocombe was invited to present Centrecare Corporate's innovative Vibrant Workplace model in New York and throughout Australia and this resulted in international publications and conference presentations to a wide range of professionals and senior management. This model was developed by Peta Slocombe and New York's Dr Joe Eron and Dr Tom Lund and offers a complete framework for conflict resolution, team building, organisational health, performance management, stress management and bringing out the best in people at all levels.

Brochure Titles: Organisational Solutions
Clinical Solutions

Title:

Centrecare Corporate –
Seminars and Presentations

Locations:

Perth
Bunbury
Cannington
Esperance
Goldfields
Mirrabooka

Income:

Self-funding

Telephone:

(08) 9325 6644

Email:

corporate@centrecare.com.au

Helping individuals, teams and organisations to be at their best

SUPERVISION

Title:

Centrecare Corporate –
Supervision

Locations:

Perth
Bunbury
Cannington
Esperance
Goldfields
Mirrabooka

Income:

Self-funding

Telephone:

(08) 9325 6644

Email:

corporate@centrecare.com.au

Service Description: Known for its ongoing commitment to professionalism, innovation and the highest standards of practice, Centrecare Corporate offers a range of Clinical Supervision opportunities to professionals in a broad range of settings. As one of Australia's leaders in the provision of training in Brief and Narrative Therapies, Mediation and Child Protection to name a few, Centrecare is frequently requested to provide supervision to complement professional development objectives.

Main Issues for 2001: Supervision of clinical staff continued as a mainstay during 2001. Frequently upon completion of training courses in Solution Focused Brief Therapy and Narrative Therapy, professionals sought on-going supervision while they implemented newly learnt applications. Centrecare has been delivering clinical supervision to Perth helping professionals for over ten years.

Brochure Titles: Organisational Solutions
Clinical Solutions

Helping individuals, teams and organisations to be at their best

TRAINING

Service Description: While Centrecare has long been regarded an industry leader in the development and delivery of innovative and practical workshops for helping professionals, mounting demand from the commercial, health, medical and community services' sectors has seen Centrecare Corporate gradually introduce workshops and training programs aimed at commercial sector employees. To date, over 15,000 participants working in industries ranging from health, education and psychology through to commerce and law have attended a Centrecare Corporate service.

Main Issues for 2001: Substantial growth occurred with both tailored and standard training. Ruth Charlton (LLB, Acc Spc Medtn) from NSW was contracted to deliver a series of mediation and dispute resolution workshops in Perth during November, and Drs Eron and Lund also presented in conjunction with the Centrecare Corporate team locally and inter state. Committed to excellence in regional service provision, Centrecare Corporate continues to provide accessible, professional services to regional Australia as evidenced by training in Townsville, Esperance, Karratha, Kalgoorlie, Geraldton and Bunbury. Other in-demand presentations during 2001 were in managing stress, bullying, dealing with challenging clients and conflict in the workplace.

During 2001 the following training workshops were delivered:

Organisational Solutions Workshops

- Advanced Skills in Mediation
- Bringing out the Best in Staff in the Workplace – The Vibrant Workplace
- Complaint Management
- Dealing with Challenging Customers
- Effective Management of Critical Incident in the Workplace
- Helpful Conversations – Narrative Solutions Approach
- Mediating with and Facilitating Multi Parties
- Mediation Training for the Workplace
- Solution Focused in the Workplace: Counselling Skills for Managers, Supervisors and Key Staff
- Stress Management
- Spirit at Work
- Workplace Bullying

Clinical Solutions Workshops

- Solution Focused Brief Therapy – Level One
- Solution Focused Brief Therapy – Level Two
- Solution Focused Brief Therapy – Advanced
- Eating Disorders – Level One
- Eating Disorders – Level Two (Clinical)
- The 'Signs of Safety' Approach to Child Protection
- Working with Families and Child Maltreatment
- Solutions in Schools
- Narrative Solutions Approach – Working with Young People, Couples and Families
- Narrative Therapy – Part One
- Narrative Therapy – Part Two
- Couples Counselling – Level One
- Working with Loss and Grief – Level One
- Working with Loss and Grief – Level Two
- Solutions in Practice – Counselling for Health Practitioners
- Mediation Training – Level One
- Issues of Power in Mediation
- Mediating Family Law Issues

Brochure Titles: Organisational Solutions
Clinical Solutions

Title:

Centrecare Corporate –
Training

Locations:

Perth
Bunbury
Cannington
Esperance
Goldfields
Mirrabooka

Income:

Self-funding

Telephone:

(08) 9325 6644

Email:

corporate@centrecare.com.au

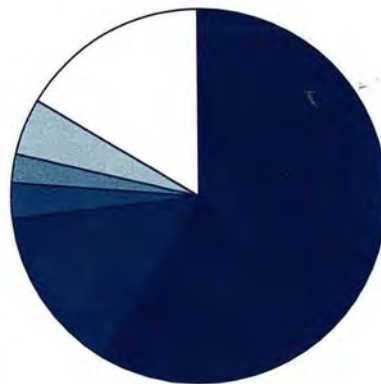
Financial Report

For year to 30 June

Income

Funding – Federal	2,382,748
Funding – State	588,111
Funding – Non-Government	119,000
Lifelink	108,000
Counselling Fees	200,748
Other Income	666,613
Total Income	4,065,220

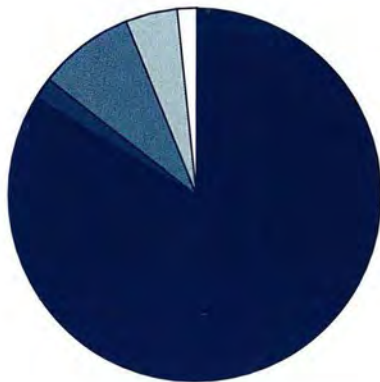
- Funding – Federal
- Funding – State
- Funding – Non-Government
- Lifelink
- Counselling Fees
- Other Income



2001

Expenditure

Wages and Salaries Costs	3,377,355
Vehicle Expenses	76,746
Administration Expenses	328,177
Accommodation Costs	185,798
Other Costs	65,458
Total Expenditure	4,033,534
Net Surplus/Deficit	31,686



- Wages and Salaries Costs
- Vehicle Expenses
- Administration Expenses
- Accommodation Costs
- Other Costs

Centrecare People

January 2001 to December 2001

ADAIR	Kaye	LOWNDES	Heather
ADDY	Glenys	MARTIN	John
ANAGNO	Jill	MAXWELL	Ann
ANDREW	Rob	McCLOY	James
ANTOSHEVSKA	Ala	McINTYRE	Kathryn
ATKINSON	Jodie	McMURDO	Margaret
BALLANTYNE	Pat	MEYRICK	Denise
BEHARI	Sergarie	MILES	Amelia
BERGMAN	Jenny	MILLER	Deborah
BLOWERS	Nicole	MORRISON	Julia
BURKE	Simon	MORRISON	Norma
CAMPISI	Nella	MOSS	Carrie
CARASTATHIS	Deborah	NELSON	Sharmaine
CARROLL	Baljit	NENKE	Amy
CASS	Glenice	NEWBEY	Danial
CAVAZZI	Gloria	O'BRIEN	Susanne
CHADWICK	Shelley	OLESEN	Terry
CHIDLOW	Greg	PARRISH	Paula
COLTON	Julie	PENNA	Lisa
CONRY	Belinda	PERCY	Ian
COOK	Karen	PHILLIPS	Lorraine
CORNEY	Tracey-Ann	PICKRELL	Robyn
COX	Kim	PIETROPICCOLO	Tony
CRANWELL	Beverly	PINNELL	Annette
CRUTTENDEN	Robyn	PIRES	David
DAVIES	Sue	PIRES	Fr Tony
DEANE	Shauna	POPE	Robyn
DE Ruyter	Lyn	PURVIS	Fiona
DICKSON	Julia	RAFFERTY	Amanda
DURKAY	Vivien	RASMUSSEN	Alison
DYSON	Sharon	REDDIN	Julie
EDWARDS	Steve	RICHARDSON	Ethna
EDWARDS	Lynette	ROBERTS	Chantal
EDWARDS-POPE	Tina	ROPATA	Lavinia
ELLIOT	Margaret	ROONEY	Susan
EVANS	Jane	ROSSARO	Elio
FITZ	Karl	ROWE	Roy
FOWLER	Sussan	ROWLINSON	Debra
FRENCH	Sue	SALEKIAN	Sahba
GARGETT	Prue	SCHMIDT	Lisa
GATTI	Susan	SCULLY	Jeanine
GEMMELL	Sharon	SHINE	Belinda
GOERKE	Jacinta	SHINE	Bridget
GOERKE	Joe	SHINE	Robin
GOVES	Errol	SLOCOMBE	Peta
GRANT	Jane	SMITH	Danielle
GRAY	Sr Loreto	SMITH	Susan
GREEN	John	SNELLING	Jodie
GRENFELL	Kevin	STEPAN	Silvana
GRIBBON	Martin	STONE	Vikki
HAMILTON	Neil	STOTT	Patricia
HAMMER	Patsy	STROMMEN	Leanne
HEATON	Claire	TEATHER	Susan
HERBERTE	Suzie	TRUSCOTT	Fr Steve
HILLIER	Karri	TULLY	Deborah
HILLYARD	Karine	VAN DOORN	Deisy
HILLYARD	Melinda	VAN WEES	Mary
HODGSON	Angie	VANSON	Janet
HOMER	Theresa	VLAIS	Rodney
HULLETT	Ainsley	WALKER	Carol
HUNT	Ashley	WALKER	Steve
JACKMAN	Elsa	WERZ	Irma
JACKSON	Annette	WHEILDON	Gabriela
JOHNSON	Rosemary	WHELAN	Amanda
JONES	Rodger	WIGGINS	Swie Lan
LAUGHTON	Julia	WILLIAMS	Nigel
LEIGH	Angie	WRINGE	Kevin
LIMBOURNE	Kerry	ZAMMIT	Carmen
LITTLE	Lynne		

When

When you want to know about Centrecare

Organisational Structure

Centrecare Incorporated is an independent not-for-profit association.

Purpose/Mission

The purpose of Centrecare is to provide excellent, respectful and caring services which encourage all persons to develop to their full potential.

Values

The people of Centrecare, in providing services, always seek to demonstrate their belief in the intrinsic worth of all persons by respecting differences, cherishing individuality and nourishing dignity. Centrecare is people making time for people.

Services

Centrecare delivers over 45 professional and specialised accommodation, counselling, support, mediation, emergency relief, advocacy, education and training services from office locations in Perth, Mirrabooka, Joondalup, Cannington, Kalgoorlie, Esperance and Bunbury. Outreach and visiting services are also available in surrounding country areas and affiliate offices are located throughout the rest of Western Australia and nationally. Services are available to all without discrimination on the basis of age, gender, race, religion, physical disability, marital or social status.

The People

Centrecare staff members are experienced professionals with qualifications in psychology, social work, counselling, business, administration and the social sciences.



Quality
Endorsed
Company

ISO 9001/AS/NZS 9001:2005
Standards Australia

Centrecare

locations and contact details

Perth

456 Hay Street, Perth WA 6000
Tel: +61 8 9325 6644
Fax: +61 8 9221 3631
Email: enquiries@centrecare.com.au

Cannington

22 Pattie Street, Cannington WA 6107
PO Box 765, Cannington WA 6987
Tel: +61 8 9451 1100
Fax: +61 8 9451 1177
Email: receptionc@centrecare.com.au

Esperance

Suites 1 & 3, Radio House,
8-10 William Street, Esperance WA 6450
PO Box 1145, Esperance WA 6450
Tel: +61 8 9071 1955
Fax: +61 8 9071 1966
Email: centrecare@goldfields.centrecare.com.au

Goldfields

(includes Kalgoorlie and surrounds)
7-9 Dugan Street, Kalgoorlie WA 6430
PO Box 10500, Kalgoorlie WA 6430
Tel: +61 8 9091 1833
Fax: +61 8 9021 8673
Email: centrecare@goldfields.centrecare.com.au

Joondalup

Suite 9, Lotteries House
70 Davidson Terrace, WA Joondalup
Tel: +61 8 9325 6644
Fax: +61 8 9221 3631
Email: enquiries@centrecare.com.au

Mirrabooka

12 Brewer Place, Mirrabooka WA 6061
PO Box 604, Mirrabooka WA 6941
Tel: +61 8 9440 0400
Fax: +61 8 9440 0920
Email: receptionm@centrecare.com.au

Southwest

(includes Bunbury, Collie, Busselton and surrounds)
103 Clarke Street, Bunbury WA 6230
PO Box 34, Bunbury WA 6231
Tel: +61 8 9721 5177
Fax: +61 8 9791 1056
Email: office@bunbury.centacare.org.au



CENTRECARE

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