



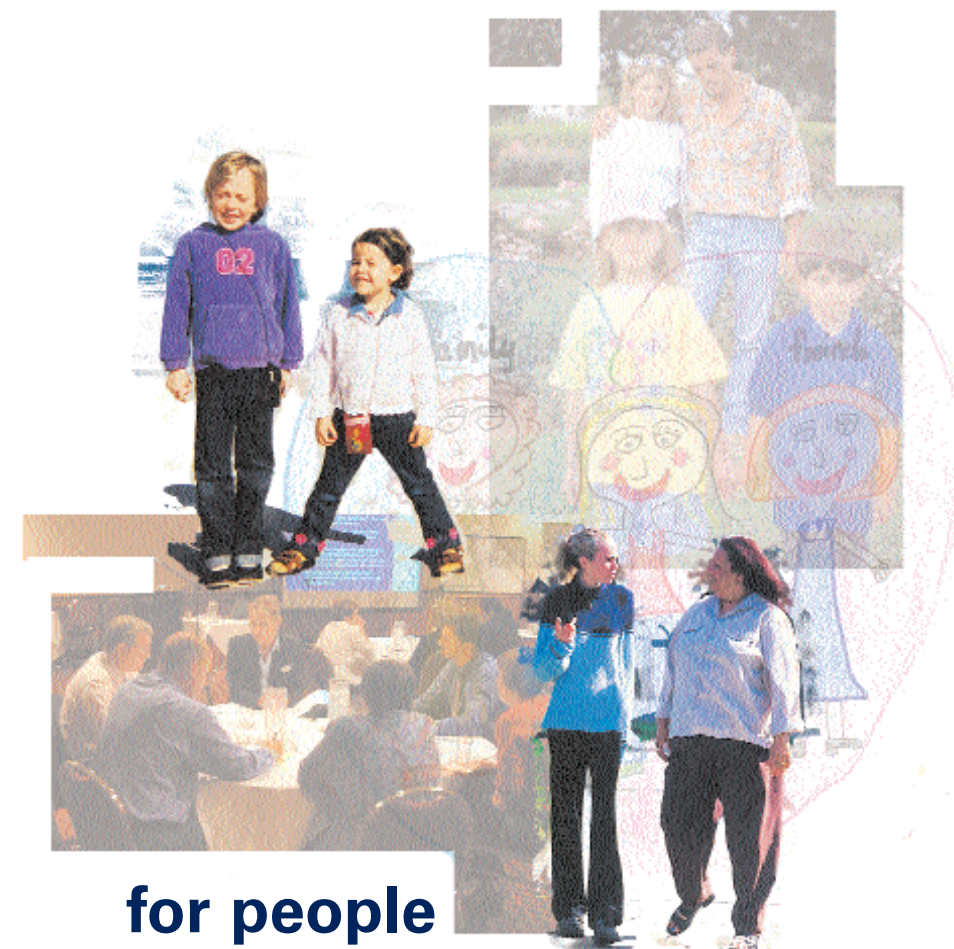
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centrecare

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Standard Australia



centrecare annual report 2003-2004

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tradition, mission and values

Our Tradition:

Centrecare is founded on the Church's holistic vision for community, and is inspired always, by the generous spirit of all who have contributed to its life.

Our Mission:

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

Our Values:

Centrecare, in providing services, always seeks to demonstrate its belief in the intrinsic worth of persons by:

- respecting differences
- cherishing individuality
- nourishing dignity

"I have come so that they may have life and have it to the full" John 10:10

members of the board

Martin Gribbon • Chairperson
Shauna Deane • Deputy Chairperson
David Pires
Stephan Walker
Tony Pires
Susan Rooney
Moya Newman

thank you

The 2003/2004 year has been one of growth. Additional services were provided to the community through all branches. Centrecare would like to thank and acknowledge the State and Federal Government Departments, community and church organisations and its Corporate Friends for their ongoing support.

It is through this funding and the generosity of the West Australian community that we continue to serve the community of Western Australia.

Department for Community Development
Department of Health
Department of Health through the Office of Aboriginal Health
Department of Housing and Works
Lotterywest
Department of Consumer and Employment Protection
Goldfields Esperance Development Commission
Department of Justice
Department of Racing and Gaming
Department of Family and Community Services through:
Family and Relationships Services Program
Stronger Families Initiative and
The National Homelessness Strategy

chairperson's report



We are all so busy – doing things and filling our lives. Communication has never been so easy, sophisticated or instant - mobile phones, 24/7 news, e-mail, SMS and chat lines. We know what is happening half way across the world as it unfolds but may be blind to what is going on in our suburb, with our neighbours or sometimes within our own families.

It's difficult to smell the roses when we have demands on our time and talents. Often it's only a tragedy or sudden loss that helps us to sit up, take stock and realise what's really important and what's merely window dressing. The death of a close one helps us to appreciate their richness and how they have added to our world. A diagnosis of serious illness can often lead to a rapid re-assessment of priorities, of what's important. Inevitably it's about relationships.

Centrecare is in the business of enriching relationships by assisting people in making choices and following paths that are positive for their life. Sometimes the greatest gift we can give to anyone is just to make time to be there and listen.

The range of services that Centrecare delivers is tribute to staff working in those places and spaces where people are hurting and needy. The marriage and family counselling services; services aimed at men in relationships, gambling or anger management issues; women's groups for those who have experienced domestic violence; housing support services with tenants who have a history of homelessness and family disruption; corporate services working with employers and employees in ensuring a more healthy workplace; services to Indigenous children and their families trying to put the pieces together; the employee assistance programs operating from Perth and Kalgoorlie and in the mining industry; and the community consultation initiatives with Indigenous groups in Kalgoorlie. All are highly relevant and highly developed. We hope to consolidate and grow these initiatives across our numerous communities in Perth, Cannington, Mirrabooka, Joondalup, Lockridge, Kalgoorlie, Bunbury and Esperance.

It gives me great pleasure in saying many thanks to the dedicated staff who continue to give exemplary service; members of the Board in Perth and Kalgoorlie for their insight and expertise; Tony Pietropiccolo for his creative leadership and the Archdiocese for their ongoing support of Centrecare. In addition thanks to those Government Departments and agencies who, through funding initiatives, display confidence in the services Centrecare provides. We will endeavour to honour your trust in us.

In closing I would like to quote an ancient Japanese saying *"live today as if it's your life"*.

Let's start today!



Martin Gribbon
Chairperson

director's report

It seems that every year brings with it new challenges and developments. In the last financial year Centrecare extended its range of services and intensified its commitment to the West Australian community. The agency is now increasingly involved in providing services to Aboriginal communities both in the metropolitan area and in remote districts. This has resulted in the agency forging strong links and relationships with Indigenous Australians. These relationships are founded on mutual respect and are essential to creating the reconciled society we so desperately need.

In our busy lives it is easy to overlook the importance of relationships not only to our individual wellbeing but to that of the society as a whole. The emphasis on measurement, accountability, legalities and efficiency can lead us away from appreciating the importance of relationships in the successful realisation of both our personal and work goals. When all is said and done, what makes for successful workplaces, services and families is the quality of the relationships on which they are founded. Much of the anxiety surrounding accountability today arises out of a breakdown in trust between people. The increasing cynicism of citizens towards their government is in large part due to their feeling abandoned by those in power.

Those of us involved in service provision need to remain mindful of the fact that the quality of the relationship between client and worker is the single, most important aspect of any intervention. Creating mutual respect between people is fundamental to the success of those endeavours that are focused on the development of a healthy society. Too much of our energy is expended in planning and implementing systemic solutions to social problems. We are often too depleted from these efforts to give due time and attention to the very thing that makes it all possible and worthwhile; our relationships.

Centrecare is all too aware of the myriad of relationships that allow it to fulfil its mission. It is the interaction with our colleagues, supporters and clients that gives meaning to the work that we do. The ongoing commitment of Centrecare managers, staff and volunteers to the service of those that seek their assistance is exemplary and an ongoing source of inspiration to me. The support and cooperation of so many individuals in Government Departments, business organisations and other non-profit agencies are essential to Centrecare's ability to remain relevant to our community. To all involved, thank you for the help and friendship you have so generously shared over this last year.

Most of us are aware of the enormous responsibility carried by Boards of Management in today's world. Despite this, the Centrecare Board, under the wise leadership of Martin Gribbon, has continued to be an enabling and supportive group of people. The importance of their contribution to the wellbeing of the agency cannot be overstated. Archbishop Hickey and the Archdiocese of Perth have continued in their unabated support of Centrecare's work. I would like to express my heartfelt thanks to all of them for their help and encouragement.



Tony Pietropiccolo
Director



reflections on the year that was

In Louis Carroll's Alice in Wonderland, Alice asks the Cheshire Cat which path to take. He responds, "If you don't care where you're going, it doesn't make a difference which path you take".

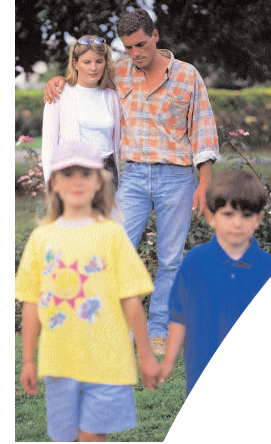
For many of us it is important to know where we are going, to have direction – a focus. We know that without this, organisations often appear to be saying nothing and going nowhere. At Centrecare we maintain our focus on making time for people and making a difference in their lives.

During 2003/2004 the agency made time, listened, researched, developed and delivered new groups, new initiatives and new services. New relationships were forged with clients, funding bodies and other service providers. Milestones were achieved. The following is a small snapshot:

- Two managers celebrated their 10 year anniversary - Neil Hamilton in Kalgoorlie and Leanne Burgess in Cannington.
- E Counselling was launched in April 2004. This service provides the opportunity for people to receive on-line counselling. People living in remote areas, those who are isolated and individuals wanting anonymity are now able to access a counselling professional. Centrecare sees this as a significant contribution in facilitating the provision of counselling services to people throughout Australia.
- Land was purchased in Kalgoorlie with a view to building new offices. First draft plans for these offices have been completed.
- A 6 month review of the Djooraminda services was successfully completed.
- The Festival of Hearts was launched on Valentines Day in Kalgoorlie and Esperance. Staff generously gave their time to share in a tangible way their celebration of relationships. The gift of a rose, balloon, chocolates or card from a stranger surprised and delighted people – many felt overwhelmed at the generosity of spirit behind this gesture.
- Most branches have undergone staff restructures. These changes will strengthen our commitment to the community and focus on service development and integration. This will assist with improved responses to requests for research and data collection and the strengthening of networks with external agencies and the general community.
- The administration and finance teams in all branches continue to implement changes that reflect the needs of the funding environment. Quality certification, risk assessment and management and human resource management along with the growing demand for additional financial reporting have meant that these teams are constantly reassessing and streamlining their procedures and also their structures.

All offices have, once again, substantially increased client numbers and services are operating above capacity. An insight into these services and some of the milestones for each branch are shared on the following pages.

Robyn Pope
Manager



perth report

It has been common this year to hear that "the only thing that is constant is change". It is with commitment and professional loyalty that staff have embraced these changes.

In April this year a staffing restructure was developed to focus on the continuous improvement of service delivery to clients, the wider community and to staff responsible for delivery of these services. With compassion and flexibility the new teams were able to provide much needed services through:

- **Family and Relationship Counselling** and **Footprints** (a service for people who have experienced a termination, miscarriage or still birth) continue to experience a very high demand. An increasingly noticeable trend is people seeking help in these services for depression and other mental health issues.
- **Gambling Help W.A.** formally BreakEven experienced a name change to better reflect and promote the service to the community. Staff delivered training to the Boogurlarri Community House, the North Perth Migrant Resource Centre, Palmerston House, Karnett, Wooroloo and Acacia Prisons. In addition, introductory training and a community forum were held in Broome. Due to changes in the referral process from Problem Gambling Helpline the number of new clients has almost doubled.
- Over the past twelve months **Parent Adolescent and Family Services** began conducting outreach counselling for Aboriginal families who would otherwise not attend or access services. Two workshops and one "Healthy Relationships" program were conducted. 91% of parents and 83% of young people who attended counselling reported that relationships between them and their families, peers and the community improved.
- Counsellors in the **Men In Relationships** service participated in the 'Engaging Men' Forum in May as well as the 'Pit Stop' Programs run by the Division of General Practice. Staff are active members of the Men's Advisory Network. One staff member had their research published in the 'The Journal of Men's Studies' (Volume 11, Number 2, Winter, 2003). Staff also developed an innovative seminar called "Finding the Right Words" for men who want to improve their communication skills and enhance their relationships.
 - **Family Abuse Programs** staff participated in the Domestic and Family Violence Round Table Discussion held at Parliament House in April 2004. The service was actively involved in the Pre-Release program discussion groups conducted at Wooroloo, Acacia and Karnet Prisons. Clients accessing Family Abuse Programs have reported an increase in the level of personal safety and a decrease in the severity and frequency of Family Abuse.

"...I have the husband now that I have been waiting for since our wedding in 1969. We now enjoy each other; we take each day as it comes, be grateful for what we have. I can now say goodnight to him and say "Thanks for a nice day" that's something I've never been able to do till he saw you. I only wish I had got help a long time ago. Thank you from the bottom of my heart for helping us both."

Melissa Perry
Manager

The Mirrabooka and Joondalup offices continue to be challenged by the high demand on its services. Staff and volunteers provided much needed assistance to a wide range of people in the north eastern suburbs through the following services:

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The **Parent Link** program offers support to families with young children by visiting them in their homes and providing information and support to the parents. The training, which is provided to the 22 volunteers, is now being accredited so units can be gained toward a TAFE level qualification. The program also offers parenting groups and community talks. 168 parents were provided with support along with 226 children. 94 parents attended a five week parenting group and 20 individuals attended community talks.

In response to the community needs, a number of groups and workshops have been developed and provided to the community. Counselling is also available. These services are provided through our **Family Skills Training** program and **Family Link**. Over 100 individuals attended groups while 407 received counselling. Staff provided support to the local Regional Domestic Violence Committee and the Balga Senior High School Child Care Centre. Another community project included training representatives from Culturally and Linguistically Diverse backgrounds to educate their own communities about domestic violence.

The **Family and Child Mediation** service continued to support people going through separation and divorce. Two full time staff worked with 158 cases involving 656 hours of intakes and mediations. A further 144 hours went toward the writing of mediation agreements. Recent changes to the Family Law Act have seen an increase in clients to this service since March 2004. Separated couples are now required by law to attend mediation before court proceedings can be initiated.

People who have endured long term unemployment are provided support in addressing issues that have prevented them from reaching their goals. 39 clients received ongoing support and counselling through the **Personal Support Program** as often as weekly but at least monthly. Many of these clients are coming to terms with extremely stressful life situations including addictions, mental health issues, domestic violence and social isolation.

Staff also assisted people in private rental accommodation in the northern suburbs when having difficulty maintaining their tenancy. Assistance is both practical and personal with staff from the **Support and Advocacy Service for People in Private Rentals** linking with real estate agents and private landlords in the community aiming for the best possible result for all concerned.

The **Intensive Youth Support Service (IYSS)** in conjunction the **Youth Outreach Intensive Support Service (YOISS)** provide up to two years support for young people and their families using outreach based services. Young people are supported with counselling, mediation and parenting skills along with practical assistance. IYSS worked with 52 individuals providing 1012 contacts. The YOISS worker linked with 172 young people.

Our **Parent and Adolescent Conflict Counselling Service** provided 208 individuals (adolescents, their parents and other family members) counselling to work through issues that impact on families. The services operated for 18 hours a week and provided 330 sessions.

Karri Hillier
Manager

mirrabooka and joondalup report



cannington report

2003/04 was a year of growth, challenge, changes in staff and implementation of new ways of working with clients and other services within the community. Services provided by the Cannington branch span from Wanneroo to Rockingham, essentially the whole metropolitan area. They include supported accommodation for families who are homeless or at risk of eviction, counselling and support services for children of supported accommodation programs, outreach services to Homeswest tenants in the South East corridor of Perth who are at risk of eviction, support services for youth at risk of offending, a joint housing and support service with Anglicare in the Fremantle region for Aboriginal families/couples and a small long term housing program.

Milestones for the year included:

- A pilot program called the **Transition Accommodation and Support Services** began in July 2003. This exciting new initiative came out of the WA State Homelessness Taskforce and involves accommodation and outreach support services for male adult offenders exiting prisons and male juveniles exiting detention centres in the metropolitan area. While only early days, it has the potential to develop into a significant support for people who may be homeless after leaving the justice service and thereby increasing their likelihood of re-offending.
- In January 2004, special funding was granted to Centrecare to work intensively with two families to assist them to maintain housing with a view to exiting the homelessness cycle. Both these families are still housed and working well with our agency.
- February 2004 saw the introduction of a much needed counselling and support service for children living within supported accommodation services located south west of the river. This service works therapeutically with children who have or still are experiencing homelessness.
- **The National Family Homelessness Project** was finally completed after commencing in June 2002. This project was funded under the Commonwealth Department of Family & Community Services 'National Homeless Strategy' and examined the effects of homelessness on a target group of 61 Aboriginal families. It also identified the effectiveness of existing support services and accommodation options for Aboriginal people as well as examined alternative pathways that may assist them to avoid future homelessness. At the end of the project only six participant families were still homeless, which was a major achievement for a project of this type.

Over the last six to eight months Cannington has experienced close to a 75% turnover of staff with most staff moving to other areas within Centrecare. We also welcomed new staff, with their new ideas and willingness to learn new ways of working. During this time, Chantal Roberts took responsibility for Cannington Outreach services while the Manager was seconded to other duties for a six month period. Services continued as usual without a hitch.

Staff continue to support and network with other organisations involved in homelessness and related issues.

Leanne Burgess
Manager

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Djooraminda has undergone a number of changes during the 2003/04 year.

In addition to its main program area, out of home care for 30 residential placements for Aboriginal and Torres Strait Island children, Djooraminda has been funded to provide a program with the emphasis being the successful reunification of six families each year.

Out of Home Care program

During 2003/04, the number of children accommodated at Djooraminda has consistently been between twenty-one and twenty-five children. The majority of these children are aged between 6 and 15 years although some are younger.

Djooraminda staff liaise with the DCD Caseworkers for the children to keep in regular contact with their immediate family, and, where applicable, with their extended family. This also ensures that the children maintain their cultural identity and their knowledge of family networks are reinforced. The children have a strong sense of their Aboriginality which is expressed through their language, their knowledge of their culture and family networks and how they interact with each other.

The staff continue to encourage the children to acknowledge their Aboriginality and wherever possible, culturally appropriate activities are organised for them, both within and outside the organisation. This year they participated in the NAIDOC activities, throwing boomerangs and making dampers, and also in the Walyalup Dreaming activities where they made small stone implements.

The commitment of all staff ensures that the planning for the children's health, welfare and educational issues is undertaken in collaboration with the DCD Placement Officer and Caseworkers.

The children play sports in the local area. A number of the boys have played AFL football with their school teams and a local football club; and the girls played netball in their school teams, and at the local recreational centre. They also played Tee Ball on Saturday mornings, and two of the boys competed with their teams in the Tee Ball State Championships. The younger children are participating in gymnastics. The girls also attend Girl Guides.

The Reunification Program

The Reunification Officer, together with the Social Workers and the DCD Caseworkers, implements reunification plans for the children and support plans for the families. One-to-one work with the families in their homes is crucial to assess and identify the needs and supports required for this process to occur. The Reunification Officer has worked with three sibling groups to return to their families over a period of twelve months, and is currently assisting a sibling group of two to return to their family.

Djooraminda has identified that reunification involves a range of issues – assisting children with their cultural identity; reconnecting children with their family and extended family; developing family genograms; assisting children to identify and to have a connection with their country; and assisting them to develop a sense of self through the use of 'Life Story Book'.

Djooraminda staff deliver high quality services and are strongly committed to the ongoing development of the agency. Centrecare is very appreciative of their dedication, their spirit of cooperation, their guidance, their sharing of culture and their patience.

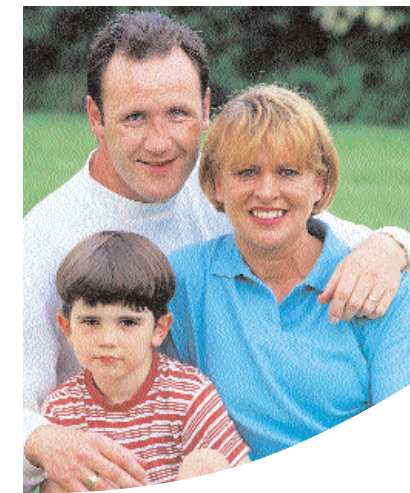
Glenda Kickett
Manager

2003/2004 saw Centrecare consolidate and expand its role in the South West. Located in Bunbury, Centrecare Southwest plays an important part in the community by providing a variety of essential support services.

These services include:

- **Family Support Program**, which offers counselling and groups addressing the community needs. It also provides specialist expertise in working with adolescents and children. The agency provided 544 individuals with counselling support during this year. Two groups focusing on anger management for men were provided. A further two workshops addressing conflict resolution were held for JPET clients. There was a rewarding attendance of 10 male and 10 female adolescents.
- **Employee Assistance Programs (EAP)** were provided to local businesses, in the form of counselling and workplace mediations. 79 individuals received this service.
- Through the **Domestic Violence Program** for perpetrators, 50 perpetrators were assessed, with 24 of these considered suitable for the 26-week group program. This program not only offers assessment and counselling for perpetrators of abuse, but also crucial support to their partners. Centrecare was able to offer one-to-one counselling and support on 71 occasions to partners of men referred to the program.

Centrecare is proud to be involved with the South West youth. Working with local schools, two **Healthy Relationship** programs were delivered to young people aged 15-16 years. These eight-week programs focus on early intervention and prevention of dating and relationship violence, and provide young people with the skills and knowledge to identify and establish healthy relationships. A Centrecare counsellor has been working with school psychologists to provide training in the delivery of the program and offer ongoing support to young people as required. Centrecare Southwest will continue to value and support the community's youth.

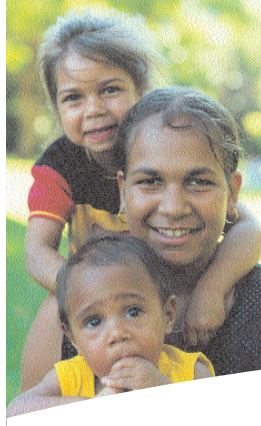


The agency also continues to work closely with the South West Aboriginal Medical Service (SWAMS), linking a counsellor with Aboriginal people who attend SWAMS. Centrecare provided two workshops for 39 young Aboriginal people looking at how to form healthy relationships and provided the skills and knowledge needed to avoid violent relationships.

Centrecare's links with the community were strengthened by the involvement of a student on placement from Edith Cowan University's Social Work Department. The student facilitated an eight-week support group for people with Epilepsy.

Centrecare Southwest looks forward to an exciting and challenging 2004/2005. A year in which to increase the strength and stability of its position in the South West by providing respectful and caring services to, and forging important partnerships with, individuals and organisations in the South West community.

Karri Hillier
Manager



goldfields report

2003/04 was a year marked again by growth, challenge and new milestones. Services in the region now stretch from the Bay of Isles to the Ngaanyatjarra Lands in over a 2000 kilometre arc. This region is often described as a place with a "can-do attitude" and as the following summary illustrates, Centrecare is not only at home with this regional philosophy, it has become one of the strong players contributing to better opportunities and services for people right across the communities we serve.

Some of these new milestones were:

July 2003 A block of land was purchased at 168 Egan Street, Kalgoorlie in preparation to build new offices to house the growing number of services and staff. The offices will be strategically located in the central business area and across the road from a major new retail development.

November 2003 Additional funding was received for Victim Support Services as part of the Gordon Implementation Strategy. As a result, part-time Indigenous workers were engaged to advise victims of crime about the use of the service and the role of the Child Witness Service. Trips were conducted to Indigenous Communities across the region and out into the Ngaanyatjarra Lands.

January 2004 After consultation with the City of Kalgoorlie-Boulder and the Goldfields Youth Support Services (GYSS), Centrecare agreed to project manage the South Kalgoorlie Youth Service, aimed at providing services for Indigenous young people living in the area. The role included overseeing the fit-out of the Millen Street premises and the commencement of services. As the service has progressed, monthly attendance has reached some 500 people with over 200 young people engaged in services. A youth service was established at the Ninga Mia Community just outside of Kalgoorlie.

February 2004 Centrecare Goldfields and Esperance designed and launched the "Festival of Hearts" on Valentines Day. The agency celebrated the strength of friendship and family with the community. 1,000 red roses were given out in St Barbara's Square, Hannans Boulevard, Boulder and Esperance along with 1,500 helium balloons, heart-shaped chocolates and Festival of Hearts cards. The community response was been over-whelming. Proceeds were donated to the Intensive Care Unit at the Kalgoorlie Regional Hospital.

March 2004 At the invitation of the Ngaanyatjarra people, Neil Hamilton was asked to address the Council to explore ways for expanding Centrecare Services into "The Lands." The Council strongly endorsed the work of Centrecare and asked that we explore ways of improving services particularly to young people, victims and people being released from prison.

April 2004 The Manager, Neil Hamilton celebrated his 10th anniversary with Centrecare.

May 2004 Centrecare Goldfields had up to this time made a strong commitment to work with the Eastern Goldfields Regional Prison as a way of engaging and building rapport with men and women who were often trapped in a cycle of re-offending. However, with the success of attracting the DOJ Community Reentry Program, work was able to commence in a more systematic way by helping people as they re-entered their communities.

June 2004 After 16 years Centrecare Goldfields said goodbye to Sr Anne Kavanagh, a founding member of the Management Committee. She had not only dreamt the dream, she had lived it out in her commitment to seeing the agency grow and prosper.

The Department of Consumer and Employment Protection funded an exciting project to develop a better understanding of the Indigenous economy. The project will explore the difference between the Indigenous economy and the western economy by talking to Aboriginal people who are able to trade in both economies. It is hoped that a better understanding will provide a tool to help with financial issues which often trap Aboriginal people in poverty and homelessness by placing demands from often competing economies.

As the year drew to a close many great things had transpired, which included:

- The Esperance office saw 400 people for Drug and Alcohol issues. This is a great effort and doubles the figures for the previous year. This typifies the great gains the Esperance staff made in increasing our presence in that region.
- In the Goldfields office, a team-based systems approach to family violence intervention has taken shape. While fully cognizant of best practice principles, the team works with the fact that many women chose to return to their partners therefore approaches need to be more family inclusive and include safety plans for children and strategies to engage the perpetrator in supportive but structured interventions.
- Services to Menzies, Laverton and Leonora increased to three times per month ensuring a regular service to what is nearly a 900 kilometre round trip.
- The drug and alcohol services achieved a 60-70% attendance rate at sessions, which largely testifies to the quality of engagement offered by the counsellors.
- During the year the Family Mental Health Program provided services to 477 people. Of significance, from a regional perspective, 20% of these people presented with suicidal ideation or following a suicide attempt. While this places heavy demand on the agency's resources it also demonstrates people see Centrecare as a place to deal with real and significant problems.
- The Indigenous Substance Misuse Team increased their service provision across the region inclusive of the Ngaanyatjarra Lands.
- Both Family Violence and Drug and Alcohol Services have established regular services to Eastern Goldfields Senior High School, Boulder Camp, Eastern Goldfields Regional Prison and the Aboriginal Communities of Marmion Village (Menzies), Nambi Village (Leonora) and Wongatha Wonganara Village (Laverton).
- We were counting down to our 10,000th case which means that "direct" services have been provided to over 17,000 people in the region since 1988. The Goldfields and Esperance offices now open around 2,000 cases per annum and have direct and indirect contact with 4,000 people each year.
- From July 2003 to June 2004 staffing in the region had grown to 33.8 FTE and increase of 6.8 positions across the 27 funded programs. The staff continue to live out the Centrecare charter of "People Making Time for People" through extensive regional travel, going the extra mile and giving to their community through events like the Festival of Hearts. And what's more, they are planning to make 2004/05 an even more dynamic year.

Neil Hamilton
Manager



goldfields report

centrecare corporate report

Centrecare Corporate have had the privilege of working with an increasingly diverse range of clients and sectors throughout the past year. Our commitment to strengthening individuals, organisations and communities has resulted in increased invitations to consult, train and provide ongoing support services to many people in the West Australian community and nationally.

Although differing from other areas within Centrecare in its revenue generating nature, Centrecare Corporate does not differ from Centrecare's mission to provide excellent, respectful, and compassionate service delivery and support to the West Australian community. It has achieved this through services that support, empower and develop others, whilst simultaneously working toward the goal of providing a revenue base for the longer term sustainability of Centrecare Inc.

Centrecare Corporate's programs aim to bring out the best in people through conversation – be it through counselling, consultancy, training, mediation or corporate coaching. Through the provision of ACCESS Employee Assistance Programs, Centrecare Corporate are now contracted to provide counselling support to approximately 15,000 people in WA, ensuring a fee free, professional, rapid response counselling service to thousands of employees and their families who might otherwise not have access to such support services. Over 20,000 professionals have attended our clinical and organisational training programs in pursuit of clinical excellence, or to seek interventions that bring out the best in people in the workplace. In addition to this, the past year has seen Centrecare Corporate's Vibrant Workplace™ approach increasingly implemented in large organisations with exciting results such as improved employee morale, reduced staff turnover, increased job satisfaction and reduced workplace conflict.

Increasing credibility and a heightened profile in corporate markets has not been to the detriment of our community involvement. Team members have held speaking engagements at community leadership forums, conducted talks for school groups in relation to eating disorders and self esteem, and participated in communication and stress management groups for women experiencing domestic violence. Our contribution to the community services sector also includes sponsoring international trainers such as U.S. author Dr Joseph Eron - providing cost effective access to some of the world's most innovative practitioners. Centrecare Corporate's training programs have also provided low or no cost clinical and leadership training to a record number of Centrecare employees, including mediation, Solution Focused Brief Therapy, Narrative Therapy, Vibrant Workplace™ and training conducted by visiting US author and practitioner Dr Joseph Eron.

The structure and staffing of Centrecare Corporate has continued to evolve to meet demand in a range of areas, to respond to changing needs, and to maximise outcomes for clients. In the past 12 months we have balanced a commitment to assisting individuals, families and systems experiencing difficulty, with an ongoing commitment to ensure the development of proactive, strengths based programs that enhance personal and working relationships for all.

It has been a pleasure to lead such a dedicated team of individuals and to be working in partnership with our clients toward enhanced wellbeing, and a particular privilege to do so whilst contributing to the broader mission of Centrecare.



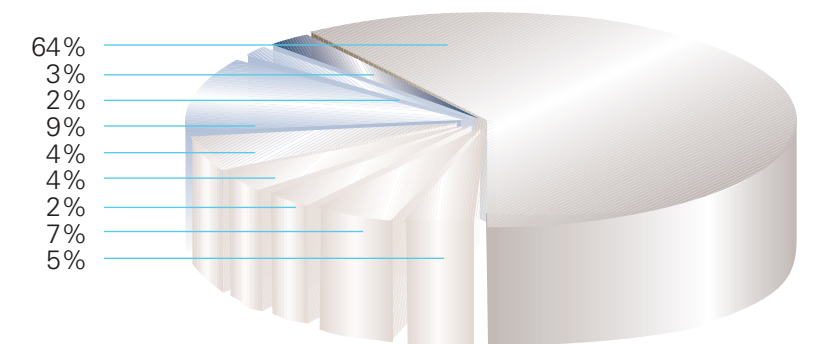
Peta Slocombe
Manager

financial report

Income/Expenditure Statement for the 12 months to 30 June 2004
Includes Perth Metro, Goldfields, Southwest operations

Income

Funding - State and Federal	64%
Funding - Non Government	3%
Archdiocese of Perth - Lifelink	2%
Lotterywest - Special Purpose Grant	9%
Housing and Accommodation Revenue	4%
Corporate Services Revenue	4%
Fees	2%
Overprovision Writeback	7%
Other	5%



Expenditure

Salaries, Wages and Oncosts	65%
Administration Expenses	16%
Property Expenses	5%
Operating Expenses	5%
Lotterywest - Special Purpose Grant	9%

