



commitment to community

Centrecare Offices

- Perth** 456 Hay Street, Perth WA 6000
telephone +61 8 9325 6644
facsimile +61 8 9221 3631
email enquiries@centrecare.com.au
- Cannington** 22 Pattie Street, Cannington WA 6107
PO Box 765, Cannington WA 6987
telephone +61 8 9451 1100
facsimile +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
telephone +61 8 9071 1955
facsimile +61 8 9071 1966
email centrecare@goldfields.centrecare.com.au
- Goldfields** 7-9 Dugan Street, Kalgoorlie WA 6430
PO Box 10500, Kalgoorlie WA 6433
telephone +61 8 9091 1833
facsimile +61 8 9021 8673
email centrecare@goldfields.centrecare.com.au
- Joondalup** Level 1, Robert Healy Building
85 Boas Avenue, Joondalup WA 6027
telephone +61 8 9300 7300
facsimile +61 8 9300 7333
email joondalup@centrecare.com.au
- Mirrabooka** 12 Brewer Place, Mirrabooka WA 6061
PO Box 604, Mirrabooka WA 6941
telephone +61 8 9440 0400
facsimile +61 8 9440 0920
email receptionm@centrecare.com.au
- Southwest** 103 Clarke Street, Bunbury WA 6230
PO Box 34, Bunbury WA 6231
telephone +61 8 9721 5177
facsimile +61 8 9791 1056
email office@southwest.centrecare.com.au
- Djooraminda** 36 Arbon Way, Lockridge WA 6054
PO Box 94, Beechboro WA 6063
telephone +61 8 9378 2522
facsimile +61 8 9378 1113
email reception@djooriminda.centrecare.com.au



www.centrecare.com.au



Quality
Endorsed
Company
ISO 9001:2008 LICENSE
SINCE 2008

annual report 2005





Contents

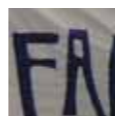
Chairperson's Report	Page 1 • 2
Director's Report	Page 3
Organisational Report	Page 4 • 5 • 6 • 7 • 8
Financials	Inside Back Cover

Members of the Board

Martin Gribbon	Chairperson
Shauna Deane	Deputy Chairperson
Moya Newman	
Tony Pires	
David Pires	
Steve Walker	
Ann Wringe	

Annual Report Acknowledgments

- City of Kalgoorlie Boulder
- Department for Community Development
- Department of Health
- Department of Consumer and Employment Protection
- Department of Family and Community Services through:
Family Relationships Services Program
Stronger Families Initiative, and The National Homelessness Strategy
- Department of Health through the Office of Aboriginal Health
- Department of Housing and Works
- Department of Justice
- Goldfields Esperance Development Commission
- Lotterywest
- Office of Racing, Gaming and Liquor
- Roman Catholic Archdiocese of Perth through Lifelink



Annual Report 2005



Chairperson's Report

THERE is a deep human need to belong, to be part of a group, family and neighbourhood. Who we are, our values and beliefs are strongly shaped by our environment and those to whom we have attachments. Our sense of community identifies and creates a sense of self in shaping our very being. Community is the glue that binds us together often with shared history, language, tradition, customs, beliefs and shared future.

Of course community is not restricted to geographic location or position. Shared interests can be the stimulus for forming a community of interest for like minded people be it book-club, organic farming or love of art. Sporting clubs are examples of community. For most of us the work environment creates it's own unique community with shared goals and sharing of talents.

Events over the last 12 months highlight the importance of the international community working together as one in response to a number of natural disasters - the Asian Tsunami, Hurricane Katrina, the earthquake in Pakistan. The recent threat of a bird flu virus is a reminder that the world is a small place with consequences affecting the world community. This type of threat requires the international community to work in co-operation in developing protocols and the scientific and medical community developing responses by way of anti-viral medications.

Ask 20 different people what they mean by community and it's likely that 20 different definitions or interpretations would be volunteered. These would be around themes of belonging, sense of place, relationships being part of something bigger than oneself.

It takes time to build community. Just like relationships, being part of a community needs to be worked at. Communities can be under threat through self interest and not taking into account the greater good. Communities can feel under siege or undervalued through lack of respect. The Muslim community is concerned that the broader community shows a lack of tolerance in blaming it for recent terror attacks. Indigenous communities may believe that they have been overlooked or ignored as they don't fit into the bigger picture constructed by the wider community.

So how can we negotiate these differences and potential frictions? How can we bridge competing needs of individuals as part of communities with different beliefs from other communities? How can we be realistic about the strengths and frailties inherent in all communities without being blinded by altruism? Where does Centrecare fit and what role does it have in providing services to a range of communities?

Firstly, Centrecare starts from the belief of the unique value of life, the importance of individuals and the vitality of community.

Secondly, is the premise of starting where the client or community is at without judgement.

Thirdly, is the belief in self-determination and creating services based upon respect. Catholic social teaching has a long and proud history of defending human rights, defending workers rights and defending family rights.

There are a number of challenges which our society is facing at this time. We need to have a sense of fairness and justice to balance the temptation to go too far. How far do we jeopardise democratic freedoms by having anti-terrorist laws which may be seen as draconian in trampling on freedoms and rights which, although taken for granted, underpin our social contact with one another?



Centrecare Facts

- In total over 11,000 new clients were seen in the 2004/2005 financial year

Human beings are more than producers or cogs in an all encompassing, economic powerhouse. There is certainly more to being human than just work. Workers rights need to be protected. Those who are least able to bargain have got most to lose under the current proposed Industrial Relations changes. There needs to be time for family matters and to nurture the relationships which nurture us. How will our kids and future generations cope?

Holidays and sick leave are sacrosanct. There is a need to recreate, a need to take time off for caring responsibilities. This is what labour movements over the world have struggled for over generations. We discount this at our peril.

Centrecare is committed to stand alongside those on the fringes and edges of society. Our staff are committed to working with those in pain and those who are suffering. Our services are underpinned by an unshaken belief that we do make a difference. The contracts which we fulfil are about making improvements, about contributing to the community, about encouraging people to grow. We will strive to achieve a happier, fairer more peaceful and just community where all people are valued and important.

In this regard I would like to congratulate all Centrecare staff for their dedication and commitment over this period in often difficult circumstances. The support and encouragement of Archbishop Hickey continues to be a great motivator. The integrity and involvement of Board Members ensures that Centrecare is a vital and empowering organisation, and the energy and passion of our Director, Tony, gives us confidence to move forward with enthusiasm and belief. Thanks are also due to various State and Commonwealth Government funding bodies for providing Centrecare with the means for developing and delivering service on their behalf to the community.

Martin Gribbon
CHAIRPERSON



Director's Report

IT often feels as if the idea of community has become old hat. There is so much focus on individual wellbeing and rights that the connection between the individual and the group to which he or she belongs appears to be non-existent.

Yet it is in this connectedness that our individual endeavours find their meaning. When we see our efforts impacting on others, it is then that we become aware of the importance and purpose of our actions. The individuality that is so valued in today's Western world is only possible due to the productive efforts of the group.

Self-awareness is primarily a consequence of our interaction with others. This interconnectedness between the individual and the group is essential to our physical, emotional and spiritual health. It has been saddening to see our nation becoming increasingly divided into "us" and "them". We seem to have replaced love with fear. Fellow human beings seeking our help are seen as threats rather than people faced with very difficult life situations, people that are desperate for understanding and comfort.

We need to look beyond our fear, remain aware of our common humanity and respond accordingly. It is this awareness that inspires Centrecare's work. It is a sense of responsibility that provides the impetus for social service work. It is the understanding that our common welfare is founded on the health and security of each person which informs and sustains the work that our agency undertakes.

The mountain of work that Centrecare staff has undertaken in the past year, often in very difficult circumstances and far-off places, is testimony to their belief in the importance of others. The professional manner and generous spirit in which the work is undertaken remains an inspiration to me and to many others. My thanks to them for their efforts and they can be assured that they have made a significant difference to thousands of individuals and families in Western Australia and beyond.

Centrecare's work would be impossible without the generous support of Archbishop Hickey and the Catholic Archdiocese of Perth. Lotterywest continues to be a source of much needed equipment and other valuable resources. We greatly value the co-operation and funding received from many State and Federal Government Departments.

It is essential to extend my thanks to all Centrecare managers who always give far more than they ought. Their limitless commitment to the work of the agency and to its ongoing wellbeing is a wonderful support and one that is highly prized.

Thanks also to the Centrecare Board members, especially our Chairperson. Their help and wise counsel, always provided in a spirit of genuine co-operation and mutual respect, is a wonderful gift to me and one that is greatly appreciated.

Tony Pietropiccolo
DIRECTOR

Commitment to Community

Executive Manager, Centrecare Corporate - Peta Slocombe as quoted in List Magazine

... "his compassion, (The Director, Tony Pietropiccolo) commitment and generosity of spirit have resulted directly in the significant growth of an organisation that reaches into the homes and lives of tens of thousands of Western Australians each year".

CENTRE CARE'S belief is that change in one individual has the potential to impact on the lives of many within their own communities. It is through commitment and being open to the experience of discovery that we continue to develop professional, practical, innovative and relevant services.

In every sense of the word, Centrecare is a "grass roots" organisation – at its foundation a willingness to share, learn and evolve. We reach out to help communities whenever there is a need, irrespective of distance or difficulty.

During 2004-2005, over 25,000 clients attended one of the 60 services provided by Centrecare. Services are provided to meet the needs of clients, and are conducted in various locations including offices, homes, parks, community centres, hospitals and jails. In fact, Goldfields' outreach services cover a 2,000 kilometre arc.

Services tailored to meet the diversity of Western Australian communities include



Goldfields Facts

- Over 6800 clients were seen across 14 programs in the Goldfields/Esperance region
- 155 telephone sessions were conducted

Goldfields

- ACCESS Programs (Goldfields/Esperance)
- Community Drug Service Team (Goldfields/ Esperance)
- Domestic Violence Victim Support and Advocacy Service
- Domestic Violence Perpetrators Program
- Esperance Family and Relationship Program
- Family Mental Health Care
- Financial Counselling Service
- Family Relationships Services Program
- National Illicit Drug Strategy Program
- Personal Support Program
- Primary Dispute Resolution Services Team
- Spouse Abuse Counselling and Education
- Supported Housing Assistance Program

- Djooraminda
- Djooraminda Cottages
- Aboriginal Family Tertiary Preservation Program
- ATSI Program

Djooraminda Facts

- Care was provided for up to 30 children at any one time in the five Djooraminda cottages
- Over 180 clients were seen in the ATSI Program

- Perth and Joondalup
- Adolescent Mediation and Family Therapy (CY)
- Gambling Help WA
- Family Relationship Counselling
- Men in Family Relationships
- Men's DV Counselling Service – North Metro
- Parent Teen Link (Perth)
- Post Abortion Counselling
- Spouse Abuse Counselling and Education
- Intensive Youth Support Services (IYSS)
- Parent Adolescent Conflict Counselling Service (YOISS)
- Specialised Domestic Violence Service

Perth and Joondalup Facts

- Over 450 sessions were conducted in the Specialised Family Violence Service
- Over 1800 male and 2600 female clients were seen across these programs

- Centrecare Corporate
- ACCESS - Employee Assistance Programs
- Critical Incident Response
- Consultancy
- Counselling
- Dispute Resolution and Mediation
- Seminars and Presentations
- Services to Schools
- Training

Centrecare Corporate Facts

- Centrecare Corporate responded to 30 serious incident requests
- Over 270 participants trained in innovative clinical training topics

- Cannington
- Community Housing Program
- Crisis Accommodation Program
- SOLID
- Support and Counselling Services for Children in Family Supported Accommodation (SKY)
- Supported Accommodation Assistance Program
- Supported Housing Assistance Program
- Transitional Accommodation and Support Services

Cannington Facts

- The Supported Accommodation Assistance Program has provided support services to 41 families at any one time
- Over 150 children participated in the SKY Program

- Southwest
- Programs servicing the South West
- ACCESS Programs
- Consultancy and Supervision/Corporate Services
- Domestic Violence Program
- Family Support Program

Southwest Facts

- The Family Support Program provided counselling services to over 400 clients

- Mirrabooka
- Support and Advocacy – Private Rental – Balga, Mirrabooka and Maylands/ Swan, Midland and Bassendean
- Personal Support Program (PSP)
- Family Relationships Mediation
- Family Link
- Parent Link Home Visiting Service

Mirrabooka Facts

- Parent Link and Family Link provided support and assistance to over 500 clients
- The Support and Advocacy Program provided services to over 150 households



Indigenous clients comprise up to 80% of clients in some services. We believe that this is reflective of our commitment to responding to the specific needs of this community.

OUR business service, Centrecare Corporate, provided 3,200 counselling hours to its 46 Employee Assistance Program companies, their employees and immediate family members.

"I am extremely happy with the level of service and support I have received from my counsellor and from all the staff at Centrecare during what I consider to be one of the most difficult times of my life".

We utilise feedback from clients, staff, funding sources, other community service organisations and the community at large to guide the continuous improvement of existing services and the development of new initiatives. Centrecare maintains an openness to new ideas and encourages staff to give expression to these ideas. For example, in response to comment from isolated communities our Goldfields branch has commenced the development of a video conferencing service which will provide our staff with an opportunity to address identified needs.



ONGOING professional development for staff is considered an essential feature of our commitment to maintaining standards of professional excellence and ensuring that staff retain current knowledge of legislative requirements.

Staff are encouraged to participate in individual and agency specific training. This year, the following agency training was provided:

Risk Management Practices
Privacy Legislation and Practices
Child Protection
Clinical Supervision
Vibrant Workplace
Critical Incident Stress Management Response

Our commitment to the community sector has seen staff provide training and make presentations at conferences throughout Australia.

Through Centrecare Corporate 270 participants attended innovative training such as Child Protection, Mediation, Narrative Solutions and Vibrant Workplace™. A number of these workshops were conducted nationally.

Staff from the Gambling Help service delivered training in Broome and Geraldton and made presentations at the National Association for Gambling Studies conference in Brisbane.

Two papers were also presented at the State Community Housing Conference – Balancing the Risks and Leading the Way.

A two day workshop in Business Management Systems and Internal Auditing was provided to a number of Catholic Welfare Australia organisations in Melbourne and Canberra.

"We saw ourselves as capable of making a difference in our workplace and doing our best for others through looking at ourselves through your eyes! Thank you"

A further example of our commitment to community is our involvement in over 30 committees, reference groups and community events during the 2004-2005 period.

In addition, our Director was a committee or panel member on 11 different committees throughout the year.



WITH a spirit of giving and a zest for life, Centrecare staff have participated in a number of fundraising events such as SIDS, Child Protection Week and Daffodil Day. In true Centrecare style this participation generally involved food!



One of the highlights of our fundraising calendar was the shaving of a staff member's hair, with funds raised going to cancer research.

At the Balzano Race in Kalgoorlie not only did the "Care" team raise the second highest amount for charity during the event but they also had fun!

ANOTHER highlight for this year has been the success of Festival of Hearts in Kalgoorlie. This unique event was developed by Centrecare's Goldfields team in 2004 as a fundraising event, and as an opportunity to join with the Goldfields community in a celebration of St Valentine's Day. The Festival of Hearts aims to promote and celebrate positive relationships and extend an appreciation of the strength and happiness that our most important relationships give us. Free balloons, roses and heart shaped chocolates are distributed to the community. A raffle and soiree are held through the assistance of generous community sponsorship with funds raised being donated to charity.



In closing, two simple words, from a client commenting on the delivery of one of our many services.

"Life changing"

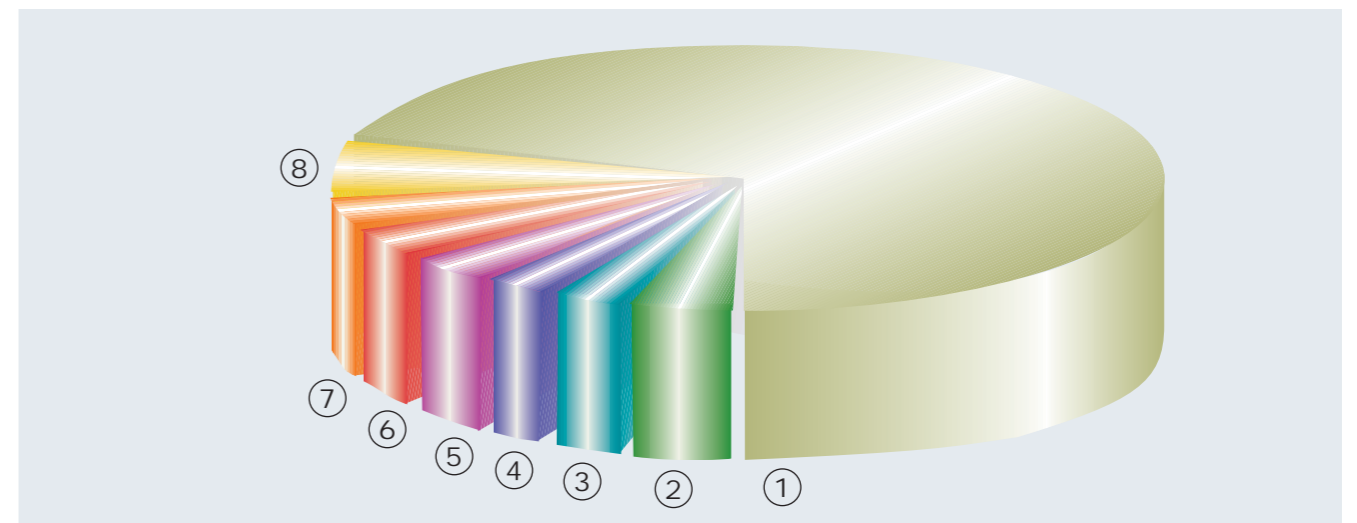
Financial Report

Income/Expenditure Statement for the 12 months to 30 June 2005

Includes Perth Metropolitan, Goldfields, Southwest operations

Income

1	Funding - State and Federal	71%
2	Funding - Non Government	8%
3	Archdiocese of Perth - Lifelink	2%
4	Housing and Accommodation Revenue	4%
5	Corporate Services Revenue	4%
6	Fees	2%
7	Writeback of Provisions	4%
8	Other Income	5%



Expenditure

1	Salaries, Wages and Oncosts	75%
2	Administration Expenses	14%
3	Property Expenses	5%
4	Operating Expenses	3%
5	Vehicle Expenses	3%

