ABOUT CENTRECARE

Centrecare is a not-for-profit organisation delivering quality professional counselling, support, mediation and training services.

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MEMBERS AND ASSOCIATES OF THE BOARD

CENTRECARE BOARD MEMBERS

Martin Gribbon Shauna Deane

Chairperson

President

Norman Brahim

Deputy Chairperson

David Pires
Tony Pires
Stephen Walk

Stephen Walker Ann Wringe

CENTRECARE ASSOCIATION MEMBERS

Stephen Walker Shauna Deane

Shauna Deane Martin Gribbon David Pires

Susan Rooney Kevin Wringe

Tony Pires

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 seeks 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

Mind, Heart, Soul CHAIRPERSON'S REPORT



MARTIN GRIBBON

As the chairperson of Centrecare I am humbled and at the same time immensely proud to be associated with the work and vision of the Agency, its staff and senior leaders. Looking over the year in review, of the progress and the challenges, the victories and disappointments, the energy and innovation my sense is "let's celebrate the successes and acknowledge a year of doing well"!

The work of Centrecare continues to grow and flourish. Even a brief look at the extensive network of programs and services never fails to surprise and impress. Whilst the main office of Centrecare is in Perth we have offices in Mirrabooka, Joondalup, Cannington, Gosnells and in the main countries centre of Kalgoorlie and Bunbury. Our reach and impact is beyond the city, beyond the suburbs, beyond the State even, as our staff contribute to National issues, shaping policies and professional excellence across a whole range of human services.

We all know that Australia is in a boom cycle. Nowhere is this momentous growth more evident than in Western Australia and the ever expanding mining sector of the North West. Record profits and high wages give a sense of optimism and immortality and yet not everyone is benefiting from the boom. The resources are not being equally shared throughout the community. The farming sector is beset with drought. Housing prices are spiralling out of control making affordability an issue for families and young people. This is putting pressure on the younger generation, their parents and those who are not so well off.

This can also fuel resentment and widen the gap between the 'haves' and the 'have nots'. Also, what about our environment ... we have to get a grip.

Centrecare has developed well regarded ways of working alongside those who are homeless and on the edge. The dedication, steadfastness and compassion of staff employed in these services is remarkable. Steps may be small and take some time but they are positive and moving in the right direction. The main gift staff offer in this regard is their standing with people in their struggle and seeing it through to fruition.

Services of the former Catholic Migrant Centre are well established as part of everyday business following a request by that Agency in 2005 to be included under the Centrecare umbrella. This has positioned Centrecare into a new and challenging area surrounding the settlement of asylum seekers and refugees through the IHSS program of the Federal Government through the Immigration Department. Some of the personal stories of survivors are heart wrenching and full of pain and yet there is hope and the belief in a better life in Australia.

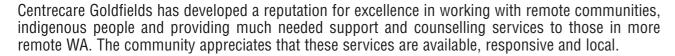
Centrecare in playing it's small but unique part in this global issue arising from the impacts of wars and civil strife which are now on our very own doorstep. We are no longer insulated (if we ever were) from global forces and humanitarian catastrophes.

The child placement services provided out of Djooraminda continue to grow strong and healthy. The services are well researched, well supported and provided with professionalism and respect. Our aim is to ensure that those children who are unable to live with their parents or families grow into strong and confident people through a combination of quality care and support with schooling and ongoing family contact.

[&]quot;I have come so that they may have life and have it to the full" John 10:10

Mind, Heart, Soul

CHAIRPERSON'S REPORT CONTINUED



On the employment front we are involved in providing training, management, conflict resolution, staff debriefing and response to critical incidents through the Employee Assistance Program which has expanded significantly in the last 18 months.

And of course we continue to offer support and care to families and individuals who are experiencing relationship difficulties or those coming to terms with grief and loss through our traditional counselling, support and self help programs.

What all the services have in common is the sense of humanity, dignity, the unique person, working with individuals, working with relationships, helping to find solutions and options in often desperate straights.

On behalf of the Board, I wish to thank the Archbishop for his generous support and confidence throughout the year, the staff and managers who do a terrific job year after year in taking up the challenge and walking that extra mile, the Associate and Board Members for their wise counsel and the Director Tony Pietropiccolo for his creative leadership and unswerving dedication.



ANNUAL REPORT ACKNOWLEDGEMENTS

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.

Catholic Education Commission City of Kalgoorlie Boulder Christian Brothers Department for Community Development Department for Health Department of Consumer and Employment

Protection

Department of Corrective Services

Department of Education, Science and Training Department of Employment and Workplace

Relations

Department of Family and Community Services and

Indigenous Affairs

Department of Health & Ageing Department of Health through the Office of

Aboriginal Health

Department of Housing and Works

Foundation for Young Australians Goldfields Esperance Development Commission Law Society Public Purposes Trust Lottervwest Office of Racing, Gaming and Liquor Roman Catholic Archdiocese of Perth through LifeLink

Department of Immigration & Multicultural Affairs

Family Relationships Services Program

Sisters of Good Shepherd

Sisters of Mercy

Stronger Families Initiative and

The Congregation of the Sisters of Nazareth

(Regional Section)

The National Homelessness Strategy

Town of Vincent United Way and HBF

Mind, Heart, Soul

DIRECTOR'S REPORT



TONY PIETROPICCOLO

Centrecare continues to believe in a world in which each person experiences respect and dignity. Some consider those striving towards such a vision as harmless fools who are devoid of sensibility to the world around them. Proof of this foolishness, they say, can be found in the daily injustices and hurt experienced by people. It can also be seen in the apparent triumph of greed over altruism. And yet, it is this very evidence which provides the ground and the energy for Centrecare's mission in today's world. A mission that is focused on assisting people to experience a life that is meaningful, satisfying and transcending. The accomplishment of such a mission requires a belief in the capacity of the human spirit to rise above oppression and humiliation. It also demands unwavering commitment from those who take on its challenges.

In this past year, Centrecare has regularly been reminded of the need that so many have for shelter. food, loving relationships and justice. In our work with those experiencing homelessness and our engagement with Aboriginal people, both in urban and remote communities, we continue to see a great deal of poverty, violence and abuse. In a trip to remote Aboriginal communities late in 2005, I was deeply affected by the apparent hopelessness and oppressive circumstances of those who live in them.

In our out-of-home care program we care for children who have been abused and exposed to traumatic family events. These are not the only children experiencing very difficult life situations. Children struggling to deal with daily life are very evident in our various counselling and support programs. Through these services, we also meet people who are caught in a web spun from gambling or the use of alcohol and illicit drugs. This is an entrapment that often destroys the individual and their families. Through our recent, new involvement with refugees we see the ravages wrought by years of repression and cruelty. We also have become cognisant of the suffering caused to migrants by the thoughtless imposition of processes which are largely devoid of compassion and understanding.

Our purpose, therefore, to bring a touch of gentleness and empathy to those experiencing harshness and humiliation remains highly relevant to today's world. Of equal importance is the Agency's practical response to people in need through the provision of housing, advocacy and a variety of professional interventions. Centrecare employees' commitment to the creation of a better world remains constant. Their hard work is what makes it possible for the Agency to fulfil its aims. I am grateful to them for their outstanding efforts.

This report is an important opportunity to acknowledge the significant support of Archbishop Hickey, especially through his LifeLink fundraising program, and the Catholic Archdiocese of Perth. The Agency could not do its work without its relationship with a host of government departments both State and Federal. My thanks to them for their help and cooperation. Lotterywest continues to be a much needed friend and companion in our long journey, which would be far more difficult without them. Their practical help is invaluable.

My heartfelt thanks to the Agency's Executive Managers for their hard work and their generosity of spirit. The Agency is very fortunate to have such a dedicated group of people. Finally, an expression of sincere appreciation for the unerring counsel provided to me by Martin Gribbon, the Chairperson of the Centrecare Board and all Board members who are at once both wise administrators and valued supporters.

A Tuppiedo

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Mind, Heart, Soul

INTRODUCTION



Through their professionalism and generosity of spirit, Centrecare staff strive daily to make a difference to the individuals and families within Western Australia and beyond.

< Centrecare Goldfields 'Festival of Hearts' 2005 Celebration

With a history dating back to the 1940's, Centrecare is a not-for-profit, community services organisation with over 200 staff delivering more than 80 quality, professional counselling, support, mediation and training services throughout the Perth metropolitan, Goldfields, Esperance and South West regions of Western Australia. This includes weekly and fortnightly services to the communities of Coolgardie, Menzies, Leonora and Laverton and Norseman. Additionally, staff provide regular supports to the remote Aboriginal communities of Coonana, Tjuntjuntjarra and the Ngaanyatjarra Lands.

Service delivery is guided by a mission statement which "seeks to provide excellent, respectful and caring services, which facilitate healing and encourage all persons to develop to their fullest potential". When providing these services Centrecare demonstrates its belief in the intrinsic worth of persons by respecting differences, cherishing individuality and nourishing dignity.

Alongside of this, the current Centrecare Board has experience in areas such as finance, business, law, community service and cultural diversity. These members embody the skills and diversity necessary to ensure accountability, enhance ongoing and sustainable vision, policy formation and the long-term planning capacity of Centrecare.



Centrecare Goldfields Staff >



INTRODUCTION CONTINUED

By working in a manner that reflects the organisation's mission and strategic objectives Centrecare has achieved a number of ground-breaking initiatives and activities including:

- the first invitation to be offered to a white organisation to "yarn" with the elders of the remote Indigenous communities of Western Australia regarding strategies for managing petrol an substance abuse among their young;
- in association with Burswood Casino and to coincide with National Responsible Gambling Awareness Week, the Gambling Help WA team launched a self help booklet entitled 'Moving Beyond Gambling';
- the merger with Perth's foremost provider of migrant services in the CBD, the Catholic Migrant Centre and the development of relationships with culturally and linguistically diverse communities;
- the introduction of Vibrant Workplace™ practice which recognises that individuals, teams and
 organisations are at their best when they are exhibiting their own unique qualities, attributes and
 characteristics that define self:
- Centrecare Corporate successfully listed as a provider of Employee Assistance Programs for the State Government:
- the "Living in Two Camps" report on economically successful Aboriginal people of the Goldfields Region was completed and launched;
- Centrecare's Diversity Committee, Chaired by Glenda Kickett, organising a lunch for staff members at Djooraminda during NAIDOC week to continue our awareness of Aboriginal celebrations and important events;
- the Director was invited to present a paper at a Conference on Homelessness held in Delhi, India in early January 2006 on 'Homelessness in Western Australia: A Strategy' and at a Mental Healthcare Summit in Sydney on 'Towards a whole of Government approach: Mental health; welfare, employment';
- Centrecare marked Anti Poverty Week 2005 with a special presentation on the issue of poverty at Centrecare's October 2005 staff meeting:
- the Agency proudly celebrated the 10th Anniversary of two staff members Jane Evans and Errol Goves;
- on-line counselling continued to be offered to clients in rural and remote communities, individuals with disabilities and for those who may not feel comfortable utilising traditional counselling services;
- the Agency has maintained its ISO9001:2000 certification and established quality management system;
- Centrecare provided a written submission to the State Parliamentary Select Committee into 'the Adequacy of Foster Care Assessment Procedures by the Department for Community Development' and in December 2005, Tony Pietropiccolo (Director) and Glenda Kickett (Executive Manager) appeared before the Committee:
- delivered more than 80 programs and assisted 19,163 clients.

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CENTRECARE SERVICES

Accommodation

Centrecare is committed to working with families in a culturally appropriate manner which is respectful of the diverse parenting styles and family dynamics.

Community Housing Program

- · Crisis Accommodation Program
- Transitional Accommodation and Support Services
 Supported Housing Assistance Program
- Support and Advocacy Services Private Rental • Swan, Midland and Bassendean Supported Balga, Mirrabooka, Maylands
 - Accommodation Assistance Program

Centrecare's Supported Accommodation Assistance Program 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. This service endeavours to help families make positive changes in their lives, assisting them to move into private or department of Housing and Works' accommodation.

Out of Home Care

At Djooraminda, Centrecare provides care and accommodation for children who are assessed by the Department for Community Development as being in need of alternative care arrangements for a variety of reasons. Currently, there are twenty-two children accommodated at Djooraminda, and all are sibling groups. The ages of the children are between 2 years old to 12 years old, although Diooraminda is funded to accept children aged 6 to 15 years old.

Highlights

- The transition at Djooraminda from being a children's care service provider to a family orientated service provider, this represents a significant shift in organisational structure.
- One sibling group of three children was successfully reunified with their family after spending time in the Out of Home Care program.
- Several Diograminda children participated in the historical Noongar "welcome to country" event at the Festival of Perth February 2006.
- The Catholic Education office generously provided several Djooraminda children with bursaries to attend Catholic schools.
- Three ATSI Workshops were held. The main focus of these workshops was Noongar culture. spirituality and healing, history and health issues.
- Commencement of a mentoring support program for children conducted by David Wirrapanda from the West Coast Eagles through the Wirrapanda Foundation .
- · Commencement of a mentoring support program for children, Lead by Example, with Kirby Bentley from the Orielles Netball team.
- Leanne Burgess (Executive Manager) conducted a joint presentation on Centrecare's SHAP program at the National Housing Conference in Perth.
- · Achieved a high commendation by the Premier for the delivery of joined-up services for the Re-entry Link and TASS programs.



Alcohol and Other Drug Support Services

- Community Drug Service Team
- National Illicit Drug Services
- Indigenous Alcohol and Drug Program combined Indigenous Substance Misuse and Youth Activities program
- · Alcohol and Other Drug Services

A range of professional counselling, support, education and prevention programs are available for individuals and families concerned about alcohol or other drug use.

Highlights

- Development and production of 'Indigenous Petrol Sniffing and Cannabis' brochures by our Goldfields office.
- Court diversion for alcohol and other drug issues commenced in Kalgoorlie-Boulder.

Counselling and Support Services

· Gambling Help WA

· Emergency Relief

· Personal Support Program

- Drought Counselling
- · Community Re-entry Coordination Services
- Mental Health Support

· Financial Counselling Service

Gambling Help provides confidential counselling and support services for people with gambling problems, their families and partners. This service also provides training to metropolitan and regional counsellors and to industry staff at the TAB and Burswood Casino.

Highlights

- In May 2006, in association with Burswood Casino and to coincide with National Responsible Gambling Awareness Week, the GHWA team launched a self help booklet entitled 'Moving Beyond Gambling' and staff continue to contribute and participate in the implementation of 'Burswood Casinos Responsible Service of Gambling Code of Conduct.'
- GHWA delivered a community forum and two workshops in Geraldton on problem gambling in the community.
- For the third consecutive year GHWA presented at the NAGS conference in Darwin.
- The initiation of the Chutzpah Certificate II in Entrepreneurship and Enterprise is now provided to young people through Centrecare's Millen Street Office in Kalgoorlie.



Left to right > Mellissa Perry, Tony Pietropiccolo and GHWA team members Pallas, Lauren, Glenys, Rodger and Julie at the GHWA booklet launch, May 2006

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Mind. Heart. Soul

CENTRECARE SERVICES CONTINUED

CENTRECARE SERVICES CONTINUED

Family and Domestic Violence

- Domestic Violence Perpetrators Program
- Specialised Domestic Violence Service
- Spouse Abuse Counselling and Education
- Family Violence Advocacy and Support Service
- Early Intervention Services

- Domestic Violence Program
- Domestic Violence Victim Support and Advocacy Service
- Victim Support and Child Witness Services
- Indigenous Family Violence Prevention and Support Service
- Men's Domestic Violence Counselling Service -North Metropolitan

Centrecare provides services to families affected by family violence with the aim of minimising the incidence, severity and impact of family violence by increasing skills and assisting clients to achieve and maintain positive family relationships.

Services include individual, couples and family counselling; group work for men, women and children and children's counselling (child-centred play therapy) in the Perth CBD and north metropolitan suburbs of Perth.



Centrecare staff are members of over 30 committees or Boards in organisations covering areas such as family law and domestic violence and actively participate in community initiatives on a voluntary basis.

< Centrecare staff attending White Ribbon Day 2006

Highlights

- 16th Annual Silent Domestic Violence Memorial March in April 2006 and Domestic Violence Week 2006.
- Partnership with Domestic Violence Advocacy Service (DVAS) Perth: A Centrecare counsellor has been providing family and domestic violence counselling from the DVAS office two days per week. This service allows clients additional access to support and is seen as a successful initiative having positive impact to service delivery for clients.
- International Women's Day was celebrated in March 2006, the Family and Domestic Violence service team participated in a fundraising event facilitated by the Women's Council for Domestic and Family Violence, promoting the 'one in three campaign'.

Individual and Family Support

- Aboriginal Family Support Services
- Family Link
- Family Mental Health Care
- · Family Relationship Counselling
- · Family Relationship Mediation
- · Family Support Program

- Indigenous Family Program
- Men and Family Relationships
- · Parent Link Home Visiting Service

Mind. Heart. Soul

- · Post Abortion Counselling
- · Primary Dispute Resolution

Centrecare's individual and family support services provide counselling and support to families at various stages of the relationship cycle with the aim of assisting them to maintain and enhance healthy relationships.

People accessing these services may be couples forming relationships, families, parent's pre or post separation, single parents, step families, young people and children. Strategies are also in place to appropriately engage and meet the needs of Indigenous and Culturally and Linguistically diverse individuals and families.

Other services include the provision of mediation, parenting workshops and information to adults. children and young people in their care, to increase their capacity for achieving and sustaining agreements reached relating to parenting and/or property settlement.

Highlights

- Centrecare Staff held an event at Diograminda to mark National Child Protection Week (4-10 September 2005).
- Service provision of Counselling Programs from Centrecare Joondalup's office resulting in greater accessibility for clients of Centrecare.
- Successfully implemented the Indigenous Family Program. working collaboratively with departments to assist families with issues of housing. homelessness, employment, education, health, alcohol and drug abuse, family and domestic violence and caring for children.



couples and families

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CENTRECARE SERVICES CONTINUED

Migrant Services

- · Community Visitors Scheme
- Employment Directions
- · Former Child Migrants

- Integrated Humanitarian Settlement Strategy
- Migrant Advice Service
- Settlement Grant Program

The Catholic Migrant Centre operated for over 50 years to provide settlement services to tens of thousands of migrants and refugees during its long history with the support of the Management Board, staff, hundreds of volunteers, Church groups, religious orders, and the unequivocal and ongoing support provided by the Archdiocese of Perth.

The merger with Centrecare in 2005 is seen as a positive initiative to further enhance the service delivery to clients and strengthen its infrastructure base.

Today, **Catholic Migrant Services** employ 24 full-time and casual staff from different religious, ethnic and cultural backgrounds. They are committed to meeting the needs of newly arrived migrants and providing a range of services to support humanitarian refugees and migrants to settle in Western Australia.

Centecare Migrant Services provides life skills programs and six months intensive intervention with further support available for up to five years.

Two services respond to the needs of longer term migrants - elderly in nursing homes who do not have family support and former child migrants who arrived in Australia from Britain and Malta between 1938 – 1965.

Catholic Migrant Services also provides an Employment Directions program assisting clients to prepare for and secure employment. This includes English classes for clients who are disadvantaged due to language and cultural barriers, on low incomes or with little or no support system in Australia.

Specialised immigration staff provide a Drop In Night Advice Service one evening per week with up to 15 requests for assistance received per night. Assistance can include advice, preparation of applications and Court appeals. The work undertaken can take years to achieve a successful outcome and makes a remarkable difference in the lives of extremely disadvantaged people who because of their circumstances have no other options when seeking help.

Highlights

- Successful merger with Centrecare Incorporated.
- Developed working relationships with Centrecare Counselling Services to provide assistance in the area of facilitation for youth camps and group programs.
- Assisted over 2,281 refugees across all programs at Migrant Services.

Mind, Heart, Soul



CENTRECARE SERVICES CONTINUED

Youth Services

- Adolescent Mediation and Family Therapy
- Youth Outreach Intensive Support Service
- · Youth Development Holiday Program
- · Youth Employment and Life Skills Program
- SOLID

- · Children's Groups and Counselling Services
- Intensive Youth Support Service
- Parent Adolescent Conflict Counselling Service
- Parent Teen Link
- Support and Counselling Services for Children in Family Supported Accommodation (SKY)

Centrecare has extensive experience and is known for the delivery of high quality, professional services and support in the area of youth services and is valued as a community resource because of its accumulated expertise and general contribution in this area.

Highlights

- Participated in the Big Buzz Youth Festival at the Perth Convention Centre in December 2005.
- HBF generously donated \$25,000 for the development of Centrecare Child Therapy Room and Crèche.
- The commencement of a Parents and Community Reference Group from Centrecare's Millen Street Centre in Kalgoorlie.



Centrecare's
Child Therapy Room and Creche,
proudly supported by HBF



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Mind. Heart. Soul



CENTRECARE CORPORATE

Corporate Services

- ACCESS Employee Assistance Program
- Consultancy
- Counselling
- The Vibrant Workplace™

- · Critical Incident Response Dispute Resolution
- School Based Services
- Professional Development
- Dispute Resolution

Centrecare Corporate is an Australian leader in the provision of 'people solutions' for individuals, teams and organisations. The core belief is when individuals are supported to be at their best, there are significant benefits gained in both working and family lives.

It is the increasing recognition of the importance of wellbeing of mind, heart, soul, which has resulted in Centrecare Corporate being contracted to provide counselling and support services to **over 70,000 Western Australian employees and their families.**

Centrecare Corporate's Vibrant Workplace™ model is regarded as one of the most effective and practical approaches in bringing out the best in individuals, teams and organisations. It continues to be highly sought after by national and international organisations. In 2006 over 2,500 counselling sessions were conducted with some of Australia's leading organisations adopting this approach for leadership development, recognising the vital role management plays in employee wellbeing.

Client Comments

"I am sincerely thanking you and Centrecare for helping me to begin believing in myself again." Counselling client

"Thank you so much for your help. I honestly don't know what I would have done without your program. It has given me the head start that I have needed, and I intend to carry on with this style of living." Transitional Accommodation Support Services Client

"The program has been very helpful for my daughter and son. It can be helpful to lots of families." Support and Counselling Services for Children in Family Supported Accommodation (SKY) Client

"(Counsellor) was very helpful, professional, yet compassionate. I would recommend your services to anyone who needs assistance."

Corporate Client

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

"The purpose of my letter is to praise the facilitators of the group I attended. They showed professionalism, empathy, patience and endless help. Through them, and their leadership skills I was able to mature and change my life radically."

Men's Domestic Violence Program — North Metropolitan Client

"Addressing my gambling has meant that I have the chance to see a future worth living." Gambling Help WA Client

"All I can say is when we were down on luck, Centrecare's support and counselling enabled us back to a positive more stable life."

Supported Housing Client

"Thank you for your time and expertise. I will return with a new enthusiasm and commitment to see the best in people." Corporate Training Client

"With Centrecare's support when we were down, way down, Centrecare picked us up and helped us turn our life around." Supported Housing Client

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Mind, Heart, Soul

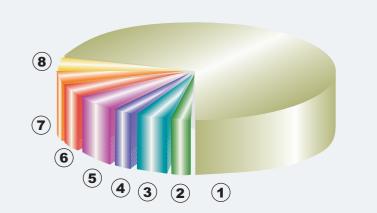
FINANCIAL REPORT

Income/Expenditure Statement for the 12 months to 30 June 2006

Includes Perth Metropolitan, Goldfields, Southwest operations and Catholic Migrant Services

Audited Income - \$11,979,374.00

1	State and Federal Government Funds	83%
2	Non Government Funbing	1%
3	Archdiocese of Perth - Lifelink	2%
4	Lotterywest - Special Purpose Grants	1%
5	Housing and Accommodation Revenue	6%
6	Corporate Services Revenue	3%
7	Fees	1%
8	Other Income	3%



Expenditure

1	Salaries, Wages and Oncosts	66%
2	Administration Expenses	6%
3	Property Expenses	7%
4	Operating Expenses	17%
5	Vehicle Expenses	4%

Highlights

- Implemented a new financial accounting software package.
- Provided over 200 financial reports to funding bodies.
- Processed over 280 pays each fortnight.
- Successful integration of the Catholic Migrant Services and Centrecare Goldfields ledgers into one financial management system.



Lotterywest grant cheque presentation by the Hon. E. S. Ripper to Tony Pietropiccolo - June 2006