



**ABOUT CENTRECARE**

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

**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

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# CENTRECARE

Annual Report 2006/2007



**CENTRECARE**

"People Making Time for People"



## Members of the Association and the Board of Management

### Centrecare Annual Report 2007

#### > Association Members

Stephen Walker	President
Shauna Deane	
Martin Gribbon	
David Pires	
Susan Rooney	
Kevin Wringe	
Tony Pires	

#### > Centrecare Board Members

Martin Gribbon	Chairperson
Shauna Deane	Deputy Chairperson
Norman Brahim	
David Pires	
Tony Pires	
Stephen Walker	
Ann Wringe	

#### > Acknowledgments of Funding Bodies and other supporters

Attorney General's Department (WA)  
 Christian Brothers  
 Cross Fishwick and Associates  
 Department of Health  
 Department of Child Protection  
 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 & Ageing (Office of Aboriginal and Torres Strait Islander Health)  
 Department of Housing and Works  
 Department of Immigration & Multicultural Affairs  
 Goldfields Esperance Area Consultative Committee  
 Law Society Public Purposes Trust  
 Lotterywest  
 Office of Racing, Gaming and Liquor  
 Roman Catholic Archdiocese of Perth through LifeLink  
 St Vincent de Paul  
 Sisters of Good Shepherd  
 Sisters of Mercy  
 Stronger Families Initiative and  
 The Congregation of the Sisters of Nazareth (Regional Section)  
 Town of Vincent



Martin Gribbon

## Chairperson's Report

### *tolerance and acceptance*



When compared with other countries and lands Australia is indeed fortunate and blessed in many ways. We enjoy a unique position not shared by many in the rest of the world, with regard to peace, prosperity and well being. We have a robust democratic tradition, a history of a "fair go" and first rate educational and health services, available to all.

Yet not all people are sharing equally in the countries bounty and wealth. Pockets of inequality and struggle exist and seem doggedly stubborn to any marked improvement.

From recent reports and commentaries, we are aware that the basic cost of living for necessities is rising. Housing affordability is becoming out of the reach of some families and young people. Indigenous Australia is still way behind in all social indicators or measures. Those from refugees and humanitarian resettlement backgrounds may experience displacement and need time to adjust and settle in to new surroundings before being able to respond to the expectations of the wider community. Single parent families, especially those headed by women are still doing it tough. The cost of child-care continues to spiral. For many, costs and expenses have risen disproportionately compared with the ability to meet these demands.

Identification of the issues are relatively easy but solutions are much harder to find and implement.

We can make a brave start by endeavouring to live a fair and balanced life, by being tolerant of others, by not being afraid of difference, by maintaining a sense of justice, understanding and showing compassion. One way of doing this is through ensuring that our political systems and parties get the balance broadly right, most of the time. Another is to expect our media to behave responsibly in reporting accurately and professionally without scapegoating or blaming easy to knock minorities.

The role that Centrecare plays is critical both at the larger societal level, through participating and having a voice at important State and National forums where policies and priorities are identified and discussed, as well as at the ground level where services are developed and delivered in response to identified, researched need.

Financial stability and a strong economic base are important in developing a prosperous and strong society. Of equal, or perhaps more importance, is to work towards creating a sense of identity and belonging. Through its work and services, Centrecare promotes the unique value and importance of individuals, family life and culture in all its richness. Staff accept people as they are and begin from the premise of validating people and affirming the importance of their individual life experience. Services and activities have a greater focus than solving a particular problem. Their wider goal is to encourage people to be part of their community and society.

The Humanitarian and Resettlement programme is still relatively new. Our experience is that many situations are complex and challenging. This is due to the nature and life changing experience that survivors and their families have faced and endured in their country of origin including time spent in refugee camps. Sometimes the developmental steps are small but at the same time we can celebrate that good progress has been made.

The Djooraminda residential and support services for Aboriginal families continues to record consistently high achievements and outcomes for which the staff can be justifiably proud.

Centrecare is in good hands and doing great things. Staff provide well grounded and professional services in tune and responsive to the needs of the community.

The Board appreciates the dedication and involvement of all Centrecare staff on the ground, providing administrative, supportive and professional counselling services as well as that of the Senior Management team in providing meaning, leadership and life to the vision of providing services to people and the community.

continued over leaf



We at Centrecare appreciate the on-going support and encouragement from the Archdiocese of Perth and particularly Archbishop Barry Hickey. We would also like to thank the Commonwealth and State Governments in having confidence in Centrecare to provide a range of services both in Perth and across Western Australia. Over the years we have been fortunate to have developed a strong professional relationship with a number of Government departments involved with children, young people, homeless and Indigenous Australian residential facilities. A special thanks to the Lotterywest who have been of great assistance for some time now with developing capacity and infrastructure support.

**Martin Gribbon**

**> It's been an eventful year for Centrecare**

- > The Executive Manager Cannington was appointed Secretary of Community Housing Coalition of WA at the AGM.
- > Centrecare hosted the State-wide SHAP conference with participants coming from as far away as the Kimberley's through to the southern regions.
- > Centrecare's Director presented at the Racial Hatred Seminar.
- > Centrecare Corporate relaunched its brand and website.
- > The agency celebrated the 10th Anniversary of 3 staff members - Peta Slocombe, Karen Cook and Karl Fitz
- > Centrecare staff attended the Attorney General's training for FDR practitioners in preparation for changes in the Family Law, (the most significant since 1975) to take place in July 07.
- > The Indigenous Family Program in conjunction with Department for Child Protection is in the process of completing a Memorandum of Understanding with other government agencies to develop protocols for referrals and support processes.
- > Centrecare's sky program produced a high quality video clip which won the **Constable Peter Ball Memorial Youth Award** presented on Australia Day 2007.
- > Centrecare's Sky program in collaboration with Mission Australia have linked three families in Mission Australia's Kidz Klub.
- > Sky and City of Fremantle Youth Services collaborated with the Biscuit Factory Arts Centre to create and implement the kNOw Place animation project.
- > Aboriginal Family Housing Service commenced in April 2007.
- > Office of Aboriginal and Torres Strait Islander Health funded Esperance Indigenous Substance Misuse Service commenced in the Esperance office.
- > National Suicide Prevention Project on Aboriginal Youth Suicide commenced in the Goldfields.
- > Request for a subsidy towards the building of Centrecare's new office in Egan St Kalgoorlie WA approved by Lotterywest
- > "Millen St Mob" project presented to Youth Affairs Conference
- > Participated in NAIDOC Week activities.
- > Centrecare Goldfields-Esperance held another successful "Festival of Hearts" in Kalgoorlie-Boulder.
- > Centrecare was successful in securing the Midland Family Relationship Centre tender.
- > The agency is ISO9001:2000 certified and is audited by SAI Global
- > Delivered 74 programs, comprising of 63,804 contacts to over 13,934 clients.



Tony Pietropiccolo



While delivering the many community services that Centrecare does, it is difficult not to be aware of the many hurts, fears and joys experienced by so many of our fellow citizens. Centrecare staff are in daily contact with those who are homeless, those experiencing relationship difficulties and young persons at risk. They deal with people who are struggling with addiction and mental health problems. They share in the challenging experiences of refugee and migrant families. Our workers are in daily contact with children desperate for parental love and acceptance.

This is not easy work. It is challenging and asks much from those who choose to undertake it. This is a work of love and compassion as much as one of interest. Participation in it is inspired by a genuine belief in the intrinsic worth of the human person. Such work is sustained by the belief in people's capacity for change and the hope for fulfilled lives. It is encouraged by the comments of thanks and expressions of gratitude from those whose pain has been alleviated and whose lives have been changed.

Our community involvement makes us aware of the hurt and pain caused by intolerance and lack of acceptance. People who are homeless are often seen as potential threats to personal security and are shunned. The mentally ill can be regarded as unable to engage in any meaningful activity or relationship and are often excluded from meaningful interactions. Refugees and migrants experience racial taunts. Indigenous Australian people continue to suffer humiliation and discrimination. Such actions, along with many others, build human barriers that are not easily overcome and which lead to significant hurts and community unease.

If we are to create a safe and united community then it is imperative that each one of us, especially our leaders, become expressions of acceptance. We need to focus on our common humanity and not on our differences. Fear and love can rarely coexist. So, taking action that enhances trust rather than suspicion is imperative to achieving a community whose primary aim is the happiness and wellbeing of its people. Centrecare will continue to contribute in whatever way it can towards achieving such a society.

The pages that follow are intended to provide a snapshot of Centrecare's community contribution during the past year. The essential and very special commitment of Centrecare's staff to our work has already been mentioned above. To them my sincere thanks. They are a great group of people doing amazing work.

My thanks also to the agency's Executive Managers and their Assistants who work tirelessly to fulfil Centrecare's mission in a manner that remains true to our values for the respect and dignity of the human person.

Fulfilling our mission would be much harder without the ongoing support from the LifeLink fundraising program of the Catholic Archdiocese of Perth, Lotterywest whose support is of immense value as is the funding from the multitude of government departments and other bodies that are listed elsewhere in this report.

Centrecare is very fortunate in having a Board of Management that is totally committed to Centrecare's efforts and its wellbeing. Their wise governance is essential to the long term sustainability of the agency. My heartfelt thanks to all the Board members for their ongoing and valued support. Centrecare wishes to especially acknowledge the long term commitment shown by Martin Gribbon, our Chairperson, and Shauna Deane, Vice Chairperson, who have contributed to Centrecare life for the past fifteen and seventeen years respectively. Their contribution over these many years has been greatly valued.

**Tony Pietropiccolo**



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

Centrecare has a very special culture of its own, one which welcomes all newcomers and clearly demonstrates through its practices that while the work may often be hard, support will always be provided by management and colleagues. Tolerance and acceptance is reflected within the workplace as much as in our service delivery. The focus remains on being flexible and not static in service delivery. New ideas for service delivery models are always encouraged. There is the ability and environment to educate one another and expand each service, as appropriate.

Each experience, whether great or small further creates a bond within the team and with clients. Centrecare is committed to providing the best possible service to clients. Staff learn from their clients and consider themselves privileged to form an understanding of cultures different from their own. Centrecare remains committed to achieving social justice for all and working against all forms of discrimination. As an agency, Centrecare will continue to look for more culturally appropriate ways to support Indigenous Australian people and all other groups who are struggling for acceptance and effective services.

Our very own Festival of Hearts held annually in Kalgoorlie is testimony to our belief in the importance of relationships and community. The Festival is an attempt to remind ourselves of the importance of giving expression to the love and positive regard we have for one another.

The following testimonial demonstrates how powerful such events can be.

Its been an eventful year:

*Dear Centrecare People*

*I am writing to thank you for the lovely red rose that I received whilst shopping in Kalgoorlie Town on Saturday 10th February. The ladies handing out the flowers told me that they were promoting 'love and romance' for couples.*

*My 75 year old dad was with me and asked if he too could have a rose for his wife (my mum). Not only did the ladies give him a rose but also a blank Valentine's Day card! Mum was delighted to get her red rose when we got home that day and dad hid the card that he had been given, and then wrote in it and gave it to her on the 14th! Mum was happy all day on Valentine's Day which in turn made dad happy too!*

*So you are never too old to enjoy Valentine's Day!*

*Another thing that I noticed that day at the shops was, that every person that I saw carrying one of the red roses ...was smiling!!! You did well Centrecare ...you made a lot of people happy!*

*Thank you!*



Accommodation

- > Community Housing Program
- > Djooraminda Cottages
- > Supported Housing Assistance Program
- > Transitional Accommodation and Support Services
- > Crisis Accommodation Program
- > Supported Accommodation Assistance Program
- > Support and Advocacy Services - Private Rental – Balga, Mirrabooka, Maylands/Swan, Midland and Bassendean

Centrecare-Djooraminda Out of Home Care program provides accommodation, support and counselling to Aboriginal and Torres Strait Islander children who are unable to live at home. Twenty-two children have been accommodated in the Djooraminda cottages and are housed in sibling groups.

This program continues to be extremely successful with reunification for three of the children. Sport continues to be a focus for these children with two children receiving a gold and silver medal in the WA Gymnastics championships. Two of the boys showed their skills by securing the school champion and runner up for their age groups.



*Twenty two children have been accommodated in the Djooraminda cottages and are housed in sibling groups*

Centrecare has 43 properties in its property portfolio. These are either Department of Housing and Works headleases or Centrecare owned. Additionally, Centrecare either headleases or negotiates private leases for the newly arrived migrants under the Integrated Humanitarian Settlement Strategy (IHSS). Through this later program it has been successful in housing, to date, over 100 families. Through its life skills programs and intensive intervention, this service also offers counselling and support over a six month period. Further support for refugee families is available for up to five years.

This year the agency's housing programs continued to assess referrals and to intake families who were homeless while operating at maximum capacity. Also during this time Centrecare continued to evaluate and assess existing clients. During the year the service has operated at full capacity within the metropolitan area. There are 27 properties under agency management which were provided for homeless families. Centrecare provided an additional seven properties over and above funding provisions.

Centrecare continues to be proud of its ongoing achievement in working with families who have experienced long term homelessness. This achievement is evidenced by factors such as families committing to stay with Centrecare for the duration of the program and by their ability to maintain independent housing when they exit Centrecare's supported accommodation. Centrecare is pleased to have been able to continue its efforts to accept and work with families whom other organisations consider to be high risk.

Centrecare has signed the Community Housing Coalition of WA's (CHCWA) Code of Practice and is abiding by these guidelines. Centrecare also adheres to all requirements of the formal agreements with relevant funding bodies and fully abides by the Residential Tenancies Act 1987 and looking forward to the soon to be introduced accreditation process by DHW.



A new program **Aboriginal Family Housing Service** has commenced to provide accommodation and support for up to six Aboriginal/Torres Strait Islander families who are homeless or at imminent risk of homelessness

The **Support and Advocacy Services** programs form part of the homelessness strategy to assist families to maintain stable accommodation. In the last year this program delivered the following support:

- > 27 households were provided with 911 occasions of service in the Middle Swan/Midland/Bassendean Corridor.
- > 85 households were provided 2741 occasions of service in the Balga/Mirrabooka/Maylands corridor.

There are increasing numbers of people contacting **Support and Advocacy Services** for assistance to find emergency housing or approaching the program when it is too late to save their current tenancies.

## > Client Testimonials Received by Centrecare Agencies

**Counselling** ...has helped me enormously, improved my self-esteem and guided me to re-evaluate issues that have plagued me all my life. Thank you.

**Counselling Youth Mediation** I thought of the service as great and I would do it again and my thoughts on... are he is a cool guy and he has a lot of heart and he is easy to talk to and I can say what I want to him.

**Counselling** It was great to have an outsider's opinion and to have educated feedback to help that actually works. Great no pressure environment.

**Domestic Violence Service** Having talked to..., has released some pressure from my mind - I now understand I'm not alone and someone cares. Some of the new skills learned are helping me deal with my issues in my relationship situation - still very early days to try and solve such a long term problem! Thank you for all the help and support.

**Parent Teen Link** Lots of suggestions - very helpful

**Counselling Youth Mediation** Attending the service and discussing our issues have been very beneficial for our family.

**Parents and Adolescents Conflict Counselling** Honest, realistic, functional advice with a real person who could empathise without ego.

**Parents and Adolescents Conflict Counselling** It is comforting to know that when a situation arises that there is someone close at hand to help in every possible way and was not made to feel like an overbearing or neurotic mother! Thank you again.

**Corporate** I have come home today feeling like a new person! All of your help during the past month and a bit has been... well... I don't think there are any words to describe what it has been like. You have opened my eyes up to me and helped me unlock the beautiful person that is me!! You are an amazing, gifted and blessed person. THANK YOU!!! With much appreciation.

## Individual and Family Support

- > Aboriginal Family Support Services
- > Family Mental Health Care
- > Family Relationship Mediation
- > Indigenous Family Program
- > Parent Link Home Visiting Service
- > Primary Dispute Resolution
- > Family Link
- > Family Relationship Counselling
- > Family Support Program
- > Men and Family Relationships
- > Post Abortion Counselling

The Aboriginal and Torres Strait Islander Family Support Program is an early intervention program that provides counselling and support to Indigenous Australian families where there is a risk of children entering care due to a range of issues - housing, health, neglect, supervision, abuse, family and domestic violence, drug and alcohol issues which might be affecting their ability to care for their children. ATSI Caseworkers have worked with up to 170 families during this year.

The Family Relationship Mediation program had 301 client occasions of service which included 106 mediation sessions. This service also provided the following training:

- > **Family Relationship Mediation** (three days) and **Power Issues in Family Relationship Mediation** (two days).
- > **Power Issues in Family Relationship Mediation** (two days) for Geraldton staff.



The Family Skills Training program offers a variety of workshops for adults each school term such as:

- > B4U Explode
- > Relating to Self and Others
- > Understanding Anger in Families
- > Fathering: Becoming the Dad U Want 2B
- > Communicating Effectively
- > Breakthrough to a Positive You
- > Motivation

The Indigenous Family Program provides intensive support and counselling to families and extended families with issues of housing and homelessness, employment, education, health, alcohol and drug abuse, family and domestic violence, and caring for their children. Indigenous Families Program Caseworkers have supported up to 50 families and their extended families during the year.



Youth Services

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

Centrecare's Sky program aims to provide outreach counselling and support to children, aged 4 to 14, and their families who participate in the Supported Accommodation and Assistance Program and Special Housing Assistance Program in the south-east metropolitan area. The service endeavours to provide families with the skills and tools necessary to cope with the ongoing issues that are associated with homelessness.



During this year, the Centrecare Sky and Solid program in collaboration with the City of Gosnells won the 2006 Kickarse Film Project. It was coordinated by Inspire Foundation, an organisation committed to "creating opportunities for young people to help themselves and help others" (Inspire Foundation 2006). The film-competition offers young people, who find it difficult to engage with more traditional learning and therapeutic approaches, an opportunity to learn and grow through the creation of their own film story. Participants were predominantly Indigenous Australian youth.



The short DVD is available on the City of Gosnells website, or directly through your browser:

<http://www.youtube.com/watch?v=-Wc87oe3ISc>



The children in the Centrecare programs (shown opposite) participated in a number of events in the weeks that followed the completion of their film project. These included:

- > An appearance on the radio station RTR's Morning Magazine;
- > Meeting with the famous central desert elder, Bob Randall and the Gosnells Mayor Pat Morris, at a function arranged by the City of Gosnells
- > The premiere screening was 13th November 2006, at which the families of the youth, Centrecare workers including Tony Pietropiccolo - Centrecare Director, along with the Mayor of Gosnells and members of the City of Gosnells viewed the film and celebrated the outcomes of this tremendous project

Centrecare Sky and City of Fremantle Youth Services collaborated with the Biscuit Factory Arts Centre to create and implement the kNOw Place animation project. The aim of the project was to provide the young people supported through the Sky program and/or living in the City of Fremantle with an opportunity to learn the skills and processes of animation.

Intensive Youth Support Service (IYSS) continues to make a significant positive impact in the lives of young people and their families through the work that it undertakes and continues to build on its excellent reputation within the Northern Region. The Youth Outreach Intensive Support Service (YOISS) continues to explore new methods with which to have meaningful contact with young people. Both of these services have developed a strong symbiotic working relationship which further strengthens the service outcomes for those young people at risk that access the service.

The Parent Teen Link (PTL) and Counselling Youth (CY) program has had an expansion of its existing service to include a series of seminars presented at the Catholic Education Office. These programs continue to explore options of providing its services at other locations in the metropolitan area. This is to ensure that the services continue to be accessible to their target group.

Centrecare Perth Office continues to develop the specialised area of therapeutic work for children. Following on from the excitement of 2006 in which the children's room was renovated and in turn, opened its doors to children accessing counselling through Centrecare Specialist Domestic Violence Service and General counselling programs, Centrecare has funded specialised supervision. This was provided in a group supervision context, with an external supervisor sourced to facilitate this arrangement.



All counsellors working with children were offered this additional supervision, as a way of recognising the intricacy of working in this area.



Family and Domestic Violence

- > Domestic Violence Victim Support and Advocacy Service
- > Men's Domestic Violence Counselling Service – North Metropolitan
- > Specialised Family Violence Service
- > Spouse Abuse Counselling and Education
- > Children's Family and Domestic Violence Service



> Domestic Violence March held in April 2007

> Highlights

- > International Women's day on the 8th of March was celebrated with an afternoon tea prepared by male staff at Perth Office.
- > Participated in the Annual Silent Domestic Violence Memorial March which took place on the 26th April. This commemorates women and children who have died as a result of Family Violence. A memorial service and wreath laying ceremony which was well attended by human service agencies and the general public.
- > Centrecare's team presented 'Domestic Violence and Children' at the Joondalup Domestic Violence Services Co-ordination Forum.
- > Centrecare's team members participated in a series of interviews with Radio Fremantle to promote Centrecare's Family and Domestic Violence programs.
- > White Ribbon Day - Centrecare is a key participant of the collaborative inter-agency White Ribbon Day Committee. This committee supports the international day for elimination of violence against women and occurs on November 25 every year

Additional Counselling and Support Services

- > Community Drug Service Team
- > Gambling Help WA
- > Personal Support Program
- > Financial Counselling Service
- > National Illicit Drug Strategy Program

Gambling Help WA has strengthened its link with the Burswood Entertainment Complex. Responsible Gambling Awareness Week, May 2007, consisted of a number of occasions and activities in which the responsible gambling message was promoted.



Goldfields

Centrecare Goldfields-Esperance provided more than 30 funded services from its three offices in Dugan and Millen Streets in Kalgoorlie-Boulder and William St in Esperance; Included in this were regular outreach services to the communities of Coolgardie, Menzies, Leonora, Laverton and Norseman as well as support services to the remote Aboriginal communities of Coonana, Tjuntjuntjarra and the Ngaanyatjarra Lands.

Key service areas included: relationship and family counselling, mental health supports, supported housing programs, family violence programs, ACCESS and EAP work, alcohol and other drug services, supports to young people and their families, victim support and child witness services, supports for prisoners and their families pre and post release, financial counselling services and supports for the long term unemployed.

> Highlights

- > In excess of 5500 people in the Goldfields-Esperance region accessed a Centrecare service

> the 'Millen Street mob'



The Goldfields Re-entry Program

The Goldfields Re-entry program sees on average about 100 clients per year who are on finite or on parole and are in need of life skills. This program offers its services to clients in prison for a period of 3 months and continues for a further 6 months when they are released. About 89% are Indigenous Australian with 45% coming from outside of Kalgoorlie in neighbouring towns such as Esperance, Coolgardie, Kambalda, Menzies, Leonora, Laverton, Mt Margaret, and Mt Magnet.

After release, transportation to those areas is limited. Days and times prisoners are released from the Boulder Facility often don't coincide with the transport timetable. For example the bus to Laverton only runs Thursday afternoons. So if people are released the next day (Friday) they either:

- > live with families who reside in Kalgoorlie, if they have families
- > look for ride if they can find one
- > or wait one whole week for the next bus which in itself is fraught with problems.

Many of those people return to the Boulder Facility. The Department of Corrective Services has identified this issue as an area that they are keen to work in partnership with agencies in the Goldfields.

Obtaining Driving Skills

Fifty five percent pass the road safety questionnaire theory test for Motor Vehicle Drivers Licence and 30% have been through an extraordinary licence program being conducted by the Goldfields Community Legal Centre Inc. Considering 60% of these people can't read or write this is an extraordinary outcome.



Corporate Services "Our Vision is Your Wellbeing"

- > ACCESS – Employee Assistance Program
- > Counselling
- > Dispute Resolution
- > Training
- > Consultancy
- > Critical Incident Response
- > School Based Services
- > Vibrant Workplace™

Centrecare Corporate has retained a strong commitment to providing proactive and innovative solutions to individuals and organisations across a broad range of services. Through the delivery of ACCESS Employee Assistance Program, Clinical and Organisational Training, Management Consultancy, Conflict Management, Corporate Coaching, and Serious Incident Response, Centrecare Corporate is now contracted to over 200,000 Western Australian employees and their family members, with over 600,000 employees covered by ACCESS EAP nationally. In WA, these include organisations unique in their diversity – such as Hatch, a global leader in Engineering, Fire & Emergency Services and Catholic Education Commission.

The Centrecare Corporate team added 3 new positions to the senior team in 2007 and were responsible for the delivery of 4,320 counselling sessions and approximately 62 days of training. Significant growth and market development also resulted in a relaunch of Centrecare Corporate's branding and website to reflect our increased focus on advanced health and wellbeing solutions. In respect for the significant strengths and unique values of all people, Centrecare Corporate has expanded service delivery areas focusing on increased awareness and understanding of the management of mental health issues in the workplace.

Migrant Services

- > Community Visitors Scheme
- > Former Child Migrants
- > Migrant Advice Service
- > Employment Directions
- > Integrated Humanitarian Settlement Strategy
- > Settlement Grant Program

Centrecare Catholic Migrant Services provides a broad range of services to minority migrant communities and is the Integrated Humanitarian Settlement Strategy provider for the southern region. This essential program is the first contact many refugees have with their new life in Australia and we endeavour to make it as welcoming and beneficial as possible.

Of particular note this year was the extreme difficulty in finding accommodation for new arrivals. Perth's poor vacancy rate in the rental market meant that rentals for refugees were difficult to access. This resulted in Centrecare having to substantially subsidise the resettlement program by having to house people in motels or lodges for extensive periods of time. Our range of services work to build the skills and knowledge of migrants to live happily as members of the Australian community; to gain education, find employment, play sport, reunite with family and make new acquaintances. This year we provided services to over 3,300 people.

**Highlights**

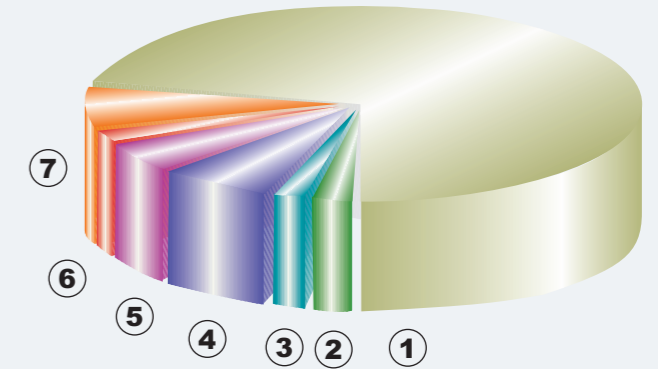
- > Welcomed 650 former refugees to a new life in Australia
- > Conducted 341 assessments and delivered 561 counselling sessions to survivors of torture and trauma.
- > Provided 4 school holiday camps for 120 newly arrived young people to experience a variety of activities and meet others with similar backgrounds.
- > The Former Child Migrant service celebrated with clients and the Christian Brothers, the 60th anniversary of their arrival in Australia at the Fremantle Maritime Museum.

Consolidated Income/Expenditure Statement for the 12 months to 30 June 2007

Includes Perth Metro, Goldfields, Southwest and Catholic Migrant Services

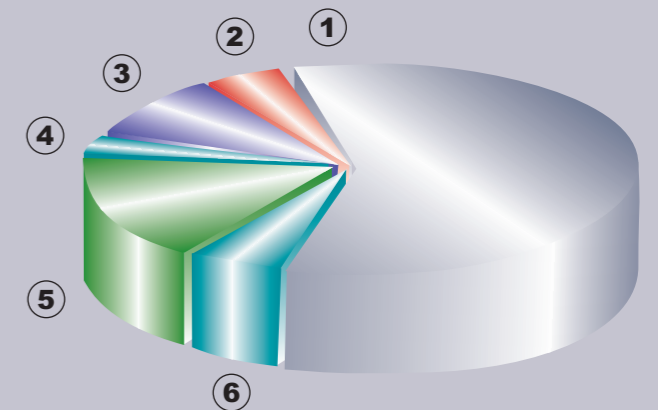
Audited Revenue - \$13,950,513

1 State and Federal Government Funds	80%
2 Non Government Funding	2%
3 Archdiocese of Perth - Lifelink	1%
4 Housing and Accommodation Revenue	7%
5 Corporate Services Revenue	3%
6 Fees	1%
7 Other Income	5%



Audited Expenditure - \$13,507,209

1 Salaries, Wages and Oncosts	62%
2 Administration Expenses	5%
3 Property Expenses	8%
4 Depreciation	2%
5 Operating Expenses	19%
6 Vehicle Expenses	3%



farewell

In memory of Joe Goerke; our colleague, friend and member of Centrecare's first Board of Management.

