

balancing contradictions

poverty

wealth

caring

neglect

change

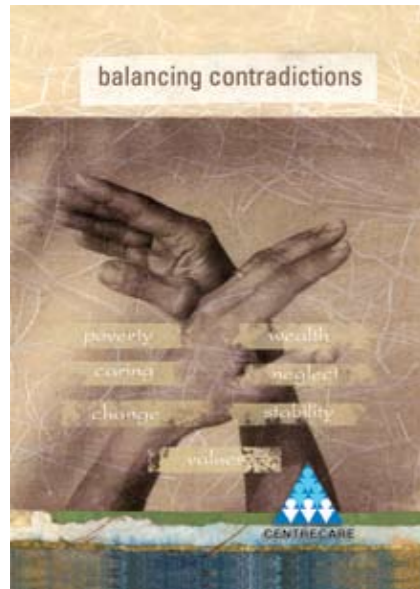
stability

values



CENTRECARE

"People Making Time for People"



This time last year, who would have guessed that it would come to this.

Global financial markets in meltdown, household cash flows stressed to breaking point, recession looming, superannuation funds decimated and amongst it all, society trying to maintain the balance. In these strange times we still must strive to keep our humanity, to care and help, to look down the timeline into the future and recognise that we are all part of the ebb and flow of the great tide of life.

In a world full of seemingly contradictory values we must not lose sight how things can be and nurture those who may not be as strong as we are, truly we must always be, people making time for people.

Members of the Association and of the Board of Management

Centrecare 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
Anne Wringe

Acknowledgements of Funding Bodies and other supporters

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Department for Communities
Department of Consumer and Employment Protection
Department of Corrective Services
Department of Education and Training
Department of Employment and Workplace Relations
Department of Families, Housing, 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 and Citizenship
Department of Racing, Gaming and Liquor
Department of the Attorney General
Family Relationship Services Australia
Goldfields Esperance Area Consultative Committee
Law Society Public Purposes Trust
Lotterywest
Roman Catholic Archdiocese of Perth through Lifelink
St Vincent de Paul
Sisters of Good Shepherd
Sisters of Mercy
St Bartholomews
Stronger Families Initiative
The Congregation of the Sisters of Nazareth (Regional Section)
Town of Vincent

Chairman's Report



MARTIN GRIBBIN

It is often assumed that not for profit organisations don't have the same costs or overheads as agencies in the government or business sector and can somehow manage on less. Commitment, good will and dedication of staff is frequently interpreted as a form of volunteering which requires less financial capability or competitive salary rates. During the "boom times" society can conveniently forget that there are people on the edge who are not sharing in the bounty. Equally, when the boom inevitably collapses, there is a greater demand on the resources available which have to be attributed against competing priorities. This is typical of the environment in which Centrecare currently operates.

Despite these challenges Centrecare again excelled and provided excellence in all of its activities and accomplishments. Our key highlights attest to an ever expanding and diverse range of services.

One of the most significant aspects of 2008 was the official Government apology to Indigenous Australians, delivered by the Prime Minister from Parliament House. Over several years, Centrecare has added its voice in advocating the need for reconciliation and an apology and this was a proud and moving moment. Without the healing process the nation is limited in its capacity to move forward. Yet, we need to go beyond the words to ensure real change and real opportunity is reflected in this mood of coming together to reduce unacceptable disadvantage and debilitating inequality.

The Humanitarian and Resettlement Program made some notable gains to consolidate a highly regarded service for individuals and families from some of the most devastating and war torn communities on Earth.

As a community, Centrecare celebrated one staff member achieving 20 years continuous service and a further three staff 10 years service in the community sector. This is a significant achievement and one that is deserving of recognition by colleagues, the Board and management alike.

The Student Placement Program, where tertiary students, under close and professional supervision, commence their career in the human services field engaging with clients, is a source of great pride, vigour and energy, keeping Centrecare young, vital and open to fresh ideas.

This year has seen Centrecare open a new office in Midland with funding from the Attorney General's Department as part of a package of Family Law reforms aimed at providing a first stop shop in responding to matters concerning marriage and family difficulties, reconciliation and separation. The model is based on early intervention with the aim of minimising the need for, sometimes, costly and potentially damaging, drawn out, litigation. To date, the service has been well received and frequented. The Board expresses its congratulations to all those involved in the research and effort which went into winning and establishing this much needed service.

In addition to the service delivery aspect of Centrecare, individual staff members have been recognised for their special talents and expertise by being invited to participate in a number of interdisciplinary Boards and external advisory Committees within the health and welfare sector at the Local, State and National level. It's important that we are involved in influencing policy and priorities at the broader community and societal level.

Centrecare has reflected on how to remain relevant and in tune to the changing needs of our community. We have been mindful of the importance of location and where our offices are situated to best serve our clients. The Board is examining any future relocation to ensure we are accessible and responsive to such changes. In this regard the Board wishes to express appreciation to those Government funding bodies at the State and Commonwealth level who have either refunded existing programs or committed to new initiatives during 2007-2008

The Board of Management wishes to thank the Archbishop of Perth Barry Hickey for his ongoing support. The Centrecare staff continue to provide outstanding service in a spirit of unstinting enthusiasm and commitment. We wish to acknowledge the senior leadership group for their diligence and good governance in carrying out challenging and demanding tasks. The Board recognises and praises the achievements of our Director, Tony Pietropiccolo and his team for creating an environment and culture of respect, spirituality and tolerance where Centrecare remains true to its vision of working with, for and alongside people with dignity and hope.

“Centrecare’s Excellence in Organisational Management Award”



LEFT TO RIGHT: ALAN FEELY (CHALLENGER TAFF), MARIE-ANNE DEIGHTON, JOANNE WALKER AND LEANNE STROMMEN FROM CENTRE CARE AND THE HON MICHELLE ROBERTS FORMER MINISTER FOR HOUSING AND WORKS.

Centrecare was awarded ‘Excellence in Organisational Management’ at the Western Australian Community Housing Awards for Excellence 2007.

Centrecare’s Director, Tony Pietropiccolo, appointed Board member of Family Relationship Services Australia; Chairperson of Community Sector Child Protection Advisory Group; Chairperson of Canning Coalition Inc.

The Agency celebrated the 20th Anniversary of one staff member - Patsy Hammer and the 10th Anniversary of three staff members – Karl Fitz, Lorraine Phillips and Lavina Ropata.

Executive Manager Counselling Services, Melissa Perry, appointed to the External Advisory Committee Counselling, University of Notre Dame.

The Honourable Attorney General Philip Ruddock opened Centrecare’s new Family Relationship Centrecare in Midland on 21st September 2007.

Executive Manager Goldfield’s, Rosemary Hunt, appointed to the Advisory Committee, Aboriginal Justice Agreement for Laverton and the Land Communities, Goldfields Youth Network Council, Reference group for strong Families – Department for Child Protection, Regional Reference Group for Domestic Violence and the Committee for Homelessness.

Centrecare Goldfields-Esperance held another successful “Festival of Hearts” in Kalgoorlie-Boulder.

Centrecare participated and sponsored the Artist of the Year in the NAIDOC Opening Ceremony event 6th July 2007.

Executive Manager Djooraminda, Glenda Kickett, appointed Chairperson of NAIDOC.

Executive Manager Djooraminda, Glenda Kickett, appointed committee member Department of Child Protection for Project 2 State Aboriginal Reference Group, Project 19 - Benchmarking/Costing and Project 21- Foster Care Team Development and Support.

Executive Manager Djooraminda, Glenda Kickett, appointed member of Children Youth Families Agencies Association (CYFFA).

Midland’s Family Relationship Centre held its first “Festival of Hearts” in Midland.

Manager Midland Family Relationship Centre, Stephen Clarke, appointed as Chair for the WA Family Pathways Network on Behalf of Centrecare.

Assistant Manager Counselling Services, Coby Greer, appointed to the Board of the Eastern Region Domestic Violence Services Network Inc.

Request for a subsidy towards the building of Centrecare’s new office on Albany Highway, Gosnells approved by Lotterywest.

Centrecare was successful in securing the Kalgoorlie Post Separation Parenting Service and the Child Contact Centre tender.

Djooraminda ATSI and IFP staff participated in the Kelmscott Family Expo.

Centrecare staff participated in NAIDOC Week 2008 activities.

Centrecare’s website was upgraded and went live September 2007.

The Agency is ISO9001:2000 certified and is audited by SAI Global.

Delivered 88 programs, comprising of 95,344 contacts to 23,836 clients.



TONY PIETROPICCOLO

“Most charitable organisations found it difficult to cope with the cost increases and workforce problems that were experienced in our booming economy”

So much of this past year has been about matters of abundance and of scarcity. Our State has continued to boom due to the demand of its mineral resources. The wealth generated through the boom has been evident in the high expenditure levels of so many West Australians.

We have also seen our Treasury coffers bulge with surplus funds. On the other hand, we have felt the negative impact of spiralling house prices on individuals and families. This impact was largely due to a scarcity of affordable housing and spiralling food and other prices. We have also witnessed the difficulties created for all service providers by a shortage of labour.

This interplay between prosperity and poverty and also abundance and scarcity is a challenge that has been especially evident in this past year. Centrecare has seen an increase in demand for its supported housing services while at the same time having far less capacity to offer such services due to a lack of affordable housing. Its refugee program continued to struggle to accommodate new arrivals for similar reasons.

The agency’s financial counselling services were highly sought after by people struggling to balance increasingly tight personal budgets. Relationship services were again in high demand as the strain created through economic stresses began to have an impact on individual and families.

While the need for Centrecare services increased, the agency’s capacity to respond waned primarily due to workforce shortages and increases in overhead costs. Additionally, even though government wanted to contract Centrecare to provide more services the level of funding proposed did not allow the agency to deliver the quality or extent of service sought. Centrecare found it hard to attract and retain staff at a time when both government and businesses were able to offer far greater rewards due to their substantial wealth.

This contradiction between greater demand and reduced capacity to respond was not limited to Centrecare. Most charitable organisations found it difficult to cope with the cost increases and workforce problems that were experienced in our booming economy. For this reason, in the past year a large number of organisations came together to discuss the threat to the sustainability of the non-profit sector.

It is hard to reconcile how in a State so rich charitable services can be allowed to decline so badly. The coming together of many organisations to safeguard the future of such services is a heartening and very creative response.

Despite the above difficulties, Centrecare continued to provide services to many thousands of people not only in the metropolitan area but also in regional centres and remote communities. This was only possible through the generous and truly selfless contribution of so many Centrecare staff. Their willingness to extend themselves to ensure the wellbeing of their clients has been truly remarkable and I thank them greatly for it.

The leadership and spirit of teamwork among the agency’s Executive and Assistant Managers assisted Centrecare to overcome many of the above challenges and to exceed expectations. Their contribution to the wellbeing and development of the organisation cannot be underestimated and it is one that is immensely valued.

The challenges mentioned above were made easier by the significant support that continues to be provided by the Catholic Archdiocese of Perth, especially that provided through its LifeLink fundraising program; the many government departments that fund much of Centrecare’s work and that are individually listed elsewhere in this report and of course Lotterywest without which our capacity to deliver much needed services to the community would be significantly curtailed.

Centrecare’s Board of Management, under the leadership of its Chairperson Martin Gribbon, has been a great source of assistance and wisdom during the past year. The Board members’ professional and genuine human concern for our community has been a source of inspiration for us all. Their abundant generosity is greatly appreciated.



“Social service work, especially in the non-profit sector, is not just a career but also a vocation - it is a calling to do something out of the ordinary and even to do things that are extraordinary”

Centrecare, in providing services, always seeks to demonstrate its belief in the intrinsic worth of persons by respecting differences, cherishing individuality and nourishing dignity.

This past year has been a period of change, both in the wider community and within Centrecare. One such significant event was the apology by the Prime Minister to the Stolen Generations on Wednesday, 13th February. Centrecare staff attended the community screening and found it very thought provoking. It enabled them to share the experience together with Indigenous people who were part of the Stolen Generations, and appreciate how this has affected all Indigenous Australians.

Migrants to Australia are also an integral part to our community which enriches the fabric of our society. Through our work, Centrecare aids and supports the lives of migrants in many different facets of life in Australia. This includes resettlement, life skills, counselling, education, job search, parenting and integration into their local community.

In these areas of our work Centrecare staff, when offering our services, are often faced with a growing number of clients struggling for survival on a day to day level; whether it be the newly arrived migrant family, former child migrants, Indigenous Australians or low income Australians. Lack of affordable housing has also seen an increase in the demand for our services for middle income clients.

Social service work, especially in the non-profit sector, is not just a career but also a vocation. It is a calling to do something out of the ordinary and even to do things that are extraordinary. Whether our staff are providing clinical or administrative services they all have one thing in common and that is they are willing to use their abilities for the good of others. These are the type of people who work and make a difference within Centrecare.

Centrecare has always attempted to provide a flexible and supportive workplace. This has been further reinforced by the introduction of significant changes in its leave and other benefits to staff placing Centrecare in the forefront of employee conditions.

Our agency will continue to strive to be an organisation that is:

- A highly caring and professional presence in our community;
- Committed to professional excellence;
- Dedicated to providing clients with the best possible service;
- Enthusiastic about the care and development of its staff;
- Determined to have effective governance and management practices;
- Unwavering in its contribution to the development of appropriate government policy and programs;
- Passionate about the achievement of a fair and just society.

Feedback from one of our past Students

As my student placement at Centrecare Southwest draws to a close and I reflect on my experience I am firstly aware that the journey has been a very happy one and one of great learning. The generous sharing of expertise from my Supervisor and other staff has been a big feature of what has been an extremely positive placement. Apart from giving me support as a developing counsellor, the overall support given to help me to make the transition from being a new student on placement to feeling a valued and accepted member of the Centrecare Southwest team has been outstanding.

Centrecare has been very generous in allocating time, resources and access to professional development. This has enabled me to grow my confidence and my skills beyond what I thought would have been possible in such a short period of time.

My sincere and grateful thanks to Centrecare and the wonderful Bunbury staff.

**Master of Counselling Student
Murdoch University**



DJOORAMINDA 2007 CHRISTMAS CHILDREN'S PARTY

“This year the agency’s housing programs continued to assess referrals and to intake families who were homeless while operating at maximum capacity”

Accommodation Services:

- Aboriginal Family Housing Service
- Community Housing Program
- Crisis Accommodation Program
- Djooraminda Out of Home Care Program
- Support and Advocacy Services - Private Rental – Balga, Mirrabooka, Maylands/Swan, Midland and Bassendean
- Supported Accommodation Assistance Program
- Supported Housing Assistance Program
- Transitional Accommodation and Support Services

The **Aboriginal Family Housing Service** provides long-term housing and support for 6 Aboriginal families who are currently homeless or seeking permanent and stable accommodation. This service attempts to stabilise families and develop their ability to continue the tenancy on their own with the Department of Housing and Works.

7 families worked with the program for housing under this service.

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. Djooraminda has 20 children accommodated in the cottages, and most of the children are sibling groups.

The children enjoy many sporting activities such as AFL football for the boys and netball for the girls. Also the younger children had the opportunity to compete in the WA Gymnastics championships this year. One of the children received a gold medal awarded for first place in the vault and another child was awarded two silver medals – one for floor exercises and the other for the beam.

The Djooraminda Children’s Ball to celebrate NAIDOC was held at the Bridgeleigh function centre in Wanneroo on Wednesday, 11th July. The children wore formal dress and invited a friend from school. Djooraminda office staff attended along with Centrecare Director Tony Pietropiccolo and his wife Vicki. The children and guests were given a special Nyungah welcome by local Elders Doolann-Leisha and Walter Eatts, and Samuel Pilot played the didgeridoo. All who attended enjoyed a buffet dinner and a disc jockey provided the entertainment.

The children enjoyed the Christmas party which was held at Yanhep beach lagoon. During the school holidays they have participated in holiday activities at the Altone Recreation Centre: holiday camps with Uni Camp for Kids at the Baldivis Youth Camp; attending the movies; swimming at Bayswater waves; and going fishing and crabbing with their Carers at Mandurah.

Centrecare has 46 properties in its property portfolio. These are either Department of Housing and Works (DHW) headleases or Centrecare owned. Additionally, Centrecare either headleases or negotiates private leases for the newly arrived migrants under the **Integrated Humanitarian Settlement Strategy (IHSS)**.

This year the agency’s housing programs continued to assess referrals and to intake families who were homeless. 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 with 27 properties under agency management being provided for homeless families. This is an additional seven properties managed within our existing funding for homeless families.

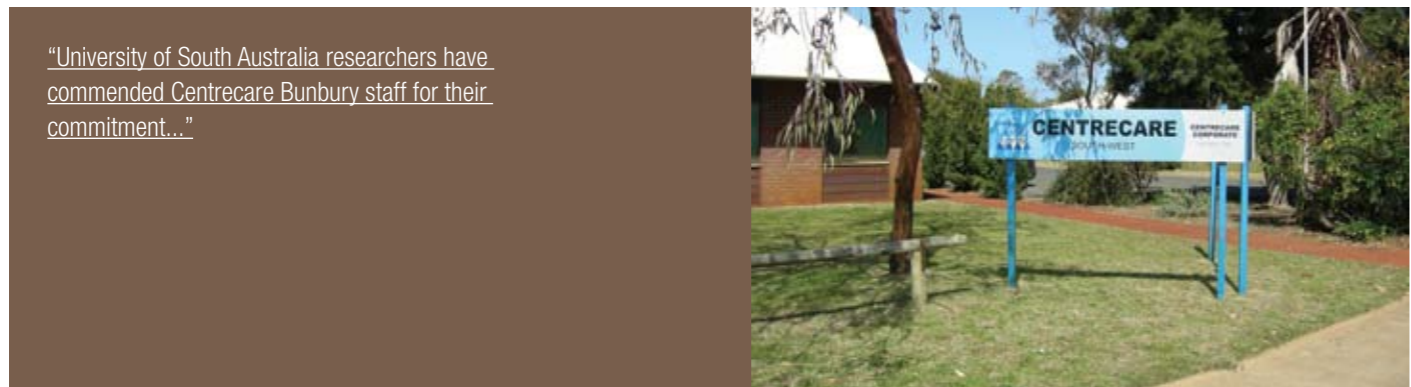
Centrecare continues to be proud of its ongoing achievement in working with families who have experienced long term homelessness. This achievement is evidenced by factors such as families committing to stay with Centrecare for the duration of the program and by their ability to maintain independent housing when they exit [Centrecare's Supported Accommodation Assistance Program](#). 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 adheres to all requirements of the formal agreements with relevant funding bodies and fully abides by the Residential Tenancies Act 1987 and is looking forward to the soon to be introduced accreditation process by DHW.

Demand for the [Supported Housing Assistance Program](#) funded by the Department of Housing and Works far exceeded places in the program. Centrecare is funded for 24 places on the program but consistently delivers services to 30 or more clients at any one time.

The [Transitional Accommodation Support Service](#) for men exiting prison has had very positive outcomes in reducing the rate of repeat offences. Some clients also exited the program with jobs and/or ongoing secure accommodation.

Centrecare Bunbury



"University of South Australia researchers have commended Centrecare Bunbury staff for their commitment..."

CENTRECARE BUNBURY

The [Domestic Violence Perpetrator Support Service](#) is funded through the Department of Corrective Services and is offered through Centrecare Southwest. Three-way case management meetings between case worker, counsellor and client have improved participation and retention rates in the group. These meetings have also had a positive impact on the number of participants completing the 24-week group program. Community Correction Officers and senior Casework Supervisors concur as to the effectiveness of this liaison process.

Provided services to 133 domestic violence clients

University of South Australia researchers have commended Centrecare staff for their commitment in engaging clients referred into the Domestic Violence Perpetrator program for their research study: *'Stopping domestic violence in urban and regional areas: Evaluating and improving the effectiveness of domestic violence group programs'*. This research is supported by the Department of Corrective Services and since its inception in August 2007 a number of men participating in the group, and their female partners have agreed to undertake pre and post group surveys. This research will continue to mid 2009.

Bunbury Highlights

- Engagement in White Ribbon Day events in November 2007
- Attendance at Sorry Day celebration
- Attendance at the 'Roads to Recovery' Mental Health forum
- Attendance at the Mission Australia opening
- Men's 'Choosing Respect' group through the men's Family and Domestic Violence Behaviour Change Program
- Participation in the University of South Australia Project: Stopping domestic violence in urban and rural areas: Evaluating and improving the effectiveness of domestic violence programs
- Participant in the collaborative inter-agency White Ribbon Day Committee.
- Facilitated a 5-week 'Anger/Feelings' group for adolescents in alternative education in collaboration with Mission Australia
- Workshop presentation on 'Handling Emotions' to the 'Heart and Hands' Young Mum's group at Milligan House
- Facilitated a 'Laughter' workshop at the Psychiatric Unit of Bunbury Regional Hospital
- Provided services to 778 clients



"Centrecare works with families to strengthen their relationships and aims to improve an individual's ability to relate to others"

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
- Post Pregnancy Counselling
- Primary Dispute Resolution

The [Aboriginal and Torres Strait Islander Family Support Program \(ATSI\)](#) caseworkers continue to work with families with a number of issues and concerns ranging from family and domestic violence, grief and loss, child protection, parenting skills, tenancy and other housing issues, court and justice issues, health issues, counselling and support with other service providers. The ATSI caseworkers worked with 28 families this year including 10 new referrals being received.

[Family Link](#) provides counselling and support to families facing difficulties at any stage of the relationship cycle seeking to enhance their integration into local community services and to maintain social networks.

Delivered three 2-day Mental Health First Aid Workshops in Midland, Joondalup and Bunbury.

Centrecare's [Family Relationship Skills Training](#) provides a wide array of group programs for men and women, as well as individual and family therapy, with the explicit aim of improving an individual's ability to relate to others in positive and healthy ways. These included:

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

[Family Relationships Mediation](#) continues to be a service that has a rapidly increasing demand to provide a professional alternative for parents to negotiate parenting agreements and property settlements – while keeping the best interests of the child paramount.

Provided 761 individuals with mediation service.

“Designed to encourage adolescents to participate actively and positively within their communities and improve their interaction and communication”



CENTRE CARE - AN ACTIVE PARTICIPANT IN 'AUSTRALIA FAIR' DAY

Youth Services:

Children's Groups and Counselling Services

Family Focus Service

Intensive Youth Support Service

Parent Adolescent Conflict Counselling Service

Parent Teen Link

SOLID

Support and Counselling Services for Children in Family Supported Accommodation (SKY)

Youth Outreach Intensive Support Service

Family Focus provides short to medium term counselling/mediation for adolescents, their parents, siblings and caregivers who are experiencing challenges in their lives.

Family Focus Youth Forums provide services to schools which are aimed at empowering and validating the adolescent's point of view. The program is designed to encourage adolescents to participate actively and positively within their communities and improve their interaction and communication with their peers and other significant persons.

The **Family Focus Program** provides the refugee/ humanitarian migrant adolescent with coaching in important life skills for every day living and the access to individual and family counselling.

The **Family Focus Multicultural Support Program** vision: is a community which values and benefits from its cultural and linguistic diversity to fully become conscious of its social culture and in turn its impending economic potential which benefits all Australians. The Family Focus Multicultural Support Program is designed to provide a safe environment wherein communication exchange, recognition of the value of backgrounds and cultures of all students is promoted. It also encourages an open and tolerant attitude towards different cultures, religions and world views.

Family Focus Parents Forum give parents a safe and accepting place to talk with each other about the challenges they face in raising adolescents. Small facilitated groups are encouraged to discuss various aspects of parenting. In the process, participants come to understand their families' challenges, gain knowledge from other parents who have developed techniques and confidence in their own capabilities. Parents will also learn about types of support available to them and the means of access.

The **Family Focus Drumbeat Program** provides an early intervention program for adolescents and their parents. The program looks at social issues such as peer pressure and intra-family conflict. The original DRUMBEAT program was developed to combine the benefits of Ethnic Drum rhythm and cognitive behavioral therapy which provides the client with the opportunity to transfer some of the lessons from the drum circle into their daily lives. The Family Focus Drumbeat program is intended to enhance communication skills and respect between parents and adolescents assisting in the formation of positive and respectful parent/teen relationships

Provided services to 613 clients



SKY GIRLS

“Strengthen and develop their self esteem, social and communication skills, motor skills and problem solving abilities”

Intensive Youth Support Service

This long-term outreach program continues to develop a reputation as an accessible and high quality support program for young people and their families that has the capacity to see young people at home, school or other community spaces.

35 young people were supported in this program and an additional 46 parents received assistance from the service.

Parent and Adolescent Conflict Counselling Service

Continues to service a growing area of need in the northern suburbs for young people and families looking for the provision of individual, couple and family therapy.

Provided 361 clients with 424 counselling sessions

Provided 'Healthy Relationships' group to young people and Parenting Seminars

This year Centrecare's **Solid Program** has had new caseworkers who have injected enthusiasm and vibrancy into the Solid program with particular emphasis on generating referrals for indigenous young people. Client feedback obtained during 2007 and 2008 was significantly positive and both young people and their parents reported good outcomes and an increase in skills.

Provided services to 25 individual Solid clients

Centrecare's **Sky Program** aims to provide outreach counselling and support to children, aged four to 14, and their families who participate in Supported Accommodation Programs in the south-east and south west metropolitan areas. The service endeavours to provide children within families who are homeless or at risk of homelessness with the skills and tools necessary to cope with the ongoing issues that are associated with homelessness.

This year the Sky Program and Fremantle Multicultural Centre organised a visit to Perth Zoo for several refugee families during the April school holidays. Also the Sky Program has been running **Sky Girls** – an after-school group for girls aged four to 10 during school terms since late 2007. The group does activities, arts and crafts and play games exploring themes like nutrition, self-care, friendship or dreams using methods which strengthen and develop their self esteem, social and communication skills, motor skills and problem solving abilities. Other school holiday activities and excursions have included The Great Escape, trampolining and gymnastics, Sci-tech, The Maze, a scavenger hunt at Tomato Lake, BBQ at King's Park, Jungle Gym, ice-skating, the cinema and roller-skating. A total of 49 clients were involved in this program this year.

Working in support of the Intensive Youth Support Service this program complements and expands Centrecare's presence at local community events and delivers a wide range of workshops to young people at school.

International Women's Day Presentation at the Arena in Joondalup.

Drumbeat Workshops at Duncraig and Wanneroo Senior High Schools

Colour and Base groups to year 7's at Clarkson Primary school

“The Family and Domestic Violence Service continued to build upon its reputation for excellence”



DOMESTIC VIOLENCE MARCH HELD IN APRIL 2008

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

The Family and Domestic Violence Service (FDVS) continued to build upon its reputation for excellence in the provision of individual and group counselling for men, women and children. Over the past year, representatives from Federal and State funding bodies have taken the opportunity to observe the group programs and have been impressed by the professionalism and expertise of the facilitators. In a new initiative, specialised training is now provided for counsellors moving into a facilitation role in the Men Choosing Respect Program. Children’s counselling services are well established and in high demand and are continually operating at capacity. An additional position has been created to meet this growing demand. The FDVS continues to provide exceptional support to women who are in or who have left abusive relationships, in some instances where circumstances are potentially life threatening. The team has continued to build links with the broader community – including the Police, women’s refuges, The Department for Child Protection, the Metropolitan Divisions of General Practice and other non-government agencies.

Highlights

- Member of the White Ribbon Day Co-ordinating Committee
- Attendance at the Annual Silent Domestic Violence Memorial March
- Participation in Metropolitan Divisions of General Practice Domestic Violence Research Project
- Staff members interviewed on community radio to promote Centrecare’s Domestic Violence Services
- Presentation at the Nardine Women’s Refuge on domestic violence and working with perpetrators
- Delivery of four regional presentations at the Metropolitan Divisions of General Practice on the impact of Domestic Violence on children
- Provision of counselling and reports on Department of Child Protection mandated clients
- Presentation on domestic violence and the impact on children to staff at the Midland Family Relationship Centre
- Provided services to 485 clients

Collaborated with other service providers:

- Attendance and participation at DCP Review of Service Specifications for the Men’s Help Line and Spouse Abuse Education Program
- Attended and participated in DCP/ Relationships Australia/ Centrecare Domestic Violence Forums

And last but most definitely not least: **Spanned the globe!**

Three Centrecare counsellors visited a Mongolian Refuge where they shared their expertise in regards to domestic violence issues.



CENTRECARE STAFF KAREN SOMMERVILLE AND PRUE GARGETT WITH STAFF FROM THE NATIONAL CENTRE AGAINST VIOLENCE IN MONGOLIA.

[more on page 13](#) →



“White Ribbon Day supports empowering men to speak out against the use of violence against women and children”

THE ‘CENTRECARE MEN’ RALLYING TOGETHER ON WHITE RIBBON DAY SHOWING THEIR SUPPORT FOR AND REMEMBERING VICTIMS OF DOMESTIC VIOLENCE.

Additional Counselling & Support Services:

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

Community Drug Service Teams (CDST Goldfields) are part of a State-wide network of alcohol and drug treatment services to provide confidential, free of charge alcohol and drug treatment and support services to persons and their families with alcohol and other drug issues. The Goldfields Community Drug Service Team is based in Kalgoorlie as well as an office in Esperance. In addition the team provides services to other strategic locations in the Goldfields region on a regular basis.

These include but are not limited to:

- Menzies
- Leonora
- Laverton
- Ngaanyatjarraku Lands
- Tjuntjuntjarra/Coonanna Communities

Highlights

- Presented at the National Association for Gambling Studies Conference
- Provided services to 299 clients

The **Personal Support Program** (Goldfields) aims to assist the long term unemployed for a period of two years to address their barriers that may be making it difficult for them to re-enter the workforce, for example family violence, drug and alcohol issues, mental health, anger management, and financial issues to name a few.

Gambling Help WA (GHWA)

Awareness of GHWA continues to grow within our community and has fostered a reputation for excellence in the provision of specialist services. Industry stakeholders are now requesting advice on Responsible Gaming issues from GHWA. GHWA was one of the two major contributors for the article “*Problem Gambling*”, which was the feature in the winter edition of the HBF magazine.



VIBRANT WORKPLACE WORKSHOP

“Our commitment in this area has been increasingly rewarded clinically and strategically with business growth”

Centrecare Corporate

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

Centrecare Corporate’s core business has always been focused on enhancement of wellbeing for individuals, their families, and their work environments. Since our inception we have focused extensively on innovation in the areas of health and wellbeing as opposed to a sole focus on reactive measures.

Our commitment in this area has been increasingly rewarded clinically and strategically with business growth. State and Commonwealth tenders have increasingly prioritised wellbeing and development over a purist and stand alone counselling model. It has been a positive shift where effectively, employer of choice, skills shortage and increased social responsibility trends have resulted in acknowledgement that people deserve more than the rectification of difficulty in their lives.

As almost one in four people will experience a diagnosable mental health disorder in any given year, Centrecare Corporate made a strong commitment to providing support and education to employees and managers alike to ensure greater awareness of early intervention, management and referral strategies, and to assist supervisors to manage related performance issues proactively and sensitively. This can reduce the stigma and stress associated with isolation and misinformation.

In addition to this, Centrecare Corporate have continued to expand on high performance programs such as Executive and Life Coaching, Team Climate Surveys and the investment in tools such as Emotional Intelligence and related inventories to fast track outcomes and ensure results are measurable for all involved.

Highlights

Over 5500 counselling sessions conducted by the Centrecare Corporate team.
 Successful in securing the tender for the Health Department’s Royal Street Division, Department of Planning & Infrastructure, Medicare Australia and a number of key South West and Goldfields based client organisations.
 Centrecare Corporate’s development and delivery across Australia of our Resilience Program for a global engineering client.
 Continued growth of ACCESS EAP nationally and internationally



OPENING MIDLAND FRC SEPTEMBER 2007 – DIRECTOR TONY PIETROPICCOLO, ATTORNEY GENERAL HON PHILIP RUDDOCK, EXECUTIVE MANAGER MELISSA PERRY, FRC MANAGER STEPHEN CLARKE

“We have continued to meet the need from parents and carers for advice and support around parenting issues”

Midland Family Relationship Centre

Centrecare and our consortium Partner MIDLAS, opened the [Midland Family Relationship Centre](#) (FRC) on the 2nd July 2007 with an official opening by the Hon Philip Ruddock, Australian Attorney-General, on Friday, 21st September 2007.

The opening was attended by well over 100 invited guests from many parts of the sector and was hosted by Centrecare’s Director, Tony Pietropiccolo, who praised the work of Centrecare staff responsible for setting up the Centre. The opening then heard from Phillip Narkle, Indigenous Elder, for his thought provoking and warm, “Welcome to Country”.

The invited guests were then treated to a fantastic display of didgeridoo playing by Jeremy, Midland’s Indigenous Police Officer. His performance, involving ancient stories of outback life and contemporary themes of family relationships, had everyone cheering with excitement.

Overall, the day was a huge success and provided Midland FRC staff with an opportunity to showcase the work of the Centre. A special thanks to the Centre Manager, Stephen Clarke and the staff for their involvement and assistance in making the day such a success, it was certainly impressive and demonstrates what we can achieve through cooperation and mutual support.

Since the beginning of the year, the Centre has been increasingly busy and covers a widespread area including the Wheatbelt, and Goldfields (Kalgoorlie). We have continued to meet the need from parents and carers for advice and support around parenting issues.

[Family Dispute Resolution](#) (FDR) has assisted a large number of families to develop child focused Parenting Plans. These Parenting Plans have saved families the unnecessary cost and stress of going to the Family Court. Feedback from parents has consistently shown that by involving themselves in Family Dispute Resolution, they have been able to focus on the best interests of their children.

The FRC has a child consultant who talks to children, where appropriate, about how they are coping with their parents’ separation. With their agreement, these views are shared with their parents in a follow up meeting to help them formulate a child focused parenting plan. Feedback from parents and children, who have used this service has been very positive.

The Midland FRC hosted the inaugural Family Dispute Resolution Practitioners Forum. This event attracted a broad range of service providers from the non government and private sector. The forum focuses on the different operational models and looks at the impact of the changes in Family Law since July 2007. This forum is the first of its kind and convenes quarterly.

On Valentines Day, the Midland FRC organised its first Festival of Hearts event. The objective of the promotion was to celebrate relationships, the strength of families and to increase awareness and promote the centre in the local community. The staff at the Midland FRC handed out 200 red roses and cards to families to pass onto someone they love. In some cases people receiving the rose indicated that this was the first time they had received a valentine’s gift. The day proved to be both very successful and enjoyable for the staff and local community members.

Provided services to 1922 clients

“Early Intervention Programs have seen increases in the number of referrals from agencies such as Community Mental Health, Kalgoorlie Regional Hospital, and General Practitioners (as shared care clients)”



CENTRECARE PROMOTES THE FESTIVAL OF HEARTS AT BOTH MIDLAND FRC AND THE GOLDFIELDS

Goldfields

- Capacity Building Grants Program
- Carer Support Service
- Community Re-entry Service
- Early intervention Service
- Indigenous Substance Misuse Service
- Regional Domestic Violence Service
- Supported Housing Accommodation Program
- Youth at Risk Service

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.

The **Carer Support Service** (CSS) provides support, information and skill development opportunities to carers/families of individuals with a psychiatric disability. Such support is flexible, responsive to individuals needs and promotes carer wellbeing.

The service also provides a community education and information service for Government and non – Government agencies, carers, community groups and the general public.

The **Victim Support and Child Witness Services** provide support, counselling and advocacy for victims of crime. With the rise in violence related crimes in the Goldfields, this service is working hard to ensure a very high level of service delivery. The Victim Support service travels to the remote Aboriginal Ngaanyatjarra Lands Communities on a bi-monthly basis and works very closely with the community Police Stations to identify and deliver services to victims of crime in those communities.

Early Intervention Service – Mental Health targets people displaying early signs and symptoms of a mental illness and people at risk of suicide or self harm or at risk of developing or experiencing a first episode of serious and persistent mental illness. The aim is to prevent the development of a diagnosable mental disorder or in the case of a first episode to reduce the impact of the disorder, in both the duration and the damage it causes to a persons life.

Activities that may be associated with, but not limited to, early intervention include:

- Screen and assess.
- Select and provide appropriate treatment.
- Assess treatment effectiveness and modify the management program as necessary.
- Refer individuals and assist them to access appropriate mainstream specialist services.
- Develop links between relevant services.
- Provide information and education.
- Provide or arrange support for family/carers.

The Early Intervention Program has seen increases in the number of referrals from agencies such as Community Mental Health, Kalgoorlie Regional Hospital, and General Practitioners as shared care clients.



MIGRANT YOUTH CAMP

“Integrating and developing both themselves and their community while taking every opportunity to educate and inform the broader community of the refugee and migrant experience”

Migrant Services

- Integrated Humanitarian Settlement Strategy (IHSS)
- Settlement Grants Program
 - AMEP partnership
 - Specialist Accommodation
 - Specialist Youth
- Migration Advice Service
- Employment Directions Network
- Former Child Migrant Service
- Community Visitors Scheme

The **Integrated Humanitarian Settlement Strategy** (IHSS) service welcomed 540 people to Australia from some of the most war affected countries in the world. Due to the ever tightening rental market and the associated expenses, the service has undergone a thorough operational review. The result has been a service that is more cost effective and efficient but has been able to maintain its high service standard.

The **Settlement Grants Program** (SGP), **Migration Advice** and **Employment Directions** services follow on from IHSS to provide continued support in a range of specialist areas. Our SGP Youth service was included in a book, published by the Immigration Department, highlighting programs that lead the way in innovative and effective service. Our Migration Advice service was successful in securing the release of two of the last three, Perth held, Sri Lankan detainees who were excluded from those released following the closure of Nauru and the pacific solution.

The **Former Child Migrant Service** has been instrumental in assisting many people in applying for Redress WA. This has been a tough and often painful process for those involved, as they needed to retell their story from many years past. On a happier note, Sister of Mercy Flo O’Sullivan, clients and the Christian Brothers attended an event celebrating the 60th anniversary of the arrival of a large number of orphans to Perth.

Migrant Services assisted over 3000 people to settle, integrate and develop both themselves and their community while taking every opportunity to educate and inform the broader community of the refugee and migrant experience.



WHAT OUR CLIENTS SAY

Client Testimonials

Dear Centrecare,

During the time that I have had contact with you I have received kindness, compassion and good service. The work you did for me was extensive and without compensation to yourself. I cannot forget this and will not throughout my life, please accept my thanks and appreciation. [Migrant Services](#)

I have found all of ... services have been a great benefit. [Men In Relationships](#)

... is a very competent professional and a very caring person, my expectations were met, my meeting with her were very helpful, thank you. [Mens Domestic Violence Counselling Service](#)

... has such compassion and devotion to the client focus philosophy. [Corporate](#)

... is fantastic. [Special Domestic Violence Service](#)

I was made very comfortable and treated with respect and kindness. Thanks very much, your help helped me a lot. [General Counselling](#)

I may not see you for a while am keeping myself safe. Am making decisions I know you'll be happy with, I hear your voice everyday and know you're still by my side. My journey with you saved me, your work saved me (and my boys). You helped every step of the way and it was you that has given me the strength to make the hard decisions. You are a true professional and very good at what you do ... you've set me free ... there is no greater gift for me than the freedom to live my life ... [Counselling Services](#)

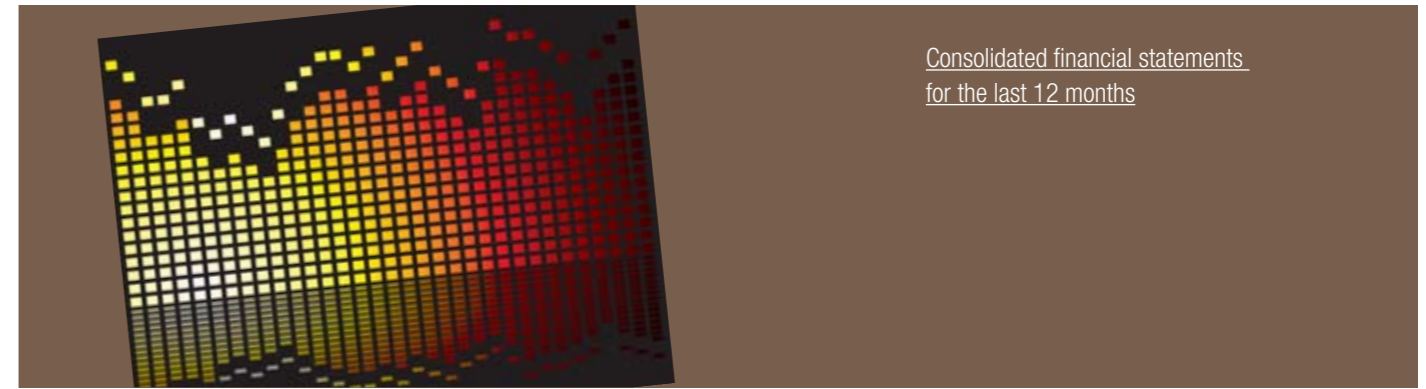
... has been absolutely fantastic- as a couple we were both respected and ensured our thoughts and ideas were well represented to each other. I would definitely highly commend in her professional approach. [General Counselling](#)

... has been very influential in the changes to my circumstances, his advice and help has resolved my issues and has happily solved my marital position. I cannot thank him or your service enough. [Gambling Help](#)

Your counsellor put herself in my shoes and walked me through. Her remarks were very beneficial to me and my area of weakness has improved. God bless her. [Spouse Abuse Counselling Service](#)

... was an excellent counsellor in my opinion. Very attentive to me and the cause. [Men in Relationships](#)

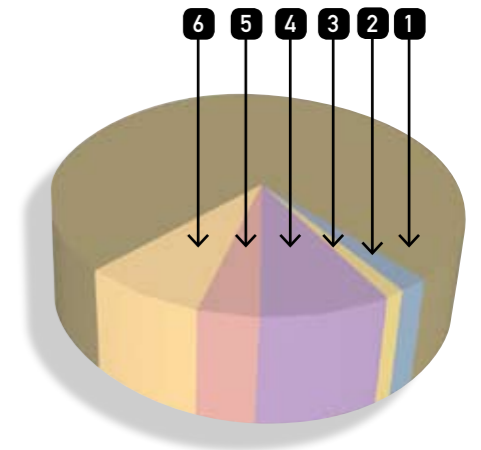
The counselling with... is helping me through the process of separation and hopefully reconciliation. Thank you. [Parent and Adolescent Conflict Counselling](#)



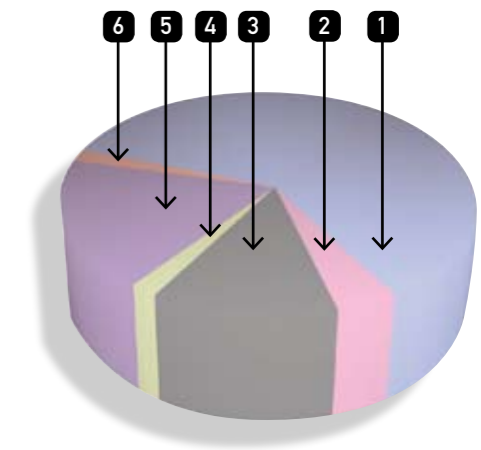
Consolidated Income/Expenditure Statement for the 12 months to 30 June 2008

Includes Perth Metro, Goldfields, Southwest and Catholic Migrant Services

Audited Revenue	
Income	
1 State and Federal Government Funds	78%
2 Non Government Funding	2%
3 Archdiocese of Perth - Lifelink	1%
4 Housing and Accommodation Revenue	10%
5 Corporate Services Revenue	3%
6 Other Income	6%



Audited Expenditure	
Expenditure	
1 Salaries, Wages and Oncosts	60%
2 Administration Expenses	5%
3 Property Expenses	11%
4 Depreciation	1%
5 Operating Expenses	19%
6 Vehicle Expenses	4%



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



Our Tradition, Mission and Values

- 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.
- mission** Centrecare seeks to provide excellent, respectful and caring services, which facilitate healing and encourage all persons to develop to their fullest potential.
- values** Centrecare, in providing services, always seeks to demonstrate its belief in the intrinsic worth of persons by:
- respecting differences • cherishing individuality • nourishing dignity

CENTRECARE INC

LOCATIONS

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