



ANNUAL REPORT 2009/2010

**CENTRECARE**  
*"People Making Time for People"*

# COMPASSION

*opening our heart*



"There are times when you speak to a client and you find this sense of overwhelming despair that makes you ask yourself - how can it be, that in a country as successful as Australia that you find people who are lost.

This is the real meaning of compassion, it has less to do with loving your fellow man than it has with helping someone who has stepped off the pathway. When you bring someone out of a dark place into the light and you see that spark of recognition in their eyes you know you have made a difference.

It's the concern and kindness you show that creates its own reward and it's reflected in the way that others respond to any assistance offered - a simple thank you or a hand shake when someone has been helped, carries with it a genuine response to a compassionate act - simple, dignified and heartfelt.

The meaning of compassion, this years annual report theme."



**CENTRECARE**

"People Making Time for People"

#### Members of the Association and of the Board of Management

##### Centrecare Association Members

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

##### Centrecare Board Members

Martin Gribbon      Chair  
 Shauna Deane      Deputy Chair  
 Norman Brahim  
 David Pires  
 Tony Pires  
 Steve Walker  
 Ann Robinson

##### Goldfields Esperance Management Committee

MaryAnne Bowler      Chair  
 Ian Paynter  
 Robert Hicks  
 Thomasisha Passmore-Skelly  
 Michelle Campbell

##### Acknowledgements of Funding Bodies and other supporters

Carers WA  
 Catholic Education Office  
 Christian Brothers  
 Department for Child Protection  
 Department for Communities  
 Department of Consumer and Employment Protection  
 Department of Corrective Services  
 Department of Education, Employment and Workplace Relations  
 Department of Families, Housing, Community Services and Indigenous Affairs  
 Department of Health – Drug and Alcohol Office  
 Department of Health and Ageing  
 Department of Housing  
 Department of Immigration and Citizenship  
 Department of Racing, Gaming and Liquor  
 Department of the Attorney General  
 Family Relationship Services Australia  
 Lotterywest  
 R.B. Fishwick and Associates  
 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)

M. Gribbon



**MARTIN GRIBBON**  
**CHAIRMAN**

COMPASSION STRIVES TO  
 WORK WITH PEOPLE TO LIVE  
 COMPLETE AND FULL LIVES  
 AND TO MAXIMIZE THEIR  
 POTENTIAL AND TALENTS

Compassion is an often misunderstood or misused term. In our modern and ever quickening world, where the pace of life just gets faster and faster, compassion can often be viewed as somewhat odd or out of place.

We don't seem to have time to be compassionate or act compassionately.

In fact, it has become an old fashioned term often relegated to the sidelines to what 'do-gooders' or 'religious types' get up to in their spare time. Compassion is the very antithesis of being self-absorbed in one's own world and the inevitable dramas associated with everyday life.

And yet real compassion has no equal in terms of beauty or conviction in appealing to our sense of justice and giving. Compassion calls us to accept and respect all people as equal and with dignity and guides us to act in sharing our life and wealth on our life's journey with others.

Compassion often brings connotations of a sense of shared suffering, most often combined with a desire to alleviate or reduce such suffering. In this sense it is bigger than the self and the individual. It brings with it a call to action.

Compassionate acts are generally considered those which take into account the suffering of others and attempt to alleviate that suffering in a positive and practical manner.

In the wrong hands "compassion" can be misused as a way of asserting power and control by way of emotional manipulation and the provision of goods and services to coerce individual or communities to a particular view, belief or course of action.

The cultivation of compassion is considered a virtue in many philosophies and also in almost all major religions. The religious traditions of caring for the destitute and the needy in building hospitals, schools, old people's homes and other such institutions is testament to this eternal truth.

Compassion can also be kindness towards a stranger that is unexpected in most situations. It has a link to generosity as is readily evident in the church's annual Project Compassion which calls the community to give abundantly to those less fortunate and often in the poorest of countries.

Compassion means living in the now and accepting people as they are in all their various guises and presentations. It means being fully engaged with life and living to the full including the joys and the sadness and experiencing the full gamut of human emotions and life experiences.

We often believe that compassion require us to show sadness, sorrow or even the desire to help, though it could include all these things. It simply means being fully present with someone no matter the circumstances of his or her life. Compassion does not judge nor give glib solutions to the predicament of others.

Compassion strives to work with people to live complete and full lives and to maximize their potential and talents. Compassion is living in the here and now whilst offering hope for the future.



DELIVERED  
88 PROGRAMS  
COMPRISING OF  
110,211 CONTACTS  
WITH 17,883 CLIENTS

Staff anniversary celebrations  
left Prue Gargett (Counsellor) 20 years, right Amelia Miles (Client Services) 10 years

The Agency celebrated the anniversary of two staff members 20th – Prue Gargett and 10th – Amelia Miles

Centrecare Goldfields celebrated its 20th anniversary on the 9th Dec 2009

Centrecare Goldfields, Esperance and Midland's Family Relationship Centre held another successful "Festival of Hearts"

Key participant in Community Employers WA (CEWA) in compiling submission to federal government to address salaries in the not-for-profit arena.

Centrecare Director visited earthquake disaster area in L'Aquila, Abruzzo Italy as part of Centrecare's involvement with the Abruzzo Earthquake Fundraising Committee

Centrecare staff participated in NAIDOC week 2009 activities

Team Leader Gambling Help WA, Latha Raman - Committee Member of National Association of Gambling Studies

The Agency is ISO 9001:2008 certified and is audited by SAI Global

Centrecare Goldfields winner of Community Organisation of the Year award at the 2009 Goldfields Business Awards

Executive Manager Djooraminda, Glenda Kickett - Chairperson of NAIDOC

Assistant Manager Perth, Coby Greer - Committee Member on the Board of Eastern Region Domestic Violence Services Network Inc

Drumbeat Presentation at Family Relationship Services Australia, National Conference 2009 Children and Families: Reducing Risk, Building Resilience

Centrecare became a Preferred Provider of Community Housing with the Department of Housing in WA

Memorandum of Agreement signed between Centrecare and the Department of Housing to provide nine properties suitable for adult offenders exiting the State's prisons

Executive Manager Djooraminda, Glenda Kickett participated in:

- Department for Child Protection Aboriginal Reference Group
- Department for Child Protection Family Support Services Strategic Framework
- Department for Child Protection Aboriginal and Torres Strait Islander Child Placement Principle
- West Australian Ombudsman – Child Death Review Panel

Delivered 88 programs comprising of 110,211 contacts with 17,883 clients.

**New Programs Awarded**

Western Australian Suicide Prevention Strategy - May 2010

Youth Diversion Services in Joondalup and Warwick - Jun 2010

Youth Diversion Services in Armadale, Gosnells and Canningvale - Jun 2010

Housing Support Worker Corrective Services Men - Jan 2010

Public Tenancy Support Services in Armadale - Jan 2010

Housing Support Worker Services for people exited supported accommodation in the North West Metropolitan area - Jan 2010

Housing Support Worker Services for people exited supported accommodation in the South East Metropolitan area - Jan 2010

Housing Support Worker Drug and Alcohol in the South West region - Apr 2010

A Place To Call Home - Dec 2009 and Jun 2010

TONY PIETROPICCOLO  
DIRECTOR



THE CHALLENGE TO US AT CENTRECARE IN THIS LAST YEAR AND INTO THE FUTURE IS HOW TO DO OUR WORK WITH AN OPEN HEART AS WELL AS AN OPEN MIND

We are inundated with facts each day. The myriad of issues that make up our personal, organisational and societal worlds are often couched in very sensible and objective terms. Many reasons are given why we ought to refrain from accepting refugees, a great deal of information is provided on the plight of Aboriginal people, there are financial considerations in providing adequate supports to children in out of home care and so the list goes on.

We need to be thoughtful and careful in what we do and how we do it. It is irresponsible to do otherwise. It seems however, that we have so intellectualised our world view that we seem to have no place for responses that come from the heart. We rarely speak of love as an important aspect of providing assistance to others, especially children. It seems that we are so frightened of the romantic and sexual overtones of "love" that we have expunged the word from our work vocabulary, from our expectations of one another and from the things that we do and how we do it.

It is essential that we rediscover our hearts. There is no other way to be compassionate, truly caring and fully professional. Our facts and logic will only take us so far. We need to balance it with heartfelt passion. If we do so, then the plight of fellow Aboriginal citizens will no longer simply be couched in statistical terms but in human ones. Refugees will not just be threats to our lifestyle but people in need of a helping hand. The abuse of children will so horrify us that we will move heaven and heart to expunge it from our midst.

Opening our hearts opens with it a whole new world. We see things anew and do things differently. The challenge to us at Centrecare in this last year and into the future is how to do our work with an open heart as well as an open mind. Our organisation has continued to provide services to thousands of people through large tracts of Western Australia. We have tried to do so in a caring and genuinely thoughtful way. The needs of the people we serve are complex and varied. There is frustration in seeing so much need and not being able to respond in a more effective manner due to the constraints of funding and

the over emphasis on compliance and accountability. There will always be limits to what we can do but we could do so much more if we removed unnecessary constraints and processes and replaced them with a genuinely cooperative attitude.

Centrecare staff do amazing things in helping others achieve their goals. They are people of the heart. Their compassion and sincere interest in the wellbeing of others makes them very special individuals. It is important that our society does not take them for granted, for without them, our community would be much the poorer; my thanks to them for their enormous efforts during the last year.

It would be impossible for Centrecare to undertake the variety of work it does without an effective and generous management team. My thanks to all the managers for their heartfelt commitment to our work and their unwavering support for all we do.

Members of the Centrecare Board and the Management Committee in the Goldfields, are a very special group of people who give their time to assist the organisation to achieve its goals and to fulfil its purpose. Their wise counsel is always much valued and greatly appreciated.

Much is planned for 2010/11 and we look forward to it with optimism and enthusiasm.

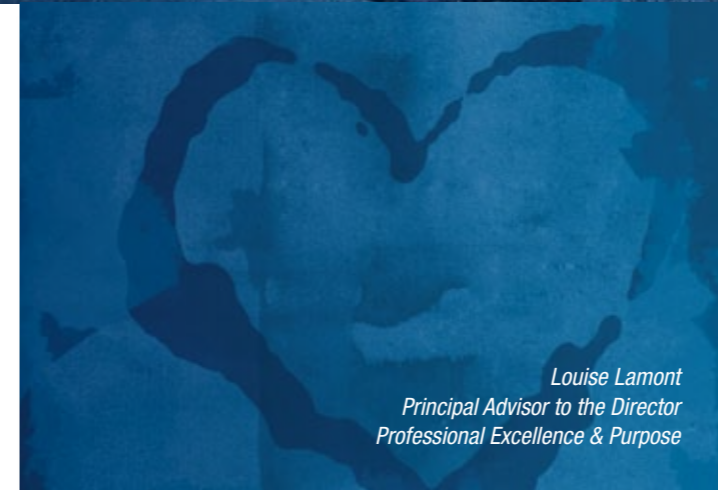
**DIRECTOR'S APPOINTMENTS**

Chairperson	Community Sector Roundtable
Chairperson	Canning Coalition
Co-Chair	Community Employers WA
Committee Member	Alliance for Children at Risk
Committee Member	Community Building Steering Group
Committee Member	Family Relationship Services Australia
Committee Member	Ministerial Advisory Council on Child Protection
Committee Member	National Child Protection Framework Implementation Working Group
Committee Member	WA Council on Homelessness
Member	Australian Catholic Migrant & Refugee Office
Member	Catholic Education Commission of Western Australia



CENTRECARE HAS EMBARKED ON A THREE YEAR STRATEGIC PLAN

Perth Office decorated for Christmas 2009



Louise Lamont  
Principal Advisor to the Director  
Professional Excellence & Purpose



During the last year, the federal government has decided to increase funding in the areas of homelessness, children in care, suicide prevention and youth diversion from justice, all of which Centrecare has been successful in securing contracts for program delivery.

In an organisation with a history such as Centrecare, our staff voluntarily immerse themselves into this field of work. With the many varied problems that clients have when they seek us out for help, it would be hard not to show some form of compassion.

This may be in the form of a kind word, listening, being able to provide guidance, help in their time of need or by just being supportive.

In view of the communities changing demands, Centrecare has embarked on a three year strategic plan which encompasses a revamp of our purpose and values.

Our Purpose

To provide people and communities with professional social services that enhance wellbeing and that are inspired by compassion and recognition for human dignity and worth.

CENTRECARE HAS CONTINUED THIS YEAR WITH ITS INFRASTRUCTURE DEVELOPMENTS

Our Values

Respect

Recognition of the intrinsic worth of all human beings and the importance of sustaining their dignity and valuing their views.

Excellence

A commitment to the continued improvement of our skills and to the highest standards in service delivery.

Celebration

Celebrating the beauty of life, friendship and the resilience and achievements of the human spirit.

Compassion

An open hearted and thoughtful response to the experiences of the people we serve and those we work with.

Acceptance

Welcoming people in all their diversity in a manner that diminishes anxieties, enhances self-worth, communicates goodwill and leads to reconciliation.

Professionalism

Delivering services and treating others in a non-judgemental, caring and highly proficient manner.

Centrecare has continued this year with its infrastructure developments such as the commencement of building the new Goldfields office. This state-of-the-art building is architecturally designed with a focus on easy client access, open plan workspaces while also being environmentally friendly.

This building will also see an amalgamation of all three Kalgoorlie offices to this site, supporting a cohesive workplace.

Centrecare has continued to maintain our SAI Global 2008:9001 quality management systems compliance, which is reflective of our commitment to quality services and clinical excellence.

Our staff are our greatest asset who continue to be "People Making Time for People."

The role of Principal Advisor to the Director – Professional Excellence & Purpose was vacated in April 2010 by Peta Slocombe, a much respected member of Centrecare who was with the agency for 15 years.

As the new appointee to this position in June, the aim is to continue the good work implemented by my predecessor, as well as respond to the ongoing growth and change within Centrecare.

This includes the creation of a Professional Development Calendar and the redesign of the supervision model for our clinical staff, to meet the needs of a changing and growing workforce that brings with it increased demands and capacity requirements.

Acknowledgement and thanks go to the Clinical Leadership Team and all our clinical and outreach staff for their goodwill in patiently accommodating the interim arrangements that have been implemented as a means of supporting this period of transition and the development of a new system.

It is a high priority for Centrecare to support the ongoing work of staff and managers in delivering quality services. This can be accomplished by underpinning those services with a supervision framework that is sustainable, and offers the best of opportunities for reflective practice while also fostering strategies for self-care among staff, so they can remain resilient with the work they do and with the challenges they face.

In June, a Government appointed working group was established to assist with the development of Minimum Standards for Responding to Domestic Violence and Family Violence in Western Australia.

NEW STANDARDS ARE INTENDED TO SUPPORT THE MORE INTEGRATED SERVICE DELIVERY RESPONSES

Centrecare has been appointed to this working group with a lead role in the development of the original standards, it is a happy coincidence to participate in this process. The new standards are intended to support the more integrated service delivery responses that have finally emerged after many years of tirelessly advocating and lobbying for that integration by both the broader community sector and Centrecare.

In the last year there has been a greater emphasis on, and responsibility for keeping the values of Centrecare alive and in focus, which in turn contributes to creating a Centrecare that is a great place to work and visit.

The Professional Excellence opportunities in the agency have not only developed the skills of staff, but the establishment of processes such as the Assistant Managers Forum and coaching opportunities for managers, has fostered and supported more reflective leadership practices.

Sincere thanks to both the Director and management colleagues for their warm welcome and receptiveness to new ideas.



## ACCOMMODATION SERVICES

*National Partnership Agreement launch for Housing Support Worker - Corrective Services programs (Photo courtesy of the Department of Corrective Services)*

The **Djooraminda Placement Service** provided long term accommodation, support and counselling to nineteen Aboriginal and Torres Strait Islander children in our care. The children are cared for in our cottages by Aboriginal and Torres Strait Islander carers and are supported with their issues by our Social Workers who advocate on their behalf with the Department for Child Protection. The children have counselling in the form of art and play therapy which is provided by our Children's Counsellor.

Djooraminda encourage the children to participate in cultural activities such as:

- Djooraminda NAIDOC Day
  - NAIDOC Perth Opening Ceremony
  - Indigenous Children's Day
- Djooraminda Children's Christmas Party

### HIGHLIGHTS:

- Successful reunification of a sibling group of two children in the placement service with their dad who engaged with caseworkers in the Intensive Family Support Service and Reunification Service
- Two of the younger girls were awarded gold medals at the WA Gymnastics Championships and have been selected to compete in Singapore
- One of the boys being recognised for his outstanding football by his club
- Two of the older girls commenced school based traineeships
- All the children achieving academically at school and with their own personal, cultural and social development

- Centrecare Family Accommodation Service
- Djooraminda Placement Service
- National Affordable Housing Agreement - Housing Support Worker
- Private Rental Advocacy and Support Service
- Re-Entry Services (Accommodation Support Services, Transitional Accommodation and Support Services)
- Supported Housing Assistance Program
- Supportive Landlord Service

Centrecare's **Family Accommodation Service** provides medium-term supported family accommodation for families who are homeless or are at risk of becoming homeless. The last year saw the service receive 387 registrations for supported family accommodation with a significant increase in applications from groups across the Cultural and Linguistically Diverse (CaLD) community. There were 60 families housed during this period and they received ongoing support and assistance to establish and manage all facets of maintaining a tenancy successfully. Additional support was provided through the allocation of bedding, furniture, lighting, white-goods and emergency relief in the form of utility payments and food vouchers, as well as transport, referral and advocacy with other government and non-government agencies.

November 2009 saw staff attend the 6th National Housing Conference in Melbourne with the focus being on affordable housing and challenges for future housing provision.

- 60 families provided with community housing
- 165 assessments conducted for families applying for family accommodation
- 955 home visits conducted to support clients

## ACCOMMODATION SERVICES

The last year was highlighted by the commencement across the state of the Housing Support Worker programs funded under the National Partnership Agreement (NPA) on Homelessness. Centrecare had three new Housing Support Worker Services based at Gosnells and these were launched with a series of official presentations with key government agencies including; the Department for Child Protection, the Department of Housing and the Department of Corrective Services – as well as other NPA funded non-government organisations and interested parties. The three Housing Support Worker programs based in Gosnells will be working with identified clients in the particular areas of; people exiting National Affordable Housing Agreement (NAHA – formally SAAP) funded programs that includes youth accommodation and women's refuges, men exiting custody in the metropolitan area or successfully transitioning through other Corrective Services funded re-entry programs and people at risk of losing their public housing tenancy in the Armadale region. All three programs are charged with assisting people to secure and maintain long-term housing.

- 20 households have been engaged in these programs

Centrecare was very pleased to be a part of the consortium that won the **Housing Support Worker – National Affordable Housing Agreement (NAHA) Services** tender to deliver this new service in the North West corridor. The service assists young people, single adults, couples, families and women with children escaping domestic violence who are exiting the NAHA accommodation services. With partners, Joondalup Youth Support Service and Patricia Giles Centre, the service offers a broad range of expertise and experience with a holistic approach in the delivery of housing and specialised support services.

- 15 clients provided with support in this period

The **Private Rental Advocacy and Support Service** provided ongoing support and intervention for individuals, couples and families living in private tenancies. This service assists clients with management issues such as eviction, tenancy breaches, financial management and attending to lease obligations. Workers are skilled in advocacy, networking and dealing with issues such as mental health, budgeting, racism, family and domestic violence and drug and alcohol issues.

- 117 households housing 354 clients were provided with a variety of interventions to prevent eviction and stabilise tenancies
- A further 46 referrals were provided with information and one off support

Centrecare provides a range of innovative **Re-Entry** accommodation and support programs for men, women and their families exiting custody and reintegrating into the community. This is with a view to reducing recidivism and enhancing opportunities to reconnect with family and community as well as education, employment and long-term housing. Centrecare oversees the lease and property management for nine units and houses under the **Accommodation and Support Services Program**.

- 55 applicants were housed through these re-entry programs

The **Supported Housing Assistance Program (SHAP)** continued to support public tenants at risk of losing their housing and resolve a range of issues including financial, mental health, drug and alcohol, family and domestic violence, overcrowding and anti-social behaviour. This is achieved through the delivery of assertive outreach and case management in close consultation with the referred tenants and the Department of Housing.

- 77 households were provided interventions to prevent eviction, stabilise tenancies, resolve conflict and find alternative long-term housing for other family members

The Gosnells' Property Management team provided expertise for the **Supportive Landlord Service** to eight Kalgoorlie residents in the long-term Community Disability Housing Program through regular visits and teleconferencing with the Goldfields branch.



## CENTRECARE SOUTH WEST

South West staff

Centrecare South West is proud of its ongoing achievement in providing services to a diverse client base within the South West.

The Bunbury office provides short-term counselling and group work for women, men and children who are experiencing challenges in their lives. In the last year the counselling service has particularly developed a reputation for providing high quality children’s counselling, seeing clients from the age of four years.

This service is in high demand and operates at full capacity throughout the year.

During the year the South West office commenced the [Drug & Alcohol Housing Support Program](#) which provides both office-based and outreach support to clients where drug and alcohol issues impact on their living arrangements.

The aim of the program is to assist clients to obtain and maintain stable accommodation, and to link with support services in the South West.

This service is steadily attracting client referrals and a reputation for quality service.

The South West team has continued to build links in the broader community and staff members are actively engaged on local committees.

- Provided services to 517 clients

- Facilitated an ongoing two hour per week Women’s Support Group for 38 weeks during the year

### BUNBURY PROVIDES SHORT-TERM COUNSELLING AND GROUP WORK FOR WOMEN, MEN AND CHILDREN WHO ARE EXPERIENCING CHALLENGES IN THEIR LIVES

#### HIGHLIGHTS:

- Participation at the Edith Cowan University Bunbury Social Work Expo 2009
- Participation on the Family Relationship Centre Reference Group
- Participation on the collaborative inter-agency White Ribbon Day Committee
- Participation on the Family and Domestic Violence Inter-agency Committee
- Participation on the Bunbury Early Years Network Group and Expo
- Regular representation at the Psychotherapist and Counsellors’ Regional Group meetings



## INDIVIDUAL AND FAMILY SUPPORT

Centrecare provides support and advocacy to Indigenous families

Family Dispute Resolution Service

Family Link

Family Relationship Skills Training

Indigenous Family Program

Intensive Family Support Service

Parent Link Home Visiting Service

The Centrecare [Family Dispute Resolution Service](#) helps separating parents and families experiencing unresolvable disputes around parenting arrangements, property and finances. Mirrabooka office experiences a high demand and delivers a high quality and compassionate service.

- Provided 533 sessions of Family Dispute Resolution Services

The [Family Link](#) counselling service, funded through the Department for Communities, continues to see individuals, couples and families experiencing some difficulty with relationships, general life challenges and linking with the broader community.

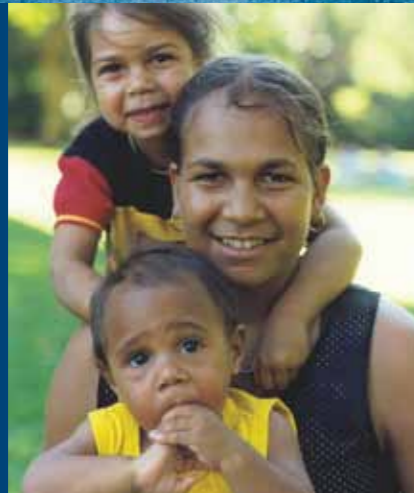
- Provided 231 clients with 522 sessions

The [Family Relationship Skills Training](#) delivers a variety of group programs and workshops that work toward improving family relationships through education and skills training programs including “Self Esteem”, “Dealing with Anger” and “Family Violence”.

- 56 participants attended Mirrabooka “Communicating with Teens” groups which were held at community venues in the northern suburbs

The [Indigenous Family Program \(IFP\)](#) has worked consistently with Indigenous families to support and advocate on issues such as housing and homelessness, employment, education, health, alcohol and drug abuse, family and domestic violence, parenting and care issues for their children.

- Provided services for 100 families including 422 adults and children



## INDIVIDUAL AND FAMILY SUPPORT

*The wellbeing of children are a focus in Centrecare service delivery*

The **Intensive Family Support Service (IFSS)** formerly (**ATSI**) was re-named in July 2009 and includes the **Family Enhancement Service (FES)**, **Family Support Service (FSS)** and **Reunification Services (RS)**.

**IFSS** provides support and counselling to Indigenous families where there is a risk of children entering into care. The families are supported with tenancy and housing, health, education and financial issues, family and domestic violence, justice and legal issues.

**FES** is a preventative service to support families where parenting concerns have been identified as affecting the wellbeing of their children. The service works with parents with children aged 0-12 years.

**RS** facilitates a child or young person's transition from out of home care to the care of their family. The service provides supports to assist the family to address safety issues and to strengthen their ability to function as a family for the purpose of reunification.

### IFSS provided services to:

- **FSS - 28 families including 222 adults and children**
- **RS - 3 families including 17 adults and children**
- **FES - 10 families including 11 adults and 43 children**

### HIGHLIGHTS:

- Successful reunification of a sibling group of two children with dad and a child with family with long term success
- Development of the FES Parenting Skills Manual
- Successful exit of long term client from IFP

## “EFFECTIVE PARENTING – THE EARLY YEARS” GROUP WORKSHOP CONTINUES TO BE IN HIGH DEMAND

The **Parent Link Home Visiting Service** continued to provide a range of support and skill enhancement services to parents with young children (0-6 years) in the suburbs surrounding Mirrabooka through linking families with trained volunteers.

“Effective Parenting – The Early Years” group workshop continues to be in high demand as an information and education group for Parent Link clients and community members.

- **65 families received volunteer support and/or resources to enhance and develop their parenting skills**
- **40 parents and caregivers attended parenting workshops**



## YOUTH SERVICES

*Sky Holiday Program*

Family Focus Counselling Service

Intensive Youth Support Service

Parent Adolescent Conflict Counselling Service

SOLID

Support and Counselling Service for Children in Supported Accommodation

Youth Outreach and Individual Support Service

The **Family Focus Counselling Service** provides support to young people and their families who are experiencing conflict and/or a range of difficult life issues.

The aim is to empower young people to participate actively and positively, and improve their interaction and communication with their families, peers and other significant persons.

Family Focus Counselling Service offers an early intervention program to school communities which are inclusive of parents, teachers and young people. Interactive workshops cover topics such as self-esteem, cultural diversity, cyber-communication, bullying and respectful relationships, through a variety of mediums such as group discussion, simulation games, verbal and written exercises.

Through youth and parent forums based within the school environment, the program promotes respectful relationships, positive mental health, encourages an opportunity for young people to develop the language of emotion and to express themselves with confidence.

- **Provided 1,278 clients with 1,213 sessions**

## INTERACTIVE WORKSHOPS COVER TOPICS SUCH AS SELF-ESTEEM, CULTURAL DIVERSITY, CYBER-COMMUNICATION, BULLYING AND RESPECTFUL RELATIONSHIPS

### HIGHLIGHTS:

- Development, implementation and facilitation of an early intervention school program
- Presentations to Ballajura Community College, Kent Street Senior High School, La Salle College and Cyril Jackson Senior High School
- “Pilot” school-based counsellor program for parents of children attending Southern River College
- Participants in “Children in Focus” seminar for separated parents and care-givers
- Delivered the “Drumbeat” program in schools and in family counselling sessions
- Participation on Domestic Violence Advocacy Service Interagency and Case Management Groups



YOUTH SERVICES

Sky Holiday Program

The **Intensive Youth Support Service** worked to support young people with high needs to effectively manage their lives and increase resiliency, reduce risk level, improve relationships with family, school and community. This program goes from strength to strength and is in strong demand.

- 64 young people were supported in this program. An additional 55 siblings, parents and relatives were provided with a range of information advocacy and counselling

The **Parent Adolescent Conflict Counselling Service** provides an essential service to a growing area of need in the northern suburbs for young people and families looking for the provision of a counselling service that can support them through periods of high conflict.

- Presented “Communicating with Teens” seminars at Greenwood High and Warwick Leisure Centre
- Provided 312 clients with 462 sessions

CENTRECARE WAS RECENTLY ANNOUNCED AS THE SUCCESSFUL APPLICANT TO RUN TWO OF THE NEW YOUTH DIVERSION SERVICES

2009-2010 saw the end of the **SOLID** program funded under the Department of Corrective Services since 2002 after conducting a statewide review of their youth diversion services.

Centrecare was recently announced as the successful applicant to run two of the new youth diversion services in the South East and North West corridors and they are now both operational.

Centrecare’s **Support and Counselling Service for Children in Supported Accommodation (Sky)** provides a range of practical and therapeutic services to children and their families who have experienced, or are at risk of experiencing homelessness.

The Sky staff hosted a range of school holiday program incursions and excursions including Lansdale School Farm, Aquarium of Western Australia at Sorrento Quay, cooking, drumbeat, art and craft all at the Gosnells office Life Skills Centre, Volcano Park, Jungle Gym and movie screenings.

- 51 families (140 children and 66 parents and care givers) received ongoing support and counselling

The **Youth Outreach and Individual Support Service** concluded at the end of June 2010 with the team working tirelessly with young people at risk of offending and their families. The service helped to address their behaviours and support their engagement in a variety of alternative, positive social, recreational activities and opportunities that they may previously not have considered or been able to access.

- Provided counselling and support for 37 young people and their families

FAMILY AND DOMESTIC VIOLENCE



Centrecare continues to support men, women and children in 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** continues to build upon its reputation of excellence in the provision of individual and group counselling for men, women and children. The service operates from Perth, Mirrabooka, Joondalup and Bunbury.

Early intervention and working towards changing the intergenerational cycle of abuse is integral in the provision of family and domestic violence services.

Centrecare acknowledges the complex issues of family and domestic violence and the benefits of establishing an inclusive approach to all their school-based programs by involving teachers, parents and youth to reduce the serious impact of family and domestic violence in the family and community.

These groups aim to empower young people to participate actively and positively within their communities and improve their interaction and communication with their families, peers and other significant persons.

CENTRECARE ACKNOWLEDGES THE COMPLEX ISSUES OF FAMILY AND DOMESTIC VIOLENCE

HIGHLIGHTS:

- Participation in National Child Protection Week
- Participation in White Ribbon Day ceremonies
- Eight week “pilot” group to women incarcerated at Boronia Pre-release Women’s Prison
- School-based presentations to Ballajura Community College and Cyril Jackson SHS
- Participation on Family Relationship Centre Reference Group
- Participation on Domestic Violence Advocacy Service Interagency and Case Management Groups





## ADDITIONAL COUNSELLING AND SUPPORT SERVICE

*Local traffic on the way to Laverton to provide financial counselling*

Gambling Help WA

Gambling Help WA Financial

Centrecare's **Gambling Help WA** is a free service for people affected by problem gambling, their partners and families.

It offers a supportive environment to talk about the impact that gambling has on their lives as well as the opportunity to learn new ways to manage the behaviour. The program operates from Perth, Midland, Joondalup and Bunbury.

The Gambling Help WA team participated in the Responsible Gambling Week in Western Australia from 17th - 23rd May 2010.

The Responsible Gambling Week initiative was driven in partnership between Centrecare, Lotterywest, Burswood Entertainment Complex, TAB and the Department of Racing, Gaming and Liquor.

Throughout the week the theme 'Gamble Aware' promoted responsible gambling practices at Burswood Casino, Lotterywest retail outlets, TAB stores and at racing events. Centrecare invited stakeholders to an afternoon tea on Friday 22nd May 2010 where the Gambling Help Financial Counsellor presented a case study and facilitated a general discussion on financial counselling and legal implications.

- **Gambling Help WA provided 412 clients with 1,457 sessions**
- **Gambling Help WA Financial provided 78 clients with 188 sessions**

### A SUPPORTIVE ENVIRONMENT TO TALK ABOUT THE IMPACT THAT GAMBLING HAS



#### HIGHLIGHTS:

- Presentation at NAGS Conference in Canberra
- Provision of financial counselling services to the Laverton community
- Publication of Gambling Help booklet for partners, family and friends



## CENTRECARE CORPORATE

*The Corporate team*

ACCESS - Employment Assistance Program

Consultancy

Counselling

Critical Incident Response

Dispute Resolution

School Based Services

Training

Statistics show that in any one year, approximately 20% of the workforce will experience adverse psychological effects that impact on their work and wellbeing.

Employers are becoming aware that the psychological health of staff is just as important as their physical health and safety. There is an increasing acknowledgment in workplaces of the impact of mental health on staff and a reduction in the stigmatising and marginalisation of those that seek help.

Preventative measures are becoming as important to employers as appropriate treatment and support. Employers are acknowledging the need for internal resources to assist in early recognition and response for the health and wellbeing of their staff.

### PSYCHOLOGICAL HEALTH OF STAFF IS JUST AS IMPORTANT AS THEIR PHYSICAL HEALTH AND SAFETY

Centrecare Corporate's **Employee Assistance Program (EAP)** continues to provide an exceptional service to meet the changing needs of workplaces. Our counsellors are accessed by more than 180 organisations nationally with a workforce of more than 125,000 people.

Clinicians also assisted with consultancy, mediation and coaching services, and 24 hour a day critical incident response. Through our association with the ACCESS EAP national network of providers, we pride ourselves on delivering a national service with local knowledge and invest heavily in providing flexible, convenient services supported by strong business relationships.

Centrecare Corporate has consolidated its interests in training and development to better meet the needs of client companies and keep abreast of initiatives in business development, employee wellbeing and personnel management. Tailored training and consultancy enables us to understand and deliver exactly what best meets our client company's needs.

Companies also have direct access to experienced clinicians and trainers to enable a fast, appropriate response that helps the employee and ultimately, better resources the employer.

New initiatives have also been developed in clinical training to ensure current clinical practice is relevant and accessible to a wide range of people working in counselling and social services.

New, empirically based modalities have been researched and formulated into training that facilitates the continuous improvement of clinical practice and remaining up to date with theory and research.

- **EAP Counselling numbered 1,629 Cases, involving 4,563 sessions.**



## MIDLAND FAMILY RELATIONSHIP CENTRE

Midland FRC staff attended the "Building Connections Training" which was held at Women's Healthworks in Midland



The Midland Family Relationship Centre (FRC) has continued to offer a range of family services to members of the community throughout the last year.

The "Children in Focus" seminar is designed to offer parents/carers, grandparents and step-parents information on family law and to encourage a focus on the developmental needs of children.

The seminar is also designed as an interactive program, encouraging discussion and enabling participants to ask questions and have these addressed.

Midland FRC continued to offer the service to prisoners incarcerated in the metropolitan and outer-metropolitan area. This service meets the needs of imprisoned parents by providing information on family law and assisting some parents with the resumption of relationships with their children.

This work in the prisons is viewed as innovative in the area of family dispute resolution. A paper was presented, titled "Hello, is anybody out there? Imprisoned father's experiences of the family law changes and how Family Relationship Centres can help them and their children" at the Family Relationships Services Australia Conference in Sydney November 2009.

A weekly legal clinic has also been established at Midland FRC in partnership with Sussex Street Community Law Centre and Gosnells Community Legal Centre.

This clinic offers clients the opportunity to access on-site legal information and advice.

As in past years, Midland FRC staff coordinated a Festival of Hearts event for Valentine's Day. Staff distributed 250 roses with FRC business cards attached to members of the public.

- Provided 4,405 clients with 14,355 sessions

### WORK IN THE PRISONS IS VIEWED AS INNOVATIVE IN THE AREA OF FAMILY DISPUTE RESOLUTION

#### HIGHLIGHTS:

- Attendance and presentations at the Family Relationships Services Australia Conference in Sydney and the FRC Child Inclusive Practice Forum in Melbourne
- Participation in the Family Pathways Network Committee
- Participation in the Family Court of Western Australia Reference Group
- Presentation at the Family Court of Western Australia Joint Judicial Officers and Family Consultants Forum
- Presentation on Family and Domestic Violence in a Family Dispute Resolution Context to staff of the Family Violence Service
- Participation on the inter-agency White Ribbon Day Committee



## GOLDFIELDS

Centrecare's new Client Service Centre in Kalgoorlie under construction

- Alcohol and Other Drug
- Capacity Building Grants Program
- Community Re-entry Service
- Early intervention Service
- Financial Counselling Service
- Independent Living Skills
- Indigenous Substance Misuse Service
- Regional Domestic Violence Service
- Supported Housing Accommodation Program
- Youth at Risk Service

In 2009, building works progressed on Centrecare's new Client Service Centre in Egan St., Kalgoorlie and we look forward to moving in towards the end of 2010.

Over the last year, Goldfields staff provided approximately 40 funded services from its offices in Dugan, Maxwell and Millen Streets in Kalgoorlie-Boulder and William Street in Esperance.

These included family counselling, mental health supports, ACCESS and Employee Assistance Programs, victim support and child witness services, supports for prisoners and their families pre and post release and supports for the long term unemployed.

### REGULAR SUPPORT WAS ALSO PROVIDED TO THE REMOTE ABORIGINAL COMMUNITIES



The Community Drug Services — Alcohol and Other Drugs — provided outreach services to the communities of Coolgardie, Menzies, Leonora, Laverton and Norseman.

Regular support was also provided to the remote Aboriginal communities of Wiluna, Blackstone, Tjuntjuntjarra and the Ngaanyatjarra Lands.

Work in the region's five Aboriginal Justice Agreements, saw a commendation from the Northern corridor for the work undertaken by Goldfields staff in supporting the community in alcohol and other drug and relationship services.

As part of the Regional Domestic Violence Service, Goldfields initiated the inaugural White Ribbon Day event culminating in a march, led by a lone piper, down the main street of Kalgoorlie to highlight the violence against woman occurring in communities.



## GOLDFIELDS

Centrecare Goldfields staff proudly display their Community Organisation of the Year award from the 2009 Goldfields Business Awards

The [Youth at Risk Service](#) supports young people, between the ages of 12 and 17, who are offending or at risk of offending and their families.

This service offered a range of activities designed to provide positive alternatives to young people. Assistance revolved around a youth employment and life skills program that directly address their needs.

Successful holiday programs were run at the Millen Street Youth Centre in each school break where youth and parents enjoyed activities including camps, art therapy, life skill and music programs.

- Goldfields provided 8,500 clients with 24,500 contacts

### ASSISTANCE REVOLVED AROUND A YOUTH EMPLOYMENT AND LIFE SKILLS PROGRAM

#### HIGHLIGHTS:

- Participated in NAIDOC Week activities in the region
- Goldfields staff held another successful "Festival of Hearts" in Kalgoorlie-Boulder
- The Post Separation Service at Maxwell Street signed a Memorandum of Understanding with the Department for Child Protection to increase numbers using this service
- Kalgoorlie staff joined a local drug action group in a street march for the Kalgoorlie Festival distributing information regarding reducing drug and alcohol consumption Committee



#### Farewell

In memory of David Kennedy; a member of the Goldfields Management Committee. He worked tirelessly and effortlessly for the purpose of Centrecare. He will be sadly missed.



## MIGRANT SERVICES

Participants of the January 2010 Youth Camp, Centrecare Migrant Services - Youth Program

[Community Visitors Scheme](#)

[Employment Directions Network](#)

[Migration Advice Service](#)

[Integrated Humanitarian Settlement Strategy](#)

[Settlement Grants Programs](#)

The [Integrated Humanitarian Settlement Strategy \(IHSS\)](#) supported 634 people with on arrival settlement needs, with the majority of entrants coming from Burma, Afghanistan and Sub-Saharan Africa. 40% of the entrants assisted, had spent some time in Australian detention centres such as Christmas Island, Curtin and Leonora before being granted refugee status.

The service sourced 123 properties for entrants with a variety of options from single persons boarding to a family of 11.

Group counselling was also introduced as an option for entrants. Topics such as Culture Shock, Survivor Guilt and Cross Cultural Parenting are covered in a therapeutic model incorporating group discussion and shared experiences.

The group counselling has been a highly successful initiative achieving excellent results for entrants including long lasting successful settlement.

Several special event celebrations were held throughout the year. In particular, our Welcome to Australia BBQ which brought migrant and non-migrant families together and included a bouncy castle and animal petting zoo.



The [Settlement Grants Program \(SGP\)](#) has two generalist services and a youth service assisting 311 entrants over 1,077 different contacts. Three youth camps were attended by 103 young people between the ages of 13 and 17. Several participants went on to participate in future camps as group leaders, mentoring other young people from similar backgrounds.

The [Migration Advice Service](#) provided 336 advice sessions during the year and either assisted or represented 32 clients in seeking asylum or family reunification.

A further 16 people were assisted with assessments and applications while in the Perth Immigration Detention Centre.

The [Employment Directions Network](#) and [Community Visitors Scheme](#) were discontinued during the year due to altered funding arrangements.



**A SUCCESS STORY:**  
 "THE LONG-TERM WORK AND SUPPORT BY DJOORAMINDA'S INDIGENOUS FAMILY PROGRAM (IFP) IS THE REASON WHERE WE ARE NOW IN OUR LIFE"

*A success story*

A family, who after three years in the IFP, and are no longer requiring support, invited staff who worked with them to a morning tea to say thank you and goodbye. The couple were referred with domestic violence and alcohol misuse issues, resulting in the removal of their toddler. With support and counselling they now have a steady supportive relationship. The toddler is living back at home alongside a second child and the recent arrival of baby number three. There has been no violence for over two years and they have maintained an absence of alcohol. The couple have attended to their own issues, become child focussed and interactive parents. They now have a beautiful home and three beautiful children. The Department for Child Protection have closed the family's file.

Dear Centrecare

- "Have recommended Centrecare to other people for different reasons." **Domestic Violence**
- "...was excellent, always made thoughtful and encouraging suggestions, listened intently and display genuine passion and care about everything discussed, I thank her immensely." **General Counselling**
- "The service that... has provided has been excellent, 6 months ago I was a total mess, with her skills she has bought joy back in my life. P.S a true angel." **Domestic Violence**
- "My daughter responded to the methods that.... uses. The visual whiteboard is a useful tool with teenager counselling. Was good to see it implemented." **Parent Teen Link**
- "...was extremely easy to understand and discuss the situation with and offered appropriate services that might be of assistance." **Midland Children in Focus Seminar**
- "Thankyou ....this service was invaluable to me." **Corporate**
- "Non-Confrontational friendly open forum to cover all issues and expectations freely clearly explained process going forward." **FRC Mediation**
- "...was a very respectful person. She has helped me develop a lot of skills & knowledge that I have not learnt in the past. I found her to be very caring and compassionate and knowledgeable about how to help and guide me in each session. I thank her very much for her efforts. She has helped me a lot." **General Counselling**
- "Before the process I was sceptical and unsure – immediately after the session began I was put at ease and felt very confident mediation will be beneficial in settling all future concerns and matters. Thank you for the professional manner your consultant treated my case." **Family Dispute Resolution**
- "Facilitators all excellent and very caring (especially... – she is wonderful)." **Men's Group**
- "The service enables me to take a step back from my 14 year old daughter in her time of stress and to give her some space /time so we could later reconnect. Extremely happy with the service and with... Thank you." **Parent, Adolescent Conflict Counselling Service**
- "Outstanding service to the public, I feel like a new woman. My counsellor... was very knowledgeable, supportive and intuitive." **Gambling Help WA**
- "...is a very positive, understanding and easy person to talk to. Very happy with service." **Community Drug Service Team**



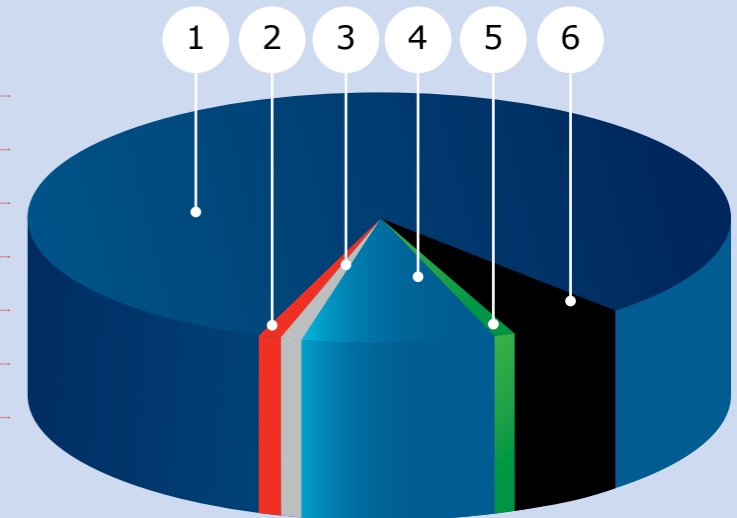
**Consolidated Income/Expenditure Statement for the 12 months to 30 June 2010**

Includes Perth Metro, Goldfields, South West and Catholic Migrant Services

**Income**

1 State and Federal Government Funds	84%
2 Non Government Funding	1%
3 Archdiocese of Perth – LifeLink	1%
4 Housing and Accommodation Revenue	9%
5 Corporate Services Revenue	1%
6 Other Income	4%

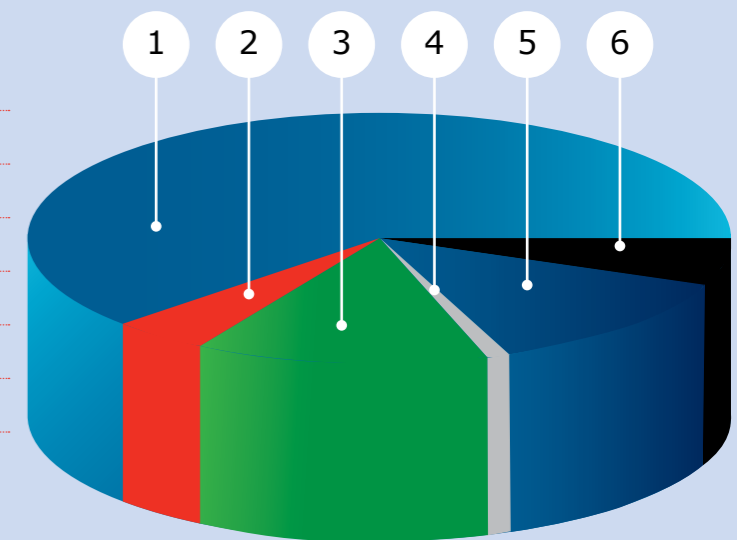
100%



**Expenditure**

1 Salaries, Wages and On-costs	61%
2 Administration Expenses	4%
3 Property Expenses	12%
4 Depreciation	1%
5 Operating Expenses	18%
6 Vehicle Expenses	4%

100%





## CENTRE CARE

*"People Making Time for People"*

Perth	456 Hay Street, Perth WA 6000 (08) 9325 6644 enquiries@centrecare.com.au
Cannington	22 Pattie Street, Cannington WA 6107 (08) 9451 1100 cannington@centrecare.com.au
Esperance	Suite 1 & 3 Radio House 8-10 William Street, Esperance WA 6450 (08) 9083 2600 esperance@centrecare.com.au
Gosnells	2302-2308 Albany Highway, Gosnells WA 6110 (08) 9498 9200 gosnells@centrecare.com.au
Joondalup	First floor 85 Boas Avenue, Joondalup WA 6027 (08) 9300 7300 joondalup@centrecare.com.au
Kalgoorlie	168 Egan Street, Kalgoorlie WA 6430 (08) 9080 0333 kalgoorlie@centrecare.com.au
Lockridge	36 Arbon Way, Lockridge WA 6054 (08) 9378 2522 djooraminda@centrecare.com.au
Midland	U15, 53 The Crescent (Cnr Sayer St), Midland WA 6056 (08) 9325 6644 enquiries@centrecare.com.au
Mirrabooka	12 Brewer Place, Mirrabooka WA 6061 (08) 9440 0400 mirrabooka@centrecare.com.au
Southwest	103 Clarke Street, Bunbury WA 6230 (08) 9721 5177 southwest@centrecare.com.au
Victoria Square	23 - 27 Victoria Square, Perth WA 6000 (08) 9288 2233 victoriasquare@centrecare.com.au

[www.centrecare.com.au](http://www.centrecare.com.au)

ABN 98 651 609 161

### Our Tradition and Inspiration

Centrecare is founded on the Catholic Church's holistic vision for community. Our inspiration is drawn from the Christian message of love, hope and justice. We are encouraged by those individuals, irrespective of race or belief, who seek to create a society that transcends, dignifies and unites all people.

### Our Purpose

To provide people and communities with professional social services that enhance wellbeing and that are inspired by compassion and recognition for human dignity and worth.

### Our Values

#### Respect

Recognition of the intrinsic worth of all human beings and the importance of sustaining their dignity and valuing their views.

#### Compassion

An open hearted and thoughtful response to the experiences of the people we serve and those we work with.

#### Acceptance

Welcoming people in all their diversity in a manner that diminishes anxieties, enhances self-worth, communicates goodwill and leads to reconciliation.

#### Excellence

A commitment to the continued improvement of our skills and to the highest standards in service delivery.

#### Professionalism

Delivering services and treating others in a non-judgemental, caring and highly proficient manner.

#### Celebration

Celebrating the beauty of life, friendship and the resilience and achievements of the human spirit.