

Celebration

The beauty of **life, friendship** and achievements of the **human spirit**



CENTRECARE

Annual Report 2010 / 2011



This year we are celebrating.

A celebration of life, of love, of achievement, of doing what we do best - bringing some hope to a world where often there is darkness.

A celebration of empowering others through strong, active and vigorous participation in those affairs which matter most to people. Where we are inspired by the resilience and strength that is a reflection of the community spirit and that inspiration is returned through our programs and our staff who work tirelessly on behalf of others.

It is this natural empathy that is demonstrated so often through our volunteers, people who, for no reward, give endlessly of themselves so that those less fortunate may benefit.

We ask that you join us this year to celebrate what it is to be Centrecare and travel with us on the great journey of life, stopping frequently to reach out with a hand of kindness and friendship in, what is for many, a difficult world.



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 (resigned December 2010)

Centrecare Board Members

David Pires Chair
Shauna Deane Deputy Chair
Norman Brahim
Anne Burns
Tony Pires
Steve Walker

Goldfields Esperance Management Committee

MaryAnne Bowler Chair
Ian Paynter
Robert Hicks
Thomasisha Passmore-Skelly

Acknowledgements of Funding Bodies and other supporters

Australian Red Cross
Carers WA
Catholic Education Office
Christian Brothers
R.B. Fishwick and Associates
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
Mental Health Commission
Roman Catholic Archdiocese of Perth and 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)



David Pires
Chairman

In the current economic climate of uncertainty our community is constantly seeking support, whether it is from the financial crisis, the devastating natural disasters or family relationship breakdowns

As we celebrate Centrecare's role in the community, we are extremely proud to be playing an active part in our ever changing and evolving state of Western Australia. With increasing economic and financial difficulties facing many families in our society, Centrecare continues to grow its respective services in meeting those needs.

As part of our increasing presence in Western Australia, Centrecare established its exciting affordable housing project - Stellar Living. Centrecare was also appointed as the preferred provider of the WA Suicide Prevention Strategy which aims to help our community to better respond to suicide.

As part of the functions of Centrecare, our highly trained and family focused staff use their knowledge and professional skills to provide counselling and support services to a broad range of people. These include family relationship and support services, emergency accommodation, financial advice/support, drug and alcohol awareness and prevention programs, in addition to our Centrecare Corporate's 50 training programs. Once again, our dedicated team provided invaluable educational talks and seminars to various companies, corporations and groups of people in getting the message across on how to prevent suicide, both in the workplace and at home.

To be able to deliver these programs statewide, Centrecare now has approximately 243 dedicated staff, located in eleven branches. There are also many unpaid volunteers that willingly provide support and assistance to our service providers, for which we sincerely thank them.

In the current economic climate of uncertainty our community is constantly seeking support, whether it is from the financial crisis, the devastating natural disasters or family relationship breakdowns. Whatever the need, we continue to develop and embrace services which are empowering and life affirming.

We have been actively involved with migration services over the past three years, endeavouring to provide a high level of care and support to people less fortunate than others who have managed to escape the terror and frightening experiences in war torn countries around the world. The resettling of these families into our society has been an interesting and rewarding experience for our dedicated team.

We also celebrate 10 years since the incorporation of Centrecare Inc, back in July 2001. In addition, Centrecare was successful in being selected for the ISO 9001:2008 Systems

Excellence Award – Large Business 2010 Finalist, a significant achievement for the organisation.

Centrecare Kalgoorlie's new building was opened officially this year by Child Protection Minister - Robyn McSweeney in April 2011 and blessed by Bishop Don Sproston. The facility with 50 full time staff delivering over 36 contracted services, will continue to provide a tremendous range of services to our clients in the Goldfields and the surrounding regions.

The Board of Centrecare fully appreciates the dedication and commitment in the work that, not only our Executive Managers, but all our employees provide on a day to day basis, sometimes without recognition for the enormous range of programs and services that they provide. To our Director - Tony Pietropiccolo, the Board expresses its sincere gratitude for the continuing professional guidance he provides to the organisation for over the past 21 years. His vision and unwavering direction have been paramount in driving Centrecare to deliver extraordinary outcomes and results.

It is the Board's belief in the importance and uniqueness of each individual; treating everyone with respect; behaving with compassion, fairness equity and justice; respecting personal choice; valuing individuals, families and communities; and promoting positive social change that serves as a benchmark and reminder to all staff of the importance of not only their work but also their importance to each other in "*People Making Time for People*".

It would be remiss of me and the Board if we failed to recognise the extraordinary leadership qualities and the amount of effort our past Chairman - Martin Gribbon, has provided to Centrecare over the past 20 years. He has played an active role in the shaping of the organisation, our sincere thanks and appreciation for his long standing contribution.

ACHIEVEMENTS AND MILESTONES THIS YEAR



*Alina Antoszevska celebrates her
10th Anniversary at Centrecare with
Director Tony Pietropiccolo*

- New Kalgoorlie office opened 28th April 2011
- The Agency celebrated the 10th anniversary of one staff member – Alina Antoszevska
- Centrecare selected as ISO 9001:2008 Systems Excellence Award – Large Business 2010 Finalist
- Centrecare staff participated in NAIDOC Week 2010 activities
- Centrecare staff participated in the Domestic Violence March, November 2010
- Community Drug Service Team won the Kalgoorlie Boulder Chamber of Commerce Outstanding Employees Award.
- Establishment of Stellar Living Company Limited
- Establishment of the Professional Excellence Team
- Key participant in Community Employers WA (CEWA) liaising with federal government to address salaries in the not-for-profit arena
- Participated in World Suicide Prevention Day 10 September 2010
- Centrecare Goldfield's, Esperance and Midland Family Relationship Centre held another successful Festival of Hearts
- The Agency is ISO 9001:2008 certified and is audited by SAI Global
- Delivered 86 programs comprising of 149,058 contacts with 19,178 clients.

New Programs Awarded

- Residential Determination Support Service – Metropolitan area



Celebration



Tony Pietropiccolo
Director

*We discern the touch of the creative
in the most desolate of places.
Essentially, it is that we still
believe that "love conquers all".*

Centrecare work can be dangerous, there are many hidden hazards in what we do. The most subtle of these is the world view that can be formed when one is continually immersed in the difficulties and tragedies of others. Such absorption can lead us to believe that there is very little joy in the world. It can make us think that there is hardly any hope for the poor and the marginalised. We can come to accept that no light exists to help soften the deep darkness that some experience.

Thankfully, most of us who work in the social services are highly optimistic. This optimism allows us to see hope where others see despair. It lets us see possibilities for change even in the most dire of situations. We discern the touch of the creative in the most desolate of places. Essentially, it is that we still believe that "love conquers all". This is what keeps us going. It is what motivates us in our work and life. It is what allows us to share in the wonderful, positive changes that occur in the people and communities we serve. We are continually inspired by those who, despite their many challenges, continue to live life fully. It is this resilience and the amazing achievements of the human spirit that we regularly celebrate.

And so despite its hidden dangers, our work often fills us with joy, hope and enthusiasm. We have much that reinvigorates us and allows us to continue on our journey with the many people we deal with each year. Centrecare staff retain a belief in the inherent value of each of their fellow citizens and in the beauty of life itself. They are a wonderful group of people who are highly committed to what they do. Their work is invaluable and we are very fortunate to have each one of them. Their commitment is exemplified by Alina Antoszewska who celebrated her tenth anniversary with Centrecare in January 2011.

In this past year, Centrecare has continued to serve thousands of people through large tracts of Western Australia. It has taken on the challenging task of helping to implement the WA Suicide Prevention Strategy. The organisation has further developed its Clinical Excellence Team so that it can give its staff the support and knowhow necessary for the provision of high quality services. It has established a housing company called Stellar Living to help address the housing needs of our community. In Kalgoorlie, new, purpose built offices were opened to provide both staff and clients in the Goldfields with a high quality environment. We were delighted to have one of our Executive Managers - Glenda Kickett, receive the honour of becoming WA Social Worker of the Year, an award that Glenda well deserved. In June, Centrecare marked its tenth anniversary as an incorporated association with a celebratory event involving staff and other distinguished guests.

Centrecare's work is supported by many friends and stakeholders. The ongoing supportive relationship we enjoy with Archbishop Hickey and other Archdiocesan personnel is extremely important to us; as is our ongoing association with the many people from government departments that fund our work. Centrecare is also highly appreciative of the ongoing support of LifeLink and Lotterywest without which our corporate life would be made much more difficult.

As Director, I have much to be thankful for. We have a wonderful group of employees, a highly committed, skilled and supportive management team and a Board that is always wise, considered and understanding. All their efforts are greatly valued and I look forward to working with them in serving the West Australian community in the year ahead.

Director's Appointments

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



From left:
 Director - Tony Pietropiccolo,
 Executive Managers - Glenda Kickett
 (with her two awards) and Leanne
 Strommen, Acting Executive Manager
 - Rod West

Centrecare has much to celebrate over the past year, both organisationally and on an individual basis.

We celebrated the opening of our new state-of-the-art building in Kalgoorlie in April 2011. The management team travelled to Kalgoorlie to attend the official opening by Child Protection Minister - Robyn McSweeney. Bishop Sproxton blessed the building following the official opening. This building replaces our three previous locations in Kalgoorlie and is more centrally located in the business precinct enabling easy access for our clients.

The implementation of the Suicide Prevention Strategy began and Centrecare now has 60+ communities who are developing community responses.

Centrecare continues to maintain its ISO 9001:2008 accreditation and was successful in being selected as a finalist for the ISO 9001:2008 Systems Excellence Award – Large Business 2010. Quality Assurance is an important focus within the operational aspects of the organisation to ensure excellent quality services are delivered to our clients and community.

The development this year of the Professional Excellence Team has been a large support for clinical staff with supervision, training and practice tools. This team also ensures that clinical standards are upheld across the organisation.

On Monday 9th November 2010, Glenda Kickett (Executive Manager), received two Awards from the West Australian Branch of the Australian Association of Social Workers. Three finalists were listed in five separate categories with Glenda winning the Aboriginal and Torres Strait Islander category. Glenda was then also selected for the 2010 Social Worker of the Year Award.

Glenda received her Award for her outstanding qualities as a person and as a social worker. Glenda is a strong Indigenous woman who radiates strength, leadership, determination and is an excellent role model. Glenda is an inspiration to us all and thoroughly deserves the Award. Centrecare warmly congratulates her on her achievement.

Alina Antoszewska achieved her 10 years of service milestone for which she is to be congratulated. 10 years of service today is a rarity, Alina's commitment to Centrecare and her clients are a credit to her.

Added to this, Centrecare has been active in supporting students to do their placements within the organisation to gain invaluable experience in the area of their studies.

Feedback from a student working at Centrecare

"Greetings

Although I have previously thanked you both and other counsellors for all the assistance given to me in the weeks I have been with Centrecare, I would also like to share what I have found to be very helpful in the first weeks of my field placement.

The background to this is that my final year masters cohort is quite a small group and so feedback has been very honest and thorough. In this feedback process it has come to our collective attention that my experiences here at Centrecare have been exceptional rather than the norm. I'm going to briefly outline the reasons why my field placement has been so far very enriching. I feel that best practice here is worthy of acknowledgement.

I have been fully supported and welcomed into a team and this has been a gratifying experience. Joining the Gambling Help Team on their planning day was a rewarding opportunity, allowing me to meet with the counsellors involved and be cognisant of the planning strategy in place. It made for a great beginning to field placement.

The opportunity for a thorough familiarisation with the workings of Centrecare's counselling system was powerful. I'm referring to being given the opportunity to meet with the people behind the names Information Technology, Client Services, Director, Quality Assurance etc. Specifically timetabling this into my day provided me with background information on the structure of Centrecare and a clear understanding of why procedures are in place. Meeting the people involved with the day to day running of Centrecare has been very beneficial to my feeling accepted and being part of the organisation.

Thirdly, the provision for role plays was enriching. I'm very appreciative of being able to take part in this counselling exercise and gained a lot of valuable feedback.

Timetabling of counsellor/client observations was another enriching learning experience. Combined with this, was the opportunity to travel to other Centrecare agencies to observe operations there.

Timetabling of outside experiences has also been valuable and I've learnt a lot from joining experienced counsellors at places like Lottterywest, Djooraminda, TAB and on Monday 23rd Burswood Coffeecart. Observing the Building Connections group was also a rewarding experience.

Finally, the timetabling of supervision from the very beginning of my placement has been rewarding and further enhanced the acknowledgement of my role in a team. The depth of my supervision, outside of simply being performance based, has enabled myself and my supervisor to build a trustful and honest professional relationship to support and guide my counselling learning. I'm especially grateful for this, as I believe good supervision is vital to good counselling outcomes.

Finally I'd just like to add that the culture at Centrecare of dealing with trainee counsellors in such an encouraging, supportive and friendly manner is very much appreciated by this student!

Yours sincerely

Denise McGillivray - ECU Student.

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

Professional Excellence is commitment to good practice



Clinical staff in Centrecare's eleven branches have been trained in the new supervision model along with the associated responsibilities and accountabilities

There is much to celebrate in the professional excellence portfolio with the last 12 months delivering significant developments that include the recent appointment of the Professional Excellence Team.

Centrecare's commitment to good practice in service delivery is underpinned by regular clinical supervision for all staff and Carers in the agency that have direct client contact. With rapid growth in Centrecare and increased diversity in the services provided to the community, it became evident through an internal review, that an investment in a new clinical supervision model would enhance professional practice.

One of the outcomes of this review has been the appointment of Professional Excellence Advisors. These advisors are members of the Professional Excellence Team and their key duties are to provide clinical supervision and act as a resource for the agency in the development of training, inductions, policies, good practice, minimum standards and quality assurance processes related to clinical practice. The team is supported by the recently appointed Professional Excellence Coordinator.

All clinical staff in Centrecare's eleven branches have been trained in the new supervision model framework along with the associated responsibilities and accountabilities attached to the annual clinical competency review process. In addition, staff have been trained in the use of the clinical supervision database where all records are held centrally.

It is exciting to be embarking on a reinvigorated process for reflective practice and to be supporting staff to remain resilient in their endeavours to serve the community. The new Professional Excellence Team have recently provided all clinical staff in the agency with a presentation on minimum standards for case notes and record keeping.

The professional excellence portfolio is also responsible for facilitating professional development opportunities for all staff. A range of providers, including Centrecare's Corporate Services, have delivered a variety of workshops that have been well received and attended. This includes the introduction of organisationally required cultural awareness training.

Centrecare was delighted to host a seminar that offered workers in our sector the opportunity to hear from a world renowned researcher Dr Stuart Shanker from Canada. Dr Shanker spoke about early brain development and the importance of children developing self-regulation skills early in life and how these skills can enhance their future.

The professional excellence portfolio facilitated a Centrecare Wellness Day for staff which gave them the opportunity to have fun together via some team building activities while also exploring their own self care practices and sharing with their colleagues strategies considered effective. A trauma expert, Doug Brewer, also provided a presentation on preventing compassion fatigue and burnout.

Through the use of a survey undertaken by staff, Centrecare has been able to develop the new supervision framework and to explore how our values are expressed in the agency and in the work within the community. 98% of staff responding to the survey indicated Centrecare's values were in line with their own personal values. An evaluation of the new clinical supervision model will be conducted and the team are looking forward to receiving feedback about the impact of the new model on clinical practice and self-care practices and we trust we will be celebrating some signs of success.



ACCOMMODATION SERVICES

*Celebrating 19 years of partnership with the Department of Housing (DoH)
From left: Centrecare Acting Executive Manager - Rod West and Leanne Strommen - Executive Manager, DoH Regional Manager - Richard Newman, DoH General Manager Service Delivery - Steve Parry, Centrecare's Director - Tony Pietropiccolo and Assistant Manager - Jason Thompson.*

- Accommodation and Support Services Program
- Centrecare Family Accommodation Service
- Djooraminda Placement Service
- Homelessness Accommodation Support Worker – South East Initiative
- National Affordable Housing Agreement
- Parent Link Home Visiting Service
- Private Rental Advocacy and Support Service
- Re-Entry Services (Accommodation Support Services, Transitional Accommodation and Support Services)
- Supported Housing Assistance Program
- Supportive Landlord Service
- Tier 1 Family Group Homes Services

Accommodation and Support Services Program (ASSP) provides holistic and realistic approaches to enable men and women exiting prisons to support reintegration back into the community.

- There were 410 contacts with clients

Djooraminda Placement Service have provided medium to long term therapeutic placements to 28 Aboriginal and Torres Strait Islander children in our care, aged from four to 16 years. Of these children, there were seven sibling groups accommodated in our cottages. The children are cared for by Aboriginal and Torres Strait Islander Carers and are supported by Social Workers and Children's Counsellors.

The children participate in art and play therapy - a child centred non-directive form of counselling which builds their strengths around self-image and building their resilience to past trauma. Five children attended high school under the Catholic Education Indigenous Scholarship Scheme.

Djooraminda also delivers the Tier 1 Family Group Homes Services for hard to place children in care. Two cottages are in operation to care for these children.

HIGHLIGHTS:

- Two children attended the International Gymnastics Tournament in Singapore, winning a number of medals for team and individual events
- One girl received a gold medal at her school athletics carnival
- A 16 year old girl was successful in gaining a Qantas traineeship
- Three boys were recognised for their football performances
- Three girls received gold medals at their inter-club gymnastics competition
- All children achieved academically at school
- All children participated in the St Brigids School Art Expo

The children participated in cultural activities such as:

- NAIDOC Perth Opening Ceremony – 3rd July
- Djooraminda NAIDOC Day – 12th July
- Indigenous Children's Day – 4th August
- Djooraminda Family Day – 30th April

ACCOMMODATION
SERVICES

Mission Australia and Centrecare have continued to work well within the partnership for the [Homelessness Accommodation Support Worker – South East Initiative](#). Both agencies strive for a concerted relationship and meet on a monthly basis to discuss referrals and an allocation system of one to one to best support the services of both agencies.

- There were 452 contacts with clients

The [Homelessness Accommodation Support Worker – North West Initiative \(HASW N/W\)](#) continues to operate as a Consortium model between Youth Futures WA, Patricia Giles Centre and Centrecare. The three agencies continue to maintain a collaborative partnership responding to a range of clientele exiting National Affordable Housing Agreement (NAHA) agencies across the North West zone. In addition to this and in order to promote consistency with case management, Centrecare has commenced working with clients outside of the NW zone, in particular the Fremantle region, who are awaiting to be housed in the northern suburbs. This collaborative approach within the Consortium has supported each agency to connect with each other's internal support services and programs, as well as each agency's established links and partnerships with external agencies.

- There were 366 contacts with clients

HIGHLIGHTS:

- Youth Futures WA Partnership Certificate – in recognition of our partnership agreement and your ongoing support strengthening families and communities where young people are valued and celebrated.

The [Housing Support Worker - Corrective Services Initiative](#) is operated under the joint Commonwealth/State funded National Partnership Agreement on Homelessness. This exciting new service has the capacity to provide transitional support to 18 men per year leaving correctional facilities and/or Corrective Services funded Accommodation Support Programs.

- There were 325 contacts with clients

The [Private Rental Advocacy and Support Service \(PRASS\)](#) continues to provide direct support and assistance to families, couples and individuals who are at risk of losing their private tenancies. Tenants are linked into services appropriate to their needs in order to secure their tenancies and where necessary, supported to access more affordable and suitable long term housing options. Clients are always encouraged to take positive steps towards meeting their responsibilities as tenants and to manage the more difficult issues like tenancy breaches, eviction and financial management. The Housing Support Workers have well developed skills in advocacy, negotiation, conflict resolution, communication and budgeting in order to provide effective practical support. They also provide informal counselling and emotional support and are skilled in addressing complex life issues that may present such as domestic violence, health and drug and alcohol issues.

- 142 households housing 443 clients were provided with a variety of interventions to prevent eviction and stabilise tenancies
- Many other households were provided with one-off support

On the 31st of August 2010, Centrecare and the [Supported Housing Assistance Program \(SHAP\)](#) celebrated 19 years of working in partnership with the Department of Housing (DoH) in the South East Corridor of Perth. To acknowledge and celebrate this milestone, a gathering of staff from DoH and Centrecare met at the DoH Cannington office. Centrecare considers that this proactive partnership model is highly effective in the delivery of this highly valued service for public housing tenants.

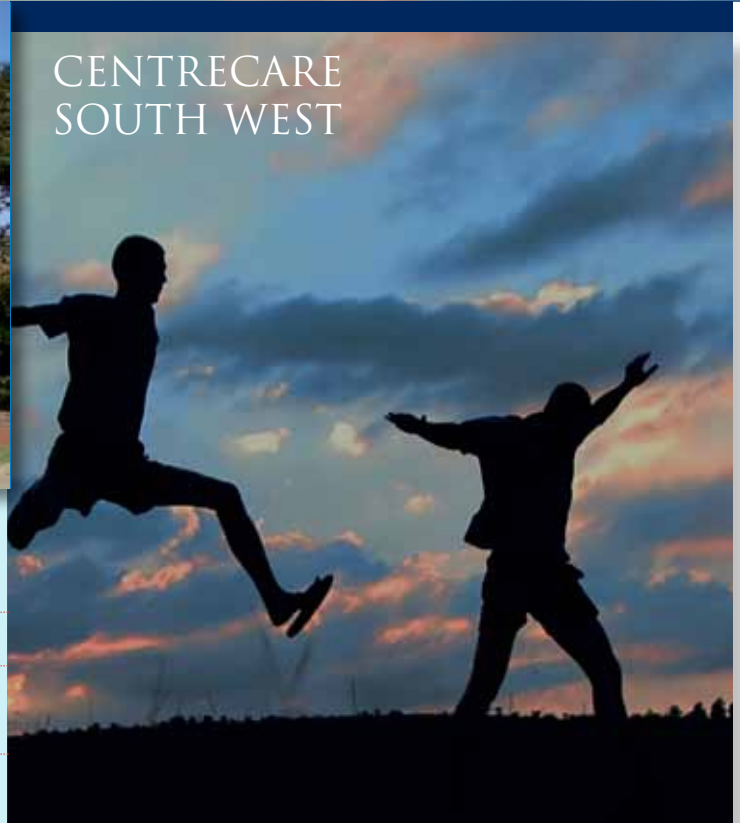
- There were over 1390 direct contacts with clients during this year



South West office

Family Support Counselling Service

Housing Support Worker Service – Drug & Alcohol Initiative South West



CENTRECARE SOUTH WEST

The **Family Support Counselling Service** continues to see clients from a wide geographical area in the Southwest. These clients seek counselling and therapeutic interventions for individuals, couples and families as well as specialised counselling for children, adolescents and teenagers in relation to family and relationship issues.

A women's support group, couples seminar and children's group were provided during the year, offering a safe, confidential and supportive environment where participants are provided an opportunity to develop a stronger sense of their own self-worth and capabilities.

- 502 clients provided with 856 sessions

The **Housing Support Worker Service – Drug & Alcohol Initiative South West** has quickly developed a reputation for being a high quality and successful service providing stable long-term accommodation. This comprehensive support service has been running at full capacity to address the challenges faced by many individuals and families at risk of homelessness.

Centrecare has worked collaboratively and successfully with the National Partnership Agreement on Homelessness (NPAH) - Housing Support Workers and the Department of Housing National Partnership Agreement Project Officer in the region. This has been an intensive NPAH program roll-out period by the state and non-government services.

- 23 clients and their families were supported during this period with 15 of those being successfully housed

HIGHLIGHTS:

- Attendance of State Forum on National Partnership Agreement on Homelessness Services



INDIVIDUAL AND FAMILY SUPPORT

Wellbeing of families and children are a focus of Centrecare

Family Dispute Resolution Service

Family Link

Family Relationship Education Skills Training

Indigenous Family Program

Intensive Family Support Service

- Family Support Service
- Reunification Service
- Family Enhancement Services

Parent Link Home Visiting Service

Family Link counselling service provides a service for families – especially low income families with dependent children, members of the community, community groups and agencies. Individuals are supported to develop the knowledge, skills and confidence to work through stressful situations to effectively manage their own lives. The service also runs groups in community settings to assist participants develop their knowledge and skills and link them to social support networks and other community resources. This year, Family Link provided a Monday morning counselling service to the women at the Stirling Refuge.

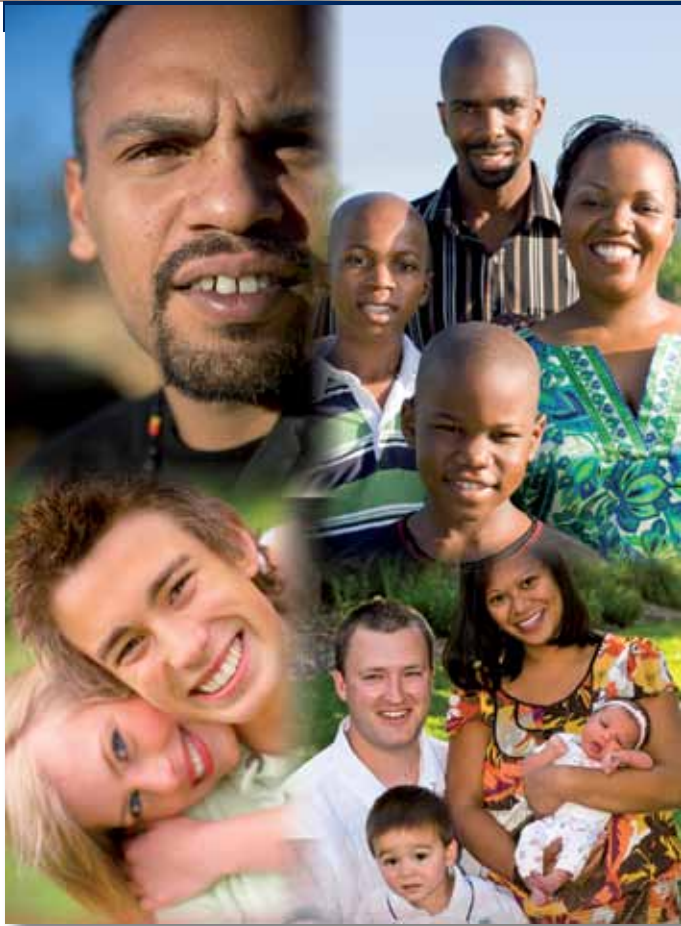
- 312 Individual Families, totalling 431 clients were assisted this year and the groups “Communicating with your Teen”, “Breaking the Cycle of Anger and Pain”, were offered to the community

The **Intensive Family Support Services** provides a culturally sensitive service to Aboriginal and Torres Strait Islander families to assist them to keep their children safe and well, where there is a risk of children entering into care. The families are supported with tenancy and housing, health, education, financial issues, family and domestic violence, justice and legal issues. The services include: Family Support Service, Reunification Service and Family Enhancement Services which are funded by the Department for Child Protection (DCP). All services work with the families in their own home environment.

The **Family Support Service (FSS)** is a holistic case management program for Aboriginal and Torres Strait Islander families whose current situation impacts on the child’s safety and wellbeing, and there is a risk of the child/children being taken into care by DCP.

Centrecare’s **Parent Link Home Visiting Service** supports parents with young children wishing to increase their knowledge, skills and confidence in parenting by providing home visits with trained volunteers and parenting workshops. This objective is also achieved through one-off contacts when the co-ordinator attends supported playgroups and community events. Volunteers are provided with comprehensive training before being linked to families in the Mirrabooka local community. There is a strong demand for the service and the feedback from clients has been overwhelmingly positive.

- 65 families were provided with the in-home visiting service and 137 participants attended the groups held this year



INDIVIDUAL AND FAMILY SUPPORT

Individuals and families are supported through stressful situations

The **Indigenous Family Program (IFP)** provides a culturally intensive in-home support and counselling service for Aboriginal and Torres Strait Islander families with children aged 0-17 years. Families present with complex and multi-faceted issues and have experienced trauma and/or abuse. IFP is family inclusive and intervention can be short to long term.

Families have issues of criminal behaviour, substance misuse, domestic and family violence, sexual abuse, relationship breakdown, homelessness and transiency and reluctance to access community supports.

- IFP have had contact with 276 primary clients and a total of 932 individuals

The **Reunification Service (RS)** is provided to Aboriginal and Torres Strait Islander families who have been identified by DCP to have children who have been in care reunified with them. The service provides a sixteen week intensive counselling and guidance service to families and assists parents to be child focussed and develop positive parenting skills.

HIGHLIGHTS:

- A family with two children who engaged in the program were reunified with their children and were supported by the RS Caseworker to address their safety and care issues by creating safety plans. The children were in Djooraminda's Placement Services and the RS Caseworker worked with the children, the family, the Placement Services Social Worker and DCP to address the concerns held by DCP.

The **Family Enhancement Service (FES)** is a preventative service to assist Aboriginal and Torres Strait Islander families with parenting issues. Clients can be referred by other services or can be self-referred. The service is a short term (12 week) program to support families to enhance their parenting which is designed around a holistic parenting model to facilitate a child centred positive parenting lifestyle. Many of the families in this service are clients in other Djooraminda programs. The service has engaged with single parents, widowed fathers, grandmother carers and young parents all with children 0-12 years.

HIGHLIGHTS:

- Exiting a long term client who was referred to IFP in 2006 and after five years have successfully addressed all referral issues and have maintained positive change in the family.
- Two staff members have completed registration with the Australian Health Practitioners Registration Board – Psychology Board of Australia.

YOUTH SERVICES



Hip Hop Program (Youth Diversion Service)

Centrecare Youth Support Service

Family Focus Counselling Service

Indigenous Children Program

Parent Adolescent Conflict Counselling Service

Support and Counselling Service for Children in Supported Accommodation

Youth Diversion Service - North West Metro

Centrecare's Youth Support Service works 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.

- 68 young people were supported in this program as well as an additional 54 siblings, parents and relatives who were provided with a range of information, advocacy and counselling

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 service supports and encourages young people and their families to explore various relationship difficulties within the family unit through individual counselling, dispute resolution, family counselling or a combination of the therapies, in Perth, Midland and Joondalup branches.

Family Focus has responded to a request for an early intervention program for school communities that are inclusive of parents, teachers and young people. The program offers interactive workshops covering 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 these youth and parent forums based within the school environment, the program promotes:

- respectful relationships;
- positive mental health;
- develop the language of emotion;
- express themselves with confidence; and
- increase awareness of the impact of the biological changes of adolescence on the family and community.

This program encourages and supports a smooth transition for young people into adulthood. Furthermore, it assists them and their families to become self-reliant and consequently strengthen familial and community bonds.

- The Family Focus Team provided 912 clients with individual counselling group programs

HIGHLIGHTS:

- Attendance at the Australian Parenting Conference in Sydney
- Development, implementation and facilitation of an early intervention school program inclusive of the school community, young people and their parents
- Presentations to Ballajura Community College, Kent Street Senior High School and Cyril Jackson Senior High School

The Indigenous Children Program (ICP) is a service which provided in-home support to parents to develop their parenting skills. The ICP Caseworker provides parenting skills support by encouraging parental/child interactive play, communication and child development education so parents can bond and build relationships with their children.

Services provided

- 0 - 4 years program: 27 parents, 184 children
- 5 - 12 years program: 20 children
- 13 - 18 years program: six youths

YOUTH SERVICES

The [Parent Adolescent Conflict Counselling Service \(PACCS\)](#) provides an essential service to a growing area of need in the northern suburbs for young people and families looking for a counselling service. This service supports young people and families through periods of high conflict. Other service providers in the Joondalup area have utilised this service to assist and support families through dispute resolution and the challenges of parenting.

- Provided 344 clients with counselling and group workshops

[Support and Counselling Service for Children in Supported Accommodation \(Sky\)](#) clients have benefited from access to opportunities and experiences otherwise not available to them due to financial constraints. Centrecare found that clients requiring speech therapy were often unable to access services. This was due to long waiting lists in the public system and unaffordable fees at private practices. To address this issue, Sky brokerage funds afforded clients access to private practices for speech therapy assessment and treatment.

Clients were also assisted with brokerage funds for holiday camp opportunities through the Edmund Rice Foundation and Camp Breakaway. These occasions provided much needed respite for parents of clients and gave clients experiences they could carry for the rest of their lives.

Working alongside the Department for Child Protection (DCP) and Strong Families WA has brought about some very positive results for Centrecare Sky clients. Centrecare's involvement with Strong Families WA enabled us to set high benchmarks for client focused action plans. The outcomes from these action plans have been achieved. Families benefited from advocacy and referral in situations where they were at high risk of negative life changing events. In collaboration with DCP in Perth's South Metropolitan Region, clients have been given a voice to provide protection from harm. Parents are supported in their efforts to maintain a safe environment for their children.

Centrecare Sky staff have continued to work in collaboration with Mission Australia to run the Kidz Klub, an after school group for primary aged children. The group meets every Tuesday after school (during school terms) and provides children with the opportunity to socialise and develop friendships, alongside participating in appropriate developmental activities.

- There were 1807 contacts with clients

HIGHLIGHTS:

- School holiday activities
- Fliptease Circus workshop
- Jungle Gym in Willetton
- Films
- Picnic lunches at Whiteman Park
- Landsdale Farm School
- Team building activities

The [Youth Diversion Service](#) in the Armadale, Gosnells and Canningvale areas offers diversionary and preventative support to young people at risk of offending and their families.

Clients within the Youth Diversion Service and the City of Gosnells Youth Service both took part in a Hip Hop Program designed to support young people. The project involved 10 weeks of workshops. Clients stayed dedicated to this project which included production of a hip-hop track and accompanying film clip. The musical production incorporating producing tracks, song writing, lyric writing and learning about equipment were facilitated by MC Optamus of Downslyde.

This project was a partnership between the City of Gosnells, Community Arts Network of WA and Centrecare with funding from Department of Corrective Services which helped jumpstart this pilot project. This project has seen a real display of local talent and encouraged the use of the great facilities within the City of Gosnells for positive initiatives as well as to highlight the great contribution of youth in our local community.

The [Youth Diversion Service](#) in the North West metropolitan area is based in Centrecare's Joondalup office. This service offers a range of diversion supports and activities designed to strengthen families and offer positive alternatives to young people who are at risk of offending. It achieves this by mentoring and supporting young people to engage in recreational, educational, employment and community activities to enhance self-esteem and promote cultural awareness. The Youth Diversion Service provided a range of one-off and ongoing activities for the young people including bowling, fishing, canoeing, go-karting, sand boarding and a regular boxing club.

- Provided support to 37 young people and 16 family members

FAMILY AND DOMESTIC VIOLENCE



Centrecare staff participated in the Silent Domestic Violence March Nov 2010

Children's Family and Domestic Violence Service

Domestic Violence Victim Support and Advocacy Service

Family and Domestic Violence Services

Men's Domestic Violence Counselling Service – North Metropolitan

Specialised Family Violence Service

Spouse Abuse Counselling and Education

Centrecare [Family and Domestic Violence Services](#) continue to build upon its reputation of excellence in the provision of individual and group counselling for men, women and children. The service works with all parts of the family system aiming to prevent harmful and violent patterns of behaviour from repeating inter-generationally by heightening client's awareness and taking responsibility for their behaviour.

- [Provided 576 women, children and men with individual counselling support and behaviour change groups](#)

HIGHLIGHTS:

- Participation in National Child Protection Week
- Participation in White Ribbon Day ceremonies
- Attendance at the Annual Silent Domestic Violence Memorial March
- Development and implementation of training on the impact of family and domestic violence to staff
- Provision of six "Men Choosing Respect" 24-week men's group program
- Provision of four "Healing Space" eight-week children's group program and concurrent Parents Group
- Partnering with The Pat Giles Centre and Anglicare to run a pilot "Parenting over Violence" group for parents dealing with violence and abuse from their children
- Participation on Domestic Violence Advocacy Service Interagency and Case Management Groups

ADDITIONAL COUNSELLING AND SUPPORT SERVICES



Richard Meggitt presenting on behalf of Centrecare for Gambling Help Week

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. This program operates from Perth, Midland, Joondalup and Bunbury offices.

The Gambling Help WA Team participated in the Responsible Gambling Awareness Week in Western Australia from 23rd to 29th May 2011. The Responsible Gambling Week is an initiative of 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 racing events.

Centrecare invited stakeholders to an afternoon tea on Friday 27th May 2011 where the Gambling Help Financial Counsellor and a Gambling Help Therapeutic Counsellor presented a case study and facilitated a general discussion on problem gambling.

- [Provided 415 clients with over 1300 occasions of support, advocacy and therapeutic interventions through counselling and group work](#)

HIGHLIGHTS:

- State representative on the National Association for Gambling Studies Australia (NAGS) Committee
- Presentation at NAGS Conference in the Gold Coast
- Provision of therapeutic and financial counselling in Boronia Pre-release Centre for Women
- Provision of three Gambling Help Groups
- Provision of five Reconnect Groups
- Provision of 15 TAB training sessions
- Provision of nine Lotterywest training

MIDLAND FAMILY RELATIONSHIP CENTRE



Roses ready for Festival of Hearts

The Midland [Family Relationship Centre \(FRC\)](#) continues to deliver a range of family services to the community that expand beyond the bounds of family dispute resolution into a broad array of family support, education services and community development.

The Midland FRC has continued its annual Festival of Hearts event on St Valentine's Day using the occasion to hand out 400 roses to people in the local community. This recognises the importance of individuals and families coming together to celebrate healthy relationships.

Ongoing outreach work to four metropolitan and outer-metropolitan prisons expanded services to include the popular Child in Focus Seminar and general Family Law information and advice. Centrecare view this service as a proactive and educational approach to resolving complex family matters.

The last year saw Centrecare enter the Coordinated Family Dispute Resolution (CFDR) pilot, partnering with Legal Aid WA. Centrecare is the lead agency for the CFDR. The program will endeavour to provide a coordinated response to requests for family dispute resolution where there is an acknowledgement of domestic violence and/or a high level of conflict within a family. As well as participation by practitioners from Midland FRC, Centrecare counselling staff provide intake, specialised risk assessment, support and referral services for eligible clients who are selected to participate in the CFDR program.

- [Provided 915 families with 2259 sessions of family law information, education and family dispute resolution](#)

Midland FRC staff at the Parenting Expo in Kelmscott



HIGHLIGHTS:

- Attendance and presentation at the annual Family Relationship Services Australia (FRSA) Conference in Melbourne
- Participation in the Family Court Reference Group
- Participation in the Family Pathways Network Committee
- Participation at the Give Me a Go Expo – Casuarina Prison Expo
- Family Pathways Network Conference - Mental Health in the Family Law System
- Participation in the White Ribbon Day
- 38 visits to prisons in the metropolitan and outer metropolitan areas

GOLDFIELDS



Kalgoorlie office, Egan Street

Capacity Building Grants Program
Child Centred Play Therapy Service
Child Sexual Assault Therapeutic Program
Community Drug Service
Community Re-entry Service
Family Relationship Education and Skills Training program
Financial Counselling Service
Independent Living Skills
Indigenous Substance Misuse Service
Mental Health
<ul style="list-style-type: none"> • Early Intervention • Psychosocial Support • Carer Family Support • Independent Living Skills Support
Regional Domestic Violence Service
Supported Housing Accommodation Program
Transport Option Program
Youth at Risk Service

Centrecare Goldfields offices covers Esperance and surrounding regions, Kalgoorlie (the area known as the Northern corridor) the Lands and all communities in between. The 32 programs provided to these areas involve outreach, counselling, home visits, workshop education, expos, community events, planning, collaboration and communication with other agencies.

The **Community Drug Service Team (CDST)** provides outreach counselling, in house counselling, education, prevention and training to clients with drug and/or alcohol related problems.

- Provided services to 370 clients

Transport Option Program (TOP) transports clients to their remote communities upon release from incarceration. The aim of the program is aimed at reducing the possibility of re-offending before they reach home. This service is highly appreciated by the clients.

- Provided services to 92 clients

The **Community Re-entry** service engage with clients for up to six months prior to release from prison and 12 months post release utilising a through care model. The goal is to reduce recidivism by linking clients to support, accommodation, financial and employments services prior to release and for a short time thereafter.

- Provided services to 304 clients in the areas from the Lands and as far south as the Esperance region

Transitional Accommodation Support Service (TASS) works with clients who may become homeless upon release from prison. Three houses are available and they were fully occupied over this period.

The **Supported Housing Assistance Program (SHAP)** supports clients in conjunction with the Department of Housing (DoH) to retain their housing by working with them on issues negatively affecting their tenancy.

- Provided services to 32 clients

The five programs offered under Mental Health are: [Supportive Landlord Service \(SLS\)](#), [Early Intervention \(EI\)](#), [Psychosocial Support \(PSS\)](#), [Carer Family Support \(CFS\)](#) and [Independent Living Skills Support \(ILS\)](#). The service delivery includes counselling services, weekly group sessions, phone sessions, home visits, networking with other government and non-government organisations, advocacy services, referrals and community education programs for clients and carers. These programs are aimed at promoting the independent community living and the wellbeing of the clients.

The mental health team organised a community event called “The Good Days Roadshow” on Saturday, 18th June 2011. The aim of this event was to provide an opportunity for the community members to learn more about being mentally healthy, provide information about various mental health disorders and to reduce the stigma associated with mental illness. 80 or more posters on mental health were displayed in the exhibition along with mental health videos. 94 people attended the event and the feedback was overwhelmingly positive.

The mental health team organised a three day trip to Esperance for six long term clients. Clients were involved in planning and organising the trip, including planning meals and organising events during the trip.

- [A total of 2657 hours were delivered within this service during the past financial year](#)

The [Financial Counselling Service](#) is offered in the regions of the Northern Corridor extending from Kalgoorlie to Laverton. Financial counselling helps clients with budgeting, Hardship Grants Applications, Bankruptcy Applications, Debt Management Applications and Hardship Variation Requests enabling clients to manage their finances better.

- [626 clients received services from this program](#)

The [Child Centred Play Therapy Service](#) in conjunction with [Child Sexual Assault Therapeutic Program](#) is now fully operational. A play therapy room is used by two qualified counsellors who engage in play therapy.

[Family Relationship Education and Skills training program \(FREST\)](#) has been running a series of Anger Management and Parenting Programs (five sessions per group) workshop in Kalgoorlie.

HIGHLIGHTS:

- Centrecare Goldfields new building at Egan Street was officially opened on 28th April 2011
- Community Drug Service Team won the Kalgoorlie Boulder Chamber of Commerce Outstanding Employees Award
- The Mental Health Team planned, provided and implemented the Good Days Road Show
- The Festival of Hearts was a great success and approximately 500 roses were given to very surprised and delighted recipients
- White Ribbon Day 2010 was held in four different locations (Kalgoorlie, Esperance, Leonora and Laverton) to highlight the need for awareness of Domestic Violence in the community
- Vibe Alive event was held at the Oasis Complex in Kalgoorlie. This is a fun festival for young Australians of all backgrounds which celebrate the Aboriginal and Torres Strait Islander culture
- Centrecare staff in coordination with the Charity Link arranged for 25 financially challenged families to receive hampers for Christmas
- Centrecare participated in the Aboriginal Justice Agreement Open Day
- Participated in the celebration of NAIDOC week

MIGRANT SERVICES

Participants enjoying a youth camp



Community Visitors Scheme

Employment Directions Network

Integrated Humanitarian Settlement Strategy

Migration Advice Service

Residential Determination Support Service

Settlement Grants Programs

Some significant changes occurred this year with the closing down of the [Integrated Humanitarian Settlement Strategy \(IHSS\)](#) and the commencement of the [Residential Determination Support Service](#).

After almost six years it was a sad process to end the IHSS and see such a dedicated team go their separate ways. We were very proud of what we had achieved in the service having supported over 3,500 former refugees with establishing a new life in Australia. The service was never easy with issues of limited and expensive housing; complex health issues; difficulties accessing education and significant grief and loss requiring a highly skilled, creative and dedicated team. Thankfully we never lost our sense of humour and always did our utmost to support our clients.

- Supported over 3,500 former refugees

We were very fortunate however, to be given the opportunity to provide the Residential Determination Support Service to asylum seekers in the community. This enabled us to continue to provide support to very vulnerable people and contribute to the removal of families and children from detention. This also allowed us to retain some of the IHSS team with a new and exciting challenge. Currently we have ten families in the service but hope to expand it in the future to enable more asylum seekers to live in the community.

The [Migration Advice Service](#) has seen unprecedented demand for its services with a significant increase in assistance to asylum seekers in detention. Increased funding for the coming year will allow us to employ more staff and increase the number of clients we can support.

The [Settlement Grants Program](#) continued to deliver services in Perth, Cannington, Gosnells and Northbridge (in partnership with Central Institute of Technology). The services provided include one-on-one case support, leadership camps for young people, life skills and orientation workshops, Keys For Life driving program, community festivals and school holiday activities.

- The service has assisted almost 2000 people with their ongoing settlement



Corporate underwent a branding change

ACCESS - Employment Assistance Program
Consultancy
Counselling
Critical Incident Response
Dispute Resolution
School Based Services
Training

The expansion also resulted in the re-invigoration of our Clinical Training arm with strong evidence based therapies which were recognised and endorsed by the Australian Psychological Society. Additionally, Centrecare Corporate released an inaugural Kalgoorlie Training Calendar for both Clinical and Organisational Training.

Centrecare Corporate also took over the coordination of the Suicide Prevention Strategy - One Life Gatekeeper Training (formally Gatekeeper Training) from the Telethon Institute. The training package has been reviewed, re-branded with a website developed specifically for the program. This website allows registrations online to attend the two day training program and also to become an endorsed One Life Gatekeeper Trainer.

Centrecare Corporate's ACCESS EAP also continues to have an exceptional record of client retention, testament to our unique and prosperous partnerships with organisations and ability to tailor individual solutions. New initiatives such as complimentary seminars and a quarterly newsletter have value added to these partnerships.

Providing the highest standards of service, Centrecare Corporate has seen a threefold increase in demand. Centrecare Corporate are committed to continue the development of services offered and to strengthen our partnerships with organisations to enhance employee wellbeing and also develop an enriched working culture.

Centrecare Corporate continues to provide unrivalled service delivery in a cost effective and accessible manner for Corporate and Public Sector organisations. In the past year Centrecare Corporate embarked on a three year business plan which has included new branding, an updated website and expansion of services.

With the strong year of development, our services have been bundled into two portfolio areas; Management Solutions and Organisational Development. The Organisational Development specialist enabled the development of the popular training package "Stepping Up: Shaping a Conscious Culture" and tailored programs including consultancy, executive coaching and leadership forums.

- **New clients:** 1445
- **Sessions:** 4021
- **Manager referrals:** 61
- **Coaching:** 53
- **Conflict resolution:** 52
- **Critical Incident Response:** 14
- **Other:** 48
- **Tailored training:** 33
- **Scheduled training:** 13



SUICIDE PREVENTION STRATEGY

Centrecare staff attending the World Suicide Prevention Day

The Western Australian Suicide Prevention Strategy is a call to action. It aims to transform attitudes regarding suicide and suicidal behaviour and represents a guide for policies and services to better meet the needs of people at risk. The Strategy also charts a longer term vision to promote individual mental health and wellbeing and to enhance community capacity in its approach to suicide prevention.

The State Government has launched the Strategy to address the unacceptable high suicide rate in Western Australia. Each year in Western Australia, over 200 people suicide and an even greater number harm themselves in suicide attempts.

The Western Australian Government has committed \$13 million over four years to implement the Strategy from 2009 – 2013. Centrecare was appointed as the preferred provider and the contract was signed on the 11 August 2010.

The public funds associated with the Strategy are the responsibility of the Mental Health Commission. The Mental Health Commissioner is accountable through the Minister for Mental Health to Parliament for those funds. The Commissioner is a member of the Ministerial Council for Suicide Prevention.

The Ministerial Council for Suicide Prevention leads the Strategy and oversees initiatives to improve strength and resilience, expand community knowledge of suicide and support capacity building in communities at increased risk. The Ministerial Council for Suicide Prevention makes recommendations to the Minister for Mental Health on matters related to suicide.

Centrecare, as the appointed non-government organisation, actively attracts support across sectors and works with individual communities, government, non-government and corporate agencies across Western Australia. The aim is to facilitate a coordinated agency and local response to communities experiencing early signs of a suicide crisis. Centrecare implements initiatives to these communities to increase awareness, coordinate training, research and evaluation of suicide prevention strategies.

A Network Coordinator engages communities and outlines how they can implement the Strategy. An Agency Coordinator is also employed to engage government, non-government and corporate agencies to establish organisation wide suicide prevention strategies.

One Life Suicide Prevention Strategy

Local Community Coordinators are engaged to support their community in mapping existing suicide prevention activities and determine the need for future initiatives that will be documented in Community Action Plans.

Edith Cowan University have entered into a partnership arrangement with Centrecare and will conduct the research and evaluation components of the Strategy as an independent entity.

If you would like more information or you know an individual, community or organisation that would like to be involved in the Strategy please visit www.onelifewa.com.au or call 9288 2233.

HIGHLIGHTS:

- 18 host agencies support 16 Community Coordinators
- 60 communities currently engaged in developing Suicide Prevention Community Action Plans
- 35 organisations including, government, not-for-profit and corporate have signed a Pledge supporting the One Life Suicide Prevention Strategy
- Participated in World Suicide Prevention Day 10 September 2010



Fantastic affordable service which has guided us from family crisis to an empowered much happier situation

Dear Centrecare

"The volunteer is a lovely person, really good, kind, patient. The program is a great community service" and "She was amazing, gave no advice, without her knowing encouraged me to slow down, am very grateful for the change, I was not happy with myself." "I feel that a class/group environment highlighted that all parents are going through similar stages with their children and trying to understand the emotional needs of the child" **Parent Teen Link**

"Outstanding service to the public, I feel like a new woman. My counsellor ...was very knowledgeable, supportive and intuitive." **Gambling Help**

"Great availability and flexible hours, very comfortable safe environment." **Midland Family Relationship Centre**

"Fantastic affordable service which has guided us from family crisis to an empowered much happier situation. It kept our family together." **Family Focus**

"I found I was treated with integrity and respect and empathy. ... was extremely helpful and thoroughly empathetic to my needs and concerns." **Family and Domestic Violence Service**

"...is lovely, extremely helpful and polite." **Midland Children in Focus Seminar**

"...is a great guy whom explains the details that affect my family, myself and the community about drinking." **Community Drug Service Team**

"Overall very happy with the service provided, very good communication and practical advice." **Youth Diversion**

"I have a better grip on my problems now. Thanks to the help I received from Centrecare." **Parent Link**

"I am very satisfied with this service as this has given me a lot of information and counselling has helped me get back on track." **Centrecare Youth Support Service**

"Brilliant" **Gambling Help WA**

"I am really grateful at the help I have received. It has helped me and see a future for myself." **Family Counselling**

"Counselling at Centrecare has been really helpful for my child." **Family Focus**

"It was so all good, thank you." **Family and Domestic Violence Service**

"Thank you, you taught me to live again by looking after my physical life style." **Mental Health**

"I am very impressed with all the information provided." **Perth Family Focus Forum Evaluation**

"Very professional, friendly service and staff." **Corporate**

"It was great to be able to discuss the family problems with someone outside the family." **Youth Support Service**

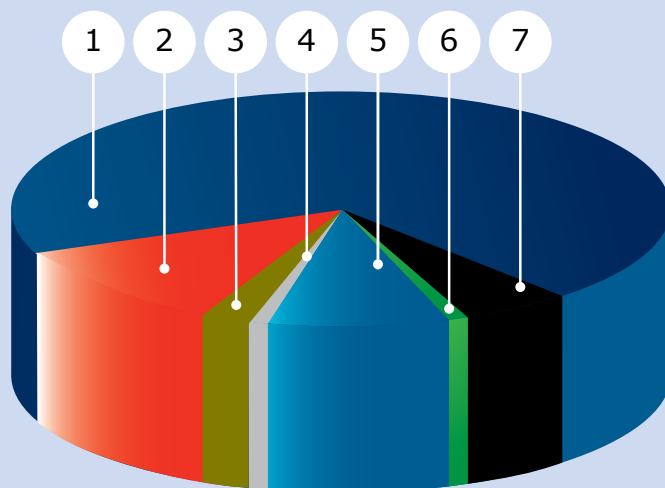
"This group has changed my life fundamentally." **Family and Domestic Violence Service**



Consolidated Income/Expenditure Statement for the 12 months to 30 June 2011

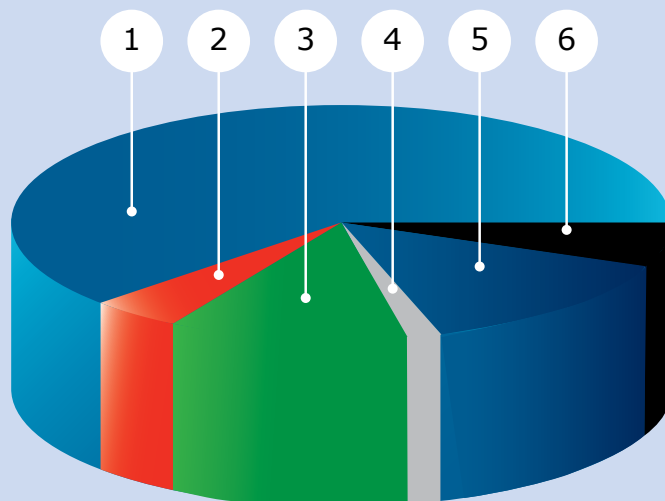
Income

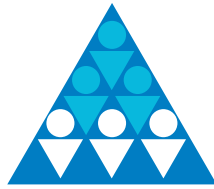
1	State and Federal Government Funds	73%
2	Transfer of properties ex DOH	12%
3	Non Government Funding	2%
4	Archdiocese of Perth - Lifelink	1%
5	Housing and Accommodation Revenue	8%
6	Corporate Services Revenue	1%
7	Other Income	3%
		100%



Expenditure

1	Salaries, Wages and Oncosts	60%
2	Administration Expenses	5%
3	Property Expenses	10%
4	Depreciation	1%
5	Operating Expenses	20%
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
Kalgoorlie	168 Egan Street, Kalgoorlie WA 6430 (08) 9080 0333 kalgoorlie@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
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) 9436 0600 midland@centrecare.com.au
Mirrabooka	12 Brewer Place, Mirrabooka WA 6061 (08) 9440 0400 mirrabooka@centrecare.com.au
South West	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

ABN 98 651 609 161

Centrecare

is a not-for-profit organisation which aims to strengthen people and communities through the provision of professional social services, inspired by compassion and recognition for human dignity.

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.

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.

