
R E S P E C T

We are all worthy of being **treated with dignity**, irrespective of who we are.



CENTRECARE



RESPECT is the theme of this year's annual report.

The cover design seeks to visually represent the words by Centrecare's Director, Tony Pietropiccolo.

"It is the inherent value of each human being that provides Centrecare with its fundamental inspiration and purpose. Were it not for the fact that each person is predisposed to love, and to being loved, then the work of Centrecare would be pointless and meaningless."

It is this realisation that moves us to look beyond ourselves and engage with others.

Relationships are founded on this awareness even if sometimes it exists only in the shadows of our consciousness.

Respect for ourselves and one another can only occur when we accept our intrinsic worth.

The people at the margins of our society can often be perceived of being of little or no value.

It is this perception that creates a barrier to their acceptance as worthwhile human beings."



Members of the Association and of the Board of Management

Centrecare Association Members

Shauna Deane President
Norman Brahim
Martin Gribbon
David Pires
Tony Pires
Susan Rooney
Steve Walker

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

Goldfields Esperance Management Committee

Mary-Anne Bowler Chair
Ian Paynter
Robert Hicks
Thomasisha Passmore-Skelly
Liz Hatton
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Acknowledgements of Funding Bodies and other supporters

Australian Red Cross
Catholic Education Office
Department for Child Protection
Department for Communities
Department of Corrective Services
Department of Families, Housing, Community Services and Indigenous Affairs
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 through LifeLink
Sisters of Good Shepherd
The Congregation of the Sisters of Nazareth (Regional Section)

In a growth economy such as ours in WA, we see an ever increasing divide between the advantaged and disadvantaged as part of our two speed economy.

As Centrecare continues to provide essential community services to most parts of the metropolitan, rural and remote areas of Western Australia, we are proud of the achievements of our dedicated and highly respected team of professionals that deliver these services in a compassionate and respectful way each and every day.

We are fortunate to have over 230 staff and a myriad of volunteers delivering 86 essential services throughout 11 branches. These works include providing Accommodation Support Services, Family Dispute Resolution Services, Indigenous Specific Services and the WA Suicide Prevention Strategy (2009-2013).

In a growth economy such as ours, we see an ever increasing divide between the advantaged and disadvantaged as part of our two speed economy. This, together with the uncertainties of job losses and the financial crisis facing many, continues to put pressure on our country's resources to be able to provide necessary services to all, especially the disadvantaged.

As part of Centrecare's ongoing development of our housing and accommodation support services, we officially launched "Stellar Living" in 2011. Stellar Living is a not-for-profit community housing provider and the organisation's objective is to assist in increasing the supply of community housing in WA through the provision of quality, secure and affordable accommodation for people on low to moderate incomes or with special needs. The staff and Board's commitment to redress the further loss in the community of affordable housing is commendable.

It is in this context of the growing needs in the community that the Board, Management and staff of Centrecare continue to work on our Strategic Plan that clearly sets out our direction for the ensuing years. In addressing these matters it continues to strengthen our resolve to deliver exceptional counselling services, together with extolling the importance of our values as a caring organisation for all sections of the community.



David Pires
Chairman

In association with the State and Federal Government, we continue to provide migration and associated services with a high level of care to support people who have managed to escape persecution and torment in their home countries and are now seeking a new life and refuge in Australia.

The Board offers our congratulations to our Director, Tony Pietropiccolo, who was appointed in the 2012 Queen's Birthday Honours as a Member of the Order of Australia in the General Division (AM). Tony's commitment and achievements in the community and social services sector in excess of 25 years have been extraordinary. In a sector full of passionate, committed individuals, Tony stands out not just for his remarkable role as Director of Centrecare, but for his relentless pursuit of social justice at the highest level for some of society's most vulnerable and disadvantaged individuals.

To Centrecare's Executive Manager Finance and Procurement, Errol Goves, the Management Team and all our staff within the organisation, we acknowledge the great results that you have been instrumental in achieving over the past year and the Board looks forward to continuing its full support of the organisation in the years ahead.

Finally, thanks to my fellow Board members for their generous involvement with Centrecare. Their contribution to the life and soul of our organisation is invaluable.



ACHEIVEMENTS AND MILESTONES

- Centrecare Director, Tony Pietropiccolo appointed as a member of the Order of Australia in the General Division (AM)
- Volunteer Silvana Stepan celebrated over 10 years' service with the Parent Link Program
- Retention of ISO 9001:2008 certification which is audited by SAI Global
- Official launch of affordable living company Stellar Living 13 Oct 2011
- Centrecare handing over the Property Management portfolio to Stellar Living after nearly three decades of providing accommodation and support within the community
- Undertook changes to the organisation's management structure
- Appointment of General Manager Community Services
- Further development of Clinical Excellence Team
- Introduction of intensive two-day induction process
- Key participant in Community Employers WA (CEWA) liaising with federal government to address salaries in the not-for-profit arena
- One Life was selected to coordinate preparations for the International 7th World Conference on the Promotion of Mental Health and Prevention of Mental and Behavioural Disorders
- One Life Team extend the support to over 200 locations across WA
- One Life launched its inaugural "Agency Forum Pilot" to train Human Resource departments in Suicide Prevention Awareness
- Centrecare and Mission Australia jointly presented at the 2012 State Specialist Homelessness Services Conference a paper on "Working Well in the Southern Corridor"
- Participation in "White Ribbon Day" ceremonies
- Attendance at the "Annual Silent Domestic Violence Memorial March"
- Centrecare staff participated in "NAIDOC Week" 2011 activities
- Centrecare Goldfields, Esperance and Midland Family Relationship Centre held another successful "Festival of Hearts"
- Centrecare became a partner agency within the Armadale Family Support Network
- Djooraminda Placement Services entered a partnership with the Australian Childhood Foundation to develop and deliver therapeutic residential care services
- Engaged in planning of new office building in Midland
- Delivered 86 programs comprising of 124,027 contacts with 18,170 clients

COMMUNITY INVOLVEMENT

- Executive Manager, Rod West – member of WA Family Pathways Network Steering Committee
- Executive Manager, Leanne Strommen – member of Leadership and Partnership Forum
- Executive Manager, Nigel Calver - member of Good Shepherd Microfinance NILS Committee of Management
- Principle Advisor to the Director - Professional Excellence and Purpose, Louise Lamont – member of WA Judicial Training Steering Group chaired by the WA Family and Domestic Violence Unit, Department for Child Protection
- Program Manager, Elizabeth Wortham
 - Board Member on Koolkuna Women's Refuge
 - member of Coordinator Family Dispute Resolution Pilot Steering Committee
 - member of Child Support Stakeholder Engagement Group
- Program Manager, Jason Thompson
 - member of Steering Group for the Armadale Family Support Network (AFSN)
 - member of Strong Families Regional Management Group
- Team Leader, Latha Raman - state representative on the National Association for Gambling Studies Australia (NAGS) Committee
- Financial Counsellor, Richard Meggit – Financial Counsellors Association of WA Representative
- Community Development Officer, Kathryn McIntyre
 - member of Communities for Children Plus Committee
 - member of Schools Conflict Resolution and Mediation (SCRAM) Subcommittee
 - member of Domestic Violence Agencies Network Stakeholder Coordination Group - East Metro
- Team Leader, Kate Ihanimo – member of Operations Group for the Armadale Family Support Network (AFSN)
- Team Leader, Colin Johnson – member of Case Management and Coordination Service – East Metro
- Parent Link Coordinator, Marcella Degroot – member of Sudbury Community House Committee



Tony Pietropiccolo AM
Director

It is the inherent value of each human being that provides Centrecare with its fundamental inspiration and purpose. Were it not for the fact that each person is predisposed to love and to being loved then the work of Centrecare would be pointless and meaningless. It is this realisation that moves us to look beyond ourselves and engage with others. Relationships are founded on this awareness even if sometimes it exists only in the shadows of our consciousness.

Respect for ourselves and one another can only occur when we accept our intrinsic worth. The people at the margins of our society can often be perceived as being of little or no value. It is this perception that creates a barrier to their acceptance as worthwhile human beings. It is easy to demean the poor, the homeless, the refugee, the mentally ill, the old, the prisoner and the disabled. We see this regularly in the way some speak of them usually in generalisations that give no recognition to their inherent worth. They are often depersonalised to the point where they become mere statistics or the sum total of their behaviours. Their essential humanness seems easily forgotten. It is therefore not surprising when such people are disrespected and their dignity debased. Our community needs to reassert its belief in the nobility of the human spirit and its essential goodness. There have been too many instances when we have shown scant regard for the wellbeing of our fellow citizens especially those that are often referred to as "the marginalised". Civic leaders have a duty to lead us in our quest to reaffirm the principle that we are all worthy of being treated with dignity, irrespective of who we are.

Centrecare's work is about reassuring people of their dignity. It is to help them retain a sense of self-worth and to rediscover their inner beauty even when it seems sullied by life events. Thousands of people have approached Centrecare programs for support during the past year. They have come from all walks of life and from all sections of our society. It has been our aim to treat everyone with respect by listening attentively and caringly to their needs and helping them to seek practical solutions to their difficulties.

Director's Community Involvement

Chairperson	Community Sector Roundtable
Chairperson	Canning Coalition
Co-Chair	Community Employers WA
Committee Member	Alliance for Children at Risk
Board 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	Catholic Education Commission of Western Australia

Centrecare's work is about reassuring people of their dignity. It is to help them retain a sense of self-worth and to rediscover their inner beauty even when it seems sullied by life events.

Such work is not easy as some behaviours and situations are long-standing and entrenched. Centrecare workers believe in what they do and are keen to make a positive contribution to the lives of those they work with. Their faith in the ability of people to move beyond their current circumstance is unswerving. It is this, along with their unshakable conviction that no-one deserves to be abandoned, that keeps them committed to their work. They are amazing people. The extent of their contribution to the West Australian community is highlighted in this annual report and I congratulate and thank them for it.

This annual report also provides an opportunity to once again thank Centrecare's senior managers for their ongoing support and commitment. In a year when Centrecare has undergone a substantial restructure, the organisation's management team has continued to very effectively discharge its responsibilities. They are an amazing group of highly committed people and I'm very appreciative of their loyalty and hard work.

Centrecare's Goldfields/Esperance operations are ably supported by a Management Committee chaired by Mary-Anne Bowler. Their advice and continuing interest in the development of Centrecare remains invaluable.

The ongoing support of the Catholic Archdiocese of Perth through its LifeLink fundraising program is of great benefit to Centrecare's work. Our connection with the Archdiocese is one that Centrecare values greatly. We are also highly appreciative of the contribution made by Lotterywest to Centrecare's work. My heartfelt thanks also to the many funders, stakeholders and supporters that are listed elsewhere in this report.

Finally, my sincere appreciation for the assistance received from the Board of Centrecare, especially its Chairman, David Pires. The Board is a group of talented people who give voluntarily of their time to help enhance and sustain the work of Centrecare. Their commitment, guidance and support during the past year have been highly valued.

New Programs Awarded

- Centrecare was successful in securing the Community Detention Service which is delivered in partnership with the Australian Red Cross



Centrecare staff enjoying a game of cricket at our annual Away Day in 2011 held at Kings Park

Staff at Centrecare all share a common commitment to community service. In delivering services, staff espouse respect, which recognises the intrinsic worth of all human beings and the importance of sustaining their dignity and valuing their views. Centrecare's involvement in the community is substantial with 40 agreements in operation providing 86 services to metropolitan and rural areas throughout Western Australia.

With a greater focus on the recruitment and selection processes, this past year has seen a reduction in turnover and an increase in tenure of staff. Previous staff surveys had identified a need to revamp the induction process to better support all new staff. This two day induction has received favourable responses by staff attending; "most comprehensive induction ever attended". This process was introduced to better equip and support our new staff into their respective roles.

The quality of our services delivered, are frequently recognised by our clients, one of which felt compelled to express their experience of interaction with Centrecare staff as per the note below.

*To the Management of Centrecare,
I wish to express my immense gratitude to your establishment in which I attended the 24 week Womens d.v group on Wednesday evenings.
The staff at reception were all lovely, the 2 lovely ladies in creche who cared for my child + the facilitator in group. And it's all free!
Really wonderful. I gained such an enormous amount of knowledge & strength + want to say keep up all the great work.
Thankyou!
Yours sincerely*

Centrecare's strategic plan continues to be implemented with the most recent change being applied to the Centrecare management structure. Program Manager positions have been created across the agency being responsible for the day-to-day operations of the branches. This has given executive managers more time to focus on strategic direction. Additionally, a General Manager – Community Services position has been created with the successful appointment of Catherine Spini to this position. Executive managers of community services report to this position.

Djooraminda Out-of-Home-Care Program has added another home, taking the total to eight (inclusive of two Tier One homes). Due to this increase in funding and Djooraminda's commitment to being child focussed, Indigenous services have been relocated to the Cannington and Gosnells offices.

The Drought Relief Pilot in Kalgoorlie came to the end of its funding period effective 30 June 2012. Our commitment is to support our staff and staff working in this program were successfully re-deployed to other services resulting in no loss of jobs.

Centrecare has identified there is a lack of social services in the Midland region. Land was purchased in the area with a view to build new premises. SIA Architects have been contracted to oversee planning and construction. This building will not only house Centrecare's essential services for the area but will also have surplus office space available for lease for other not-for-profit agencies.

This year has been an extremely productive year with a large number of clients accessing our services. This could not have been possible if not for our staff; "People Making Time for People".

The Professional Excellence Team
L to R – Back Row: Daphne Middleton, Renee Cass, Yvonne Bromilow, Marly Samuels, Anna Antoine
L to R – Front Row: Louise Lamont, Dina-Marie Mitchell, Anita Tan, Lorraine Phillips

One of Centrecare's aspirations is that at all times our clients and colleagues feel respected and can see clear evidence of our organisation's Purpose and Values in the work we do and in the way we relate with each other.



Centrecare in pursuit of professional excellence and the delivery of quality programs continues to build our Professional Excellence Team. This team delivers a range of clinical professional development activities and clinical quality assurance processes across the agency. As a result, the team recently celebrated the completion of its inaugural year and many of its activities being well underway.

The team's work has included supporting staff through supervision of clinical practice with live observations of their work followed by evaluative feedback. An instruction manual for use of the newly created Clinical Supervision Database was developed and comprehensive Clinical Inductions and checklist initiated. New staff are introduced to the supervision model and expectations in the agency, along with the minimum requirements for case notes and record keeping.

The Professional Excellence Team has developed an annual review for clinical staff that delivers a Clinical and Professional Competencies Report to assist managers when completing annual performance reviews. This process is intended to provide a positive feedback loop for staff about their work. Any areas for growth identified are supported via strategies aimed at stimulating ongoing skill development in the various models of practice.

Collectively, the Professional Excellence Team has significant training, development and clinical practice experience further enhanced by a range of qualifications that places the team well in terms of being able to act as a high level and respected resource for the agency. The substantial foundational work of the initial phase of the change regime has been put in place and the team is excited about the next phase and various projects being undertaken to further support the overall work of Centrecare.

This portfolio coordinates and delivers, with the support of Centrecare's Corporate Services, the internal professional development opportunities for staff. The Aboriginal and Torres Strait Islander Cultural Awareness training developed

by Centrecare's Djooraminda Indigenous Services has been conducted for staff over the past year and we are proud to report employees throughout Centrecare have attended this workshop. Refresher training was also conducted across the agency in relation to our child protection duty of care obligations and this included attendance by the Director and the Executive Management Team as a demonstration of the genuine commitment by Centrecare to the welfare and wellbeing of children.

One of Centrecare's aspirations is that at all times our clients and colleagues feel respected and can see clear evidence of our organisation's Purpose and Values in the work we do and in the way we relate with each other. To support this goal we look for opportunities to consolidate the expression of our values wherever and whenever we can, while also taking the time to reflect on where we could do better and therefore strive for continuous improvement and excellence.

Centrecare is also aware that community service work can have significant emotional, psychological and physical impacts for our staff and the promotion of self care strategies is therefore crucial. The Professional Excellence Team has been working toward raising a greater awareness about vicarious trauma and compassion fatigue in the agency. This is so preventative measures can be put in place and signs can be identified early which is integral to our commitment to supporting and retaining staff. One strategy introduced is a trial run of "Mindfulness Groups" facilitated by Fr. Stephen Truscott who provides pastoral support for the agency.

The Professional Excellence Team would like to acknowledge our Director for his foresight in supporting the creation of the team and its role in the agency. We also thank staff for embracing the changes in supervision practice, for having the courage and willingness to expose and share their work for review and for their show of goodwill in engaging with the various activities and strategies being introduced.



The McAuslan family, who were part of the Centrecare Family Accommodation Service (CFAS) since May 2010, successfully entered into their own Department of Housing allocation in April 2012

ACCOMMODATION SERVICES

assisting six of the families who exited the service into long term housing.

Centrecare has had to adapt to a changing target group that present with multiple complex issues and also works toward developing a more multicultural team that fits this target group.

An encouraging factor in the delivery of this service is the positive ongoing working relationship that exists with the Department of Housing (DoH) in supporting our clients to exit to long term housing.

Provided services to 314 clients

56 adults and 129 children were accommodated in ASSP and CFAS

Djooraminda Placement Services provides medium to long term therapeutic placements to 31 Aboriginal and Torres Strait Islander children aged from three to 18 years. Among these children were eight 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.

Djooraminda is implementing a Therapeutic Care Model in partnership with the Australian Childhood Foundation to provide the children in care with a therapeutic environment. The model includes a Therapeutic Care Specialist who supports staff and carers, school staff and their DCP caseworkers to develop a holistic team approach to care for and respond to the children's needs.

The children receive counselling provided by on-site counsellors and participate in art and play therapy to build their strength and resilience to their own past trauma.

All the carers have participated in therapeutic care and brain based pain training with the Australian Childhood Foundation and DCP. In addition to this, clinical supervision is provided to carers by experienced therapists.

Djooraminda reached its full capacity in the Out of Home Care Program, accommodating up to 31 children who were taken into protective care by DCP

HIGHLIGHTS:

- One girl played in the State Tee Ball Team that won the State Championship
- Three girls represented their club in State Gymnastics Championships
- A 17 year old has participated in an ANZ Traineeship

The children participated in cultural activities such as:

- National Aborigines and Islanders Day Observance Committee (NAIDOC) Perth Opening Ceremony 1 July

- Accommodation and Support Services Program
- Centrecare Family Accommodation Service
- Djooraminda Placement Service (Out of Home Care and Tier One)
- Homelessness Accommodation Support Worker – South East Initiative
- Housing Support Worker - Corrective Service Initiative
- National Affordable Housing Agreement
- Private Rental Advocacy and Support Service
- Public Tenancy Support Service
- Re-Entry Services (Accommodation Support Services, Transitional Accommodation and Support Services)
- Supported Housing Assistance Program
- Supportive Landlord Service

The **Accommodation Support Services Program (ASSP)**, funded by the Department of Corrective Services (DCS), has continued to grow over the past year with a steady stream of new applicants applying for vacancies. From prison assessments to home visits, the culture of ASSP is compassion, understanding and respect. This year, eight clients successfully transitioned to long term housing options. A major challenge for a number of these clients is securing affordable accommodation outside of public and community housing.

The National Agreement on Homelessness Programs such as the **Housing Support Worker- Corrective Service Initiative** is also a major support for men and women exiting prisons and for programs such as ASSP or the Transitional Accommodation Support Service, into long term housing options.

Centrecare is very appreciative of Ruah Community Services support under the National Partnership Agreement Initiative.

The **Centrecare Family Accommodation Service (CFAS)** is funded by the Department for Child Protection (DCP) under the National Affordable Housing Agreement to provide support and accommodation for 30 families annually. 45 families were accommodated in CFAS during this reporting period and were assisted to retain their tenancies. Centrecare exited 21 families from the service this year.

Centrecare continues to utilise and reinforce relationships with external service providers, creating new pathways and a greater capacity to support clients. The National Partnership Agreement on Homelessness Service Initiatives has continued to provide support to Centrecare's Family Accommodation Service

- Djooraminda NAIDOC Day 18 July
- NAIDOC Netball Carnival 19 July
- Indigenous Children's Day 4 August

The **Homelessness Accommodation Support Worker – South East Initiative** is funded under the National Partnership Agreement on Homelessness. Centrecare is well under way to achieving the required outcomes. This service helps individuals and families to exit supported accommodation services in the South East Corridor of Perth.

Centrecare and Mission Australia continue to work well in our joint referral allocation system to provide this much needed service to individuals and families who want to access stable long term and affordable housing when exiting supported accommodation.

Centrecare and Mission Australia jointly presented at the 2012 state Specialist Homelessness Services Conference a paper on *“Working Well in the Southern Corridor”*. This initiative has been highly successful in building collaborative working partnerships with referring agencies in the South East Corridor of Perth and across the metropolitan area.

Provided services to 52 clients

The **Private Rental Advocacy and Support Service** provides ongoing support and intervention for: individuals, couples and families living in private tenancies; eviction; tenancy breaches; financial management; and adherence 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.

186 adults and 265 children were provided with a variety of interventions to prevent eviction and stabilise private tenancies. Assistance to locate more affordable long-term housing was also provided where necessary

108 referrals were provided with information and one-off support

The **Public Tenancy Support Service (PTSS)** is funded under the National Partnership Agreement on Homelessness. Centrecare is contracted to support 20 tenancies per annum under this four year initiative. The large majority of clients accessing Centrecare's PTSS continue to be single women with children. Furthermore, 50% of primary clients and 80% of secondary clients were Aboriginal. The over representation of Aboriginal people in this service is congruent with recent research.

Centrecare has also seen a continuation in the trend of multiple complex disability and health issues amongst clients. 84% of clients were identified as having a disability or health issue, with mental health, drug and alcohol issues being most prevalent. 16 families were successfully exited from the service during

ACCOMMODATION SERVICES

the year due to Centrecare's skilled staff and the willingness of clients to engage with our agency.

Provided services to 82 clients

Centrecare has been working in partnership with the DoH in the South East Corridor of Perth for 20 years delivering the **Supported Housing Assistance Program (SHAP)**. In January 2012, the DoH increased funding to Centrecare to double staff to six full-time employees in order to meet the increasing demand for support from public housing tenants at risk of eviction and homelessness. The additional staff has allowed Centrecare to significantly increase the number of households that SHAP assists.

Client needs have been very complex on occasions, particularly when there have been mental health issues such as hoarding or where tenants or visitors have had substance abuse issues. Resistance to addressing outstanding issues has also been a concern with some tenants placing the tenancy at risk. For example: rental arrears; property standards; problematic behaviours of household members or visitors; and limited life skills Et cetera.

SHAP staff maintain close working relationships with the DoH in order to advocate for tenants and support them to maintain their tenancies. Centrecare SHAP in partnership with the DoH South East region, facilitated a networking session on 18 April 2012. The session outlined the differences between the SHAP and the PTSS, the importance of early intervention for tenancies identified as being at risk and the importance of Centrecare and DoH staff working together with tenants to address issues affecting tenancies. Strong Families and Centrecare's Djooraminda **Indigenous Families Program (IFP)** were also invited to outline their services and encourage staff to work collaboratively for the best interests of the clients.

Provided services to 353 clients

The **Transitional Accommodation Support Services (TASS)** is funded by the Department of Corrective Services (DCS) to provide support to 20 men exiting prison per year. This past year has been very positive with many clients moving from TASS to other Centrecare services. For example, men exiting prison were moved to the Housing Support Worker Corrective Services Initiative funded under the National Partnership Agreement on Homelessness and/or into permanent housing. The TASS joint partnership Centrecare participates in with the DCS and the DoH is strong and continues to flourish, as all involved work together to support men exiting prison to avoid homelessness and the cycle of re-offending.

Provided services to 22 clients

FAMILY AND DOMESTIC VIOLENCE



- 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's [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. 2011-12 saw the service engage in a collaborative review with "No to Violence" (NTV) from Victoria to ensure that the service standards are in line with Australia's best.

Provided 387 women, children and men with 1,214 occasions of service through individual counselling support and behaviour change groups

HIGHLIGHTS:

- Program development in collaboration with "No to Violence" (NTV) in Victoria
- Two, three day NTV training programs for Centrecare staff working with family and domestic violence
- Delivery of 'pilot' family and domestic violence counselling service to Boronia Pre-Release Centre for Women
- Provision of six "Men Choosing Respect" 24-week men's group programs
- Provision of four "Healing Space" eight-week children's group program and concurrent parents group
- Partnering with The Pat Giles Centre to the "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

GAMBLING SERVICES



- Gambling Help WA
- Gambling Help WA Financial Counselling

Centrecare's [Gambling Help Western Australia \(GHWA\)](#) is a free service for people affected by problem gambling, their partners and families. It offers a supportive environment to talk about the impact gambling has on their lives as well as the opportunity to learn new ways to manage the behaviour. The service operates from Perth, Midland, Joondalup and Bunbury offices.

The Gambling Help WA team participated in the "Responsible Gambling Awareness Week" initiative in WA from 14-20 May 2012. The initiative was driven in partnership between Centrecare, Lotterywest, Burswood Entertainment Complex, Totalisator Agency Board (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 18 May 2012 in recognition of "Responsible Gambling Awareness Week". Dr Karine Hamilton from Edith Cowan University discussed the "Problem Gambling in Culturally and Linguistically Diverse (CaLD) Communities Report". This was initiated by Centrecare and funded through a grant received from the Problem Gambling Support Service Committee.

Provided services to 544 new clients (468 counselling and 76 financial counselling clients)

1,666 sessions of counselling, group work and financial counselling (1,312 counselling, 318 financial counselling and 36 sessions group work)

HIGHLIGHTS:

- 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 eight Lotterywest training
- The GHWA Team conducted training in Kalgoorlie for practitioners on 31 August and 1 September 2011
- Attended the NAGS Conference in Melbourne

- 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



The [Family Dispute Resolution Service](#) helps separating parents and families experiencing unresolvable disputes around parenting arrangements, property and finances. This service is delivered from our Mirrabooka office which is in high demand and delivers a high quality and compassionate service.

This service also supports the [Kalgoorlie Regional Family Dispute Resolution Service](#).

Provided 469 clients with 604 sessions of Family Dispute Resolution

HIGHLIGHTS:

Attended the Family Pathways Network Conference May 2012

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

Provided 289 clients with 588 counselling sessions

HIGHLIGHTS:

Family Link counsellors provided a presentation to 22 teachers at John Septimus Roe High School in Mirrabooka. The presentation was on common mental health disorders experienced by young people. As a result of this workshop, teachers learned how to better identify young individuals who may require additional community and/or specialised support services

[Family Relationship Education Skills Training](#) provides 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";

INDIVIDUAL AND FAMILY SUPPORT

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

and "Family Violence". Mirrabooka partnered with the Patricia Giles Centre to deliver the "Parenting over Violence" 10-week workshop.

62 participants attended five "Family Relationship Education and Skills Training" groups in Mirrabooka which were delivered in local schools and from the office

HIGHLIGHTS:

- Provided a seminar on "Mental Health and Young People" to staff at Mercy College in Koondoola
- The group "Breaking the Cycle" was run in collaboration with the Patricia Giles Centre for families experiencing teenager abuse

The [Indigenous Family Program \(IFP\)](#) is a culturally sensitive holistic case management service providing intensive in-home support and counselling for Aboriginal and Torres Strait Islander families with children aged zero to 17 years. These families have complex and multi-faceted issues and may have experienced trauma and/or abuse. These issues may manifest into criminal behaviour, substance misuse, domestic and family violence, relationship breakdown, homelessness and transiency and reluctance to access community supports. IFP's approach is family inclusive and intervention can range from short to long term. It provides support to families in the Perth metropolitan area.

IFP is funded and referred by DCP, other service providers or can be self-referrals.

Provided services to a total of 823 clients (330 adults and 493 children)

HIGHLIGHTS:

A family that has left the service for approximately 18 months contacted Djooraminda with some great news. The family was closely involved with IFP over a three year period ending in January 2011. The family had made some significant changes to their lives and at the end of engagement had all of their children in their care. With IFP assistance the family became more resilient in their everyday outlook and were no longer under the supervision of the DCP

INDIVIDUAL AND FAMILY SUPPORT

The **Parent Link Home Visiting Service** was successful in its preferred service provider application for funding under the new Delivering Community Services in Partnership Policy. The service also continued to provide a range of support and skill enhancement services to parents with young children (zero to six years) in the suburbs surrounding Mirrabooka through linking families with trained volunteers.

The Parent Link Home Visiting Service conducts *“Effective Parenting”* workshops where parents are able to come together for four-weekly sessions facilitated by the Parent Link coordinator. The workshops are aimed at parents with young children aged zero to six years and addresses different ways of responding to children’s behaviour.

74 families received support from over 15 volunteers and/or resources to enhance and develop their parenting skills

132 parents and caregivers attended 12 parenting groups or community workshops

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

The **Intensive Family Support Service (IFSS)** incorporates the **Family Support Service (FSS)**, **Reunification Service (RS)** and **Family Enhancement Service (FES)**. The IFSS services work alongside Aboriginal and Torres Strait Islander families to support them to develop skills to ensure their children remain at home in their care and in a safe environment. The service is funded by the DCP and all referrals are made by DCP caseworkers.

Other organisations such as King Edward Memorial Hospital (KEMH), schools and other government departments can also refer families to IFSS. Some self-referrals are through word-of-mouth in the Aboriginal and Torres Strait Islander community.

The FSS has a focus of preventing children being removed and placed in care; the RS works with families to successfully reunify their children who have been in DCP care and FES works with families to develop their parenting skills.

Family Support Service provided services to 60 families (175 individuals of which 99 were children)

Family Enhancement Service provided services to 18 families (56 individuals of which 35 were children)

Reunification Service provided services to 16 families (91 individuals of which 70 were children)

HIGHLIGHTS:

- A single parent family with four children under seven years of age, has been able to maintain three children and bring a newborn home earlier this year. The young mother had little positive support from her family and the paternal family; she has remained drug and alcohol free for nearly 18 months and has engaged well with appropriate services
- FES has been working with several young parents and has supported them to take their babies home from hospital and not have them taken into care by DCP. There has been much collaboration between KEMH social workers and our FES community caseworkers
- The RS has facilitated the successful reunification for approximately eight families. Many of the children have been in care and separated from their families for three to six years



- 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 (Sky and Sky Plus)
- Youth Diversion Service - Armadale, Gosnells and Canningvale
- Youth Diversion Service - North West Metro

Centrecare’s **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.

Staff attended the Mindarie Senior College *“Health Services Expo”* that provided an opportunity to enhance young people’s knowledge of services in the region.

85 young people were supported in this program as well as an additional 83 siblings, parents and relatives who were provided with a range of information advocacy and counselling

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

The Family Focus Team provided 751 clients with 1,066 occasions of counselling and group work

HIGHLIGHTS:

- 18 *“Building Connections”* workshops
- “Healthy Communication”* presentations to students at Cyril Jackson Senior High School and Ballajura Community College

YOUTH SERVICES

Centrecare Joondalup was pleased to host a visit in June 2012 from the Hon. Robyn McSweeney where discussions centred on youth services. L - R Centrecare Director - Tony Pietropiccolo AM, Minister for Child Protection; Community Services; Seniors and Volunteering; Women’s Interests and Youth - Hon. Robyn McSweeney BA JP MLC and Centrecare Executive Manager - Rod West

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 the provision of a counselling service able to support young people and families through periods of high conflict.

PACCS staff presented at the DCP’s *“Festival of Learning”* in November 2011 held at the Burswood Convention Centre with a seminar titled *“The Impact of Social Media on Families”*.

The PACCS delivered a series of parenting groups throughout the year including *“Communicating with your Teen”* and *“Healthy Relationships”* workshops and worked collaboratively with Joondalup Women’s Healthworks.

Provided 401 clients with 534 occasions of service through counselling and group workshops

The **Indigenous Children Program (ICP)** works holistically to support Aboriginal and Torres Strait Islander families to improve their knowledge and skills in parenting and early childhood development and improve the social and emotional wellbeing of families, carers and children.

Utilising both outreach and office based activities such as active play, cooking, art and various other mediums, families have been assisted to build on pre-existing capabilities to enhance parenting techniques.

Provided services to 164 clients (61 adults and 103 children)

HIGHLIGHTS:
 A family consisting of mother and nine children ranging from four to 14 years old were successfully exited from the program at the request of the mother. The family was referred to the ICP two years ago. They had moved into new premises and there were concerns about their housing standards, child behavioural management, hygiene and appropriate play. The mother was supported to care for her children and with general life skills such as cooking, household maintenance and gardening. She was encouraged to set boundaries and routines,

YOUTH SERVICES

behavioural management, educational age appropriate play and positive reinforcement, which has seen positive changes in the family. ICP worked with the family to engage the mother and the children in activities suited to all ages, such as family cooking and appropriate boundary setting.

The family while continuing to work with other organisations and programs progressed to a stage where ICP visits were not as frequent. The mother felt that she no longer needed practical supports as the children were now attending school, behavioural issues had reduced, she was aware of how to cook, play and interact with her children and the housing body were happy with the property standards at the house. Through ICP practical supports, the mother was able to voice the positive changes made in her and her children's lives and requested to be removed from the program

Centrecare's **Sky** and **Sky Plus** service provides therapeutic and recreational supports to children aged four to 14 years who reside in supported housing or whose care-givers receive public tenancy support. The Sky service is funded under the National Affordable Housing Agreement and under the National Partnership Agreement on Homelessness.

Throughout the school term, community case workers provide support to children and their families during school visits and/or home visits. In addition, recreation, school holiday programs, holiday camps, after school programs, family inclusive activities and local club engagement have all been provided to clients. This allows children time away from sometimes turbulent home lives while developing social skills in a group environment.

Children accessing these services have been linked into their local communities in order for positive outcomes to be maintained beyond exiting from the service. Children have been linked to council run recreational activities, dance classes and after-school homework classes. Families are shown how to maintain these links once exited from the program.

Sky provided counselling and support to 178 individuals inclusive of parents, caregivers and 122 children

Sky Plus provided counselling and support to 71 individuals inclusive of parents, caregivers and 48 children

Centrecare's **Youth Diversion Service (YDS)** – Armadale, Gosnells and Canning Vale funded by the DCS, provides support to young people aged 10 to 18 years of age who have a current history of offending behaviour or are at risk of offending. Centrecare provides holistic support to young people and their families and provides a thorough formal assessment, informal counselling, positive mentoring, role modelling, case management support, referral and advocacy. Centrecare primarily assists young people and their families to explore and engage in informal counselling, educational programs, social activities, Youth Justice mandated activities, recreational activities, employment opportunities, drug and alcohol counselling and appropriate community events.

During this past year, client numbers have increased with continued successful outcomes for these young people and their families who engaged fully within the service. Centrecare is appreciative of the ongoing professional support from contracted Youth Justice Services (YJS) personnel, in working toward continuous improvement and sustaining success with young people and their families.

Provided services to 96 clients

The **Youth Diversion Service – North West Metro (YDS)** offers a range of diversion supports and activities that are designed to strengthen families and offer positive alternatives to young people who are at risk of offending. This is done by mentoring and supporting young people to engage in recreational, educational, employment and community activities that enhance self-esteem and promote cultural awareness. The school holiday programs at the end of each term were a great success and included outings to ice skating, cinema, ten-pin bowling, Boshak's Outdoor Adventure, go karting, Photography Festival and jet boating outings which was embraced enthusiastically by the young people involved.

Provided services to 90 clients

HIGHLIGHTS:

17 year old John successfully completed his Community Based Supervision Order and exited the YDS program after nearly 12 months in the service. During this time John made significant positive changes in regards to his offending behaviour, family issues and personal life. John has completed a TAFE Certificate 1 in Mining and is currently completing his next certificate in Resource Infrastructure and Business. John is currently attending interviews for a job with mining companies



- Child Sexual Abuse Therapeutic Program
- Children's Contact Service
- Post Separation Cooperative Parenting Program
- Community Re-entry Service
- Financial Counselling Service
- Family Domestic Violence
- Family Relationship Counselling Service
- Family Relationship Education and Skills Training
- Indigenous Substance Misuse Service
- Men in Family Relationships
- Mental Health
 - Early Intervention
 - Psychosocial Support
 - Carer Family Support
 - Independent Living Skills Support
 - Supported Landlord Service
- Post Separation Cooperative Parenting Program
- Regional Family Dispute Resolution Service
- South Kalgoorlie Youth Support Service
- Specialised Family Violence Service
- Supported Housing Accommodation Program
- Transitional Accommodation and Support Service
- Transport Option Program
- Victim Support and Child Witness Services

Centrecare Goldfields services cover Kalgoorlie-Boulder and surrounds, Esperance, the northern corridor, the Ngaanyatjarra Lands and communities in-between. Currently 24 services are provided to these areas including: counselling; home visits; outreach; workshops; education; expos; community events; planning; collaboration and communication with other agencies.

The **Children's Contact Service (CCS)** is a child focussed service which assists children from separated families. The centre provides a safe environment for children to establish and/or maintain a relationship with the non-resident parent. The visits are supervised by CCS supervisors and the sessions can run for one or two hours, depending on the need. The CCS can assist in providing parents and families with support, counselling, information and education.

A total of 956 supervised visits were provided

GOLDFIELDS

"Close The Gap" - Centrecare Kalgoorlie staff joined many others in promoting "Close the Gap" which aims to close the gap between Aboriginal and non-Aboriginal life expectancy

The **Community Re-entry Service**, utilising holistic care plans, engage with clients six months prior to their release from incarceration and for 12 months post release. The goal of this service is to reduce re-offending by seamless linking of clients to support, accommodation, employment and financial services, both prior to release and for an intensive eight weeks, post release.

377 clients seen in an area that expands from the Ngaanyatjarra Lands to Esperance

The demand for **Financial Counselling** is reflected in an ever increasing number of referrals. The service is offered in the regions of the northern corridor extending from Kalgoorlie to Laverton. Financial Counselling helps with budgeting, Hardship Grants Applications, Bankruptcy Applications and Hardship Variation Requests to enable clients to manage their finances better.

Provided services to 670 clients

Anger management groups provided through the **Family Relationship Education Skills Training (FREST)** service are progressing positively. *"Drumbeat Workshops"* introduced this year are becoming very effective with large groups at both Goldfields Individual and Family Support Association Inc. (GIFSA) and Christian Aboriginal Parent-Directed School (CAPS) workshops. The CAPS group in particular has recently seen 41 Aboriginal youth register in the service. Our outreach services continue to grow with Coolgardie drawing increasingly on the services provided there. Good networking by our outreach team has seen an increase in demand for these services in the northern corridor.

Provided services to 223 clients

The **Indigenous Substance Misuse (ISM)** service works towards improving the health status of Aboriginal and Torres Strait Islanders by increasing their access to high quality, culturally appropriate, primary health care and substance misuse services. The service works intensively with the Aboriginal and Torres Strait Islanders in the Esperance and Norseman areas.

Provided services to 29 clients and conducted 72 visits

HIGHLIGHTS:

The Indigenous Substance Misuse (ISM) service conducts education workshops two days a week to teenagers aged between 13 to 18 years old. The workshops are held in the Christian Aboriginal Parent-Directed School (CAPS) and focus on teaching the children about personal hygiene, protective behaviours and bullying (inclusive of cyber bullying), to name a few.

As a result of these workshops the teenagers have become more focussed in school, set long term goals and also implement what they have learnt back into their families and communities. The workshops also provide supports for many to enter and look at career pathways such as the Australian Football League (AFL), Police and nursing

The **Mental Health Service** incorporates the **Early Intervention, Psychosocial Support, Carer Family Support and Independent Living Skills** services. These services are successfully delivered to an ever increasing client base. The services delivered includes face-to-face meetings, phone sessions, home visits, counselling sessions and group activities. A concerted effort is made to network and collaborate with government and non-government organisations to assist clients and carers to access essential services. The service aims to link clients to support services in their communities in order to promote wellbeing, independent community living and a self-determined care plan.

Provided services to 296 clients

The **Post Separation Cooperative Parenting Program** conducts three hour workshops aimed to help parents focus on the needs of their children and enhance their understanding of the impact of their inter-parental conflict on the children. These workshops are conducted on a weekly basis and are well attended.

Provided services to 170 clients

The **South Kalgoorlie Youth Service (SKYSS)** is available to youth aged between 12 and 18 years of age from West Kalgoorlie, Kalgoorlie, Coolgardie and Kambalda. The approach is to build resiliency in the lives of youth at risk of poor life outcomes. The Youth Worker engages with youth in groups and individually, always aiming to build resiliency through a strengths based approach.

The ultimate outcome for the young people entering the resiliency youth service is to reduce the risks and increase connectedness. Resiliency will equip the young person with the increased ability to cope with adversity. The initiatives that are underway have been well received and supported by the youth in the communities. This is reflected by the ever increasing number of referrals to the service.

Provided services to 22 clients

GOLDFIELDS

The **Transitional Accommodation Support Services (TASS)** works with clients that are at high risk of homelessness upon release from incarceration. Kalgoorlie – Boulder has three houses for this service and they were fully occupied during this reporting period.

The **Transport Option Program (TOPS)** is responsible for transporting clients to their nominated communities upon release from incarceration. The aim of this program is to reduce the possibility of re-offending before they reach home and to try and avoid the possibility of homelessness. The program has seen clients transported throughout WA and as far as Esperance in the South, Wiluna in the North and Warburton and Blackstone near the WA, South Australia and Northern Territory borders. This program is highly appreciated by clients.

Provided services to 72 clients

HIGHLIGHTS:

- Centrecare Goldfields organised the *“Festival of Hearts”* to coincide with Valentine’s Day with the message “to share the love”. The event was held at St Barbara’s Square, Kalgoorlie, where staff gave out free roses, balloons, lollipops and cards to community members
- *“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 participated in the Aboriginal Justice Agreement Open Day
- Three *“Mental Health First Aid”* training workshops were held this year to increase participant’s knowledge and skills on addressing clients with mental health issues
- Centrecare took part in the *“Drug Action”* week held in the month of June
- Centrecare took an active part in the *“Close the Gap”* event held in the month of March to bridge the gap in the life expectancies of Aboriginal and non-Aboriginal communities
- Centrecare staff attended the *“Leonora Health Expo”* which aimed at raising the awareness of the community on the services available in the Goldfields region
- Centrecare Esperance Team actively participated in the NAIDOC launch at Norseman with a positive response from the local Norseman Aboriginal community



Family Relationship Centre

Midland Counselling Service

The **Family Relationship Centre (FRC)** aims to help families improve their relationships and provide support in situations of separation and divorce.

The centre also provides up to three hours of free Family Dispute Resolution as an alternative to Family Court action, which under new legislation is required before issues relating to children can be taken to court. The centre is staffed by experienced and qualified professionals providing impartial and confidential services.

The *“Children in Focus”* seminar continues to play a vital role in family dispute resolution to ensure children remain the focus of both parties during the mediation process. The seminar prepares individuals for mediation by highlighting the possible impact conflict can have on children and the importance of establishing a parenting alliance between separated partners. The *“Children in Focus”* seminar was recently updated to reflect the new changes to the Family Law Act in June 2012, which expanded the definition of child abuse.

Family Dispute Resolution Practitioners also continue to provide an outreach service to five metropolitan and outer metropolitan prisons, (Acacia, Hakea, Casuarina, Woorloo and Karnet) ensuring parents in prison have the ability to resolve parenting matters. Edith Cowan University completed a research project on the outreach services delivered at Acacia Prison and found that the service delivered in this prison was extremely valuable. Many of the men interviewed highly regarded their role as a father but found it difficult to maintain a relationship with their children while incarcerated. The outreach service provides prisoners with information about their rights as a parent under the Family Law Act and assisted with re-establishing contact with their children, where appropriate.

The Midland Family Relationship Centre continued the annual *“Festival of Hearts”* event on St Valentine’s Day using the occasion to disperse roses to people in the local community as a way of recognising the importance of individuals and families coming together to celebrate healthy relationships.

MIDLAND

Midland Family Relationship Centre staff members Melanie (left) and Talea out and about on Valentine’s Day for the *“Festival of Hearts”*

The **Midland Counselling Service** working in partnership with FRC, has continued to provide a diverse array of services for individuals, parents and families ranging from relationship counselling, parenting matters, domestic violence services, gambling help and general counselling services. Staff have also continued to provide a valuable service to the community through outreach work and partnering with local organisations.

Outreach services were also delivered through the co-facilitation of two psycho-education groups in partnership with local organisations, including the Pat Giles Centre and Anglicare WA. The first group was an eight-week workshop delivered to parents seeking help to change adolescent behaviour entitled *“Breaking the Cycle”* and the second group was a five-week course delivered to students at a local high school which focused on positive communication and healthy relationships.

FRC provided services to 1,231 clients for family dispute services, conducted 745 mediation sessions and facilitated 101 *“Children in Focus”* seminars

Provided 1,238 general counselling sessions with 263 new clients

HIGHLIGHTS:

- Actively participated in the Family Pathways Network Committee, Schools Conflict Resolution and Mediation (SCRAM) Subcommittee, Midland Family Support Interagency, Domestic Violence Agencies Network – East Metro Stakeholder Group, Domestic Violence Agencies Network – East Metro Practitioner Group, WA Family Court Reference Group, Coordinated Family Dispute Resolution WA Pilot Steering Committee
- Partnered with Legal Aid WA for the development of the multimedia tool *“When Separating: Family Law + Roads to Resolution”*
- Participated in the *“Act Belong Commit”* festival launch at LaSalle College
- Attended the Family Pathways Network Conference, *“Family and Domestic Violence: Through the Looking Glass”*
- Attended the *“Child Inclusive Practice Forum”* in Sydney

Community Detention Service	
Community Visitors Scheme	
Employment Directions Network	
Migration Advice Service	
Residential Determination Support Service	
Settlement Grants Program	

Centrecare was successful in securing the Community Detention Service in June 2011 which is sub-contracted by the Australian Red Cross.

The **Community Detention Service** is an alternative to confined detention and works to assist people living in the community while their asylum application is being processed. Its vision is - *All people seeking asylum are supported with dignity towards a future of independence, resilience, safety and wellbeing.*

Our first year of providing support to asylum seekers in the community has seen the service develop to meet the diverse needs of the people as they await a decision on their asylum application. The service works to make life as normal and rewarding as possible by supporting families to participate in their local community and activities. Activities such as English classes, voluntary work, craft and sporting groups, vocational education and social events provide engagement and stimulation during this period. In addition, we provide psycho-educative workshops on *“Culture Shock”*, *“Managing Stress and Anxiety”*, *“Parenting and Resilience”*.

The service assisted 57 people during the year, most of whom were fleeing persecution in Afghanistan and Iran

The **Settlement Grants Program (SGP)** aims to empower clients to grow in self-reliance, advocacy, knowledge, enhance community participation, navigate Australian systems and access other services through means of casework, group work, information sessions and referral.

Areas in which there has been much success this year include:

Leadership – assisting youth to reach their potential through developing skills in leadership through casework, group work and participation in camps. During five day camps, youth were given tasks that would encourage them to build their skills in mastery, courage, independence, belonging and generosity. A direct outcome is that some youth are now able to identify their strengths and talents, appear to have healthy self-esteems and built upon their interpersonal skills.

MIGRANT SERVICES

Migrant Services have been providing Migration advice for over 50 years

Tenancy – it is becoming increasingly difficult to rent a house in WA. SGP caseworkers have poured a large concentration of their energy into tenancy information sessions and casework with aims to assist SGP clients to be the best tenants they can be. The aim is for these clients to independently secure tenancies. SGP clients were provided opportunities to learn and discuss the Residential Tenancy Act and queries and concerns with obtaining a rental property. Real Estate Agents (REA) were also provided assistance with coaching on how to access Translating and Interpreting Services and best practice methods when working with individuals from a non English speaking background. Open dialogue with REA continues to have positive outcomes for SGP clients.

Raising the profile of settlement related services to various communities, local government, city councils, police departments, education providers, not-for-profit agencies, health services, child services, REA and other non settlement specific agencies. Promoting settlement services continues to be a fruitful experience, with an increase of community participation at non settlement specific hosted activities.

Provided services to 270 clients

Delivered 181 groups/workshops attended by 4,576 people

Centrecare’s **Migration Advice Service (MAS)** was expanded this year with the recruitment of two new migration agents to the team and a pool of sub-contracted agents. MAS provided assistance to Asylum Seekers in every state and territory applying for asylum or having their application independently reviewed. The team have travelled as far as Darwin, Far North Queensland and Hobart to ensure that vulnerable people are given every possible chance of proving their asylum claim under the Refugee Convention.

Of the 118 applications that have been resolved for asylum seekers who arrived by boat in the first six months of 2012, only three applicants have been refused a visa. This is a reflection of how genuine the plight of those who arrive by boat is and the excellent work done by our team in preparing submissions based on good evidence.

The need for help in the community is growing constantly and there is never enough time to help every worthy case, however, we prioritise where we can and do our best to help the most vulnerable.

Provided 356 advice sessions



Housing Support Worker –
Drug & Alcohol Initiative South West
Bunbury Counselling Service

The **Housing Support Worker – Drug & Alcohol Initiative South West** has a well established reputation within the South West and has been well received in the local community sector.

Through this service, Centrecare offers clients (families and individuals) access to alternative accommodation options or receive the support to ensure that they maintain or sustain their current housing.

Case management plans are developed using the needs identified by the client. Supports are put into place respectfully and continued throughout their support period.

SOUTH WEST

South West helps families and individuals to maintain their tenancies

Joint case management established with other agencies offers a well-rounded service which leads to better outcomes for the client. These plans have facilitated the opportunity for clients to be housed in short term accommodation while waiting an allocation through the DoH National Partnership Agreement (NPA) service. It has been identified that through collaborative case management with other services supplying short term accommodation, an increased number of positive outcomes were achieved. Without this joint case management these clients may have stayed in their transient life styles, moving from town to town and disengaged from supports and services. However, with constructive joint case planning and the willingness of all parties concerned, these clients transitioned into their own homes.

Provided services to 57 clients including children

15 households were accommodated within this period

Centrecare’s **Bunbury Counselling Service** continues to service the South West region and responds to an array of presenting issues. It offers appropriate counselling to each situation regardless of gender, culture, family structure or age. Staff ensure that counselling is age and developmentally appropriate for adults, adolescents or children.

Staff are committed in supporting clients respectfully to develop the skills and confidence to make informed choices for their future. The staff ensure that clients are given accurate and appropriate information when first accessing the service and throughout their support period.

Provided services to 260 clients



CENTRECARE CORPORATE

ACCESS Employee Assistance Program
Climate/Organisational Surveys
Coaching
Conflict Management
Executive Coaching
Manager Initiated Counselling
Manager Support Line
Organisational Development Consultancy
Psychometric Testing
Public Training Calendar
Serious Incident Response
Tailored Training

- New clients: 1,522
- Sessions: 4,149
- Coaching: 66
- Conflict resolution: 57
- Critical Incident Response: 38
- Other: 96
- Tailored training: 107
- Scheduled training: 26

WHO ARE WE?

- Largest permanent staff base of any EAP in Australia, with over 100 offices and unparalleled local investment through our established regional offices
- Centrecare Corporate is the only WA based, not-for-profit EAP provider where all revenue is returned directly into services for the WA community
- Industry leaders in strengths based coaching for managers and staff at all levels
- Exceptional record of client retention, testament to our unique and prosperous partnerships with organisations and ability to tailor individual solutions
- Largest training and complementary support services of any EAP including specialist consultancy services and a large clinical training facility
- Gatekeeper accredited training provider as sanctioned by the Department of Mental Health
- Offers a holistic induction and employee wellbeing service to organisations
- Can provide access to over 30 specialist counselling programs including: a dedicated mediation facility; family relationship services for separating couples; domestic violence; parent teenage conflict and gambling help
- National and international recognition for our innovation in strengthening organisational culture
- Commitment to organisational development, increasing productivity and reconnecting employees to the workplace

Centrecare Corporate delivers Employee Assistance Programs (EAP), corporate consultancy services and training throughout WA and nationally through its membership of the ACCESS Network Australia. Specialising in partnering with client companies to tailor an integrated service that best meets current and future needs, Centrecare Corporate has a diverse and highly skilled team of clinicians that work to bring out the best in all individuals, teams and organisations. Centrecare Corporate continues to provide unrivalled service delivery in a cost effective and accessible manner for corporate, education, not-for-profit, mining and public sector organisations.

The past year has seen Centrecare Corporate grow in several directions. In addition to providing quality, solution focused counselling to a client base of over 400,000 employees around the world, we have expanded our clinical and organisational training portfolio to deliver contemporary, evidence based training in a variety of disciplines. "Stepping Up", our flagship organisational training program was launched in 2011 and works to link the values of an organisation to its culture to positively influence both the behaviour of staff and their productivity. "Stepping Up" is part of a suite of training and consultancy services offered by Centrecare Corporate to enhance positive organisational culture and behaviour.



SUICIDE PREVENTION STRATEGY

One Life - Encouraging all stakeholders to work together with a shared vision and accept the challenge that suicide prevention is everybody's business

One Life is also in partnership with corporate, non-government and government departments. These agencies pledge to deliver suicide prevention awareness among their employees. This growing awareness and subsequent open discussion of this subject will encourage friends, families and communities to openly discuss their own mental health needs with confidantes and professionals, thereby significantly reducing some of the causal risk factors which are known to increase suicidal thoughts in individuals.

The Strategy's ethos is to encourage all stakeholders to work together with a shared vision and accept the challenge that suicide prevention is everybody's business. The Strategy's aim is to develop a model of sustainability. Overall, the CAP's have generated approximately \$1,800,000 of in kind contributions while Pledge Partners have contributed an additional \$300,000 in kind. These figures represent a significant financial contribution to the overall \$13,000,000 state government commitment to the 2009–2013 One Life Suicide Prevention Strategy.

Throughout the past year the Strategy has continued to chart a longer term vision to promote individual mental health and wellbeing and to enhance community capacity in its approach to suicide prevention.

life Suicide Prevention Strategy

Each year an average 260 Western Australians die by suicide.

Building on the success of the One Life Suicide Prevention Strategy's call to action last year, the government's state-wide \$13,000,000 initiative has engaged with over 255 locations and has been instrumental in the development and implementation of 54 Community Action Plans (CAP's). The call to action has seen an extensive number of community initiatives and activities implemented throughout WA communities with record attendances in many towns. Suicide prevention committees have evolved, volunteers have given their time and suicide prevention champions have 'stepped up' in a bid to reduce the occurrence and the impact of suicide within our community.

With the growing expertise of our highly trained team, our partnership with the Ministerial Council for Suicide Prevention (MCSP) and the Mental Health Commission (MHC), has provided innovative growth in the range of sub-committees. The sub-committees identify emerging trends in order to facilitate early interventions amongst WA's diverse high-risk populations, in metropolitan, rural, remote and regional areas.

One Life has fostered and trained a number of 'One Life Ambassadors' to provide extra support for localised Community Coordinators and the development of local CAP's to raise awareness about suicide prevention in the community. Their attendance and words of wisdom at key events have successfully engaged with what traditionally has been hard to reach target audiences, namely: males; youth; Aboriginal and Torres Strait Islanders; and lesbian/gay/bisexual/transgender/intersex/questioning (LGBTIQ) living in remote areas. Ambassadors are key community leaders, media personalities and local community champions.

HIGHLIGHTS:

- Partnered with Edith Cowan University to undertake pioneering research which identified a wide range of new findings. This may positively influence future suicide activities in communities, workplaces and government bodies
- Currently engaged with 36 community coordinators and 34 Host Agencies and have provided 3,936 service contacts with over 5,600 contact hours
- One Life Suicide Prevention Strategy has 54 Community Action Plans across WA, reaching more than 255 local communities state wide
- 124 agencies have signed the One Life Pledge Partnership in WA
- Over 400 corporate, non-government organisations and government departments have participated in a wide range of suicide prevention awareness activities in recognition of World Suicide Prevention Day, 10 September 2011



I was treated with dignity and respect and the focus was most certainly on the future welfare and wellbeing of our son.

Dear Centrecare

"Given the sensitive nature of approaching the service, I believe I was treated with dignity and respect and the focus was most certainly on the future welfare and wellbeing of our son." **Regional Family Dispute Resolution**

"I have left a telephone message for you as well, however, just wanted to relay some comments I have received re ****, from your team. Following our discussion last week, seeking your kind assistance, my niece, **** did ring your office and spoke with **** and apparently arranged an appointment. Her and her husband are experiencing a few marital problems at the moment and ****, who has a restraining order out on her husband, was experiencing a pretty traumatic time. **** could not speak more highly of **** and of the kind and considerate assistance he provided her. She was not aware of Centrecare and the services we provide, however, now she is a highly motivated advocate of Centrecare and the level of service that your team provides in the Goldfields. Even ****'s mum rang my wife and just wanted to tell us how fantastic his advice etc. was to her and how much she appreciated the time he gave her. So just wanted to pass that on to you and Tony which indicates the level of service your team are obviously providing to your clients." **Centrecare Kalgoorlie**

"Thank you. This service and staff have made a big difference to myself and children for the future as well as the present time." **Family Dispute Resolution**

"So grateful for the support and encouragement of Centrecare services in particular my one on one counselling by **** and also the following group sessions. It has certainly allowed a greater sense of awareness of the impact of the abuse in the relationship. It has enabled me to maintain my emotional safety and sanity. The latter I had despaired of when I first arrived to seek help. Now I have more awareness and knowledge to lead a more fulfilling life." **Men's Domestic Violence**

"I feel I have learnt quite a few ideas to use in my anger control "I think" a lot more before I act and try and understand the other persons point as well. I enjoyed (the training) as you can hear other people's opinions which is also helpful. I congratulate you all on your good work. Well done." **Family Relationship Education Skills Training**

"(The) Seminar was interesting, made me feel as though I am heading in the right direction. Thank you Centrecare Midland." **Midland Family Relationship Centre - Children in Focus Seminar**

"The support of (the) caseworkers were helpful with dealing with my anxiety." **Centrecare Youth Support Service**

"All services were delivered professionally". **Bunbury Counselling Service**

"I feel that this service has given me a much better outlook (for the) future, a big thank you to **** for all of her assistance in helping me." **Housing Support Worker – Drug & Alcohol Initiative South West**

"Feel I no longer have a problem. Learnt from the past. Understanding more about how things get out of hand. Nice to have a service like this. Very helpful on all levels." **Gambling help WA**

"**** was very professional, very clear and concise and I felt understood my needs very quickly. He is a credit to the profession." **Midland Family Relationship Centre**

"Appreciate the help from counsellor. She listened to my story. Not ignore me, this helps. Finally someone is listening to me. It has been hard getting help." **General Counselling**

"**** is a very nice lady, gave good feedback, really enjoyed home visits, she respects people and became a member of the family! To talk with someone who has experience is good!" **Parent Link Home Visiting Service**

"Very pleased with the service provided to my daughter Shelby. It made her feel a lot more confident and able to communicate with myself." **Parent Adolescent Counselling Conflict Service**

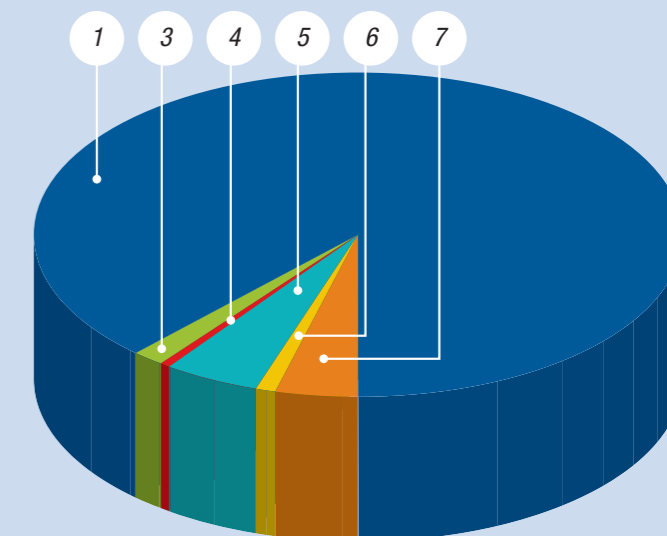
"I have found **** to be a very objective supportive, genuinely caring and has been an invaluable source of information pertaining to my situation." **Family Link**



Consolidated Income/Expenditure Statement for the 12 months to 30 June 2012

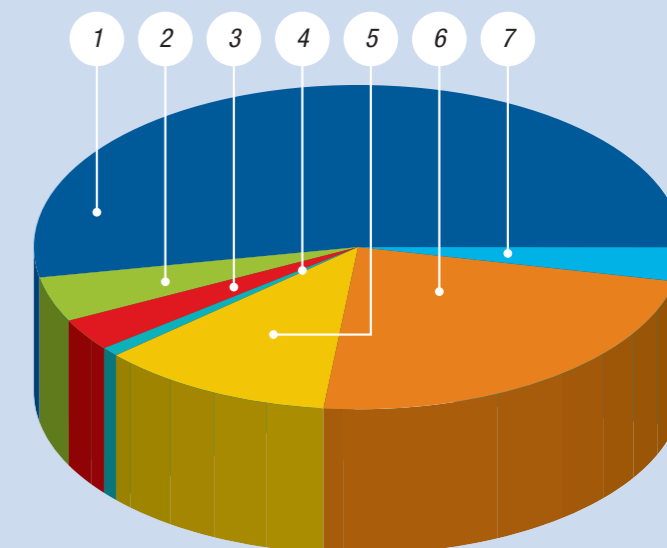
Income

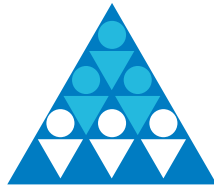
1	State and Federal Government Funds	88%
2	Transfer of properties ex DOH	0%
3	Non-government Funding	1.6%
4	Archdiocese of Perth - Lifelink	0.5%
5	Housing and Accommodation Revenue	4.8%
6	Corporate Services Revenue	1%
7	Other Income	4.1%
		100%



Expenditure

1	Salaries, Wages and Oncosts	53%
2	Administration Expenses	4.5%
3	Property Expenses	3.2%
4	Depreciation	0.9%
5	Transfer of Properties to Stellar Living Ltd.	11.7%
6	Operating Expenses	23.3%
7	Vehicle Expenses	3.4%
		100%





CENTRE CARE

"People Making Time for People"

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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.