

Professionalism

Centrecare's "**professionalism**" is founded on its belief *every human being* is worthy of receiving the **best possible care** when seeking assistance.





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

Centrecare Board Members

- David Pires (Chair)
- Shauna Deane (Deputy Chair) (retired May 2013)
- Norman Brahim
- Anne Burns
- Wendy Lee (resigned June 2013)
- Tony Pires (retired May 2013)
- Steve Walker (resigned Nov 2012)
- Frank Iannantuoni (commenced Feb 2013)

Goldfields Esperance Management Committee

- Mary-Anne Bowler (Chair)
- Ian Paynter
- Robert Hicks
- Thomasisha Passmore-Skelly
- Liz Hatton
- Jonnene Thomson

Acknowledgement of Funding Bodies and Other Supporters

- Australian Red Cross
- Catholic Education Office
- Department for Child Protection and Family Support
- Department of Local Government and Communities
- Department of Corrective Services
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health
- Department of Housing
- Department of Immigration and Border Protection
- Department of Racing, Gaming and Liquor
- Department of the Attorney General
- Family Relationship Services Australia
- LifeLink
- Lotterywest
- Mental Health Commission
- Problem Gambling Support Services Committee
- Roman Catholic Archdiocese of Perth through LifeLink
- Shelter WA



David Pires
Chairman

With an ever increasing level of demand of all not-for-profit organisations in Australia, especially in the social, community and housing arenas, Centrecare continues to demonstrate an extraordinary level of professionalism, dedication and excellence in the delivery of over 70 services by a total workforce of 303 workers throughout the organisation.

Centrecare is an equal opportunity workplace and our workforce is comprised predominately of female staff (80%). Centrecare currently has its own paid parental leave in place, being one of the first not-for-profit organisations to implement this initiative, providing up to 12 weeks paid maternity leave.

Centrecare is committed to the service of the Western Australian (WA) community, through its clear vision and purpose of the organisation. We continue to provide people and communities with professional social services that enhance wellbeing and are inspired by compassion and recognition for human dignity and worth.

A recent Values Survey for 2013 conducted with all staff, overwhelmingly considered that the most important of the organisation's six values, was the value of Respect. The survey indicated that 96% of staff believed Centrecare's values aligned with their own personal values. This commitment to Respect our clients continues to resonate throughout the organisation at all levels.

In June 2010, Centrecare was appointed to assume responsibility for implementing the WA Suicide Prevention Strategy. This involved providing support to the Ministerial Council for Suicide Prevention, the development and delivery of community awareness initiatives across WA and the coordination of training, research and evaluation of the suicide prevention strategy.

The Strategy officially ended in June 2013. However, Centrecare will be assisting the Mental Health Commission until 2014 to finalise the work. Over the past three years Centrecare has assisted with the implementation of many Community Action Plans, ensuring the completion of contracts and finalisation of the evaluation plans.

Clive Elliott, a staff member working in Centrecare's One Life Suicide Prevention Team, was recently honoured by the Institute of Public Administration Australia, Hyatt Regency Perth Award, "Leader of the Year - Not For Profit Sector 2013", for his outstanding contribution and dedication to promoting suicide prevention in the workplace. We offer our congratulations to Clive for this amazing achievement.

Australia's housing affordability crisis is the result of supply not meeting demand. Centrecare is proud to be taking an active part in tackling housing affordability in the metropolitan area through Stellar Living, a social and affordable housing company, set up by Centrecare to assist low income individuals and families secure affordable accommodation.

Stellar Living in partnership with the Federal and State Government, manages over 200 properties and is currently building another 22 at Erskine, Mandurah, to cater for a very small segment of the ever increasing market demand.

The Board, is extremely proud of the achievements of the organisation over the years, led by our Director — Tony Pietropiccolo AM. In a sector full of committed individuals, Tony stands out not just for his remarkable role as Director of Centrecare, but for his relentless pursuit of social justice for some of society's most vulnerable and disadvantaged individuals.

During the year we also recognised several long serving staff who have been with the organisation for 10 years. We have 11 staff with more than 10 years and three staff with 20 years continuous service with the organisation. The Board offers our sincere thanks and appreciation to these staff members and many others that have continued to serve the community through our organisation.

Due to constitutional requirements of Centrecare, two long serving Board Members, Shauna Deane and Tony Pires have sadly retired from the Board. Their outstanding contribution to the Board over many years is greatly appreciated. We however, welcome two new members to the Board to continue the role of directors. To our existing Board members, I offer my sincere thanks and appreciation for their contribution to Centrecare over the years.

To our finance, administration teams and the Management Team who have been instrumental in the submission of many successful tenders, preparation of budgets and overall day to day management of the organisation, please accept our sincere thanks on behalf of the Board.

Centrecare continues to grow and expand with the planned construction of our newest office development in Midland, due for completion within two years. This building will accommodate our staff who service that particular region. We will continue to provide a very high level of service to our many and varied clients throughout the metropolitan and several country areas over the next 12 months and look forward to meeting those ever increasing demands.

To all our funding bodies and other supporters, Centrecare Association Members, Goldfields Esperance Management Committee, led by the Chair, Mary-Anne Bowler and all our staff, we extend our sincere gratitude and acknowledgment of your continued contribution to our organisation. Without your support we would not be able to achieve our goals.



support





Staff 10 year anniversary certificates presented by the Director — Tony Pietropiccolo left Glenda Kickett and right Jennifer Henry

Achievements and Milestones

- ▲ The organisation celebrated the 10th anniversaries of two staff members — Glenda Kickett and Jennifer Henry
- ▲ Centrecare was a finalist in the ISO 9001 Quality Management Systems – Medium Size Business – Systems Excellence Award 2012
- ▲ Executive Manager — Glenda Kickett awarded Chief Executive Women (CEW), Australian Graduate School of Management (AGSM) Scholarship for attendance at AGSM's Women in Leadership Program at the Australian Graduate School of Management
- ▲ Centrecare One Life Agency Coordinator — Clive Elliott awarded the Institute of Public Administration Australia, Hyatt Regency Perth Award, "Leader of the Year - Not For Profit Sector 2013"
- ▲ Parent Link Volunteer — Carol Ando was nominated for the City of Stirling "Volunteer of the Year" award
- ▲ Public Tenancies and Children's Services Team Leader — Kate Ihanimo awarded a Child Protection and Family Support Scholarship to attend the 7th National Homelessness Conference held in Melbourne in September 2012
- ▲ 237 Pledge Partners have received a One Life Pledge Partnership Certificate signed by the Minister for Mental Health — The Right Honourable Helen Morton
- ▲ Centrecare Djooraminda farewelled the first child to turn 18 while in a long term placement (10 years) with this organisation in October 2012
- ▲ The Supported Housing Accommodation Program (SHAP) ended after 22 years, operating from 1991 – June 2013
- ▲ A presentation titled "Promoting Professional Excellence – maintaining good practice and wellbeing in times of change" was delivered by the Principal Advisor to the Director at the national Family Relationship Services Australia (FRSA) Conference held in Darwin in November 2012
- ▲ The Principal Advisor delivered a workshop titled "A Supervision Story – A Tale of Two Cities and Three Generations" at an International Conference held in Sydney. In June 2013. This Conference titled "Advances in Clinical Supervision" was the first ever conference of its kind to be held in Australia
- ▲ In partnership with the Australian Childhood Foundation, Executive Manager — Glenda Kickett and Team Leader — Helen Humes presented Djooraminda's "Culturally Safe, Therapeutic Care Model" at both the 5th National Secretariat of National Aboriginal and Islander Child Care (SNAICC) Conference and 7th World Conference on Promotion of Health and Prevention of Mental and Behavioural Disorders
- ▲ One Life Network Coordinator — Fiona Mouritz presented at the 2013 National Suicide Prevention Conference in Melbourne
- ▲ Hosted the first ever Suicide Prevention Pledge Partnership Round Table Forum, "Exploring Future Standardisation and Implementing of Policies"
- ▲ Joint presentation with the Department of Local Government and Communities at the 2012 WACOSS Conference on Centrecare's experience with the new "Delivering Community Services in Partnership Policy"
- ▲ Triennial audit conducted by SAI Global in May 2013 resulting in the successful retention of ISO 9001:2008 certification
- ▲ Delivered 74 services comprising of 15,878 clients with 123,231 contacts

New Programs and Initiatives

- ▲ Lotterywest Grant for the construction of the new Centrecare Midland building
- ▲ Support & Tenant Education Program (STEP), Kalgoorlie
- ▲ Financial Counselling for Problem Gambling funded by the Department of Families, Housing, Community Service and Indigenous Affairs (FaHCSIA)



Community Involvement

- ▲ General Manager — Catherine Spini
 - Member of the Alliance for Children at Risk
- ▲ Executive Manager — Leanne Strommen
 - Member of Leadership and Partnership Forum
 - Board Member Shelter WA
- ▲ Executive Manager — Rod West
 - Member of WA Family Pathways Network Steering Committee
 - Member of Family Court of Western Australia Reference Group
- ▲ Executive Manager — Glenda Kickett
 - Chair of National Aborigines and Islanders Day Observance Committee (NAIDOC) Perth
 - Delegate for Chamber Three for the National Congress of Australia's First People's
- ▲ 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 and Family Support
- ▲ Program Manager — Elizabeth Wortham
 - Board Member Eastern Region Domestic Violence Service Network Inc. – Koolkuna Board of Directors
 - Member of Coordinator Family Dispute Resolution Pilot Steering Committee
 - Member of Communities for Children Plus Steering Committee
 - When Separating' DVD Planning Committee
- ▲ Program Manager — Jason Thompson
 - Member of Steering Group for the Armadale Family Support Network (AFSN)
 - Member of Strong Families Regional Management Group
 - Member of the South East Metropolitan Homelessness Committee
 - Members of the South West Regional Homelessness Action Group
- ▲ Program Manager — Elmarie Richardson
 - Member of Department of Human Services Stakeholder Meeting
- ▲ Team Leader — Latha Raman
 - Committee Member of National Association for Gambling Studies Inc.
 - Organising Committee Member of Responsible Gambling Awareness Week
 - State representative on the National Association for Gambling Studies Australia (NAGS) Committee
- ▲ Team Leaders — Kate Ihanimo and then Liam Cabbage
 - Members of Operations Group for the Armadale Family Support Network (AFSN)
 - Members of the Bunbury White Ribbon Committee
- ▲ Community Development Officer — Kathryn McIntyre
 - Member of Schools Conflict Resolution and Mediation (SCRAM) Steering Subcommittee
 - Member of the Midland Family and Domestic Violence Stakeholder Group
 - Member of the Midland Family Support Network
- ▲ Financial Counsellor — Richard Meggit
 - Executive Board Member and Membership Secretary Financial Counsellors Association of WA Representative



Tony Pietropiccolo AM
Director

The environment in which Centrecare and other charitable organisations operate continues to change.

The broader society's focus on individualism impacts on the resources that the community, primarily through its governments, is prepared to provide when dealing with the social needs of those less well-off and/or marginalised. Poverty appears to no longer be of great concern to decision makers and many of our fellow citizens. This is despite the fact poverty is often at the heart of domestic violence, child maltreatment and other anti-social behaviour.

Dealing with homelessness, poor health, unemployment and poor educational outcomes are seen primarily as the result of individual inadequacies. We are increasingly moving away from a sense of personal but also shared responsibility for the common good. The latter does not have to come at the cost of individual wellbeing. In effect, the common good and individual wellbeing are interdependent and intimately connected. It is impossible to have one without the other. The individualistic ideology of our time is leading society away from a caring, generous and mutually supportive society. Such a society is essential if individuals are to thrive.

There are developments that are occurring in not-for-profit organisations' relationships with government that seem to mirror the above trend. The increasing competitiveness between not-for-profit organisations is the direct result of the "market" philosophy that underpins the approach taken by government to the contracting of social services, irrespective whether these are delivered by not-for-profits or for profit entities. The competition between not-for-profit service providers is contributing to the development of an anxiety about the sustainability of individual services.

Director's Appointments

Co-Chair	Community Employers WA (CEWA)
Committee Member	Community Sector Roundtable
Committee Member	National Child Protection Framework Implementation Group
Committee Member	WA Council on Homelessness
Chairperson	Canning Coalition Inc.
Member	Catholic Education Commission of Western Australia

This is in turn diminishing the cooperative, largely mutual supportive attitude of not-for-profit, social service organisations. Centrecare believes the loss of these characteristics among service providers will be counterproductive to the achievement of an effective social service delivery system.

The individualised funding approach that is being adopted by a number of government departments appears to be a further expression of the individualism of our time. The idea of giving control to individuals for government money that is prescribed for the purchase of social services is laudable in its intent. It can be of significant benefit to those who are able to fully engage with such an approach to service acquisition. However, there are limitations to such a funding method as it is not always possible, due to a host of factors, for individuals to maximise value on the funds made available to them. Additionally, it appears whenever such a funding regime is introduced the inevitable consequence is a greater competitiveness between service providers, a reduction in the number of community/mission based organisations providing services and the influx of corporate entities seeking to make a profit from the provision of social services.

The above changes, along with a growing compliance regime, which increasingly treats not-for-profit providers the same as profit driven entities, creates a concerning environment that is poised to undermine the altruistic focus of Centrecare as well as other community based organisations. There is a need for not-for-profits to tread warily in such an environment to ensure the important civic contributions they make are not lost. Government needs to walk such a line with equal caution if it is to avoid diminishing the significant, positive impact not-for-profit providers have on the West Australian social service delivery system.

Ensuring engagement with an increasingly competitive environment does not lead to an abandonment of highly professional, quality practice is a challenge to Centrecare and to other not-for-profits. Centrecare has remained true to its social purpose despite the above pressures. For the future, it will need to continue to work with other not-for-profits and government departments to ensure the contribution of community organisations to the achievement of individual wellbeing and a healthy society is not diminished.

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◀ DIRECTOR'S REPORT CONTINUED

Centrecare's "professionalism" is founded on its belief every human being is worthy of receiving the best possible care when seeking assistance. This requires the acquisition and ongoing development of technical abilities. It also requires a great deal of self-awareness and personal reflection to ensure our professional involvement with clients is not only technically competent but also an expression of genuine, personal commitment to the service of others. The professional dedication to service made by members of our staff is not founded on a view that each person is unconnected but rather on the belief we share a common human bond.



Delivering roses to the community, (L-R) Counsellor —Linda Williams and Director — Tony Pietropiccolo AM at the Perth Train Station.

It is a testament to Centrecare staff that, despite the pressures created by increasing service demands and compliance measures, they have continued to provide highly professional interventions. This financial year Centrecare staff have assisted thousands of Western Australians. We are all very appreciative of their personal commitment, genuine care and competence.

This is also true of our Management Team that is so often required to balance the significant administrative aspects of Centrecare's work with the organisation's purpose of caring service. Their commitment to the ongoing professional development and support of staff, the retention of Centrecare's ISO Quality Assurance status and ensuring the organisation meets its internal and external administrative obligations has safeguarded Centrecare's service aims as well as its sustainability. Their generosity and hard work are highly valued and appreciated.

We continue to value the ongoing contribution the Archdiocesan fundraising program LifeLink makes to the work of Centrecare. The historical and current connection with the Catholic Archdiocese of Perth remains fundamental to Centrecare's commitment to community service. The positive relationships and support we receive from our funding bodies and Lotterywest is greatly appreciated. It would be impossible for Centrecare to do its work without these important connections.

Centrecare's constitution required that two long standing board members retire during the past year. Both Shauna Deane and Tony Pires made substantial contributions to the development of Centrecare over many years. Centrecare will always value their commitment and generosity of heart. They will be greatly missed but will remain important figures in Centrecare's history. For personal reasons another member, Wendy Lee, left the Board. We thank Wendy for her contribution during her time with us. My grateful thanks to the Board Chairperson, David Pires, the other members of the Centrecare Board and the Management Committee in the Goldfields for their guidance, ongoing support and genuine interest in the wellbeing of Centrecare, its clients and its staff.

Centrecare is proud of its achievements in the past year and its commitment to a professional approach in delivering services to the community.

Our clients receive quality services which has been nationally recognised through SAI Global. In addition to passing our triennial certification audit, Centrecare was also successful in being selected as a finalist for the Quality Management Medium Business 2012 Award. This selection recognises the professionalism of our staff and the services they provide, supported by robust systems and processes.

Individually, recognition was attained by Clive Elliott as winner of the 2013 Institute of Public Administration Australia, Hyatt Regency Perth Award, "Leader of the Year - Not For Profit Sector 2013". This is a significant achievement for Clive and Centrecare's One Life Suicide Prevention Strategy.

Centrecare is committed to its staff professional development by providing up-to-date training on a regular basis.

An Aboriginal Cultural Team has been created to provide: cultural support and awareness; advice; and liaison across the organisation. An Aboriginal Liaison Worker works directly with Out of Home Care (OHC)/Placement Services and provides cultural support and advice to staff and carers in regard to the cultural needs of the children in care.

The second Aboriginal Liaison Worker works directly with the outreach programs to provide cultural support and advice to staff when conducting client assessments. This also assists in building relationships with the clients. Currently this team is still in its infancy and will continue to develop and evolve.

The Aboriginal and Torres Strait Islander Cultural Training is also an important aspect of training for Centrecare staff. The cultural training provides staff with awareness of the historical and social issues which have impacted on Aboriginal and Torres Strait Islander people. This assists staff to develop strategies to work culturally appropriately with and be responsive to Indigenous clients.

Recognition of the complexity of our work has called for examination of our induction procedure for new employees. It was identified that a more comprehensive induction package needed to be formulated. A working group was formed and more information has been included in Centrecare's new two day organisational induction held at head office. Topics covered are: History of Centrecare; Management Structure; Human Resources; Professional Excellence; Payroll; Finance; Employee Assistance Program; Quality Assurance; Information Technology; and Occupational Health and Safety. More specific inductions for service delivery staff members are also carried out at branch level.

The sustainability of the organisation has been satisfactorily maintained with numerous grants successfully acquitted without redress from our funding bodies. The financial auditing of the organisation and its programs has once again been achieved without any query from our financial auditors.

This year the whole of Centrecare, including the Director, engaged in the "Festival of Hearts"©. This Centrecare event is held on 14 February each year to promote healthy relationships to the local community. Centrecare staff distributed 2,000 long stemmed red roses with a card, balloons, lollipops, seedlings and cupcakes, free, because we believe every individual is special.

Locations where the "Festival of Hearts" were held included:

- Carousel Shopping Centre
- Gosnells Train Station
- Centrecare Joondalup Office
- Joondalup Train Station
- Altone Shopping Centre, Lockridge
- Centrecare Midland Office
- Midland Train Station
- Mirrabooka Shopping Centre
- Perth Train Station
- St. Barbara's Square, Kalgoorlie
- Hannan's Boulevard, Kalgoorlie
- Burt Street, Boulder
- Duncs Super IGA, Esperance

Work is still progressing on the development of Centrecare's new building in Midland. Lotterywest continues to be a large supporter of Centrecare approving a Work Places - Buildings & Fit Out Grant in February 2013. For this, Centrecare is truly grateful to Lotterywest for their support. The Lotterywest grant enables Centrecare to increase its presence in the Midland region; this region has been identified as a growing population with minimal social services. Drawings have commenced and this building is expected to be completed by 2015.

Under the leadership of Centrecare's Director — Tony Pietropiccolo AM, Centrecare's management and staff ensure professional services are delivered to the community while treating others in a non-judgemental, caring and highly proficient manner. Centrecare is "People Making Time for People".





Professional Excellence & Purpose Portfolio

Fostering professionalism is at the heart of the work undertaken by the Professional Excellence Team, a team somewhat still in its infancy having been 'birthed' 1 July 2011.

Since its inception the Team has provided a Centrecare specific model of clinical supervision for 180 workers and carers across our 11 branches. Professional Excellence has continued to introduce a range of clinical quality assurance processes and professional development and self-care strategies into the organisation. In 2010 workers were surveyed about their experience of clinical supervision and one quarter reported dissatisfaction at that time. However, following the introduction of the new clinical supervision model and two years on, a subsequent survey revealed only one worker reporting dissatisfaction.

This result is a very positive reflection of the professionalism of the work delivered by the Team and here is what some workers had to say:

"I can confidently say my clinical practice has improved under this model".

"I feel it is an excellent attribute to the Team to have an accountability framework to keep one on track with one's professional work and the key strength of having such a team to work alongside is that I as a professional get to check in and to receive honest feedback about my work and myself and to seek ways to improve my practice".

"A clinical supervisor is necessary in any organisation dealing with people's lives and an essential duty of care to our clients and ourselves. It is fantastic being part of the process and the challenges I am sure it will bring".

"I have enjoyed the feedback about my practice. It makes me feel valued as an employee that Centrecare has striven to maintain consistent clinical supervision".

In the past 12 months Professional Excellence were selected to showcase the work conducted at Centrecare in both national and international arenas. A presentation titled "Promoting Professional Excellence – maintaining good practice and wellbeing in times of change" was delivered by the Principal Advisor to the Director at the national Family Relationship Services Australia (FRSA) Conference held in Darwin in November 2012. The following year in June 2013 the Principal Advisor delivered a workshop titled "A Supervision Story – A Tale of Two Cities and Three Generations" at an International Conference held in Sydney. This Conference titled "Advances in Clinical Supervision" was the first ever conference of its kind to be held in Australia. The majority of the audience at both presentations were from the not-for-profit sector and could appreciate the challenges faced by our workers and our organisation. As a result they were impressed by how well Centrecare's clinical staff are supported through clinical supervision and the high level of investment by Centrecare in ongoing professional development and support for all of its employees.

The Professional Excellence Team are to be congratulated for their hard work in implementing and further developing the clinical supervision model. Appreciation is extended to our clinical staff for their professionalism in embracing supervision and committing to drawing as much from the process as possible. A high level of goodwill has been shown by our workers in regards to participation in live observations of their work and workers are to be commended for having the faith and courage to choose complex cases for observation and being open and receptive to the feedback provided. This demonstrated professionalism is a very rewarding aspect of clinical supervision, facilitates an understanding of the work delivered and challenges faced, but more importantly goes a long way towards ensuring Centrecare's clients receive a quality service embedded in our organisation's values.



Hoarding and Squalor Workshop at Centrecare Gosnells office

Accommodation Services

-
- Accommodation and Support Services Program
-
- Centrecare Family Accommodation Service
-
- Djooraminda Placement Service (Out of Home Care and Tier 1)
-
- Homelessness Accommodation Support Worker – South East Initiative
-
- Housing Accommodation Support Worker – North West Metro
-
- Housing Support Worker - Corrective Service Initiative
-
- Private Rental Advocacy and Support Service
-
- Public Tenancy Support Service
-
- Re-Entry Services (Accommodation Support Services, Transitional Accommodation and Support Services)

The **Accommodation Support Services Program (ASSP)**, funded by the Department of Corrective Services (DCS) supports men and women who are single or are in family situations. During this period Centrecare has developed accommodation support to best suit the target group, offering up to date services and help to ex-prisoners re-entering the community. Centrecare takes a holistic approach to crime prevention including education, intervention and reform programs aiming at reducing the re-offending rate of people in conflict with the justice system.

In collaboration with external agencies, Centrecare's ASSP has been able to support 12 clients and in some cases their families, to transition into longer term and more sustainable accommodation within the community.

▲ **Provided services to 24 clients and 25 family members**

The **Centrecare Family Accommodation Service (CFAS)** is funded by the Department for Child Protection and Family Support (CPFS) under the National Affordable Housing Agreement (NAHA) to provide support and accommodation for 30 families annually. We have continued to provide information, advice and advocacy to families to enable them to increase their knowledge and abilities to successfully manage and sustain a tenancy.

The Consumer Protection Survey in November 2012 reflects positively on our work with families who have experienced homelessness. 80% of the clients were very satisfied with the service they received from CFAS.

▲ **605 families registered for this service - a total of 2,103 adults and children.**

▲ **41 families accommodated during this reporting period**

Djooraminda Placement Services provided medium to long term culturally therapeutic placements to 36 Aboriginal and Torres Strait Islander children, aged from three to 18 years. The children are cared for by Aboriginal and Torres Strait Islander carers and non-Indigenous carers. They are supported with their issues by the Care Team consisting of social workers and children's counsellors.

Djooraminda has implemented the Therapeutic Care Model in partnership with the Australian Childhood Foundation. The Model supports the children with their concerns including issues of attachment and trauma. The Therapeutic Team is led by a therapeutic care specialist who supports staff and carers, school staff and their CPFS caseworkers to develop a holistic team approach to care for and respond to the children's needs.

The children attend Catholic schools and colleges and some government schools close to their cottages. All of the children are progressing well with their education. They participate in recreational activities such as football, netball, tee ball and gymnastics.

Connecting through Care and Culture

The story of four children placed in our therapeutic Family Group Home Program is an example of consistent therapeutic care in partnership with families, Family Group Home Carers, schools and the CPFS, have positive outcomes for children and families. The family had a long history with child protection across a number of generations. The children had previously lived in a number of failed care arrangements including kinship and non-Indigenous foster care before eventually being placed with Centrecare Djooraminda. The children were viewed as having a range of challenging behaviours and difficulties. The parents were viewed as mistrusting and unlikely to be able to make the changes necessary to have their children returned to them.



Family Relationship Services Australia Conference – Centrecare presentation "Promoting Professional Excellence"



Self-portrait done by a child, aged five, while going through the reunification process

Over time, the children settled in the placement and began doing better at school. The program worked to actively include the parents in decisions about the care of their children. The parents reflected feeling included and respected and began to trust the staff caring for and supporting their children. The contact between the children and their parents was also given intensive support by staff and the parents were supported to help them better understand their children's needs and how to respond to them.

There were many challenges along the way for the family, the children and the team of carers and professionals trying to support them. However, we didn't give up. The family continued to work hard with our staff to overcome these challenges.

The therapeutic specialist worked closely with Centrecare Djooraminda's Reunification Service and the family. This will facilitate the children returning home and provide the important support the parents and children were going to need to make the successful transition to living together again. The children have now been home for six months and the program continues provide this family with the critical support that they need during this resettling process.

The **Homelessness Accommodation Support Worker – South East Initiative** is funded under the National Partnership Agreement on Homelessness. Centrecare achieved 100% of the required outcomes for this service. Centrecare and Mission Australia continue an excellent relationship running a joint referral allocation system. This much needed service provides families and individuals with access to stable, long term and affordable housing when exiting supported accommodation in the South East Corridor.

▲ **Provided services to 31 clients**

- 42% identified as Aboriginal and Torres Strait Islander
- 39% as Culturally and Linguistically Diverse (CaLD)
- 19% represented a variety of other cultural backgrounds

The **Housing Accommodation Support Worker – North West Metro** service continues to operate as a consortium model between Centrecare, Youth Futures WA and The Patricia Giles Centre. The three agencies maintain a collaborative partnership responding to a range of clientele exiting NAHA agencies both north and south of the river.

The service has been able to meet its expected outcomes in supporting clients to maintain their allocated housing for a period of at least 12 months despite the many challenges experienced by families who are homeless. The ongoing success has resulted in an extension of the service to 30th June 2014.

Participation in the National Partnership Agreement on Homelessness (NPAH) Forum and evaluation has established and maintained the presence of this service in the homelessness sector.

▲ **Provided services to 37 families**

Centrecare's **Housing Support Worker – Corrective Services (HSW-CS)** service is funded by the CPFS under the NPAH. The HSW-CS is designed to offer support to men exiting the prison system or other re-entry accommodation services to locate to longer term sustainable accommodation. This can be with family or friends, shared accommodation, private rental, community or public housing.

Referral pathways are via Outcare Accommodation, Centrecare's re-entry accommodation services, Communicare's Breathing Space Service and directly from Western Australian prisons with clients wanting to reside in the Perth metropolitan area.

▲ **Provided services to 32 clients and 15 family members**

The **Private Rental Advocacy and Support Service (PRASS)** provides a direct and professional outreach support for clients to maintain private tenancies. The service works with clients to effectively manage their current tenancy and develop long term skills and strategies that will be beneficial to them in the future. During the past year the PRASS has experienced a variety of emerging issues including increasing rental prices and low rental availability affecting individuals and families throughout the community.

A strong working partnership has been built over the past year with St. Vincent de Paul resulting in shortened waiting periods and increased availability of brokerage support for those in financial difficulty.

Awareness within the community regarding the PRASS has been enhanced through participation in the Stirling and Wanneroo Information Sharing Network.

▲ **Provided services to 138 clients**

▲ **Provided 313 clients with single contact, advice and referrals**

The **Public Tenancy Support Service (PTSS)** is funded under the NPAH. Centrecare support 20 tenancies per annum, however, this year a total of 37 families entered the service.

The majority of clients accessing PTSS continue to be single women with children. The housing support workers liaise with the DoH on a weekly basis which strengthens the positive relationship between the two agencies. Centrecare strengthens our partnership with the Armadale Family Support Network (AFSN) through further integration with this new service.

In November 2012 the Supported Housing Assistance Program (SHAP) and PTSS, in conjunction with DoH, co-hosted a three day *"Hoarding and Squalor Workshop"*. Seven of the families PTSS supported in the last reporting period lived with hoarding behaviours and/or in domestic squalor.

▲ **Provided services to 37 families**

The **Transitional Accommodation Support Services (TASS)** is funded by the DCS to provide support to 20 men exiting prison per year. This service has broadened its capacity to support clients with complex needs. This is achieved with the understanding in order for clients to succeed, they need to develop linkages to mainstream services.

Many of the successes TASS clients achieve are due to the continued development of partnerships with external services. These collaborative partnerships provide access to services based around, but not limited to: health; mental health; financial planning; emergency relief; employment; education; legal matters; individual and family counselling; housing and tenancy support; emotional support and well-being; advocacy and recreation.

▲ **Provided services to 23 clients**

Family and Domestic Violence

Family and Domestic Violence Services

- Specialised Family Violence Service
- Men's Behaviour Change Program – Men Choosing Respect

Family and Domestic Violence Services

During the past year Centrecare has completed its review and development of the **Men's Behaviour Change Program (MBCP) – Men Choosing Respect**. This work has been conducted in partnership with No To Violence (NTV) Male Family Violence Prevention Association from Victoria.

Centrecare has adopted the *"Toward Safe Families"* – a practice guide for men's domestic violence behaviour change programs (2012) as a minimum standard for best practice when working with men in the context of addressing family and domestic violence.

An Integrated Service Model ensure programs are of a consistently high standard and are regulated by the same practice frameworks and models. This ensures service quality, monitoring and evaluation meet or exceed national and state benchmarks for best practice in the provision of programs to both victims and perpetrators.

▲ **Family and Domestic Violence Services provided services to 548 clients**



Centrecare's Family and Domestic Violence Services promote "Toward Safe Families"

Highlights

- ▲ Staff attendance at the *"White Ribbon Day"* fund raising activities
- ▲ Participating in the *"Annual Silent Domestic Violence Memorial March"*

Highlights

- ▲ One boy was selected to play state softball
- ▲ One boy received his blue belt in martial arts
- ▲ Three girls represented their club in the Starmites International Gymnastics Championships in Singapore
- ▲ One girl represented her school in a Leadership Camp with the Lions Club

Gambling Services

- Gambling Help WA
- Gambling Help WA Financial

Over the past year there has been heightened community awareness of problem gambling issues and increased availability for people to engage in online gambling which has garnered increased media interest. In response the **Gambling Help WA (GHWA)** Team has conducted a series of information and education seminars throughout the community.

Gambling Help WA Financial has had a significant increase in the number of couples attending the service. This has been attributed to the unique co-counselling model developed with the GHWA Team which provides a holistic and complementary service many clients find invaluable, an opportunity they might not have otherwise explored.

Centrecare was also actively involved as Membership Secretary on the Executive Committee for the Financial Counsellors Association of Western Australia (FCAWA).

- ▲ **Gambling Help WA provided services to 441 clients**
- ▲ **Gambling Help Financial provided services to 71 clients**



Launch of Centrecare's Gambling Help WA new gambling booklet at Responsible Gambling Week

Highlights

- ▲ **Launch of the third Gambling Help WA booklet, "Working with clients with gambling problems — A guide for counsellors"**
- ▲ **Working in partnership with the Australian Asian Association — offering a series of psycho-educational programs to Asian community groups addressing social problem gambling**
- ▲ **A series of gambling help workshops delivered to Mission Australia's "Drug and Alcohol Youth Service: Residential Rehabilitation Program"**
- ▲ **Launch of "Responsible Gambling Week" at St Mary's Cathedral Parish Centre on 20 May 2013**



Support for individuals and families strengthens relationships

Individual and Family Support

Family Link

Family and Relationships Services

- Family Relationship Education Skills Training
- Men in Family Relationships

Indigenous Family Program

Intensive Family Support Service

- Family Support Service
- Reunification Service
- Family Enhancement Services

Parent Link Home Visiting Service

Family Link counsellors ran a number of seminars during the year providing information and education to parents and carers of young people who might be going through challenging developmental stages of adolescence. The presentations focussed on teenagers and were highly interactive receiving continued enthusiasm and interest from the community.

Centrecare adopts a short term counselling model that focuses on solution focused interventions and on identifying and strengthening existing coping skills that clients present with but may be unaware they possess. Counsellors deal with a wide variety of presenting issues such as: relationship difficulties; depression; anxiety; grief and loss; trauma; domestic violence; anger management; suicidal ideation; self-harming behaviours; parenting; and addictions.

- ▲ **Provided services to 162 clients**

Family and Relationship Services (FaRS), Family Relationship Education Skills Training (FREST) and Men in Family Relationships (MFR)

There continues to be a constant demand for these counselling and group services where referrals can be received from: self-referral; the Family Court; general practitioner's; community mental health services; CPFS; Family Violence Court; DCS; housing and accommodation service providers; and Centrelink.

The wide variety of referral points and scope to support people in relation to their family relationships is incredibly important work and to a degree the essence of what Centrecare is about – respecting each individual and supporting them to feel connected, accepted and understood by others.

The "Building Connections" workshops work towards these ends so people can learn ways to look after themselves if they are separating, understand the effects of family separation and parental conflict on children and improve communication with the other parent.

- ▲ **FaRS – Provided services to 1,144 clients**
- ▲ **FREST – Provided services to 60 clients with 13 groups**
- ▲ **MFR – Provided services to 325 clients**

The **Indigenous Family Program (IFP)** provides a service to Aboriginal and Torres Strait Islander families who find it difficult to engage with other services. Many of the families in IFP have complex and multi-faceted issues and may have experienced trauma and/or abuse manifested through: criminal behaviour; substance misuse; domestic and family violence; and relationship breakdown. The key role of the IFP is to provide families with support and develop skills enabling them to provide a safer and more caring home life for their children.

IFP's approach is family inclusive and intervention can range from short to long term and provides support to families in the Perth metropolitan area. The IFP is funded by the CPFS and referral is through them, other service providers or can be self-referrals.

IFP has established partnerships with other agencies such as the Aboriginal Alcohol and Drug Service, Debar Yirrigan Health Service and Aboriginal Workforce Development. IFP has developed a collaborative working partnership with Armadale Family Support Network which opens up other services for our clients living in the Armadale area, including linkages between statutory government bodies and non-government agencies.

- ▲ **Provided services to 65 families, 421 individuals with an age range from zero to 75 years**

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

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

The housing crisis continues to impact on families. Many families are sharing homes with up to 35 people as no suitable housing is available. One family consisted of two parents, 12 children and one a teen in a wheelchair. They live in a small four bedroom house, with doorways not wide enough for the chair to go through. They have been on the priority transfer waitlist for 6.5 years.

- ▲ **IFSS provided services to 115 families comprising of 376 children and 162 adults**
- ▲ **RS provided services to 64 children and reunified over 10 families**



Highlights

- ▲ **Reunified a family of five children with their parents. The family specifically asked for the reunification to be conducted by Centrecare Djooraminda as they had previously worked with us and the Team Leader was known to the family. The family had made huge changes and maintained them over a long period of time, with success. Post reunification, the family was interviewed for a case study and used at an international conference. This family show that change is possible, even when the history indicates otherwise**

Centrecare's **Parent Link Home Visiting Service (PLINK)** supports parents with children who want to increase their knowledge, skills and confidence in parenting through a home visiting service and parenting groups. The service also supports parents during one-off contacts, at supported playgroups and community events.

The Plink Service comprises of 18 capable and experienced volunteers including one male volunteer and volunteers from different cultural backgrounds.

Four "Effective Parenting" workshops were held over the year - three times at Sudbury Community House in Mirrabooka and once at Centrecare's Mirrabooka office. Workshops are designed to help parents develop understanding and skills around childhood development and behaviour.

Community events attended included the monthly parenting stand at Mirrabooka Square Shopping Centre with Parenting WA and attendance at the NAIDOC and Harmony events in Mirrabooka. The coordinator also participated in the National Simultaneous Story Telling Event on 22 May, with Parenting WA and other agencies working in the area.

- ▲ **Provided services to 40 families and 292 home visits**
- ▲ **Four "Effecting Parenting" workshops were delivered to 48 participants**

Highlights

- ▲ **"National Volunteer Week" celebrated with a lunch for the Parent Link Home Visiting Service volunteers**



Youth Services

-
- Adolescent Mediation Family Therapy
-
- Centrecare Youth Support Service
-
- Indigenous Parenting Service
-
- Parent Adolescent Conflict Counselling Service
-
- Parent Teen Link
-
- 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

Over the past year there has been an increased demand for the outreach service **Centrecare Youth Support Service (CYSS)**. The service prioritises high risk cases and referrals from CPFS as well as engaging the referring agency to ensure clients have access to interim support while waiting for services.

Young people are experiencing a range of issues including: bullying; peer pressure; isolation; self-harm; mental health; and drugs and alcohol. These are often exacerbated or amplified by their exposure to and engagement patterns with social media.

Adolescent violence in the home has also risen as an increasingly common and concerning issue faced by many families with few supports and intervention programs available to address this specific problem. Centrecare in partnership with the Pat Giles Centre, ran two workshops called *"Breaking the Cycle"*, to support parents.

▲ **Provided services to 110 clients**

Djooraminda's **Indigenous Parenting Service (IPS)** is a voluntary service funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) to provide a parenting support service for Aboriginal and Torres Strait Islander families.

IPS works holistically together with families providing practical, home based supports. IPS focuses on early intervention and prevention by assisting families to manage and protect themselves from crisis situations.

Types of support families receive includes: building social networks; cooking and nutrition; parenting techniques; cultural activities; budgeting; health; cleaning; family planning; age appropriate play; self-care; and links to other resources.

▲ **Provided services to 16 families including 73 family members ageing from zero to 44 years of age**

The services **Parent Teen Link (PTL)**, **Parent Adolescent Counselling Conflict Service (PACCS)** and **Adolescent Mediation Family Therapy (AMFT)** focus on working with at risk young people and their families. These services provide information aimed to enhance the positive development of adolescents, facilitate the adoption of healthy behaviours and coach them toward a future with increased resilience and support within their community.

The *"Psycho-Educational Program"* (PEP) is run in schools providing early intervention, supporting academic success and achievement which are strong predictors of positive behavioural patterns. The program has been tailored for individual schools and continues to be in high demand due to the ability to work with students on issues that are impacting them on a daily basis, which are not addressed under the current educational curriculum.

In family therapy, parents are encouraged to be involved with their adolescent's activities and promote a safe environment in which the young person at risk can explore opportunities to resolve problems. Counsellors work to build capacity within family relationships, increase self-awareness and improve insight into how the client's behaviours are affecting the family and the family dynamics.

Where young people find it difficult to engage and/or are resistant to counselling, referrals are always made to the most appropriate outreach service while parents continue to receive support through the service.

- ▲ **AMFT provided services to 208 clients**
- ▲ **PACCS provided services to 276 clients**
- ▲ **PTL provided services to 272 clients**

Centrecare's **Sky** and **Sky Plus** services provide therapeutic and recreational supports to children aged four to 14 years who reside in supported housing accommodation. The Sky service is funded under the NAHA and NPAH.

Support and counselling is provided to children via school and home visits while supporting parents to develop better parenting strategies and improve family relationships. The services engage children and families in a range of extracurricular recreational activities such as after school programs, community sports and social groups.

This past year Sky and Sky Plus services were able to facilitate a recreation camp during the December/January school holidays. The implementation of the camp allowed for families to come together in a relaxed, fun atmosphere and engage in a range of activities aimed at developing self-esteem, social skills and team work abilities while increasing the social and personal confidence of the children and families involved.

▲ **Sky and Sky Plus provided services to 202 children**

Centrecare's **Youth Diversion Service (YDS)** Armadale, Gosnells and Canning Vale areas and the **Youth Diversion Service – North West Metro (YDSNW)** are funded by the Department of Corrective Services (DCS). These services provide 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.

YDS assists young people and their families to explore and engage in: educational programs; social activities; youth justice mandated activities; recreational activities; employment opportunities; drug and alcohol counselling; and appropriate community events.

This past year YDS was able to offer its clients the opportunity to participate in a professional photography project entitled *"Capture"*. The project allowed young people to develop new skills in photography enabling them to explore a new avenue for expression and participate in an artistic medium that would have likely been inaccessible to them previously. The gala showcase to display the impressive expressional works was held at the Agonis building in Gosnells and was a highlight of this year's YDS service delivery.

- ▲ **YDS provided services to 62 primary clients including 195 individuals**
- ▲ **YDSNW provided services to 100 clients**

Goldfields

-
- Child Contact Service
-
- Community Re-entry Service
-
- Family Relationship Education and Skills Training
-
- Family Support Services
 - Child Sexual Abuse Therapeutic Program
 - Family Domestic Violence
-
- Financial Counselling Service
-
- Indigenous Substance Misuse Service
-
- Mental Health Service
 - Early Intervention
 - Psychosocial Support
 - Carer Family Support
 - Independent Living Skills Support
 - Supported Landlord Service
-
- Regional Family Dispute Resolution Service
-
- South Kalgoorlie Youth Support Service
-
- Supported Housing Accommodation Program
-
- Transitional Accommodation and Support Service
-
- Transport Option Program

The **Child Contact Service (CCS)** assists children and families who are going through the separation process. The supervised visits provide a safe environment for children to continue or to re-establish their relationship with the non-resident parent. This service has received an increased number of referrals from the Family Court and we have seen a steady increase in the number of cases referred from interstate as well as remote WA.

A new initiative for supervised visits to be conducted in the home or in the community, such as a park or playground has been well received. We also assist children and families to access counselling, financial advice, parent education and any other specialist service as required.

▲ **Provided services to 102 clients**



Sky youth camp January 2013



The **Community Re-entry Service** Team continues to utilise holistic assessments, care plans and evaluations to engage with incarcerated clients six months prior to and twelve months, post release. The focus of this service is the reduction of criminality by assisting offenders in areas such as: accommodation; employment; identification; driver licences; and financial matters.

Innovative funding enabled Centrecare to provide the *“Breaking the Cycle”* program which focused solely on working with incarcerated Aboriginal woman exposed to domestic violence. The service was provided by Centrecare in a group setting with the assistance of various female Aboriginal guest presenters from local community.

▲ **Provided services to 347 clients from the Ngaanyatjarra Lands to Esperance**

Anger management groups provided through the **Family Relationship Education Skills Training (FREST)** service continued with a women’s group and a mixed group. Anger management groups were also delivered to the Goldfields Rehabilitation Services Incorporated. *“Drumbeat”* workshops were delivered at Goldfields Individual and Family Support Association Incorporated. (GIFSA); Christian Aboriginal Parent-Directed School (CAPS); Eastern Goldfields College; and Kalgoorlie-Boulder Community High School. The *“Protective Behaviours”* workshop commenced at Menzies Primary School.

▲ **Provided services to 272 clients with 86 clients identifying as Aboriginal and/or Torres Strait Islanders**

Family Support Services (FSP) includes all types of family and relationship counselling. **Child Sexual Abuse Therapeutic Services** and **Family and Domestic Violence** services continue to be delivered in the Goldfields surrounds, including fortnightly outreach to Kambalda, Leonora and Laverton. Weekly outreach visits to the Coolgardie community remained consistently busy with psychosocial issues being the focus. We also had a presence at the Kalgoorlie Community Court.

▲ **Provided services to 856 clients**

The **Financial Counselling Service** provides confidential counselling support and educational services for people experiencing financial difficulties. The aim is to help identify specific goals and strategies to effectively deal with the financial situation. The financial counsellor can also negotiate on the clients behalf, as well as assist with: budgeting; hardship grants applications; bankruptcy; and many other financial difficulties experienced.

▲ **Provided services to 551 clients**

The **Indigenous Substance Misuse (ISM)** service works towards improving the health status of Aboriginal and Torres Strait Islander people by increasing their access to high quality, culturally appropriate, primary health care and substance misuse services. Services are provided in the Esperance and Norseman areas. Fortnightly youth workshops were conducted focusing on: self-esteem; bullying; anger; respect; drug and alcohol; relationships; financial budgeting; and mental health. Weekly individual counselling to students at Wongutha were conducted as well as Educational Workshops to the Esperance High School. Staff have established a very good rapport with community members in Norseman, providing them with regular BBQ’s, drug education and a bread delivery service.

▲ **Provided services to 186 clients**

The **Mental Health Service** is made up of several services. **Early Intervention** provides counselling sessions for those experiencing anxiety and depression. **Psychosocial Support** assists clients to access community events and resources as necessary. The **Carer Family Support** service provides information, access to existing support services in the community and respite for carers. **Independent Living Skills** promotes working towards client independence in all aspects of daily life. All clients have a self-determined care plan. The **Supported Landlord Service** is managed by Centrecare staff who meet with the tenants to discuss any issues or concerns they may have. Monthly teleconferences occur between Stellar Living, Perth and Kalgoorlie staff to discuss the tenancies of each client.

▲ **Provided services to 275 clients**

Client numbers have significantly increased this year in the **Regional Family Dispute Resolution Service (RFDR)** within Kalgoorlie-Boulder region. Our mediator also started engaging with the Esperance community and provided face to face sessions on a regular basis.

▲ **Provided services to 408 clients**

Highlights

- ▲ Centrecare contributed to *“White Ribbon Day”* event which was coordinated by the Women’s Refuge in Kalgoorlie
- ▲ Centrecare Goldfields held the annual *“Festival of the Hearts”* event at St Barbara’s Square Kalgoorlie which celebrates and promotes healthy relationships, sharing the love by distributing red roses and balloons
- ▲ Centrecare promoted *“Breaking the Cycle”* with Aboriginal women in the Ngaanyatjarra Lands and at Bega Garnbirringu Health Services
- ▲ The *“Good Days Roadshow”* was presented to the Kalgoorlie community over two days in a promotion of mental health wellness and well-being

The **South Kalgoorlie Youth Support Service (SKYSS)** is targeted at youth aged between 12 to 18 years of age. The core feature of the service is to build resiliency in the lives of youth at risk of offending. The youth worker has engaged in groups such as *“Drumbeat”* at Eastern Goldfields High School and the Kalgoorlie Boulder Community College. Drumbeat entertainment was also provided by the youth to the elderly in the community. A variety of after school youth programs are run at the Police and Community Youth Centre which allows further opportunities to build youth resiliency by modelling and teaching caring relationships, having positive and high expectations for behaviour as well as opportunities to participate and contribute to their communities.

▲ **Provided services to 142 clients**

The **Supported Housing Assistance Program (SHAP)** provides assistance for a period of twelve months to those members of the community at high risk of losing their tenancy with the DoH. Support workers assist clients to address their issues with the implementation of strong brokerage to both internal and external services that assist a person in the maintenance of their tenancy. Some issues can be: disruptive behaviours; property standards; rental arrears; tenant liability; and financial matters.

▲ **Provided services to 31 clients**



The **Transitional Accommodation Support Services (TASS)** engages with clients who are at high risk of homelessness upon their release from prison. Due to a housing shortage during the past year only two houses were allocated and occupied.

The **Transport Option Program (TOP)** continues to provide transportation of clients to their nominated communities upon release from prison. This program is designed to reduce the risk of recidivist offending prior to the client returning to their home community and to assist in the prevention of homelessness. Clients have been transported to communities such as Wiluna, Laverton, Warburton, Jamison and Blackstone and down to Esperance. Clients are highly appreciative of the assistance provided by this program.

▲ **Provided services to 63 clients**

Highlights

- ▲ The *“Good Days Roadshow”* event was welcomed by the community
- ▲ In cooperation with the aboriginal medical service — Bega Garnbirringu Health Service (BEGA), Centrecare was able to set up a Primary Health Care Service to the Indigenous community in town. The BEGA bus is now travelling regularly to Esperance
- ▲ Participation in the first *“Mental Health Expo”*
- ▲ Two days attendance at *“Annual Esperance Agricultural Show”*
- ▲ Centrecare Esperance staff joined the *“Coastal Walk”* and *“Healthy Breakfast”* events, provided to raise awareness for *“White Ribbon Day”*
- ▲ Organised the *“Festival of Hearts”*– provided cupcakes and seedlings to encourage healthy relationships within the community and families

On the road to deliver services throughout the Goldfields





The "Children in Focus" seminars highlights to parents to remember the needs of their children

Midland

Family Relationship Centre
Midland Counselling Service

The **Midland Family Relationship Centre (FRC)** has experienced another extremely busy year providing a diverse array of services for individuals, parents and families ranging from: family dispute resolution; relationship counselling; parenting matters; domestic violence services; gambling help; and general counselling services. Staff continue to provide a valuable service to the community through outreach work and partnering with local organisations.

The Centre started off this financial year with a celebratory morning tea on 28 August to celebrate its fifth year of operation. The morning tea was a fantastic way to celebrate the number of families who have accessed the service and to network with local non-government organisations, government bodies and FaHCSIA representatives.

In addition to individual work with clients, staff in Midland have also been active in outreach activities, committee meetings and community expos to promote the service and network with other agencies to find ways to better support clients in Midland. The Family Dispute Resolution Practitioners (FDRP's) maintained a collaborative relationship with Legal Aid WA through participating in the "Coordinated Family Dispute Resolution" (CFDR) pilot program to provide a therapeutic family dispute resolution service to clients who have experienced domestic violence. Outreach work has also continued at five metropolitan prisons to ensure parents in prison are able to resolve parenting matters.

The "Children in Focus" seminar is also conducted at some of the prisons to ensure clients receive comprehensive information about the family dispute resolution process.

The annual "Festival of Hearts" was also held in Midland, providing an opportunity for staff to promote healthy relationships to the local community. 400 long stemmed red roses were handed out to the public on Valentine's Day along the Crescent in Midland and at the Midland train station.

- ▲ **Midland FRC provided 2,309 clients with dispute resolution services**
 - 244 joint mediation sessions were conducted
 - 99 "Children in Focus" seminars were facilitated
 - The Prison Program provided services to 174 primary and secondary clients
- ▲ **Midland Counselling Service provided services to 192 clients**

Highlights

- ▲ Partnered with Legal Aid WA for the development of the multimedia tool "When Separating: Family Law + Roads to Resolution"
- ▲ Participated in "White Ribbon Day"
- ▲ Participated in the "Annual Silent Domestic Violence Memorial March"
- ▲ Participated in the "Act Belong Committee" festival launch at LaSalle College

Migrant Services

Community Detention Service
Migration Advice Service
Residential Determination Support Service
Settlement Grants Program



Centrecare Migrant Services provided the youth with various activities throughout the year

The past year brought a variety of challenges and rewards due to a volatile and forever changing political environment. The rewards were that clients found a place in our community while their application for asylum was being processed. Some were recognised as refugees and given permanent residence but for many their wait in legal limbo continues. We were able to assist people who show great courage and dignity in seeking a lasting solution to their situation.

The asylum debate has been at best misinformed and at worst cruel. The debate has added further strain on already highly vulnerable people. The psychological consequences of uncertainty and de-humanisation by current policy is both devastating and lifelong. Despite our staff's best efforts we are limited in our ability to change the root cause of people's suffering.

We are constantly amazed by the resilience, humility and potential of asylum seekers. Australia has benefited immeasurably from the intellect and hard work of asylum seekers and refugees.

The **Residential Determination Support Service** assisted 22 family groups who are Iranian, Rohingya, Arabic, Tamil and Hazaragi. During that time six groups got Protection Visas, two were transferred to other providers at the request of the Department of Immigration and Citizenship (DIAC) and 14 remain with us.

We work collaboratively with St. Vincent de Paul Volunteer Association, Adams Bus Service and Fuji Xerox in providing regular school holidays outing which included a:

- trip to Perth Zoo with halal BBQ;
- visit to Landsdale farm with halal BBQ;
- trip to Kings Park Synergy Park with picnic; and
- Christmas lunch picnic at Canning River with Christmas hampers donated by St. Vincent de Paul.

Other outings run by Centrecare included a:

- trip to Rockingham by train with fish and chips on the Esplanade;
- trip to the Museum to see the children's puppet Dinosaur show; and
- second trip to Kings Park Eid celebration with halal BBQ.

Sessions run by clients for other clients overseen by the Centrecare **Community Detention** Team included a pastry making cooking class and four morning sessions of Origami for the ladies including morning tea.

Clients also participated in **Settlement Grants Program (SGP)** organised activities for "Refugee Week" and "Women of the World Health Day".

- ▲ **Settlement Grants Program provided services to 186 clients**
- ▲ **152 information sessions were delivered across both the generalist and youth programs**
- ▲ **Two Youth Camps were held with a total of 36 participants.**

Highlights

- ▲ Participated in "Women of the World Health" and "Wellbeing Day" - women from multicultural backgrounds we're invited to come and talk to professionals and learn more about: important women's health issues; healthy families; physical activity; nutrition; education; and community services
- ▲ Participated in "World Refugee Day" and "Refugee Week" where service providers and clients come together to celebrate world refugee day in the theme of restoring hope.
- ▲ In partnership with the City of Gosnells Community Development Team, SGP staff and clients celebrated "Harmony Week" at Pioneer Park, Gosnells.

Community Coordination & Development – Community Advocacy in partnership with Centrecare's **Residential Determination Support Service** and SGP caseworker's presented to the International School of WA and Methodist Ladies College. The topic was on migration issues with a focus on educating students on current refugee and asylum seeker issues and ways in which their school community can be involved in supporting new arrival to Australia.

Despite a variety of changes through the year to asylum policy and the eligibility criteria for proposing family members, the **Migration Advice Service** expanded significantly.

- ▲ **580 community members were provided advice and assistance on a wide range of migration matters**
- ▲ **49 applications were made for people in the community for asylum**
- ▲ **200 applications for asylum were made for people or families that arrived by boat**
- ▲ **37 applications for review were made with Refugee Review Tribunal**



Centrecare Corporate

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



Centrecare Corporate is now providing new clinical training

Corporate experienced a year of strong growth in both **Employment Assistance Program (EAP)** and **Training**. Despite an increasingly competitive market we were able to increase our client companies from 80 to 94 and saw a significant number of clients recontract our services.

Training continued to expand with both clinical and organisational training being delivered throughout the state. Demand for suicide prevention training has seen us travel to all areas of the state and support a number of organisations that previously didn't have access to such vital training. New clinical training in couples counselling, advanced solution focused brief therapy and updated motivational interviewing has seen the clinical training expand to further complement the suite of training available to allied health professionals.

Nationally, **ACCESS** programs have also expanded providing support to 76 client companies through 103 locations. This umbrella body helps to support and develop member organisations ensuring consistent delivery of quality EAP services throughout Australia and the Asia Pacific region. Very soon, new marketing material and a website will promote the network to current and prospective clients identifying how they can assist them and their staff to achieve their best.

▲ **Provided services:**

- **New clients** **1,612**
- **Critical incident responses** **33**
- **Mediation and coaching hours** **1,020**
- **Scheduled Trainings** **11**
- **Tailored Trainings** **75**
- **Lunchbox Seminars** **21**
- **OneLife Gatekeeper** **10**
- **Gatekeeper Train the Trainer** **2**

South West

- Bunbury Counselling Service
- Drug & Alcohol Housing Support Service (NPA)

Bunbury Counselling Service continues to service the South West and Centrecare is committed to offering a holistic family focus approach that addresses both adult and children's needs within the family unit.

Supporting the family as a unit enables families, children and individuals to receive counselling and support while promoting safety and wellbeing for themselves and family members. During the past year 13% of clients were children ranging from four to 17 years of age.

Centrecare's philosophy is no one will be denied a service due to lack of finances. This has enabled people from all socio-economic backgrounds to access and continue Centrecare counselling.

There has been major work completed within and around the building. These improvements have been noticed by clients and other agencies visiting.

▲ **Provided services to 308 clients**

The **Drug & Alcohol Housing Support Service (National Partnership Agreement (NPA))** has received 31 referrals with 22 accepted into the service this past year. Six new tenancies were established in the private rental market, five existing tenancies were sustained and 11 Department of Housing (DoH) NPA applications were submitted of which 10 have obtained DoH tenancies.

The above has been an outstanding outcome considering the high cost of rentals and the financial challenges faced by the core group of individuals engaged with the Drug and Alcohol Housing Support Service. A willingness and commitment by the private rental sector has assisted 11 individuals, some with families to gain or remain tenanted, reducing the risk of homelessness. This has significantly increased the capacity for clients to continue with their recovery from alcohol and substance abuse. It is fair to state this service promotes the forging of strong relationships in the business sector which has resulted in alternative housing options being secured and sustained.



Centrecare South West office

life

Suicide Prevention Strategy

Centrecare's One Life Suicide Prevention Strategy, has already far exceeded the tender's original quotas while simultaneously ensuring that all activities diligently remain within the original budget.

Centrecare's effective management of this contract has been widely recognised as delivering an additional \$1.3 million sponsorship-in-kind from many stakeholders engaging with the Strategy.

The One Life Team members have been adding significant insights, reviews and evaluations to the accumulating success in a tireless effort to deliver a world class Suicide Prevention Strategy in Western Australia (WA). This will continue throughout the term of the tender adding even greater value to the final outcome.

The Western Australian Suicide Prevention Strategy is distinguished from the rest of Australian Suicide Prevention Strategies by its unique bilateral model designed to connect 65 local Community Action Plans (CAP's) with 237 work places - sharing collateral social responsibilities under the ethos of suicide prevention being, "Everybody's business".

One Life has facilitated 65 CAP's and engaged a similar number of Host Agencies and Community Coordinators to manage the CAP's. These locally activated CAP's have involved 350 metropolitan, regional, rural and remote communities and special high risk interest groups throughout WA.

CAP's involve two stages; consultation and planning in Stage One and implementation in Stage Two, with separate funding and service agreements for each stage. A multitude of actions were identified by community stakeholders for CAP's which required a high level of skill and coordination by the One Life Team to capture the needs and assist in formulating the submissions (CAP's) for individual communities.

Concentrated efforts in the Kimberley, Pilbara and the Mid-West regions amounted to the engagement of the often described 'over consulted' and 'greater need' people at risk of suicide in WA. The success of this process has built individuals' capacity, community resilience, delivered specific suicide prevention activities and lead the way to empowering communities into the future.



One Life Agency Coordinator – Clive Elliott, Winner of the Institute of Public Administration Australia, Hyatt Regency Perth Award, "Leader of the Year - Not For Profit Sector 2013"

Winner of the Institute of Public Administration Australia, Hyatt Regency Perth Award, "Leader of the Year - Not For Profit Sector 2013", the Agency Coordinator — Clive Elliott has achieved public recognition for the high level of collaborative engagement between government, corporate and non-government organisations (NGO's) he was able to create.

Consequently, this has opened the doors to many organisations seeking the Strategy's guidance and engagement to facilitate further suicide prevention awareness opportunities. The Strategy has 70 government departments, 95 NGO's and 55 corporate organisations, known as One Life Pledge Partners. 85% of the Pledge Partners are in the metropolitan area with the remaining 15% in rural areas.



Dear Centrecare,

*"I wanted to express to you and your staff my sincere thanks for offering the woman's group each Friday morning. I know funding is very limited but I wanted you to know how beneficial the woman's support group has been for my child. I had contact with the fabulous **** in 2010. She was so helpful and supportive as I had an abusive husband. I was in the process of leaving when I found out I was pregnant. I felt very trapped. **** again recommended the woman's group and in 2012 I began attending. I cannot speak more highly of all of your facilitators, especially ****, **** and ****. They are exceptional professionals. My daughter and I are now in our own home and we are safe. I am making a new life for us. I also have to thank you for putting funding towards crèche facilities. Without it I would not have been able to attend. **** is fabulous! Many thanks."*

Women's Domestic Violence Group

"This was probably one of the best courses I've attended. It has taught me so many valuable skills."

Parent Link Home Visiting Service

"The patience, tolerance and professionalism has been fantastic. A long, slow process with wonderful rewards through hard work and persistence of our counsellor and all staff."

Midland Counselling Service

"The service was brilliant. The receptionist, counsellors and FDR Practitioner were all excellent. I have recommended you to heaps of people and would definitely come back if I needed more help."

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."*

Men's Domestic Violence

"Thank you for showing me ways to deal with any conflicts I have in the future."

Family Focus

"The practitioner I had was very good. She helped me and the ex-partner come to agreements with her advice."

Midland Family Relationship Centre

"I believe I was physically and mentally at my lowest point and needed to and had to make a change to my life, attitude and hang-ups. I have been shown the tools to deal with my issues and by being able to express myself and have someone guide me has been a great benefit."

General Counselling

"My support worker has been very supportive, listening to me attentively and keeping me calm, has had many helpful suggestions with good referrals to other agencies that have been very helpful. Have nothing but praise for her!"

Supported Housing Assistance Program

*"Great workshop. **** and **** established an excellent rapport with the students."*

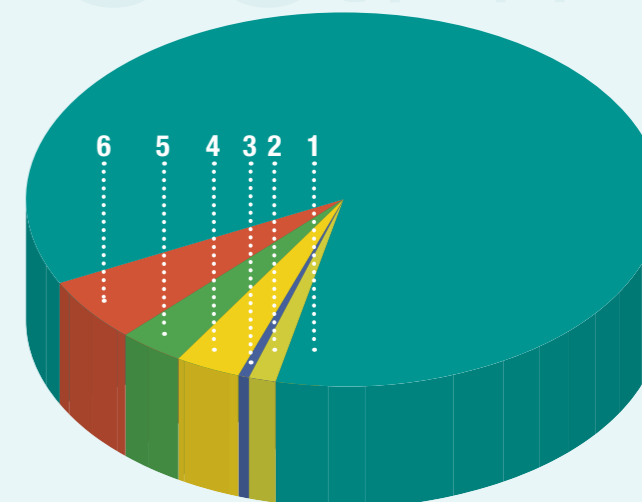
Parent Teen Link

"It was good to learn how to be better parents, being a parent is hard work so being able to see how to do things differently to help our children is good."

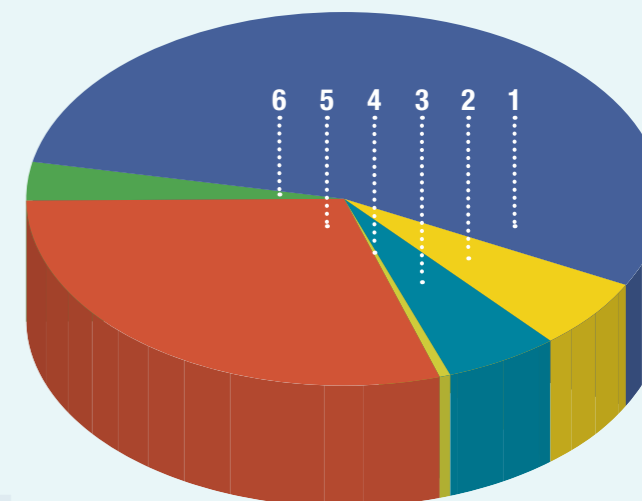
Parent Link Home Visiting Service

Consolidated Income/Expenditure Statement for the 12 months to 30 June 2013

Income	2012/2013
1 State and Federal Government Funds	86%
2 Non Government Funding	1.4%
3 Archdiocese of Perth - Lifelink	0.5%
4 Housing and Accommodation Revenue	3.3%
5 Corporate Services Revenue	3.3%
6 Other Income	5.5%
	100.0%



Expenditure	2012/2013
1 Salaries, Wages and Oncosts	54.6%
2 Administration Expenses	6.2%
3 Property Expenses	5.6%
4 Depreciation	0.8%
5 Operating Expenses	29.6%
6 Vehicle Expenses	3.2%
	100.0%





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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.