

Excellence

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



Annual Report 2013 / 2014



CENTRECARE
“People Making Time for People”

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
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David Pires (Chair)
Jenny Bates
Norman Brahim
Anne Burns
Frank Iannantuoni
Sonia Nolan

Goldfields Esperance Management Committee

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

Acknowledgement of Funding Bodies and Other Supporters

Australian Red Cross
Catholic Archdiocese of Perth through LifeLink
Catholic Diocese of Bunbury
Catholic Education Office
Department for Child Protection and Family Support
Department of Corrective Services
Department of Health
Department of Housing
Department of Immigration and Border Protection
Department of Local Government and Communities
Department of Social Services (previously Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA))
Department of Racing, Gaming and Liquor
Department of the Attorney General
Department of the Attorney General WA
Department of the Prime Minister and Cabinet (previously Department of Health and Ageing)
Family Relationship Services Australia
LifeLink
Lotterywest
Mental Health Commission
Problem Gambling Support Services Committee



David Pires
Chairman

The past 12 months have been extremely challenging for many companies where government funding has been critically examined in all segments of the market, including many not-for-profit organisations.

However, Centrecare has implemented a vast range of efficiencies across the board, which has enabled the business to continue to grow and prosper with approximately 72 funded services at the end of June 2014.

Over the years Centrecare has not only demonstrated its ability to provide highly professional quality social services, it has vastly improved operating systems, which are internationally accredited to the ISO 9001:2008 standards, formed Centrecare Corporate, which works closely with corporate clients, implemented better working conditions for staff, including providing more scope for Indigenous people within the organisation. In addition, Centrecare established Stellar Living, a community housing company to manage all its existing stock of community housing, together with funding and developing new homes under the affordable housing scheme.

The fundamental aim of Centrecare is to provide its clients with professional and relevant counselling services, which has been the cornerstone of the organisation dating back to as early as the 1940's.

Services and programs provided have increased dramatically over the years including areas of: domestic violence; parent adolescent conflict; adoption; family skills training; gambling; sex offences; victims of crime; hospital social work; mediation services for separating couples; parenting skills; migration services; mental health; and substance abuse, just to name a few.

Centrecare commissioned a client survey audit in October 2013 with the objective to determine continuing compliance of the organisation's Quality Management System and its effectiveness in achieving continual improvement and system objectives. The results were extremely pleasing, with over 250 surveys returned, indicating strong organisational systems in place and 80.6% of respondents stated they were highly satisfied with our services, 10.9% higher than the previous year. Over 95 clients also wrote comments, including, "staff were very accommodating and timely, and all staff were very respectful and professional, making it a pleasure to come to Centrecare".

The organisation continues to value the high expectations of staff, as an employer of choice, with several staff members celebrating longevity within the business. Our longest serving employee, Patsy Hammer celebrated 25 years with Centrecare in October 2013. Our Director – Tony Pietropiccolo also celebrated 25 years in May 2014 and in addition, Leanne Strommen and Andrew Selwood celebrated their 20 and 10 year anniversaries respectively, which is testament to the loyalty and dedication these people and many more, have for Centrecare.

Communication continues to be a focal point for the organisation, with Social Media now developing strong relationships with clients and the general public.

Our new website went live in November 2013 with great results, highlighting a live feed of our Twitter account, allowing anyone to view tweets being sent from our Centrecare Twitter account, articles from "The Directors Desk" and a link to the Centrecare YouTube account. A link to our Facebook page will also be established in this section.

Centrecare's latest expansion project includes a "state of the art" commercial building to be constructed in Midland to provide services to Midland and surrounding areas. The building, being constructed by Pact Construction in association with architects, SIA Architects, was signed off in May 2014 and due for completion in 2015/16.

We would like to take this opportunity on behalf of the Board of Centrecare, to thank the Goldfields Esperance Management Committee under the chairmanship of Mary Anne Bowler, for their continued loyalty and hard work over the years, which has been greatly appreciated.

To the Director of Centrecare, Tony Pietropiccolo, our special thanks and appreciation for Tony's dedication and commitment to the ongoing success of Centrecare. From his commencement with the organisation in 1989 and after 25 years, the desire continues to burn ferociously. Tony is passionate about the role of the non-government sector, above and beyond Centrecare's interest. He believes that the sector is central to the future wellbeing of so many Australians and continues to strive to provide and protect the integrity and standards of the social service organisations throughout Australia.

To the many dedicated and passionate employees, both past and present, the Board congratulates each and every employee for their continued service and loyalty during the year.

To our finance, administration and the management teams, we sincerely value your continual dedication to the preparation of successful tenders, budgets and overall day to day management of the organisation.

To all our funding bodies and many other supporters, including the Lotteries Commission, our sincere thanks and appreciation for your support over the past year and we look forward to continuing that relationship for many years to come.

Finally to my colleagues on the Board, my sincere personal thanks to each and every one of you for your continued support of the Board and the positive contribution you make to Centrecare's ongoing success.



Celebrating 25 years of service are Patsy Hammer and Tony Pietropiccolo AM

Andrew Selwood celebrated 10 years and Leanne Strommen 20 years of service

Achievements and Milestones

- ▲ The organisation celebrated:
 - 25 years of service — Tony Pietropiccolo and Patsy Hammer
 - 20 years of service — Leanne Strommen
 - 10 years of service — Andrew Selwood
- ▲ The Indigenous Family Program (IFP) and the Parent and Adolescent Outreach Service (PAOS) passed the external audit and became a Quality Assured program
- ▲ Centrecare/One Life won a Western Australia Institute of Public Administration (IPAA WA) Achievement Award for Innovation in the Not-for-Profit Sector
- ▲ Aboriginal Cultural Advisor Community Services — Glenda Kickett contributed an article titled 'What does Social Work mean to me?' for the Australia Association of Social Workers (AASW) Reconciliation Autumn Edition
- ▲ Aboriginal Cultural Advisor Community Services — Glenda Kickett sponsored by Department for Aboriginal Affairs and WACOSS to attend the People's Forum at CHOGM in Hikkaduwa, Sri Lanka
- ▲ One Life Suicide Prevention Strategy provided advice to 187 Pledge Partners
- ▲ Delivered 72 services comprising of 20,555 clients with 123,073 contacts



Tony Pietropiccolo AM
Director

The past 12 months has seen Centrecare continue to provide ongoing valued service to our community. Centrecare programs have delivered help to many thousands of people across many regions, both metropolitan and rural, in our state. It is rewarding and demanding work given the significant personal and social issues that Centrecare staff deal with on a day to day basis. Service to others is the key to Centrecare's existence and at the heart of its being.

The greatest danger that organisations like Centrecare face is to become purely concerned with organisational existence rather than remaining true to their purpose. Service can never be purely transactional, it must be motivated by altruism - the genuine care of others and their individual and collective wellbeing. It is these factors that contribute to Centrecare offering not just a 'service' but a truly personal and value adding experience for its clients.

Centrecare has adopted "Excellence" as one of its values not to enhance its competitiveness but as an expression of its commitment to the delivery of high quality service.

Such a commitment would be inconsistent with its purpose of life-enhancement if it only related to the improvement of skills and processes. Its call to excellence is much more than this. It requires it to be founded on the development of personal qualities as much as technical ability. It necessitates an amalgam of heart, soul and mind. It requires us to be excellent people as well as excellent practitioners.

It is an excellence inspired by ideals that transcend self-interest and is expressed through the simplicity of love in action.

Such a view of excellence gives our work meaning. It helps to explain the dedication with which so many of our staff approach their jobs. Their genuine interest in the wellbeing of each one of their clients is heartfelt. Their willingness to engage in ongoing professional development demonstrates their belief that the people they serve are worthy of their best efforts. Centrecare invests significant resources in the development of professional skills and staff wellbeing. This is not only as a consequence of the organisation's belief in the development of its people but also in the conviction that its purpose can only be fulfilled if it provides high quality interventions.

Throughout the 2013—14 year we have seen a number of developments within the organisation, all of which support and contribute to our goal of providing excellence in service delivery to our clients. These developments include:

- A new strategic plan created to see the organisation through to 2017. The plan will guide the organisation during a period that is likely to see a number of significant changes in the not-for-profit environment.
- Plans for the new Midland office in Yelverton Drive were finalised and a builder appointed. Construction will begin in the new financial year with completion expected in late 2015.
- Centrecare/One Life won a Western Australia Institute of Public Administration (IPAA WA) Achievement Award for Innovation in the Not-for-Profit Sector.
- A staff Wellbeing Program was initiated with a focus on personal as well as professional health.
- The Homeless Assessment and Referral Service was successfully implemented.
- Ms Sonia Nolan and Ms Jenny Bates were appointed to the Centrecare Board.

My thanks to everyone for their contribution that has allowed the past year to be so successful. The Centrecare Board, with David Pires as Chairperson, continues to provide wise guidance for the health and development of Centrecare. The Management Team, as always, are indefatigable in their work and commitment to the wellbeing of their staff and clients and the organisation as a whole.

My acknowledgment and appreciation for the ongoing support of the Catholic Archdiocese of Perth, through the LifeLink fundraising program. The connection with the Church remains a very significant one and something that we value greatly. Thanks also to the many funding bodies, Lotterywest and other not-for-profit organisations for their ongoing support and collegiality. All these relationships are absolutely fundamental to achieving Centrecare's purpose.

In April I celebrated 25 years as Director of Centrecare. The Board was kind enough to commemorate this with a function involving work colleagues, family and friends. I am very appreciative of the Board's recognition and their wonderfully supportive actions.

My time at Centrecare has been an incredibly positive, enjoyable and rewarding experience.

I have worked with wonderful people including Centrecare Board members and colleagues within and external to Centrecare. My 25 years have provided great experiences and amazingly interesting situations and happenings. It has also allowed me to develop new skills and participate in local as well as national forums. There have been difficult times but these are insignificant compared with the good fortune of having a work-life that challenges my abilities, engages my heart and enriches my soul. It has been and remains a highly satisfying professional and personal experience.

New Programs & Initiatives

- ▲ Child Parent Centres, East Maddington and Gosnells, funded by the Department of Education
- ▲ Homeless Assessment and Referral Service, known as Entrypoint Perth, funded by the Department for Child Protection and Family Support

Community Involvement/Memberships

- ▲ Centrecare
 - Member of the Australian Human Resources Institute (AHRI)
 - Member of Catholic Social Services Australia (CSSA)
 - Member of the Chamber of Commerce and Industries
 - Member of Community Employers WA
 - Member of Family Relationships Australia
 - Member of Homelessness Australia
 - Member of Shelter WA
 - Member of Western Australian Association for Mental Health
 - Member of Western Australian Council of Social Service
- ▲ Director — Tony Pietropiccolo
 - Co-Chair Community Employers WA (CEWA)
 - Member Community Sector Roundtable
 - Committee Member National Child Protection Framework Implementation Group
 - Chairperson Canning Coalition Inc.
 - Member Catholic Education Commission of Western Australia
- ▲ General Manager Community Services — Catherine Spini
 - Member of the Alliance for Children at Risk
 - Member of the CSSA Steering Committee
 - Member of the Department for Child Protection and Family Support (CPFS) Aboriginal Children in Care Working Group
- ▲ Executive Manager Organisational Services — Cherie Broers
 - Member of The Executive Connection
 - Member of the AHRI
- ▲ Principle Advisor to the Director — Professional Excellence and Purpose — Louise Lamont
 - Member of Western Australian Council of Social Service Inc. (WACOSS) Self-Regulation Practice Leaders Network
 - Member of WACOSS Children's Policy Advisory Committee
- ▲ Executive Manager Community Services — Leanne Strommen
 - Chairperson Shelter WA
- ▲ Executive Manager Community Services — Rod West
 - Member of WA Family Pathways Network Steering Committee
 - Member of Family Court of Western Australia Reference Group
- ▲ Executive Manager Community Services (April – June 14) — Elizabeth Wortham (Program Manager July 13 – April 14)
 - Board Member Eastern Region Domestic Violence Service Network Inc. – Koolkuna Board of Directors
 - Member of Communities for Children Plus Steering Committee
- ▲ Aboriginal Cultural Advisor - Community Services (March – June 14) — Glenda Kickett (Executive Manager Community Services July 13 – March 14)
 - Chairperson National Aborigines and Islanders Day Observance Committee (NAIDOC) Perth Committee
 - Chair of NAIDOC Perth
 - Delegate for Chamber Three for the National Congress of Australia's First People's
 - Member of the Aboriginal Youth Justice Design Planning Committee
 - Member of the Karla Yarning Steering Committee, City of Perth, Noongar Cultural Name Places Maps
- ▲ Program Manager Community Services — 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
- ▲ Team Leader Community Services — 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 Leader Community Services — Liam Cabbage
 - Member of Operations Group for the Armadale Family Support Network (AFSN)
- ▲ Team Leader Community Services — Liz Magee
 - Member of North East Metro Strong Families Regional Management Group
- ▲ Team Leader Community Services — Jackie Phillips
 - Member of Operations Group for the Armadale Family Support Network (AFSN)
- ▲ 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
 - Financial Counsellors Association of WA - Executive Board Member and Membership Secretary

Our Services

- Accommodation & Support Service Program
- Adolescent Mediation Family Therapy
- Bunbury Counselling Services
- Centrecare Family Accommodation Services
- Centrecare Youth Support Service
- Child Contact Services
- Child Parent Centre
 - East Maddington
 - Gosnells
- Child Sexual Abuse Therapeutic Service
- Child Witness Services
- Children Homelessness In Family Situation
- Community Detention Program
- Counselling - Mental Health Commission
- Djooraminda Outreach Counselling
- Djooraminda Placement Services
- Employee Assistant Program
- Family and Carer Support
- Family Dispute Resolution
- Family Link
- Family Relationship Centre
- Family Relationship Education and Skills Training
- Family Relationship Services (General Counselling)
- Financial Counselling for Problem Gambling
- Financial Counselling WA
- Gambling Help WA
- Goldfields Financial Counselling Services
- Goldfields Youth Support Services
- Homeless Assessment and Referral Service HAARS/Entrypoint
- Housing Accommodation Support Services
- Housing Support Worker
 - Corrective Services Men
 - Drug and Alcohol Initiative
 - North West
 - Public Tenancy Support Service
 - South East
- Immigration Advice and Application Assistance Scheme Migrant Advice
- Indigenous Children Program
- Indigenous Family Program
- Indigenous Substance Misuse
- Intensive Family Support Services:
 - Family Enhancement Service
 - Family Support Service
 - Reunification Service
- Men's Help Line
- Men in Family Relationship
- Parent Adolescent Conflict Counselling Services
- Parent Adolescent Outreach Support
- Parent Link
- Parent Teen Link
- Personalised support:
 - Linked to Housing
 - Other
- Post Separation Cooperative Parenting
- Private Rental Advocacy and Support Services
- Re-Entry
- Regional Family Dispute Resolution
- Settlement Grants Program:
 - Community Development and Youth
 - Case Work and Coordination Service
- Specialised Family Violence Services
- Spouse Abuse
- Supported Tenancy Education Program
- Tier 1 Family Group Homes Services
- Transitional Accommodation Support Services
- Transport Options Program
- Unplanned Pregnancy Service
- Victim Support Services
- Youth Diversion Service
 - North West
 - South East

Centrecare currently employs 286 paid staff in full time, part time and casual positions. In addition to this, we also have 35 volunteers. In appreciation of the invaluable contribution that volunteers make to Centrecare's Values and Purpose, the agency invited all volunteers from Centrecare's Board, Migrant Advice Service, Community Detention Program and Parent Link Service to a 'thank you' morning tea during National Volunteer Week 2014.

The health and wellbeing of our staff is paramount to ensure we deliver continuing excellent services to our clients. As part of our commitment to this end, health and wellbeing is a key driver in our Strategic Plan 2013—2017. A Health and Wellbeing Plan was developed and a pilot was implemented in our head office administration for a period of three months. A questionnaire focussing on "how happy are you at work?" was conducted prior to the trial and then again at the completion.

Feedback from the trial showed staff increased their sense of happiness, health and wellbeing by 18%.

With the success of this pilot, further development of the Plan was refined with the view to implement this plan across the agency.

Our Aboriginal Cultural Team expanded to include the position of the Aboriginal Cultural Advisor Community Services. This exciting new position will support cultural awareness across the agency. Work has commenced on a Reconciliation Action Plan (RAP) to be registered with Reconciliation Australia. This Plan endeavours to build strong relationships and enhanced respect between Aboriginal and Torres Strait Islander peoples and other Australians.

Training for our staff continues to be a major focus within Centrecare and this past year our investment to excellence can be demonstrated with a total of 6,032 hours of training provided to our staff.

Centrecare staff are passionate about the work they do and this is reflected by the many community involvements and memberships they engage in. This allows staff to remain current with social trends and to have a voice in matters that directly affect the community.

Confidence in Centrecare as an excellent social services provider continues to grow by successfully winning three new tenders. The diversity of our services is beneficial in that they can complement each other giving a holistic service to our clients. For example, one of the benefits of having the housing support services and children's service managed from one location is the ease with which the teams can work together with families.



ABOVE: Volunteers are an integral part of Centrecare and the puzzle would not be complete without them. Centrecare celebrated some volunteers with a morning tea

As we continue to grow, Centrecare has committed to constructing a new "green" building in Midland. Plans have been approved with building to commence shortly and an estimated completion in late 2015.

Centrecare's commitment of excellence to our financial governance and accountability is further demonstrated by the appointment of external auditors on an annual basis.

Today's society increasingly communicates through the use of electronic medium. In order to keep engaged with our clients from all demographics, Centrecare has embraced the age of Social Media.

Work commenced on updating our website, designing a Facebook page, became an active Twitter user and also plan to utilise the power of video on YouTube for staff and service promotions.

Centrecare's Information Technology Department continues to provide excellent service, hardware and software throughout the agency. However, due to the complexity of our services, client data collection has proved to be challenging. With the possibility of future individualised funding and reporting to be outcomes based, Centrecare has committed to upgrading our client database software.

As Centrecare is a Quality Assured ISO 9001:2008 organisation, systems and processes ensure continuity of our services. One aspect of our Quality Management System is to regularly collect and analyse client feedback. In this past year, our client feedback has been very positive, with 90% of clients reporting they are satisfied with our services. This again demonstrates the organisation's commitment to excellence.

Centrecare is "People Making Time for People".

In 2003, John Connor bequeathed his estate to Centrecare requesting the funds be used to help young people leaving care.

In January this year we were able to support a young single mother as the result of a request from the Department of Child Protection and Family Support. She had limited funds and needed to provide a home for herself and her baby daughter. Centrecare, through the John Connor Fund provided a pram, couch and bedroom suite. Appreciation for the assistance provided was expressed by the young mother with an accompanying photo of her daughter enjoying her new pram.

Riding in style in a new pram with funds provided from Centrecare's John Connor Fund



The Professional Excellence and Purpose portfolio certainly has a key role in supporting Centrecare's valuing of Excellence and the organisation's commitment to the continued improvement of our skills to the highest standards in service delivery. In July 2011, a newly appointed Professional Excellence Team led by the Principal Advisor to the Director began to implement a new clinical supervision model in to the agency as a commitment to Excellence. In addition to clinical supervision, the Professional Excellence Team also has responsibility for overseeing professional development for all of our staff and encouraging the expression of Centrecare's Purpose and Values in all that we do.

In order to improve skills and deliver to the highest standards Centrecare needs to ensure our staff are adequately trained for the roles they are appointed to.

This training either enhances their current knowledge and skills or develops new skills to best meet the needs of our clients and the organisation. It is clearly evident in current literature that human service workers need resilience, self-awareness and the ability to self-regulate to be effective. Without those abilities, workers can pay a high price in terms of their own physical, emotional and psychological wellbeing if they are not able to effectively manage what arises in them from assisting people who, for example, may be anxious, traumatised, severely disadvantaged or homeless. If resilience is lacking, or if there is no investment in building and maintaining resilience, an organisation can subsequently be impacted by high rates of staff turnover. This is a drain on resources and a loss of our investment in staff through recruitment, induction and training. Therefore, the retention of our staff is critical to excellence in service delivery ensuring we do not lose the knowledge, skill and expertise the organisation has fostered and grown.

At Centrecare, all staff can access professional development and all staff who have direct contact with clients are given access to clinical supervision support as a matter of priority. Clinical Supervision provides a very important reflective space for workers to take the time to review their own practice and the impact the work may be having for them personally and/or professionally. Staff are encouraged to use this reflective time for also reviewing how they may introduce new skills gained through professional development into their daily practice, along with the effectiveness of their current clinical interventions. There are opportunities in clinical supervision to develop further self-awareness through the feedback provided and through the exploration of what is arising from the work. This allows a space for monitoring wellbeing and the effectiveness of self-care strategies being employed to maintain resilience. To maximize excellence in service delivery all clinical staff (185) have some of their work directly observed and assessed with constructive feedback provided. Staff are also asked to reflect on how well Centrecare's Purpose and Values are aligned with and evident in their work and how well as representatives of the agency they are demonstrating excellence.

The Professional Excellence Team have been delivering clinical supervision for three years now and it has taken this time to introduce all the quality assurance aspects and processes of the model, imbed this work as standard practice in the agency and to refine and develop the Clinical Supervision Model. Evaluations to date demonstrate this has been effective.

Now that the implementation phase has been achieved, it is important for an ongoing refinement of what is being delivered to continue. The Professional Excellence Team have begun this process through recently introducing more direct observation processes for their own work. Professional development opportunities specifically related to Clinical Supervision have been provided and the peer review of relevant articles and reflections on supervision practice is always ongoing to ensure excellence is maintained.



Glenda visiting girl's orphanage in Kilinochchi

Centrecare acknowledges the ongoing legacy of colonisation and its impact on Aboriginal and Torres Strait Islander peoples and is committed to providing culturally responsive services to Aboriginal and Torres Strait Islander clients accessing our programs.

The position of Agency Cultural Advisor was implemented in March 2014 and is an initiative of Centrecare overseeing the cultural development for the organisation with the support of the Cultural Development and Liaison Officer. After 10 years as the Executive Manager at Djooraminda, Glenda Kickett was appointed to this very important new role of Agency Cultural Advisor.

The position is responsible for the strategic cultural development of staff across the agency. Both positions provide: cultural advice; support across Centrecare programs and service delivery with a focus on Aboriginal and Torres Strait Islander clients; develop and deliver Cultural Training; liaise and network with the Aboriginal and Torres Strait Islander community; and organise significant cultural events including Welcome to Country.

The Cultural Advisor has commenced working on Centrecare's Cultural Framework and the Reconciliation Action Plan (RAP) through the Cultural Working Group and Reconciliation Action Plan Working Group.

The Aboriginal Cultural Training is being developed to consist of three phases:

Phase 1: History, Social and Cultural Obligations

Phase 2: Communication and Ways of Working

Phase 3: Cultural Competency

Centrecare Cultural Events

Djooraminda Children's Cultural Camp

The children at Djooraminda participated in a Cultural Camp at Fairbridge Farm. The children stayed overnight in the farm cottages with their carers and out-of-home care staff participating in activities such as: flying fox; archery; basketball; and bushwalking. They enjoyed a barbecue dinner consisting of traditional foods such as Kangaroo, Emu and Damper and heard Noongar stories around a campfire from Noongar Elder — Terry Koodah Cornwall. The Cultural Camp was inclusive of Djooraminda's NAIDOC Week activities and National Indigenous Children's Day.

National Closing the Gap Day

An afternoon tea was held to acknowledge the National Closing the Gap Day and the Prime Minister's report on the progress of key areas identified in the Closing the Gap Report.

Glenda Kickett provided the Welcome to Country and gave an overview of the key areas from the report, highlighting positive outcomes and areas where there is still need for improvement and the move towards Constitutional recognition. A short video was shown of success stories in Aboriginal health.

Reconciliation Morning Tea

Centrecare's Reconciliation Action Plan Working Group hosted a Reconciliation Morning Tea. The morning tea was held to acknowledge Reconciliation Week, the Stolen Generations and Sorry Day.

The event was held at Victoria Gardens, Royal Street in East Perth. The venue was a beautiful setting overlooking the Swan River and Bennett Brook in East Perth. The program for the morning included a Welcome to Country by Glenda Kickett; an overview of Centrecare's Reconciliation Action Plan by Rod West; and a poem read by Glenda Kickett from the book 'The Lost Children' by Coral Edwards and Peter Read.

Community Events

- NAIDOC Week
- Utopia Documentary Screening at Murdoch University
- Survival Day
- Yorgum Family History Morning Team and Information Session
- South West Land and Sea Council Native Title Settlement Community Meeting
- Stolen Generation and Bringing Them Home Committee Community Event
- National Reconciliation Week Banners Launch hosted by the Department for Aboriginal Affairs

On behalf of Aboriginal and Torres Strait Islander peoples Centrecare's Glenda Kickett participated at the People's Forum for the Commonwealth Heads of Government Meeting (CHOGM) in Hikkaduwa, Sri Lanka, 10-14 November. This forum focussed on the third world countries and Indigenous peoples issues. Glenda presented an Indigenous statement to the commonwealth to be included in the Commonwealth Charter. Additionally, Glenda participated in learning journeys to Kilinochchi and Jaffna in the Northern Province of Sri Lanka which is comparable to the work conducted at Djooraminda. She also visited a number of community development projects which have commenced since the war between the Shingese and the Tamils.





Providing a culturally sensitive perspective

The **Centrecare Djooraminda Outreach Services** offer a range of culturally appropriate support services to the Aboriginal community across the metropolitan region of Perth. The services provide short to medium term support through crisis and mainstream issues which assist the client and their families to work through barriers which may impact their ability to move forward in their lives.

The Djooraminda Outreach Services has a strong relationship with services across the community from both a government and non-government background.

Our staff pride themselves on working holistically and from a culturally sensitive perspective which also extends to involvement and support within community events and initiatives throughout the calendar year.

*One of our families consisting of two adults and three children were engaged in the **Reunification Service** which involves undergoing the reunification process. The parents were receptive to discussing parenting tips including the importance of routines, family rules and child development.*

One of the children had regressed developmentally after being taken into care; he reverted back to wearing nappies and soiled them regularly. The parents worked with the information provided on regression for children who had been placed in foster care, particularly when another child is born during their absence when they had been the youngest child. The children's mother consistently practiced an approach discussed within the service which resulted in the child working through his developmental issue.

The importance of a regular bedtime for the children was encouraged and this boundary also allowed the parents to have time for themselves, which continues to be in place as the family increases their independence.

The children's father initially did not participate in parenting the children and left most of this to his partner, the children's mother. He was encouraged to reflect on how much his sons enjoyed his company and how important he is to them. He began taking the children to parks and fishing outings or on picnics.

The family were living independently for the first time. Managing their financial obligations proved to be difficult. The family agreed to pre-pay most of their financial commitments and accepted a referral to an agency that would provide financial advice and assistance.

The family maintained their dignity throughout the three month service and expressed their gratitude that the service was able to assist them. Consequently, the family agreed to be referred to a second program delivered by our agency and are currently being supported with pursuing adult education with the ambition of becoming employable in the future.

Djooraminda Out of Home Care Placement Services provides a culturally appropriate family group home for Aboriginal and Torres Strait Islander children and young people in the care of the Department for Child Protection and Family Support. Djooraminda utilises a therapeutic, trauma informed care model to ensure children and young people are cared for in a stable, secure home environment. The Primary Care Team, consisting of direct care workers, cultural liaison officers, cottage support workers, care coordinators and the Therapeutic Coordinator ensure the children and young people's holistic needs are met and they receive an opportunity to have improved life opportunities.

The cultural liaison officers and cultural advisors identify opportunities for the children and young people to engage in cultural activities to strengthen their connection to culture and gain an understanding of where they come from. As part of the cultural activities, the children and young people participated in National Aborigines and Islanders Day Observance Committee (NAIDOC) week events, Survival Day celebrations and other community activities. In addition to this, the children and young people also participated in a *Cultural Camp* during the year. The *Cultural Camp* allowed children, young people and their carers to spend time in the bush and connect back to nature. In the evenings, the children and young people heard Dreamtime stories and connected with a local elder.

Education is seen as a key priority at Djooraminda and all children and young people are engaged in formal education at private Catholic colleges or local community schools.

Direct care workers and care coordinators work with the children and young people to ensure homework is completed and the school environment is suitable for their learning needs. A number of the children and young people are excelling academically and have been recognised at school for their academic achievement and commitment to education. In addition to school, the children and young people also participate in a range of extracurricular activities including gymnastics, football and netball.



Djooraminda staff are also active in the community promoting the need to work with Aboriginal children and young people in culturally appropriate ways. Staff have held stalls at NAIDOC Week events and Survival Day activities and participated in the Family Matters: Safe in Culture, Not in Care Forum organised through the Secretariat of National Aboriginal and Islander Child Care.

Djooraminda utilises a *Continuous Improvement Framework* to ensure the children and young people receive a high standard of care. During the year, the policies and procedures for the Out of Home Care Service were updated and all staff and carers participated in a range of professional development workshops to increase their skills and knowledge around trauma informed care of children and young people. Additionally, the children and young people had the opportunity to share their experience in care through an inaugural feedback session. The children and young people thoroughly enjoyed the experience and provided some great insight into changes that can be made to improve the service for the children and young people in care.

Entrypoint Perth, a homeless assessment and referral service, commenced service delivery from our Gosnells office in February 2014. The service receives referrals from the Department for Child Protection and Family Support and the Homeless Advisory Service, along with self-referrals. The service assesses the needs of people contacting the service who are experiencing or are at-risk of homelessness and provides referral to appropriate services and information on accommodation and support options. In the first five months of service delivery, the service was contacted by an average of 320 families and individuals per month.



RIGHT: Entrypoint Perth is a free assessment and referral service assisting people who are homeless or at risk of homelessness in the Perth metropolitan area to access accommodation and support options.



Centrecare has been successful in securing three new child/youth focussed services in the past year.

These are:

- **Parent Adolescent Outreach Support** provides short term counselling and support to young people and their families engaged with the Armadale Family Support Network; and
- Two **Child Parent Centres** in 2013, based at the East Maddington and Gosnells primary schools. These services are intended to improve access for families based at the primary schools to a range of early learning, parenting, child and maternal health and well-being programs.

Sky Family Camp

In July 2013, the Sky Team took 13 children and their parents on a family camp during the school holidays. All the family members were actively engaging in both a Centrecare supported housing service and the Sky children's support service. The camp was held at Woodman Point and ran over three days. It allowed families to escape the day to day pressures of life and engage in a range of exciting, fun and adventurous activities in a supported environment. The camp was aimed at building the confidence, self-esteem and team work skills of the children and their parents, whilst also strengthening family and social relationships.

The families were supported throughout the camp by five Sky outreach counsellors. The outreach counsellors took part in all aspects of the camp, walking alongside the families through daily activities over the three days and two nights. They were able to model positive interactions with the children, spend one-on-one time with the parents and strengthen their working relationships with both the parents and the children.

Flying-fox, rock climbing, talent shows, movie nights, sporting activities and team building games were all included in the camp itinerary and were thoroughly enjoyed by the families and staff in attendance. The family camp was a great success and an example of how Centrecare was able to provide a wonderful and rewarding experience for their clients.

Centrecare's **Youth Support Service (CYSS)** was awarded a grant from Department of Local Government and Communities to host an event during National Youth Week 4-13 April. Workers in the youth outreach team organised and held an event at the Carramar Community Centre for clients and the community titled "Know Your Rights".

The day was a family fun day with educational workshops on goal setting, legal rights, human rights, and social responsibilities.

This included games, prizes, lunch, live music and guest speakers. Paralympian — Kathleen O'Kelly-Kennedy and staff from the Alternatives to Violence Project spoke about overcoming adversity, building resilience and achieving success by setting goals toward their dreams.

Jenna was referred to CYSS from the Department of Child Protection and Family Support (CPFS) and presented with multiple issues including: depression; self-harm; bullying from peers; conflict with her parents; suicidal ideation; poor school attendance; social isolation; running away from home; sleeping on the streets; and engaging in various other at risk behaviours.

Building rapport and taking a non-judgemental and non-authoritative approach to her self-harm behaviours, staff were able to begin exploring the bullying and relationships with peers at her school. With the support of her worker, Jenna transitioned smoothly to a new school, improved her social skills and made new friends. This new group of friends allowed Jenna to make positive choices about who she spent time with and the absconding from home to the city ceased.

CYSS staff attended the CPFS Signs of Safety meetings to advocate for Jenna and subsequently a decision was made to transition Jenna to the care of her father to give her mother some respite.

When this placement was also at risk of breaking down, the CYSS staff ensured case management meetings with the school, CPFS, Child and Adolescent Mental Health Service (CAMHS) and the parents were arranged to provide guidance on how to deal with these occurrences.

CYSS staff utilised their meetings to assist Jenna to build her own identity and self-esteem, skills in managing conflict appropriately and the ability to approach sensitive topics maturely. Jenna was able to improve the relationships with both her mother and father.

Jenna continued to build and maintain healthy relationships and attend school regularly. She has now enrolled in a TAFE course to begin accounting at the same time she studies year 11. Upon exit from the service Jenna had not self-harmed for four months, no longer experienced psychotic episodes, was exited from the Child and Adolescent Mental Health Service and no longer needs an education assistant in class. Jenna still experiences low moods from depression, however it does not inhibit her daily functioning.

Centrecare's **Goldfields Youth Support Service (GYSS)** has been providing youth programs in the Kalgoorlie Boulder community for at least 10 years, mainly funded through the Department of Child Protection and Family Support. Youth at risk remains to be a huge challenge for the Goldfields as young people: continue to drop out of the education system before attaining a qualification; experience high rates of unplanned pregnancies; lack of participation in employment; and over participation in criminal activities. The service has expanded to include Coolgardie and Kambalda.

Building resilient lives is key to our approach when working with young people.

Working in collaboration with key partners is integral to the success of the youth program. An example of this is the *Holiday Program* working in partnership with the Giants Basketball Team. The Giants Basketball Team provided the perfect opportunity for our youth workers to identify young people with an interest in basketball to be linked with a basketball holiday program. The holiday program provides young people with the opportunity to spend time with inspirational community sporting figures and the added opportunity of raising their sporting, social and leadership skills, all of which add to building resiliency.

The Goldfields Youth Fest 2014 was supported by Smarter than Smoking for young people aged 12 to 25. The event, which was the official WA launch for National Youth Week 2014, featured entertainment from singers, dancers and local Disc Jockey's. Centrecare was among 20 youth related organisations with stalls on the day to provide workshops, activities and food. Centrecare's youth workers did a Drumbeat presentation alongside our youth clients which strengthened their confidence as they performed in front of at least 2000 of their peers. Key to working with young people from a strengths based perspective is to promote activities and approaches that encourage working alongside the client and allowing them to have input on how the service is run, rather than arranging things for them that they may not even be interested in.



The flying fox was a popular activity at the Sky Camp
BELOW: The Sky Team



Performing at the Goldfields Youth Fest 2104

The newly revised Men's Behaviour Change **Partner Contact Service** which is part of the new Men's Behaviour Change Program **Men Choosing Respect** has been a great success with a high level of support, contact and monitoring available for all partner's and children of the men engaged in the agency's domestic violence programs.

Centrecare's work in the domestic violence field has been recognised as a partner in the Australian Research Centre's "Fathers, Family Violence and Intervention Challenges Project" that will be undertaken over the next three years 2014-2016. The project is headed up by Melbourne University and Centrecare is one of 13 other partner agencies in this Australia wide research.

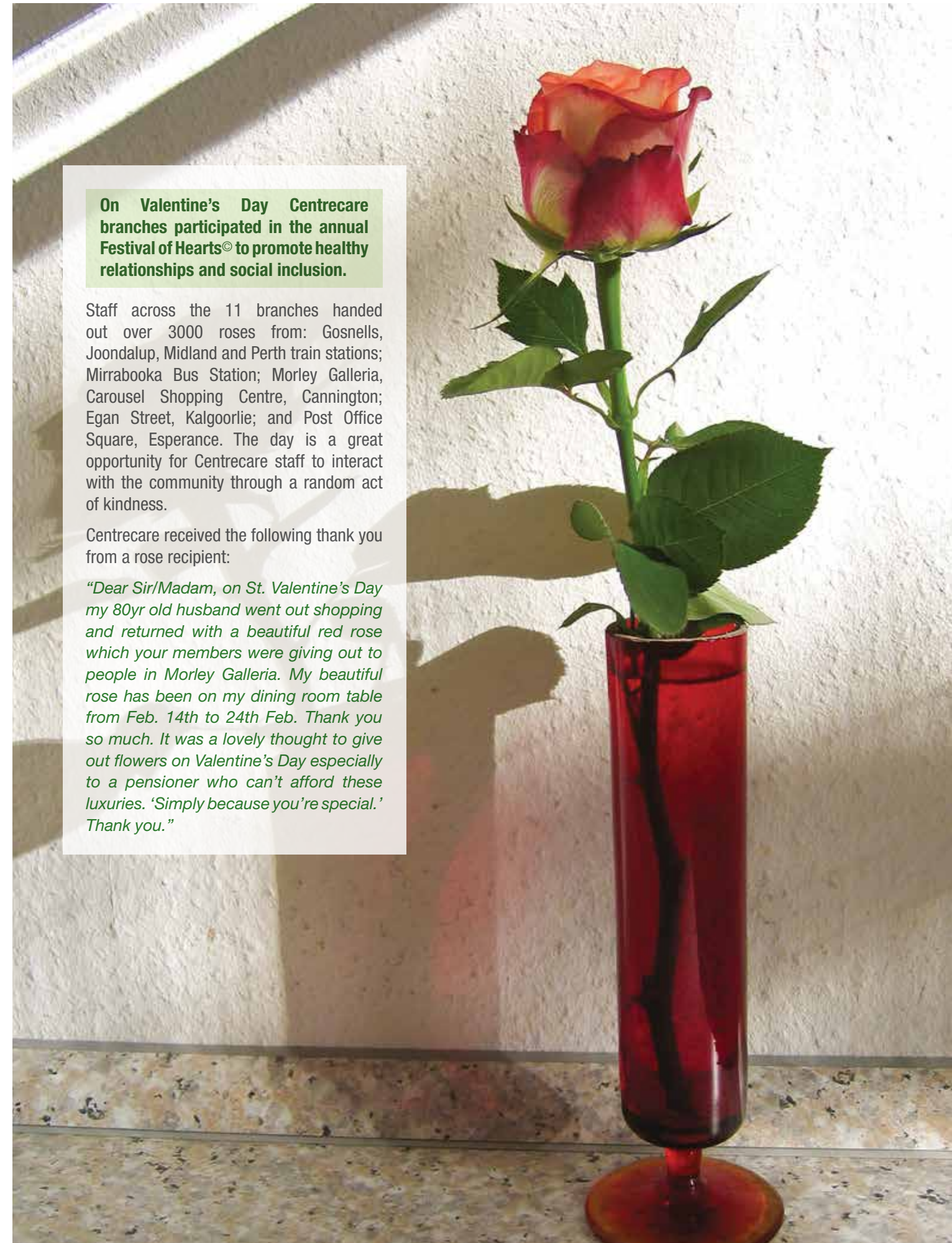
Centrecare Family Dispute Resolution Practitioners from Midland, Mirrabooka and Joondalup along with some counselling staff attended five days training on Child Inclusive Practice in October 2013. This training was facilitated by Bill Hewlett from NSW and provided participants an opportunity to explore child inclusive practice and transformative mediation. As a result of this training, a trial began in November to begin building Child Inclusive Practice into the Centrecare's mediation and other processes.

The **Gambling Help WA** Team were busy throughout the year providing numerous education and information seminars across the state. A wide variety of professional services and community groups were eager to learn about problem gambling, screening and assessing for problem gambling, how to begin working with clients and what support services are available to clients and relevant services working with these issues.

Responsible Gambling Awareness Week 26 May - 1 June was launched at Crown Perth with Centrecare Gambling Help staff in attendance. Centrecare recognised the week with the launch of the Gambling Help WA Facebook page and YouTube videos. It is hoped that this new platform will provide Centrecare with an opportunity to engage with a different and untapped target group predominantly engaged online in terms of socialisation and recreation.



Centrecare's Gambling Help WA Team attended the Responsible Gambling Awareness launch at the Crown Perth.



On Valentine's Day Centrecare branches participated in the annual Festival of Hearts® to promote healthy relationships and social inclusion.

Staff across the 11 branches handed out over 3000 roses from: Gosnells, Joondalup, Midland and Perth train stations; Mirrabooka Bus Station; Morley Galleria, Carousel Shopping Centre, Cannington; Egan Street, Kalgoorlie; and Post Office Square, Esperance. The day is a great opportunity for Centrecare staff to interact with the community through a random act of kindness.

Centrecare received the following thank you from a rose recipient:

"Dear Sir/Madam, on St. Valentine's Day my 80yr old husband went out shopping and returned with a beautiful red rose which your members were giving out to people in Morley Galleria. My beautiful rose has been on my dining room table from Feb. 14th to 24th Feb. Thank you so much. It was a lovely thought to give out flowers on Valentine's Day especially to a pensioner who can't afford these luxuries. 'Simply because you're special.' Thank you."

The **Parent Link Service** had 15 active volunteers throughout the reporting period who all contributed their diverse range of skills and experiences. The team has both genders represented, with a variety of different cultural backgrounds and a range of formal qualifications. All volunteers bring their extensive life experience to the service. The dedication and commitment shown by Centrecare's volunteers is quite extraordinary and one of the reasons the Parent Link Service has such a fantastic reputation.

Parent Link staff were successful in securing an additional Volunteer Grant from the Department of Social Services to purchase additional resources including an I-Pad, CD player and a range of books, DVD's and toys. With the I-Pad, volunteers are able to show the family suitable parenting websites, DVD's and video clips in the home without the need to ask a parent to use their own equipment.

The **Bunbury Counselling and Family Support Program** is continuing to prove successful by providing a holistic counselling service for individuals and families. The past 12 months has seen the successful implementation of a new model which now includes an office based Counsellor and an Outreach Family Support Worker, who are able to provide additional support for individuals and families living in Bunbury and it's surrounds. The support provided by the program has been assisted greatly by building collaborative relationships with local community networks in the region to attain the best outcomes for individuals and families.

The past 12 months the **Drug and Alcohol Housing Support Worker Service** provided in Bunbury has successfully assisted 16 individuals and families to obtain long term accommodation. The program is instrumental in ensuring individuals and families are provided with the support required to access affordable safe housing and maintain their recovery. The program encourages each client to embrace positive change and enlists the involvement and engagement of specialised services within the Bunbury region to work holistically with the individuals and families.



Carers enjoyed being pampered during the Carers Short Break

Goldfields Mental Health Programs

The past year has been a very important one for Centrecare Kalgoorlie as we embarked upon a new three year contract for mental health funded by the Mental Health Commission. As we have now been delivering under our new contract for a year, it has been important that we are actively embedding within this service, the National Standards for Mental Health Services.

Whilst there will always be room for improvements it has been an exciting journey for both staff and the community, where collaboration, consultation and working creatively has all been an integral part of the journey.

The Carers Short Break provides an opportunity for people who care for family or friends with a mental illness, to have a regular break and some much needed relaxation. The Mental Health Team caters for a range of differing needs for carers. One of the key highlights included taking a group of carers from the Coolgardie area on an overnight stay to Kalgoorlie where they were treated with a range of well-being and pampering activities. Carers stayed overnight at the Railway Motel, enjoying an evening dinner at a local restaurant after having their hair and makeup done at one of the local hairdressers. They were also treated to other activities throughout the day ending up back at Centrecare the next day where they participated in therapeutic workshops delivered by our Mental Health Team. This particular break was a huge success and the Mental Health Team received fantastic feedback from the carers.



Centrecare Kalgoorlie's "Beautiful Minds 2014" was a three day event held in March to promote wellness strategies within the Kalgoorlie community. The added benefit of this event was to promote de-stigmatisation strategies within the community focussing on how to maintain and promote wellness individually, within a family and the community instead of focusing on the mental health illness.

The first day of the event began at the Centrecare Kalgoorlie office, where participants engaged in an expressive arts experience, finishing with a free sausage sizzle and Drumbeat at St Barbara's Square. During the first two days, a total of 36 participants enjoyed creating art, sharing stories and meeting new people. Day two was held at the Police and Community Youth Centre, with community engagement between Centrecare, Red Cross and consumers participating in Participatory Action Research which provided rich feedback to guide future events and activities.

ABOVE: Centrecare Kalgoorlie's Beautiful Minds 2014 was an opportunity to promote wellness strategies to the community



ABOVE: Camps provide an intensive experiential and social opportunity for young people to express themselves

Arriving in a new country is daunting at the best of time but never more so when you have left everything you own and everyone you know behind whilst trying to escape persecution. Combine this with dangerous journeys over land and sea, possible detention on Christmas Island and the ever changing, indefinitely delayed and increasingly punitive asylum application process, is extremely stressful for refugees. Centrecare's Migrant Services offers humane, culturally appropriate and cost effective support for people within the community while they are assessed against the refugee convention and for those granted protection onshore or offshore.

We achieve this through a mixture of individual and group support assisting with practical matters around health, education and daily living plus social supports to not only manage their stress and anxiety but to grow their resilience and independence.

Of greatest importance to a new migrant is a stable home, a safe environment and a sense of belonging.

Centrecare's Migrant Services focus on meeting these first two needs through coordinated case management and advocacy but go beyond that by forming community links and opportunities for clients to intersect with their community and develop ways for them to positively contribute. Regular events have been held throughout the past year to introduce new migrants and asylum seekers to new people and new experiences.

Art has been used extensively as a form of expression and shared experience. The unaccompanied young men in our service participated in a photography course, first learning some techniques and then given the opportunity to take pictures they felt represented something meaningful. Their pictures were exhibited at the conclusion of the course so others could share their experience.

Another group of clients participated in an art project. The classes were run over a number of weeks culminating in their work being shown at an exhibition during Refugee Week. Clients were able to try their hand at a number of different forms of art including pottery, drawing and painting. It gave clients the opportunity to express themselves through art and to develop their creative flair while learning or improving their artistic skill. In a broader sense, these art activities helped to create social interaction, friendships and increased self-worth. Some said they will continue to develop their new found love of art and hope more opportunities arise to hone their skills.

Young people from a refugee background face many challenges in successfully integrating. The youth program and camps run through the **Settlement Grants Program** help support the social and emotional journey of young people through settlement and school. The camps provide an intensive experiential and social opportunity for young people to express themselves, explore their abilities and reflect on their past and future journey. The impact of these camps was recently demonstrated by a young man who told his story of how grief and anger had dominated his life, frequently expressing it with violence. Through participation in the camps he learned to identify his strengths and to forgive. He expressed how he had learned to forgive the people that had killed his family back home and to forgive rather than confront those that might provoke him here.



ABOVE: Training provided by Centrecare Corporate has increased



Centrecare Corporate has recognised the changing environment of Employee Assistance Programs (EAP) provision and has spent the year refining services to better suit client company needs. Clients wanted more choice of locations so we relocated counselling staff to all Centrecare branches. Clients wanted more choice of appointment times so we began offering more early morning and evening appointments, and client companies wanted us to be more integrated in the way they engage staff in Workplace Mental Health and Well Being so our training division was expanded with a focus of delivering organisation wide wellness initiatives.

As part of a national network of providers, Centrecare Corporate has been instrumental this year in reshaping and rebranding the network to be more prominent and better identify all members. As a result, the Access Network Australia was formed to promote on a national level who the network is, who are its members and what services they provide. The network itself does not provide services to client companies but facilitates the provision of services to each member's clients, nationally to an agreed standard. This is achieved through reciprocal service arrangements but also through access to training resources, literature, promotion and industry knowledge. Access Network Australia provides each member with services at 170 branches nationally, regularly join forces with other network members on national tenders and collaborates on training and consultancy.

Centrecare Corporate has always had a clear focus on providing evidence based services with a psychological perspective. This has helped define us as respected professionals in the EAP industry. One of the industry changes has been the expectation of client companies to provide services complementary to EAP but not always embedded in clinical practice. To ensure we maintain our focus and professional standards, Centrecare Corporate has embarked on a number of partnerships with like-minded, complementary organisations to better support client wellbeing.

Partners specialising in physical health, substance misuse and dependency issues, mental health first aid and preventative medicine help us to be more holistic and take the hard work out of seeking a complete suite of supports for client companies and their staff.

In recognising that each organisation varies and has differing objectives for training, Centrecare Corporate have supported a wide-range of government (state and local), private and not-for-profit organisations in the training of respective employees for the 2013-14 financial year. Ranging from state-wide training for employees in Change Management for a state government department, to a singular session on Stress Management for a small not-for-profit organisation, Centrecare Corporate prides its training services as being both contextualised and responsive to each organisation's needs, with an overarching objective to optimise the learned experience of attendees.

Training has always been an integral part of Centrecare Corporate and this past year saw us grow significantly, particularly in the area of Workplace Mental Health and Suicide Prevention.

Workplace Mental Health is finally gaining broad recognition for the impact personally and financially it has on the community. EAP has always provided an acute, reactive response to these issues but training is a proactive means of addressing and preventing them before they arise. Our goal is to reduce the occurrence and severity of workplace mental health concerns through a coordinated program of training, consultancy and one-on-one clinical practice.

1life

“To accomplish great things we must not only act, but also dream; not only plan, but also believe.”

From an introductory speech at a session of the Académie Française, December 24, 1896

This quote describes the collective mind frame of the One Life Team.

Four years after its official launch, members of the Centrecare staff are uniformly positive about what they have been able to achieve in One Life.

Centrecare welcomed the opportunity to undertake this innovative, suicide preventative, community project. We were excited about the direction, the possibilities and opportunities to make a difference in mental health, wellbeing and suicide prevention across Western Australia.

There were two main approaches of the Strategy. The first approach aimed to recruit community-based coordinators to develop community-based Action Plans in towns across the state. The second approach was to engage agencies as Pledge Partners to develop a Workplace Suicide Prevention Awareness Plan and to encourage agencies to support Community Action Plans.

Achievements include:

- Each Community Action Plan was facilitated by a local Community Coordinator under the management of Centrecare staff. 54 state-wide Community Action Plans positively engaged a wide range of local stakeholders in developing local suicide prevention plans. Some Community Action Plans included management of several towns, with specific plans targeting various cohorts of the Strategy's priority groups.

During June to December 2013, many of the Community Action Plans undertook rigorous management in finalising Centrecare's responsibilities and acquitting the budgets before handing them to the Mental Health Commission (MHC). Edith Cowan University (ECU) finalised research opportunities in preparation of the anticipated ECU Program Report 2010 – 2014.

- Pledge Partners developed suicide prevention plans to fit their organisation. Centrecare signed over 81 Gold Pledges, 33 Silver Pledges and over 130 Bronze Pledge Partners. Through these partnerships we have seen agencies engage their own workforce on various levels resulting in a unique blend of initiatives to draw from.
- The connection between the Strategy and the Pledges has been strained due to staff turnover, organisations undergoing re-structures and their focus shifting directions. Centrecare needed to remain mindful of these changes within agencies and continuously engaged with over 187 departments and committees; this includes positions such as chief executive officers, Human Resources, Occupational Safety and Health, executive directors, wellness officers, heads of departments and coordinators.
- Agencies have shown trends in how they engage their employees in suicide prevention. Centrecare provided advice to over 187 Pledges about how to incorporate suicide prevention within an organisational context. After consultations our Pledges commented on having a clearer understanding about suicide prevention. They shifted their perspective on suicide from a taboo topic to a public health message that all employees and departments need to hear. To capture a snapshot of how agencies were integrating suicide prevention, 15 highly engaged Pledges were profiled, which showcased Western Australian best practices.



ABOVE: 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”

LEFT, L-R: One Life Agency Coordinator — Clive Elliott, Centrecare General Manager Community Services — Catherine Spini and One Life Network Coordinator — Sandra Burns, proudly displaying the Institute of Public Administration Australia Business News Award - Innovation in the Not-for-Profit Sector Award 2014

- Working Minds

“The workplace is a critical venue for suicide prevention, and it can also serve as an important environment for hosting the post-suicide response...”

Working Minds Manual, Carson J Spencer Foundation.

Centrecare delivered training sessions to over 174 organisations by presenting 51 Working Minds training sessions in the metropolitan area and four in rural towns. Centrecare was the first organisation to host Working Minds in Western Australia.

Working Mind steps through four chapters:

1. Suicide Prevention in the Workplace
2. Risk Factors and Protective Factors, Warning Signs
3. Question, Persuade, Refer Suicide Prevention Gatekeeper Training Overview
4. Suicide Postvention

With permission from the program owner we were able to tailor sections of the program to suit a Western Australian environment. Presentations would be in house for a Pledge Partner or open to professionals from all organisations. The flexibility of the program allowed us to adapt to the audience, resulting in great feedback.

A working partnership in collaboration between the Mental Health Commission, The Mental Health Minister's Office, The Ministerial Council for Suicide Prevention, Edith Cowan University and Centrecare spanning nearly four years is bound to have its highs and lows and this partnership was no different. What was unique however to this partnership, was the unified vision of reducing suicide in Western Australia and the commitment of ensuring the Strategy succeeded. All parties were passionate about the project, mindful of the purpose and never lost sight of the long term goal. Centrecare values the support and assistance they have received from their colleagues and the relationships they have forged.



.....
 "To the Director of Centrecare,

I wanted to write to you to express my thanks to your team. We have finally been able to resolve our family matter out of court. We have been intensely involved with Centrecare since 2011 with men's domestic violence group for my ex-husband, woman's support group for myself. Now in 2014 we have legal finalisation of our matter. I wanted to let you know how central your team's support has been to a positive resolution to our matter. I know funds are always limited but I wanted you to be aware of how appreciative our family is of the care we have received from Centrecare and now we have come out the other side. The court orders have safety measures put in place for the long term protection of myself and my daughter. We all have a bright, happy future ahead. We feel blessed to have had the support of all at Centrecare, especially ***** and the crèche team. God bless you all."

Women's and Men's Domestic Violence Group

.....
 "***** has helped me in my current situation more than words can explain. I have felt supported, heard and reassured with the kindness and direction/guidance ***** has shown me. Thank you so much. You have made all the difference to me and my family."

Family Dispute Resolution

.....
 "I am able to believe in myself again."

Mental Health Support Services

.....
 "Service is performed at a really high level and a credit to agency providing this service."

Gambling Help WA Financial Counselling

.....
 "I felt safe, supported and heard. Thank you very much."

Centrecare Family and Accommodation Support

.....
 "***** is amazing and incredibly supportive. I respect her very much for her honesty and admire her dedication to help to the best of her abilities."

General Counselling

.....
 "I felt very respected, safe and understood. During the session I felt as though I was in control and unjudged, which made me feel completely comfortable talking about all aspect required."

Regional Family Dispute Resolution

.....
 "Excellent course and counsellors. Enjoyed it and it has made an overwhelming difference to my life."

Family Relationship Education and Skills Training

.....
 "My counsellor (*****) was an absolute pleasure to deal with. She made several calls to ask how I was coping. In my circumstances, a pleasure to meet her."

Family Support Program

.....
 "***** has helped me greatly with my thought processes."

Men in Family Relationships

.....
 "Great feedback from parents how their child is coming home singing song and actions."

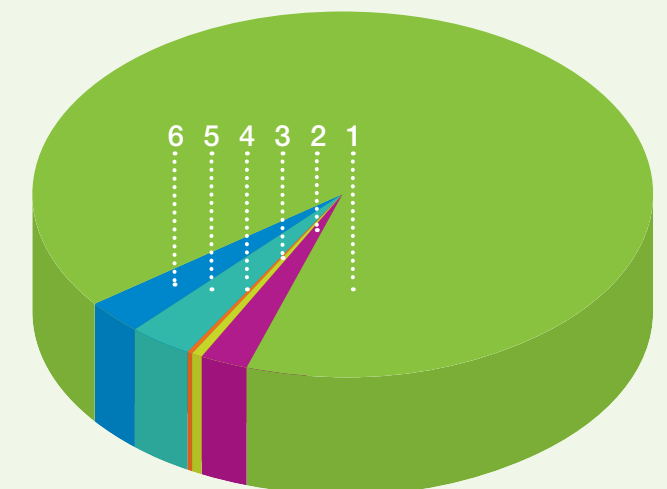
Protective Behaviours Workshop – Family Focus

.....
 "Thanks to Centrecare Perth for their help as I am aware of my situation now and feel confident to not go back to where I was, and think before making a decision."

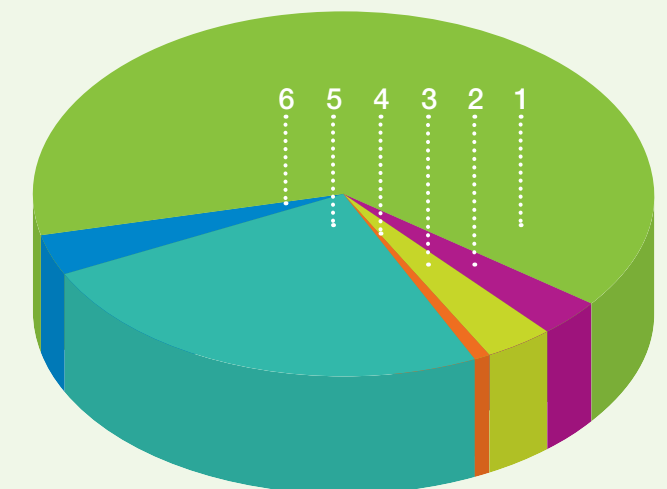
Gambling Help WA

Consolidated Income/Expenditure Statement for the 12 months to 30 June 2014

Income	2013/2014
1 State and Federal Government Funds	90.5%
2 Non Government Funding	2.5%
3 Archdiocese of Perth - Lifelink	0.5%
4 Housing and Accommodation Revenue	0.2%
5 Corporate Services Revenue	3.5%
6 Other Income	2.8%
	100.0%



Expenditure	2013/2014
1 Salaries, Wages and Oncosts	63.9%
2 Administration Expenses	3.5%
3 Property Expenses	3.6%
4 Depreciation	0.8%
5 Operating Expenses	24.6%
6 Vehicle Expenses	3.6%
	100.0%





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ABN 98 651 609 161

Centrecare

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.