

# Our Children



Annual Report 2014 / 2015



**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  
Steve Walker

### Centrecare Board Members

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

### Acknowledgement of Funding Bodies and Other Supporters

Australian Red Cross  
Catholic Archdiocese of Perth  
Catholic Diocese of Bunbury  
Department for Child Protection and Family Support  
Department of Corrective Services  
Department of Education  
Department of Health  
Department of Housing  
Department of Immigration and Border Protection  
Department of Local Government and Communities  
Department of Social Services  
Department of Racing, Gaming and Liquor  
Department of the Attorney General  
Department of the Attorney General WA  
Department of the Prime Minister and Cabinet  
LifeLink  
Lotterywest  
Mental Health Commission  
Problem Gambling Support Services Committee  
Roman Catholic Archdiocese of Perth through  
LifeLink



David Pires  
Chairman

Centrecare has continued to expand and deliver more exciting and valuable programs over the past year, especially in regard to our children's services. The tightening of expenditure within the state budget in the sector, closely aligned with the impacts from the federal budget, have resulted in very minor increases in some programs and decreases in others. However, a 2.65% indexation increase from the state government was welcomed.

The Djooraminda Out of Home Care Service continues to be a significant provider of assistance to the Aboriginal and Torres Strait Islander children in our care. Glenda Kickett's contribution to Centrecare as Executive Manager and more recently as Cultural Advisor – Community Services has been significant. In May this year Glenda decided to take a well deserved break after 15 years of service to the organisation. We sincerely thank Glenda for her commitment and enthusiasm during her time with Centrecare.

September 2014 marked 25 years since Centrecare first began providing a counselling service to the Goldfields. During this 25 year period Goldfield's Management Committee provided local support to the office, however, due to the efficiency and effectiveness of the Goldfields office, the Committee felt that their support was no longer needed. Consequently, the Committee wound up its operations in late 2014. Centrecare wishes to publicly thank the Management Committee members for their enormous contribution over the years and welcomes the launch of the "Friends of Centrecare" concept, which will include several local supporters of Centrecare Goldfields.

As Centrecare's services expand into the eastern suburbs of Perth, the commencement of a substantial building development in the heart of Midland occurred in mid 2014, with completion expected in November 2015.



Stellar Living continues to develop affordable housing for the community, with developments now complete in Meadow Springs and more recently a new and impressive development in Erskine. This new development was officially opened by the Minister for Housing, Racing and Gaming – the Hon. Colin Holt comprising of 21, three bedroom units. Although part of Centrecare, Stellar Living has its own Board and management structure, with CEO - Steve Walker and Chairman of the Board - Stewart Duplock. Stellar Living works closely with Centrecare in the provision of services in the housing market, concentrating mainly in Mandurah and the south of the state.

Our digital marketing through social media, launched in 2013, is making significant inroads with our Facebook and Twitter account now reaching people all over the world. In addition we have 13 videos uploaded to our YouTube channel with some 2,000 views on our recruitment video, increasing significantly every month.

**Centrecare's work in the community would not be as successful without the dedication and hard work of its 300 staff within the organisation.**

As an example, we are proud to congratulate Executive Manager - Leanne Strommen who was named as a finalist in two categories in the 2015 WA Social Worker of the Year Awards. Leanne was nominated by her colleagues for her outstanding work and commitment to client outcomes in both The Richmond Fellowship of WA Leading the Way Award and the Department for Child Protection and Family Support Head, Heart & Hand's Award.

Sincere congratulations also to our Human Resources Team that had their creative efforts nationally recognised when they were declared finalists in the Australian Human Resources Institute Wayne Cascio Award for Organisational Change and Development.

Our Director - Tony Pietropiccolo's commitment to the continued success of the organisation over the past 26 years is a testament to his guidance, knowledge and expertise in delivering a host of vital community services to the West Australian people. Tony is renowned for his community involvement within many committees and boards, especially in the social sector. He provides a host of talks and submissions to government departments on social agendas and child welfare platforms.

**An organisation is only as strong as its people. Centrecare staff work tirelessly during the year to provide a level of service to our clients that is second to none.**

The Board and I give sincere thanks to all our managers, staff and volunteers that make up our outstanding teams and provide a compassionate and loving service to the community.

After over 20 years of involvement with Centrecare, both as a founding member of Centrecare Incorporated and Board member, Tony Pires has decided to take up other challenges and resigned from the Association late in 2014. Tony has been a very loyal and dedicated supporter of Centrecare and he will be greatly missed.

During the past year, Kath Polglase was appointed to the Board. We thank Kath for her generosity and look forward to working with her over the years ahead.

Finally to my current colleagues on the Board, my sincere thanks and appreciation for your continued support of the organisation and positive contribution to its values, as we continue to grow the organisation, together for its ongoing success.



# New Programs, Achievements and Milestones This Year



Executive Manager - Leanne Strommen (second from left) celebrates her award nominations with her family



Celebrating 10 years of service are Sandra Allan, Mark Roussel, Silvana Stepan and Carol Ando

## New Programs & Initiatives

- ▲ Aboriginal Children and Family Service Pilot Project - Department for Child Protection and Family Support
- ▲ Commonwealth Financial Counselling – Department of Social Services
- ▲ Community Mental Health, Early Intervention - Department of Social Services
- ▲ Emergency Relief – Department of Social Services
- ▲ Financial Counselling and Financial Capability Department of Social Services
- ▲ Financial Wellbeing and Capability - Department of Social Services
- ▲ Homeless Advisory Service - Department of Housing
- ▲ Partnership project with Save the Children Australia to deliver intensive mentoring to young people in Out of Home Care - Equity Trustee Foundation
- ▲ Status Resolution Support Service - Australian Red Cross

## Concluded Programs & Initiatives

- ▲ Community Detention - Australian Red Cross
- ▲ Emergency Relief Kalgoorlie - Department of Social Services
- ▲ Indigenous Parenting Services - Department of the Prime Minister and Cabinet
- ▲ Indigenous Substance Use - Department of the Prime Minister and Cabinet
- ▲ Settlement Grants - Department of Social Services

## Achievements and Milestones

The organisation celebrated:

- 10 years of service - Sandra Allan, Carol Ando (Vol.)  
Mark Roussel & Silvana Stepan (Vol.)

Executive Manager - Leanne Strommen was named finalist in the 2015 WA Social Worker of the Year Awards for two awards:

- The Richmond Fellowship of WA 'Leading the Way' Award
- The Department for Child Protection and Family Support 'Head, Heart & Hands' Award

Principle Advisor to the Director Professional Excellence and Purpose — Louise Lamont and Training and Supervision Coordinator - Liz Magee participated at the Royal Commission Forum - *Uncovering Professional and Ethical Dilemmas for the Future* organised by Anglicare WA

Australian Human Resources Institute (AHRI) – Finalist Wayne Cascio Award for Organisational Change and Development

One Life Agency Coordinator — Clive Elliott presented "Suicide Prevention in the Workplace" at the Mental Health Services Conference 2014

Delivered 74 services comprising of 25,843 clients with 121,502 contacts



## Community Involvement/Memberships

### ▲ Centrecare

- Member of Alliance for Children at Risk
- Member of Association for Mental Health
- Member of Australian Human Resources Institute (AHRI)
- Member of Catholic Social Services Australia (CSSA)
- Member of Chamber of Commerce and Industry
- Member of Community Employees WA
- Member of Ethnic Communities Council
- Member of Family Relationship Services Australia
- Member of Homelessness Australia
- Member of Refugee Council of Australia
- Member of Shelter WA
- Member of WA Council of Social Services
- Member of WA No Interest Loans (Nils)

### ▲ Director — Tony Pietropiccolo AM

- Chairperson Canning Coalition Incorporated
- Co-Chair Community Employers WA (CEWA)
- Committee Member Community Sector Roundtable
- Committee Member National Child Protection Forum
- Member Catholic Education Commission of Western Australia

### ▲ General Manager Community Services — Catherine Spini

- Board Member St Francis Care School
- Member of Aboriginal Children in Care Working Group - Department for Child Protection and Family Support
- Member of Aboriginal Youth Services Investment Reforms; Implementation and Leadership Group - Department of Premier and Cabinet
- Member of the Alliance for Children at Risk
- Member of the CSSA Steering Committee

### ▲ Executive Manager Organisational Services — Cherie Broers

- Member of the AHRI
- Member of The Executive Connection

### ▲ Principle Advisor to the Director Professional Excellence and Purpose — Louise Lamont

- Member of WACOSS Children's Policy Advisory Committee
- Member of Western Australian Council of Social Service Inc. (WACOSS) Self-Regulation Practice Leaders Network

### ▲ Executive Manager Community Services — Leanne Strommen

- Chairperson Shelter WA

### ▲ Executive Manager Community Services — Rod West

- Board Member for Zonta House Refuge Association Inc
- Member of Family Court of Western Australia Reference Group
- Member of WA Family Pathways Network Steering Committee

### ▲ Executive Manager Community Services — Nigel Calver

- Board Member of Tenancy WA

### ▲ Executive Manager Community Services — Elizabeth Wortham

- Deputy Chair of the Eastern Region Domestic Violence Services Network Inc – Koolkuna
- Member of Communities for Children Plus Steering Committee

### ▲ Aboriginal Cultural Advisor Community Services — Glenda Kickett

- Chair of NAIDOC Perth
- Chairperson National Aborigines and Islanders Day Observance Committee (NAIDOC) Perth Committee
- Delegate for Chamber Three for the National Congress of Australia's First Peoples
- 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 Bentley Community Focus Group
- Member of Intensive Family Support Services Non-Government Management Group
- Member of the Operations Group for the Mirrabooka Family Support Network (MFSN)
- Member of Steering Group for the Armadale Family Support Network (AFSN)
- Member of Strong Families Regional Management Group – North East Metropolitan

### ▲ Program Manager Community Services — Kate Ihanimo

- Strong Families South East Regional Management Group

### ▲ Program Manager Community Services — Kristen Ridgway

- Child Parent Centre Data Collection Working Group
- Child Parent Centre Operations Project Group
- Gosnells Social Inclusion Group

### ▲ Assistant Manager — Jeannette Jerome

- Associate Member of the Institute of Public Accountants

### ▲ Team Leader Community Services — Latha Raman

- Committee Member of National Association for Gambling Studies Incorporated
- Committee Member of Responsible Gambling Awareness Week
- State representative on the National Association for Gambling Studies Australia (NAGS) Committee

### ▲ Team Leader Community Services — Arathi Anamalia

- Member of Operations Group for the AFSN

### ▲ Team Leader Community Services — Jackie Phillips

- Member of Operations Group for the AFSN

### ▲ Team Leader Community Services — Debra Coker

- Member of Operations Group for the AFSN

### ▲ Team Leader Community Services — Andrea Fitch

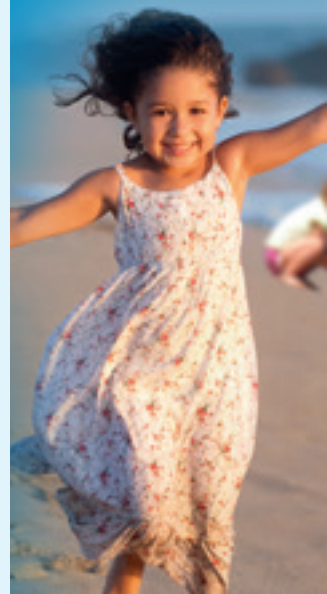
- Member of Intensive Family Support Services Non-Government Management Group

### ▲ Training and Supervision Coordinator – Professional Excellence — Liz Magee

- Member of the Royal Commission into Institutional Child Abuse Working Group

## Our Services

- ▲ Accommodation & Support Service Program
- ▲ 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
- ▲ Commonwealth Financial Counselling
- ▲ Community Detention Program
- ▲ Community Mental Health – Early Intervention
- ▲ Counselling for Adolescents and Parents
- ▲ Mental Health Support Services:
  - Counselling
  - Family Carer Support
  - Personalised Support – Housing
  - Personalised Support – Other
- ▲ Djooraminda Placement Services
- ▲ Emergency Relief
- ▲ Employee Assistance Program
- ▲ Families First – Early Intervention
- ▲ Family and Carer Support
- ▲ Family and Domestic Violence Counselling and Education Program
- ▲ Family Dispute Resolution
- ▲ Family Law Counselling
- ▲ Family Link
- ▲ Family Relationship Centre
- ▲ Family Relationship Services
- ▲ Financial Counselling for Problem Gambling
- ▲ Financial Counselling WA
- ▲ Gambling Help WA
- ▲ Goldfields Family Domestic Violence Counselling and Support Service
- ▲ Goldfields Financial Counselling Services
- ▲ Goldfields Youth Support Services
- ▲ Homeless Assessment and Referral Service – Entrypoint Perth
- ▲ Housing Accommodation Support Services:
  - Corrective Services Men
  - Drug and Alcohol Initiative
  - Homeless Accommodation Support Worker South East
  - Homeless Accommodation Support Worker Northwest
  - Housing Support Worker
  - Public Tenancy Support Service
- ▲ Immigration Advice and Application Assistance Scheme
- ▲ Indigenous Advancement Strategy
- ▲ Indigenous Family Program
- ▲ Indigenous Parenting Service
- ▲ Indigenous Substance Misuse
- ▲ Intensive Family Support Services:
  - Family Enhancement Service
  - Family Support Service
  - Reunification Service
- ▲ Parent Adolescent Outreach Support
- ▲ Parent 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:
  - Case Work and Coordination Service
  - Community Development and Youth
  - Migrant Advice
- ▲ 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:
  - Armadale/Gosnells/Canningvale
  - Joondalup/Clarkson/Warwick







Tony Pietropiccolo AM  
Director

This annual report is entitled *'Our Children'* to remind us of the special place children have in our lives. They are often the source of joy, fun and boundless energy. They remind us of those simple yet enormously valuable things in our lives. Children have a way of cutting through to the truth and reality of experiences, with an innocence that often leaves us spell bound. They live life with a spontaneity and sincerity that reminds us of how we ought to be. They wear their heart on their sleeve in a manner that is infectious and rekindles our love for life itself.

**Children are also very vulnerable. They depend on adults to make them safe and give them the sustenance and nurturing they need to thrive. We have a responsibility to them. This responsibility extends to all children not just those in our household. *'Our Children'* are all the young in our community. They have a right to expect that we will treat them with dignity and genuine unconditional care. To do otherwise is to perpetrate an injustice on the most vulnerable and innocent among us.**

The reality of course is that in Australia tens of thousands of children are neglected and abused on a yearly basis. Many thousands are removed from their homes and come into the care of the state. Statistics show the amount of maltreatment is not diminishing. This is despite the efforts of governments and many organisations to stem the tide. The Royal Commission on Institutional Sexual Abuse has brought to light child abuses and their long-term traumatic impact. Schools report an increasing number of children with emotional needs and difficult behaviours. We are still holding children in detention. The sexualisation and instrumentalisation of children are becoming significant ethical issues for our age.

It may be time for us to refocus on *'Our Children'*. To ask ourselves whether we are doing the best we can for them all. Do we truly value them to the extent that they deserve? We have a responsibility to create a society in which all children can flourish both now and in the future. The opportunity for a child to maximise his or her potential cannot be left to chance or be dependent on race, creed or wealth. Children need adults to care for them in the way they care for us. Children are not just our future they are also the spark in our souls. We have a collective responsibility to ensure that spark doesn't fade.

**Centrecare's work brings it face to face with the needs of children and their families. Our work is to help create those environments and experiences that can help children develop skills and insights that assist them cope with what are often very difficult life situations. It is from working with children in homeless families, providing out of home care, or working with youth at risk of offending that we gain an insight that life can be very tough for some kids. There can be a great deal of pain as children cope with stressful family situations such as separations, financial problems and domestic violence. What is often amazing is how resilient children are despite their difficulties and how important it is for them to feel loved and cared for. Despite their problems children often retain their wisdom, perceptiveness and hope for a better future.**

My sincere thanks to all our staff who have worked hard throughout the year to make the lives of children and their families less burdensome. Their skill, knowledge and genuine care help thousands of children and adults overcome their difficulties. Despite significant funding uncertainty around a number of services, staff members showed remarkable commitment and remained focused on providing support to their clients. Their altruistic spirit is an inspiration and a reminder of what is truly important in life.

The tendering out of all Department of Social Security services across Australia created substantial demands on our Management Team. Despite this, the organisation was able to further develop Centrecare's Therapeutic Framework, re-organise a number of services, re-arrange managerial responsibilities, implement new programs and oversee the construction of Centrecare's new office building in Midland which is due for completion in late 2015. Centrecare is fortunate to have a group of highly professional and talented managers who show genuine dedication to Centrecare's values and work. A special thanks to Catherine Spini, Errol Goves and Cherie Broers for taking on additional duties during my sabbatical this year. The proficiency of the whole Management Team made it possible for my time away to be very enjoyable.

Centrecare's work would not be possible without the substantial support of the Catholic Archdiocese of Perth, the Catholic Diocese of Bunbury, Lotterywest, other benefactors and a host of government departments and other supporters that are named elsewhere in this report. It would be impossible for Centrecare to respond to our community's many needs without their funding and in-kind contributions.

Finally, my heartfelt gratitude to the Centrecare Board under the chairmanship of David Pires. The Board continues to be a source of immense support and guidance. Their expertise, generosity and professionalism make an enormous contribution to the health and success of Centrecare.

# Organisational Overview

Centrecare has continued with its commitment to deliver excellent professional services to our community. So much of its work with families highlights the importance of creating a social environment within which children can thrive. The emphasis on *'Our Children'* in this report is the result of an increasing awareness that the healthy development of children is at the heart of creating a healthy society. In order to effectively respond to social needs Centrecare has maintained its strong focus on professional development for its staff and quality assurance of its services. Investment in staff training in the past year equates to a total of 6632 training hours with a focus on our new Therapeutic Framework which is a holistic approach to service delivery. Staff numbers have increased to 300 inclusive of 27 volunteers however we are pleased to report the average tenure of staff has also increased to 3.8 years therefore increasing retention of valuable organisational knowledge.

As part of continuous improvement Centrecare has finalised the Reconciliation Action Plan which is due to be registered with Reconciliation Australia.

Centrecare has also been successful in being named finalists in national and state awards namely:

- Human Resources Department being selected as a finalist for Australian Human Resources Institute (AHRI) — Wayne Cascio Award for Organisational Change and Development.
- Executive Manager — Leanne Strommen being selected as a finalist for WA Social Worker of the year in The Richmond Fellowship of WA Leading the Way Award and the CPFS Head, Heart and Hands Award.

**As our number of funded services have increased (10 new services this year) so has the need to expand our infrastructure with the construction of our Midland building. *'Our Children'* are our future and this building has been earmarked to deliver child specific services to the local community.**

This state of the art building inclusive of energy efficient standards, commenced construction in mid 2014 and is due for completion late 2015. With a focus of being child friendly with activity rooms, crèche and family specific rooms for counselling and mediation, this building will facilitate a family friendly environment. Importantly, the new building is central within the Midland CBD on Yelverton Drive, close to other complimentary services (St John of God hospital and Curtin University) and has good access to public transport (bus and train). The site also offers a number of parking options to maximise safety and confidentiality for clients.

We are *"People Making Time for People"* who nurture, protect and love *'Our Children'*.



Representing Centrecare at the AHRI Awards.  
L-R HR Team Leader – Gemma Crawford,  
Executive Manager Organisational Services – Cherie Broers,  
Director – Tony Pietropiccolo AM and HR Officer – Brendan Manning



Centrecare's new Midland building.







The Professional Excellence and Purpose portfolio has been granted the opportunity to provide the developmental momentum for best practice across Centrecare. Ensuring staff are delivering professional and quality services, safeguards 'Our Children' and ensures their ultimate health and wellbeing. The portfolio interacts with staff at the 'coal face' of the work environment, striving to cultivate Centrecare's purpose and values, and staff wellbeing.

Clinical Supervision both at an individual and group level is considered a high priority in the organisation, with all staff in direct service roles (208 supervisees) having access to clinical supervision. Supervision provides an environment where staff reflect on professional practice, identify and further develop their practice skills and celebrate achievements, both at a performance and professional level.

**The diversity of Centrecare programs is equal to the diversity of the professional excellence supervisors, to ensure a high standard of practice knowledge and wisdom is shared within the services they are charged with.**

The value of supervision is highlighted in the July 2014 Clinical Supervision Evaluation results which evidenced that 91% of supervisees agreed or strongly agreed that supervision assisted in the development of their clinical practice. Staff comments further highlight the overwhelming positive regard for clinical supervision within the organisation:

*"To have someone to talk to regarding the challenges of my role and any other clinical issues has provided a good space to self-reflect and review critically, which is always helpful."*

*"Having a confidential space where I was able to voice opinions and concerns with working with clients which supported me in having ongoing feedback about my work practice and gaining knowledge which was helpful in understanding clients' needs and how best to support them. Receiving validation of my work practice. ....the supervisor's experience and background was very beneficial to my client work."*

**With the introduction of the new Therapeutic Framework across the organisation, training and professional development has been streamlined and targeted to more closely focus on and align with theories, concepts, approaches and evidence informed practices that reflect and position services to achieve the best possible outcomes for the clients.**

One such approach across the organisation has been the development and implementation of 'Child Aware' and 'Child Inclusive' practice, which will further strengthen Centrecare's commitment to working, valuing and safeguarding children. 'Our Children' deserve to be nurtured, supported and cared for. They deserve services that are of a high standard, delivered by people who are professional and competent. They also need us to act early and prevent some of the problems they may face.

The Professional Excellence portfolio contributes to Centrecare's commitment to 'Our Children', through the consistent approach to implementing training, professional development and supervision. The noted achievements of our staff contribute to the culture, strength and reputation of Centrecare and foster the high regard key stakeholders and the wider community have with the organisation. The Professional Excellence and Purpose portfolio continues to support staff to be 'at their best' in the work environment, facilitating positive outcomes for the people who access Centrecare's services and programs.





Fr Stephen Truscott SM PhD  
Centrecare Chaplain

*Children are our  
greatest blessing.*

Pope Francis recently highlighted the suffering many children experience throughout the world.<sup>1</sup>

“From the first moments of their lives,” he said, “some are rejected, abandoned and robbed of their infancy and future. There are those who say it is a mistake to bring these children into the world due to their fragility and the hunger and poverty they suffer. But children are never a mistake and their sufferings are only reasons for us to love them even more.

Every child who begs on the streets, who is denied an education or medical care, is a cry to God. Too often, these children become prey to criminals, who exploit them for commerce or violence. Even in wealthy countries, they suffer due to family crises and living conditions, which are at times inhumane. In every case, their childhood is violated in body and soul. How did Jesus respond to the children and their parents who brought them to him: “Let the children come to me... for to such belongs the kingdom of heaven” (Mt 19:14). How beautiful the trust of these parents and the response of Jesus! And there are many extraordinary parents who daily make sacrifices for their children.”

**Let us care for ‘Our Children’ always. Let us not count the cost so they may never believe they are a mistake, but always know they are infinitely worthy.**

<sup>1</sup> Pope Francis, 8 April 2015. *Children are greatest blessing*. Rome: Vatican Radio.







Celebrating NAIDOC week



Children celebrating NAIDOC week

Centrecare acknowledges the enduring legacy of colonisation and its ongoing impact on Aboriginal and Torres Strait Islander (ATSI) peoples and is committed to providing culturally responsive and sensitive services to them.

The Cultural Development Team plans, implements and oversees Centrecare's strategic cultural direction for service provision and staff development. This is achieved through direct interventions including support to programs with a focus on service delivery to Aboriginal and Torres Strait Islander clients. This includes development and delivery of Cultural Training, liaison and networking with the ATSI communities, organising cultural events and ensuring Centrecare acknowledges the traditional owners of the land through delivering the Welcome to Country introduction.

The Cultural Development portfolio has facilitated and completed Centrecare's Reconciliation Action Plan (RAP), providing a vision for actioning Centrecare's commitment to reconciliation for ATSI peoples. The RAP was engineered through the Cultural Working Group and the Reconciliation Action Plan Working Group, both whose membership was representative of the diversity of services and individuals across the breadth of the agency.

The Aboriginal Cultural Training (Phase One) is delivered internally between five to six times per year across the agency. This foundation training primarily provides an historical context for staff to understand the past traumas and impact associated with colonisation and reflects on the relationship between historical events and current challenges faced by ATSI peoples. Phase Two of the cultural training was developed and launched in 2015, with the Kalgoorlie branch being the first to sample this advanced training that focuses more specifically on culturally competent service delivery and practice.

Identification of local culturally significant events has been key to engaging the communities that utilise Centrecare's services. The Cultural Advisor networks with communities and has represented the agency at several cultural events and culturally specific working groups. This required travel across WA visiting several different communities with diversity in both cultural practice and language including key regions such as Esperance, Kalgoorlie, Western Desert Lands, Southwest and the Midwest areas of the Wongi, Yamatji and Noongar Lands.

In addition the portfolio has planned and supported culturally significant events. These events provide a wonderful opportunity to network and build meaningful relationships with local ATSI people.

**A key achievement of the Centrecare Cultural Development portfolio was the invitation from the WA Commissioner for Children and Young People to participate in a state wide consultation with Aboriginal and Torres Strait Islander children and young people.**

The objective was to identify what helps them to feel safe when they are participating in organisations or activities outside of home and what they need organisations and people to do to ensure they can raise their concerns about feeling unsafe. A total of 363 children and young people aged between four and 18, the majority were aged between nine and 12, participated in the project. The findings on the whole reflected that children and young people were very positive about the organisations they engaged with and generally reported feeling safe and able to raise concerns. They highlighted the importance of staff being friendly, trustworthy, skilled and competent, which would ensure their comfort, trust and ultimate safety when engaging with the service.



# Aboriginal and Torres Strait Islander Services



Providing advocacy and assistance for Aboriginal and Torres Strait Islander families

**D**jooraminda Outreach Services offers support to Aboriginal and Torres Strait Islander families across the Perth metropolitan community. Our team is comprised of 16 staff who support over 200 families each year. We provide advocacy and assistance for families to gain access to services including: adult and child education; health; financial management; child protection; nutrition; alcohol and drug misuse; mental health; legal; tenancy; grief and loss; disability services; positive parenting; and services that understand and work with promoting the importance of family and culture.

During the past year, a family had a number of positive outcomes from the support of both **Djooraminda's Reunification Service (RS)** and the **Indigenous Family Program (IFP)**. While engaged within the RS, the family worked for four months with the Reunification Counsellor to address concerns the CPFS had with the parent's ability to care for their children. At the end of the service, the family had been successfully reunified with their four children and were able to provide a safe, loving home environment for them.

A referral for IFP was made as the parents/family required help with: financial counselling; developing a household chore routine, obtaining a driver's licence; and access to education and employment. Prior to IFP becoming involved, the family had been successful in gaining their first Department of Housing (DoH) home but had been struggling to manage the bills and maintain the property standards. The IFP Outreach Counsellor provided significant emotional support to the father with practical guidance on setting household chore routines and encouraging the children to be actively involved.

Grief and loss was a significant issue for the father as he had recently lost a close family member. This loss impacted on him greatly and he struggled to engage in employment and be an active father with his young family. Through the support of the Outreach Counsellor, the father was able to tell his story of the loss of his family member and discuss how this was impacting on his ability to parent. As a result of this, the father was able to resume his role as a parent and equally support in the caring tasks for the children. The children began to settle into school routines and the parents reported an increased ability to manage the behaviour of their children. Additionally, the father was linked into services assisting him to obtain his driver's license and access employment opportunities.





**D**jooraminda Placement Services and Tier One Family Group Homes provide care for Aboriginal children and young people under the guardianship of CPFS. The service delivers therapeutic, trauma informed care to meet the physical, social, emotional and cultural needs of every child and young person.

**In order to provide holistic care for the children and young people, Djooraminda has formed a number of collaborations and partnerships with non-government and government agencies to develop and deliver joint workshops and programs.**

The partnerships have focused on opportunities to value-add to our funded services. Djooraminda has collaborated with: The Australian Red Cross to deliver the FOODcents education program on healthy, inexpensive and child friendly meals; Sexual and Reproductive Health WA's Mooditj Program and North Metropolitan Health Services; Moort Boodjari Mia services to facilitate culturally appropriate puberty awareness workshops; and Save the Children Australia to deliver intensive mentoring support for up to three young people in care.

This past year Djooraminda Placement Services staff organised a Djooraminda specific NAIDOC day event. This event included a Welcome to Country by a local elder, followed by a range of activities including damper making, traditional dot painting and a yarning circle. The children, young people and carers enjoyed the opportunity to spend time together celebrating

their culture and learning about new connections. Through the yarning circle, one of the young people became aware of significant connections to the elder and other young people within Djooraminda's care, allowing that young person to feel a greater sense of family, connection and support. This continues to highlight the importance of ensuring Aboriginal children and young people are able to have safe, appropriate avenues to continue to explore their cultural connection while in care.

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## Milestones

A number of our children and young people have been recognised for their sporting and academic achievements with two young people who received public recognition. One young person was selected to represent Australia in an international gymnastic competition in the USA. This young person has been engaged in gymnastics for a number of years and has previously travelled to Tasmania and Singapore with her team. Another young person won an AMP writing development grant of \$4,000 because of her skills in poetry and creative writing. This scholarship will be used to assist her in further developing those skills with the potential to publish a poetry book.

# Accommodation Services



Mikael\* is a single father of four children, who came into contact with **Entrypoint Perth – Homeless Assessment and Referral Service** in mid 2014. Mikael had been living and working in a regional area with his partner and children for a number of years but had moved back to Perth shortly after the relationship with his partner ended. Due to health and personal issues, Mikael and the children lived with his family. Mikael contacted Entrypoint Perth when his accommodation with his family ended. While Mikael was not in need of immediate crisis accommodation, he required information on accommodation providers and services available in the Perth metropolitan area. Entrypoint Perth staff were able to submit a number of referrals to medium-term and long-term accommodation providers on Mikael's behalf.

Entrypoint Perth also advocated the **Centrecare Family Accommodation Service** with whom Mikael had registered. Mikael and his children were accepted into the service and offered a tenancy in a four-bedroom family property.

The family was also referred internally by their Housing Support Worker to Centrecare's **Sky Service** and Mikael's four children began receiving support from an Outreach Counsellor.

\*Name changed to protect the client's privacy.

**Centrecare's Sky Service** provides therapeutic and recreational supports to families with children aged four - 14 years that are participating in supported accommodation services in the Southeast and southern corridor of Perth.

**Transitional Accommodation Support Services (TASS)** funded by Department of Corrective Services (DCS), engages with clients at high risk of homelessness upon their release from prison.

A TASS client was released from prison with a range of risk factors enhancing the risk of re-offending. The client was motivated to work with a range of agencies to address all areas of his life. As a result the client was empowered to start making the necessary changes to his life and has now successfully exited the program with long term accommodation and has not re-offended.

The **Goldfields Supported Tenancy Education Program (STEP)** funded by the DoH, supports tenants by providing them with early intervention and support through education, case management and referrals to enable them to independently manage their tenancies. Some of the areas requiring intervention included: disruptive behaviour strikes; property standards; rental arrears; tenant liability; and financial matters. During this past year STEP has supported 86 clients.

Centrecare's **Private Rental Advocacy and Support Service (PRASS)** runs from the Mirrabooka branch servicing the Northeast corridor. In the past year PRASS has assisted 116 households to maintain their private tenancy and avoid homelessness. PRASS also assisted a further 136 individuals who were not viable to sustain their tenancy by referring them to relevant charity organisations and Centrecare's Entrypoint homelessness service. Rental prices have been increasing yet government benefits have remained stagnant. 93% of clients in the past year were not employed and were receiving some form of Centrelink income.

Diana\* works for an Indigenous school bus service and did not obtain work over the summer holidays resulting in budgeting issues and the inability to pay rent. She was unable to cover her expenses during this period and the Housing Support Worker coordinated brokerage from network agencies to assist the family with the arrears.

Upon assessment, the Housing Support Worker noted the house was dangerously neglected and Diana advised that the real estate had not fixed any issues in the home for the past three years, including holes in the floor, issues with the only toilet, mould, and sagging ceilings. The Housing Support Worker advocated on behalf of Diana with the real estate agent and then completed a referral to a local legal service who made reports to the shire about the uninhabitable condition of the house.

As Diana's lease was coming to an end and after reviewing her budget, the Housing Support Worker supported Diana in ending her tenancy and applying for more affordable and suitable accommodation.

When exited from the PRASS Diana had settled into a new tenancy and had followed guidance to set up direct payments to ensure she would not fall behind in rent or utilities. Following the education on tenancy rights from the PRASS, Diana had chosen to engage with the shire, the legal service and Department of Consumer Affairs to continue with her complaint and subsequent compensation for the years of unjust treatment.

\*Name changed to protect the client's privacy.





The **Gosnells Child Parent Centre and East Maddington Child Parent Centre** (funded by the Education Department) coordinators have completed comprehensive well presented mapping and scoping documents relative to their respective catchment areas. These documents have assisted with identifying gaps in services for zero – eight year old children and their families in their local communities and will assist with further developing the Child Parent centres' future directions.

**Construction has commenced on the Gosnells Child Parent Centre and East Maddington Child Parent Centre buildings, with completion for both buildings due in September 2015.**

Even though the coordinators of each centre do not currently have designated buildings to work from, they have assisted and hosted various programs from their host and hub schools including: Playgroups; Breakfast Clubs; Little Learners; Sudden Infant Death Syndrome; Kids WA; Medicare Local; 'Kindy Cuppa'; Triple P; 1, 2, 3 Magic; The Power of Positive Parenting; Raising Confident Competent Children; Raising Resilient Children; Good Sleeping Patterns; Children's Behaviour; and Language Development.

Centrecare's **Goldfields Youth Support Service (GYSS)** funded by CPFS, is designed to provide early intervention, diversion, recreational activities and case management for young people at risk of poor life outcomes. Our clients include young people between the age group of 12 to 18 years living in Kalgoorlie, Coolgardie and Kambalda.

The GYSS Team attended two NAIDOC Expos setting up a stall and giving out Centrecare pamphlets and resources to the adults and promotional items to the children. Centrecare was promoted as a "one stop shop." In the past year this service has assisted 288 clients.



East Maddington Child Parent Centre building under construction



Gosnells Child Parent Centre



The Goldfields Youth Support Service Team, L-R Chris Semmens, Waina Heke, Joan Bowden, Program Manager - Ashwin Rao, Nicky Nicholas

*David\* who has not been attending school consistently for the past six - 12 months but was an "A" grade student before that, was supported through the GYSS. The interventions designed, motivated David to attend school for three days and to have work placement at Target for two days. He was provided assistance to write a resume and attend an interview with the manager. David is back in school, feels more confident and has a positive outlook on life.*

*\*Name changed to protect the client's privacy.*



Assisting children develop skills and insights to help them cope



**C**entrecare's Youth Support Service (CYSS) have noticed more and more young people are requiring support for issues such as: self-esteem; mental health; parent and adolescent conflict; family separation; school based conflict; truancy; and also issues around social media and technology misuse.

**Our team participated in Multicultural Youth Awareness Network (MYAN WA) meetings and the Mindarie Health Expo (900 estimated student participants) where the CYSS stall provided interactive activities around goal setting and self-awareness.**

The team made links with Joondalup North Metro Youth Justice Services, Headspace, Youth Futures and The Spiers Centre in Heathridge as well as Child & Adolescent Mental Health Service. CYSS also reached out to alternative education programs for at risk students within Alta1 Joondalup as well as maintaining relationships with schools in the service area including: Wanneroo Secondary College; Belridge Senior High; Butler College; and Yanchep District High School. They have also made

themselves known in the local community particularly at the Butler Bonanza, Drug Action Week and at Centrecare's Festival of Hearts, promoting the service to the general public.

The **Counselling for Adolescents and Parents** is an early intervention program offering secondary schools a suite of workshops aimed at building resilience, skills, knowledge, confidence, and providing information, education and advice to young people at risk. Examples of workshops delivered included: mental health (including suicide, self-harm and grief); relationships; family; peers; partners; family violence and abuse; self-image; self-esteem; self-concept; and identity.



# Individual and Family Services



**G**oldfields Families First (FF) funded by CPFS is an early intervention support program for vulnerable families, children and young people who are showing early signs of or are at risk of developing mental illness.

Centrecare launched the new FF program in June 2015 with a presentation by Executive Manager Goldfields – Awhiora Nia Nia. Over 30 people from many of the social services agencies in the Goldfields were in attendance.

**FF staff travelled to Tjuntjunjara, Warburton and the surrounding communities to promote this new program. The initiative was well received by the community and they look forward to delivery of this program.**

The Centrecare **Goldfields Mental Health Program** funded by the Mental Health Commission assists individuals with mental illness and their families and carers using a holistic, client centred approach. During this past year Centrecare has assisted 334 clients.

*Michelle\* is 22 years of age and medically diagnosed with depression. She had lost interest and pleasure in activities that she usually enjoyed and had isolated herself from friends and the opportunities to meet others. Michelle lacked self-confidence to go outside and preferred to stay at home with her mother and grandmother. After accessing Centrecare's Mental Health Program and participating in psychosocial group programs like the Fitness Program at the Oasis and the fortnightly arts and crafts activity program, Michelle has now found hope in her future.*

*Michelle was eligible for Centrecare's **Personalised Support - Linked to Housing**. After being assessed, she now resides independently in a two bedroom unit. The move to her own rental property has built her confidence, enhanced her wellbeing and raised her levels of independence and autonomy. She can run her own home, is able to pay her bills, buy her groceries and have money left over for leisure activities.*

*Michelle has now become a proud member of the Kalgoorlie Special Olympic Team and came fourth on the Bocce Team competition held in Perth.*

*\*Name changed to protect the client's privacy.*



Carers receive a touch of pampering foot, neck, and shoulder massage; hand massage therapy and kinesiology; and pedicures and manicures.

# Individual and Family Services

The **Transport Option Program (TOPS)** funded by the DCS, is responsible for transporting clients to their nominated communities upon release from prison. This is an extremely beneficial service for clients from remote areas who have limited access to transport. If they were not involved in this program it could leave them isolated from family and community networks which may significantly increase their risk of re-offending. Centrecare has successfully transported 32 clients to their remote Aboriginal communities (Tjirrakarli, Warburton, Warakurna, Wanarn, Laverton, Leonora, Blackstone, Cosmo, Newbury, Jameson, Wingellina) during the past year.

The **Parent Link Service (Plink)** provides a universal and free home visiting service for caregivers who are living in the Mirrabooka area and caring for children up to 12 years of age to support them in developing their knowledge, confidence and skills in parenting.

The home visiting service uses trained volunteers who provide peer support and regular home visits to their assigned family. One mother sought ideas from her volunteer to teach the child numbers, letters and colours. The volunteer was able to assist and also explored the stresses on being a parent and discussing a child's need for positive attention and guidance.

## Highlights:

- National Volunteer Week celebrated with a high tea for the Parent Link volunteers
- Five prospective volunteers trained in the program to strengthen the team of volunteers

Centrecare's **Family Relationship Centre** provides **Family Dispute Resolution** services, supporting separated families in negotiating parenting and property arrangements. Although the focus is to assist the adults involved in resolving their differences, the real emphasis is in enabling families to make arrangements that ultimately benefit their children.

A priority over the last few years has been training practitioners and implementing Child Inclusive Practice as part of the Family Dispute Resolution process. Where it has been assessed as appropriate to use this approach, it has led to drastic shifts in parents' views and attitudes towards each other. Previously their issues could not easily be resolved but parents involved in this process have been more willing to make compromises.

In one particular case the following comments made by their two children led to a significant shift in the co-parenting relationships:

- *"I feel angry when they fight. I tell them to stop but they don't listen."*
- *"I cry most of the time, but they don't know I've been crying."*

When asked what advice they would give to other children in similar situations, one child's response was *"Be aware that when your Dad drops you off at your Mum's, they will fight."*

The result of the parents hearing this feedback was that they were able to make agreements that worked well for the children but more importantly they were able to make significant changes to their relationship and interactions. Where previously handovers were full of conflict, the father spontaneously joined in with the son and the stepfather working on the bicycle, when he next went to collect the children.



Client and staff member, when the client arrived home safe it's smiles all round.



# Individual and Family Services



Annual Silent Domestic Violence Memorial March 2014

Centrecare had a strong staff contingent participating in the 22nd Annual Silent Domestic Violence Memorial March held at Stirling Gardens in Perth to remember people who have died over the past year from domestic and family violence related incidents. 18-24 people are murdered by a member of their family in Western Australia every year. The March is an occasion to raise public awareness and reflect on violence issues that are unfortunately all too common in our society.

Centrecare continued its participation in the Australian Research Centre (ARC) *Fathering Challenges Project: Fathering and Domestic Violence*, meeting with lead researcher Dr Cathy Humphries. This ARC research project is being conducted over a three year period from 2014 to 2016 and focuses on the role and positioning of men's behaviour change programs within the wider system of intervention. A particular focus is on men's use of violence as a parenting choice and the role of men's behaviour change programs in addressing this issue. The area is full of difficulties and challenges however it is hoped that this broad research project will assist practice and policy workers trying to develop coherent intervention frameworks.

A 43 year old mother of three children was referred by Safe at Home following the breakdown of her marriage due to years of domestic violence. The client began with **Bunbury Counselling and Family Support Service (BC&FSS)** to receive emotional and personal support while working through the effects of her abusive past. The client also had concerns for her children's emotional wellbeing following the breakdown of her marriage. The children were living between her and their father's homes; her oldest child has ceased all contact with his mother since moving in with his father. When starting with BC&FSS the client had been in a new relationship for about nine months, the children's behaviour had become increasingly difficult and they were regularly rude and disrespectful to their mother and her new partner.

Since starting with BC&FSS the client and her children have been supported in making positive progress in creating a happy, safe and emotionally healthy home. With guidance from the Family Support Worker the client has developed her parenting skills which have provided her with greater confidence in her abilities as a mother.

The Family Support Worker referred the client and her 12 year old daughter to Relationships Australia to receive more specific counselling and both have remained engaged with this service and feel it is beneficial to them. Although the client has not been able to re-establish regular contact with her eldest son, the Family Support Worker has assisted in creating open lines of communication between the client and her son's football club so she is kept informed of games and presentation nights that she regularly attends to support her son. The client has recently started volunteer work and reports that she is feeling excited by the challenge and hopeful that she has the confidence and supports in place to gain paid employment and be a part of her community, something she had not done throughout her married life.

The **Gambling Help WA** and **Financial Counselling** Teams have developed a training program that includes a USB Toolkit developed by Centrecare to assist professionals screen, assess and refer clients where problem gambling is identified. The training sessions are proving very popular and have already been delivered to the Financial Counsellors Association of Western Australia, the Australian Association of Social Workers and the Fremantle General Practitioners Network.





Migrant Services Youth Camp

When you are a young man under 18 years of age living in a country with internal war, often fearing for your life, the thought of getting away can be so overwhelming you will do anything to change your life path. Getting on a boat to come to Australia in the hope of a better life for yourself and indirectly assisting the family you left behind, seems to be the only option. Arriving in Australia is not as you expected, you are detained first on Christmas Island and then on the mainland in detention centres. At first you remain hopeful of the process to be classified as a refugee will be quick but then you learn it may take years and as you are under 18, you are considered a minor and a ward of the Minister for Immigration and Border Protection. Your English is poor, your culture is different and sometimes misunderstood, you are sad, lonely and grieving for your family but you must remain hopeful for the dream. There is the opportunity to move into the community in the government's Community Detention Program and you are moved to a house. There are up to five other young men who have travelled the same path sharing this house.

In partnership with the Australian Red Cross our **Centrecare Migrant Services** operate the **Status Resolution Settlement Service**. This service has the responsibility of supporting and caring for these young people as they wait patiently to turn 18 years old and for the outcome of their visa application for refugee status.

**The Unaccompanied Minors Team assist the young people to stay positive during a time of limbo and uncertainty and oversees the day to day operation of the houses and promotes harmony, communication and a healthy home environment.**

It is important that when the young men reach 18 years of age they can leave the house with knowledge of how to cook a meal, clean and know the requirements of renting a house. A good example of this is a young man who arrived from the detention centre in Tasmania and spent 18 months in the service. He gained confidence, knowledge, resilience and determination to continue with his studies, maintain a tenancy in the private rental market and become a productive and respected member of the community. He is an inspiration to those young men who are following his path.

Our youth program continues to inspire students from Newly Arrived Learning Centres through Life Skills lessons and leadership camps during the course of the year. After participating in camps it is heart-warming to see the comradery built between these young persons after they have spent three days building rapport, learning to trust and conquering new skills through activities which will increase their knowledge, self-esteem and self-worth.





The Centrecare Corporate Team. L-R - Clive Elliott, Jacquie Prance, Executive Manager - Rod West, Glenn Robinson, Carolyn Padua, Kathy Kirwin - Front - Rebecca Lyle

**C**entrecare Corporate made a number of new additions to the team including an Operations Manager and an Employee Assistance Program (EAP) Accounts Manager. A business review was conducted on Centrecare Corporate and key opportunities for improvement identified have been implemented by the team. This places Centrecare Corporate as a strong competitor with 114 contracts delivering Employee Assistance Programs and offer over 30 clinical, organisational and tailored training for government, non-governmental organisations (NGO) and business sectors well into the future.

Centrecare Corporate hosted the annual face-to-face Access Network Australia (ANA) meeting in March with representatives from Adelaide, Melbourne, Mackay and Sydney coming to Perth for two days. This provided a great opportunity for some of the key people in the network to meet and discuss how to strengthen and utilise the Access Network to its greatest capacity.

**Being recognised as a centre of excellence in the provision of suicide prevention and mental health awareness training programs and with an ever-increasing number of training offered is reflective of our success.**

This saw Centrecare Corporate license two new training programs *Conversations for Life®* and *A.L.E.R.T* for 2015 through a successful and collaborative working relationship with the OzHelp Foundation.

*Conversations for Life®* offers practical ways to reduce the risk of suicide before it becomes a crisis and is part of *Lifeboat®*, an integrated suite of uniquely Australian suicide prevention training programs. *A.L.E.R.T* aims to raise awareness and alert attendees to factors that may increase a person's risk of developing mental health issues, as well as warning signs to watch out for. In addition, it identifies factors which may help to prevent someone developing these problems and information about how to help a colleague, friend or family member.

# Client Testimonials



*“\*\*\* was really awesome, worked with my disadvantages and helped me realise I do the right things. I used to double guess a lot but am now more confident. \*\*\* was really supportive and helpful, also learned to deal with my mother in law better as I was not confident.” (sic)*

## Parent Link

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*“I have found the program very helpful and got me in the right place where I have wanted to be to stay out of trouble and focused on school.”*

## Centrecare Youth Diversion Service

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***“My experience with Centrecare was amazing and lifesaving, for that I will be forever grateful. I have nothing but positive words for you guys. Thank you.”***

## Accommodation and Support Service Program

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*“\*\*\* has helped myself and my daughter tremendously with dealing with our personal issues, she created a safe and trusting environment, showed warmth towards us both and accepted what was said during our sessions without judging either of us. I greatly appreciate the time and effort she has endeavoured in us both and what we have gained from all the sessions attended.”*

## General Counselling, Kalgoorlie

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*“...I will miss my time here at Centrecare when I leave. It has been a growing and learning experience with new insights for future reference. It has also been very beneficial to see how another agency operates. Hopefully I can influence my place of work with some of the professional attitudes and practices I have seen here at Centrecare. What I will miss most is the friendly and caring staff who have all been so supportive for me in my time here.”*

## Perth Student Placement

*“I am learning so much more in regards to all areas of my life and I am becoming more confident. Everyone here at Centrecare is very helpful and supportive.”*

## Family and Domestic Violence Service

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*“\*\*\*\* was very understanding and helpful and she explained everything to me in a way that was easy to understand. She was very nice.”*

## Regional Family Dispute Resolutions

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*“\*\*\*\*\* has helped me greatly with my thought processes.”*

## Men in Family Relationships

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*“They treated (me) with respect, got me appointments with various other agencies. Helped me with transport and how to get to places I had to go.”*

## Transitional Accommodation and Support Service

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*“Very happy with the counsellor. Very supportive and informative sessions. Felt secure and safe.”*

## Gambling Help WA

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Can you name some areas in your life that have changed as a result of your participation in HSW-CS? *“my whole life”.*

## Housing Support Worker Corrective Services

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*“Got students talking about safe and unsafe situations, feelings and appropriate contact. It gives them strategies to use in unsafe situations.” (school feedback)*

## Protective Behaviours



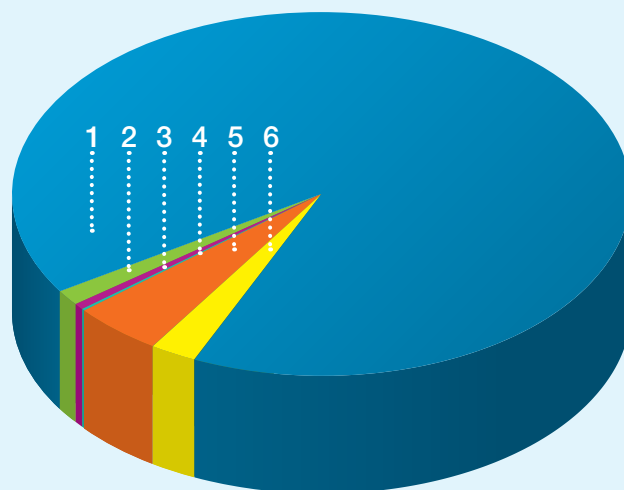


## Our 12 Month Trading Activities

### Income

2014/2015

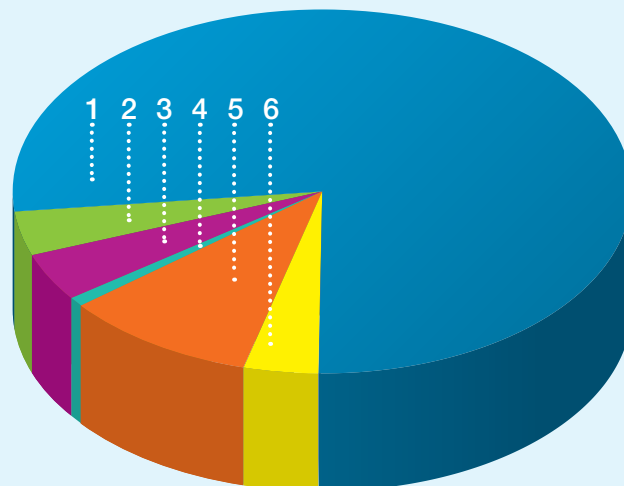
1 State and Federal Government Funds	90.7%
2 Non Government Funding	1.4%
3 Archdiocese of Perth - LifeLink	0.5%
4 Housing and Accommodation Revenue	0.2%
5 Corporate Services Revenue	4.7%
6 Other Income	2.5%
	<b>100%</b>



### Expenditure

2014/2015

1 Salaries, Wages and Oncosts	76.9%
2 Administration Expenses	3.9%
3 Property Expenses	4.3%
4 Depreciation	0.8%
5 Operating Expenses	10.1%
6 Vehicle Expenses	3.9%
	<b>100%</b>





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ABN 98 651 609 161

## Centrecare

Centrecare is a Catholic 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.