

Inspiration

...never tire of working for a more just world,
marked by greater solidarity!...

Pope Francis



Annual Report 2015/2016

Our Tradition

Centrecare is founded on the Catholic Church's holistic vision for community. Our inspiration is drawn from the Christian message of love, hope and justice. We are encouraged by those individuals, irrespective of race or belief, who seek to create a society that transcends, dignifies and unites all people.

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.

Members of the Association and of the Board of Management

Centrecare Board Members

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

Centrecare Association Members

- Shauna Deane
- Norman Brahim (President)
- Martin Gribbon
- David Pires
- Susan Rooney
- Steve Walker

Acknowledgement of Funding Bodies and Other Supporters

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



Chairpersons' Report

Anne Burns
Chairperson

In my first Annual Report as Chair I have the great privilege to reflect on the unprecedented investment and expansion in services undertaken by Centrecare this year.

Centrecare was successful in winning two contracts in the State Government's excellent Child Parent Centres initiative run by the Education Department, which puts early childhood support centres on local primary school grounds.

The Child and Parent Centres at East Maddington and Gosnells service some of the most diverse areas of Perth. Since opening in December the two centres have been visited by about 6000 parents and children who have been able to take part in training workshops and activity sessions for pre-schoolers. As well, more than 1900 children have had crucial visits to specialist child health nurses and speech therapists. These centres are a great investment in our children's future.

In January, in partnership with Parkerville Child and Youth Care (Inc.), Centrecare launched the Valuing Children Initiative. The Valuing Children Initiative has taken on the ambitious challenge of inspiring Australians to value all children, promote understanding that a child's wellbeing is the responsibility of the whole community and ensure children are at the forefront of our decisions.

Already, the Foundation Paper of the Initiative has won support across Australia from child welfare organisations and workers, juvenile justice officers and others whose focus is on nurturing and protecting children.

Among many other achievements, the highlight of the year for the Centrecare Board was the completion of our Midland centre. With a five million grant from Lotterywest, the new building in Midland brings

together services for families, youth and children in Out of Home Care. Lotterywest is a wonderful community asset that we are fortunate enough to have in WA. In June, the Premier, Hon. Colin Barnett, officially opened our new building and praised the outreach work Centrecare provides to the Indigenous community in the East Metropolitan area.

Within the Centrecare community, we farewelled our longest serving staff member Patsy Hammer, who retired after 30 years' service. And we welcomed a new member, Matthew Handcock, to our Board.

Centrecare Director —Tony Pietropiccolo AM — clocked up 27 years of service this year. Tony has overseen Centrecare's growth from approximately 30 staff when he took the reins in 1989 to more than 300 and deserves our thanks for his tireless work for the community. As well as managing our operation he sits on the committees of the National Forum for Protecting Australia's Children, the Alliance for Children at Risk, Community Employers WA, the Community Sector Roundtable, the State Government's new Steering Committee for Parenting Excellence and Centrecare's community housing arm - Stellar Living.

Finally, I would like to record our thanks to retiring board members — David Pires and Norman Brahim. David stepped down as Chair after serving a total of 15 years on the Board and Norman retired after serving nine years. Both remain members of the Centrecare Association. Their contribution to the organisation is greatly appreciated.



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Above:
 Centrecare Child and Parent Centres Staff
 Left - Elspeth Ferrari, Rebecca-Ann Lyle, Tresna Gale, Audrey Turner, Mae Souriyavong, Edwina Hausmann



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Above:
 Opening of Centrecare Child Parent Centre Gosnells
 Left - Leanne Strommen, Tresna Gale, Tony Pietropiccolo AM, Edwina Hausmann

Community Involvement/Memberships



Director

Tony Pietropiccolo AM

- Co-Chair Community Employers WA (CEWA)
- Committee Member Community Sector Roundtable
- Committee Member National Child Protection Forum
- Member Steering Committee for the Centre for Parenting Excellence
- Member of the Board – Stellar Living



General Manager Community Services

Catherine Spini

- Member of the Australian Institute Company Directors
- Board Member St Francis Care School
- Member of the Alliance for Children at Risk
- Member of the Partnership Brokers Association
- Member of Department of Premier and Cabinet - Aboriginal Youth Services Investment Reforms; Implementation and Leadership Group



Executive Manager Community Services

Nigel Calver

- Board member of Tenancy WA



Executive Manager Community Services

Leanne Strommen

- Chairperson Shelter WA until beginning of October 2016
- Member of Armadale Family Support Network Steering Group
- Member of the South Eastern Metropolitan Human Services Regional Managers



Program Manager Community Services

Kristen Ridgway

- Child Parent Centre Data Collection Working Group
- Child Parent Centre Operations Project Group
- Gosnells Social Inclusion Group
- Member of the Operations Group for the Mirrabooka Family Support Network (MFSN)
- Member of the Board – Stellar Living



Program Manager Community Services

Jason Thompson

- Member of Intensive Family Support Services Non-Government Management Group
- Member of Strong Families Regional Management Group – North East Metropolitan
- Member of the Operations Group for the Mirrabooka Family Support Network (MFSN)



Executive Manager Organisational Services

Cherie Broers

- Member of the AHRI
- Member of The Executive Connection



Acting Executive Manager Finance and Procurement

Jeannette Jerome

- Associate Member of the Institute of Public Accountants



Executive Manager Community Services

Rod West

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



Executive Manager Community Services

Elizabeth Wortham

- Member of the Children, Youth and Family Agency Association (CYFAA)
- Member of the Mirrabooka Family Support Network Steering Group



Child Parent Centre Gosnells Coordinator

Audrey Turner

- Member of Gosnells Primary School P&C
- Member of the LINK Early Years Network (Gosnells/Cannington)
- Member of the Shared Leadership Group for Collective Impact
- Member of the South East Multicultural Network



Child Parent Centre East Maddington Coordinator

Tresna Gale

- Child Parent Centre - Information and Communication Working Group
- Member of Bramfield Primary School Board
- Member of the Armadale Early Years Network (Armadale)
- Member of East Maddington Primary School Council
- Member of the LINK Early Years Network (Gosnells/Cannington)
- Member of the South East Multicultural Network



Director's Report

Tony Pietropiccolo AM
Director



2015/16 has been very eventful with many important achievements for Centrecare. The organisation has continued to offer over 70 individual services in high need locations in the metropolitan area, regional centres and remote communities such as the Pitjantjatjara Lands.

The thousands of people that are supported through our services provide us with the motivation to continue our work. The capacity of individuals, families and communities to overcome significant negative experiences, improve their lives and then contribute to their own personal and communal success is inspirational.

Ultimately, it is this that keeps us going, the belief that in each person there is the ability for self-healing irrespective of his/her circumstance. This work can also be challenging as staff face situations that are not easily resolved.

The structural nature of poverty, homelessness and unemployment create the conditions that cause significant distress, unfulfilled lives and desperate situations. Trying to find a client housing when there is none to be found, can be a thankless and frustrating task. Discovering that violent behaviour is often accentuated by the lack of opportunity caused by poverty is discouraging and disturbing.

Realizing that individualism is eating away at the heart of our social fabric making it brittle and unable to support our fellow citizens can be disconcerting. So, our work has been and continues to be not only to provide excellent community services, but also to bring these structural concerns to the attention of other community members and decision makers with a view to effecting essential changes.

It is this concern for addressing the fundamental drivers of social functioning that inspired Centrecare to propose that the extent to which children are valued in our communities has direct impact on their life experiences. The high levels of child maltreatment in Australia, the lack of sustained effort to reduce the significant number of children living in poverty, the holding of children in detention centres, among other behaviours, suggested that children are not highly regarded in our society.

The Valuing Children Initiative (VCI) was established earlier this year to raise awareness of these matters and to bring children to the forefront of community considerations. We are delighted by the progress the Initiative has made in just a few months. **More information on VCI is available at www.valuingchildreninitiative.com.au**

292 employees

The official opening of Centrecare's new office in Midland saw the culmination of years of planning and hard work by a number of Centrecare employees. It was an honour to have the Premier and many other distinguished guests and colleagues at the event.

Clients and staff are delighted with the look, feel and practicality of the building which will serve the Midland region for years to come. It's an achievement that Centrecare can be justly proud of.

After many months of intensive work the implementation of Centrecare's Therapeutic Framework and a new client database program was finalised. Both of these are important developments that will make a significant contribution to Centrecare's ability to more effectively meet the needs of the individuals and communities that it serves.

My heartfelt thanks to all our staff who in a myriad of ways make a wonderful contribution to the life of Centrecare and to that of its clients. During the year seven of our colleagues celebrated their 10th anniversary and one, Karen French, her 20th anniversary with Centrecare. Their experience and commitment has been invaluable to Centrecare's ability to deliver quality services. We are also hugely indebted to our team of managers who embody Centrecare's values and work exceptionally hard to sustain and develop our organisation while providing support to their many staff members.

Centrecare's work continues to be generously supported by the Catholic Archdiocese of Perth, especially through the funds raised by Lifelink and the Catholic Diocese of Bunbury. Our thanks to the many government departments and other supporters who make it possible for Centrecare to deliver its community services. We have the common goals of reducing distress and creating a better society and work closely together towards achieving them.

This year David Pires, our Board Chairperson, ended his long term on the Centrecare Board. My personal thanks and that of all the staff to David for his invaluable leadership and support during his time with us. The Centrecare Board, with the new leadership of Anne Burns, has continued to be a highly valued source of guidance and support and I thank its members sincerely. Their contribution cannot be overestimated.

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Below:

Opening of Centrecare Midland
Left: Paul Andrew (CEO Lotterywest), Tony Pietropiccolo AM (Director Centrecare), Hon. Andrea Mitchell MLA (Minister for Mental Health and Child Protection) and Hon. Colin Barnett MeC MLA (Premier; Minister for Tourism; Science)



Achievements and Milestones this Year



The organisation celebrated:

- **10 years of service** – Rita Munro, Nigel Calver, Jeff Denham, Delia Brindley, Karima Kakar, Lindsay Harman, (not pictured left) Julie Bonannella (Vol.)
- **20 years of service** – Karen French
- **30 years of service** - Patsy Hammer
- Executive Manager – Cherie Broers was named as State Finalised Not For Profit Manager of the Year at the Australian Institute of Management Excellence Awards for Western Australia
- September 2015 marked the 10th anniversary of Centrecare Settlement Services which has included The Integrated Humanitarian Settlement Service, Settlement Grants Generalist Program, Settlement Grants Youth Program and Migration Advice Program
- Child and Parent Centre East Maddington officially opened 1 December 2015
- Child and Parent Centre Gosnells officially opened 9 December 2015
- Valuing Children Initiative was established in January 2016
- Implementation of the Therapeutic Framework
- Implementation of Penelope database



New Programs and Initiatives

Valuing Children Initiative
Centrecare Rental Link



Concluded Programs and Initiatives

Community Detention Program
Indigenous Children Program
Indigenous Substance Misuse

Our Services

a / b

- Accommodation & Support Service Program
- Adolescent Mediation Family Therapy
- Bunbury Counselling Services

c

- Centrecare Family Accommodation Services
- Centrecare Youth Support Service
- Child Contact Services
- Child Parent Centres:
 - » *East Maddington*
 - » *Gosnells*
- Child Sexual Abuse Therapeutic Service
- Child Witness Services
- Children Homelessness in Family Situation
- Counselling for Adolescents and Parents
- Counselling – Mental Health Commission

d / e

- Djooraminda Placement Services
- Employee Assistance Program
- Emergency Relief
- Entrypoint

f

- Family and Carer Support
- Family Dispute Resolution
- Family Link
- Family Relationship Centre
- Family Relationship Services (General Counselling)
- Financial Counselling for Problem Gambling
- Financial Counselling WA

g

- Gambling Help WA
- Goldfields Financial Counselling Services
- Goldfields Youth Support Services

h

- Homeless Assessment and Referral Service
- Housing Accommodation Support Services:
 - » *Corrective Service – Men*
 - » *Drug and Alcohol Initiative*
 - » *Housing Support Worker – North West*
 - » *Housing Support Worker – South East*

i

- Immigration Advice and Application Assistance Scheme
- Indigenous Family Program
- Intensive Family Support Services:
 - » *Family Enhancement Service*
 - » *Family Support Service*
 - » *Reunification Service*

m / p

- Men's Help Line
- Men in Family Relationships
- Parent Adolescent Outreach Support
- Parent Link
- Personalised support:
 - » *Linked to Housing*
 - » *Other*
- Post Separation Cooperative Parenting
- Private Rental Advocacy and Support Services

r / s / t

- Re-Entry
- Regional Family Dispute Resolution
- Settlement Grants Program:
 - » *Community Development and Youth*
 - » *Case Work and Coordination Service*
 - » *Migrant Advice*
- Specialised Family Violence Services
- Supported Tenancy Education Program
- Transitional Accommodation Support Services
- Transport Options Program

u / v / y

- Unplanned Pregnancy Service
- Victim Support Services
- Youth Diversion Service:
 - » *North West – Joondalup/Clarkson/Warwick*
 - » *South East – Armadale/Gosnells Canningvale*

Professional Excellence and Purpose Portfolio

Centrecare's innovative Professional Excellence (PE) portfolio is committed to ensuring the infusion of quality, evidence informed practice across the community services programs.

Centrecare's values underpin the work of the PE portfolio which is fundamentally to provide professional support to staff across the organisation who work in diverse service delivery areas and locations. There is a strong focus on ensuring staff apply best practice work methods, therapeutic approaches, creativity and flexibility in service delivery and self-care strategies. The PE portfolio is charged with providing two streams of support:

- Practice Supervision – reflective, live and group supervision
- Professional Development – internal and external training opportunities

Practice Supervision is provided by a team of qualified supervisors from diverse backgrounds, professional and cultural, complementing the diversity in both the Centrecare staff and the programs they deliver. The PE supervision model completed an external audit in 2015.

The findings highlighted the value of supervision as seen by staff, individual managers and the organisation as a whole in the pursuit of consistency, best practice standards and positive service user outcomes.

The adoption of several recommendations has enhanced the supervision model and established a dynamic model with a culture of self-reflection and adaptability. Through regular opportunities to provide feedback and evaluation, 92% of staff identified they agreed/strongly agreed that their supervision assisted in the development of their clinical practice and reported positive experiences of supervision.

92%

of staff agreed that their supervision assisted in the development of their clinical practice

"I felt extremely supported by my clinical supervisor. She was an incredible sounding board for many difficult situations I faced in the workplace. I knew she was always available and she continued to make sure she was supporting me in the best manner possible."

"I was able to review and reflect on my experiences and decisions and think about self-care. I was also provided with information and support around how to meet challenges."

Professional Development for staff at Centrecare is at the core of maintaining best practice standards and excellence in service delivery. Centrecare continues to provide opportunities for the professional development of staff. This year has seen over 64 different training opportunities available for staff to attend, from seminars and workshops through to role specific training and advanced skill development.

The PE Team continues to support Centrecare's Therapeutic Framework in practice and service delivery. Provision of support to individual programs, training for staff and the ongoing development of the framework, facilitates consistency, competence and proficiency within the work completed by staff, achieving the desired outcomes for service users, programs and funding bodies.

The aim is for 'staff to be at their best to do their best', through support, training, guidance and a culture of professional practice. The PE portfolio provides a foundation for the organisations' commitment to evidence-based best practice, quality service delivery and staff well-being. In addition the work of the PE Team fosters the Centrecare values to thrive through respecting service users through quality service delivery, excellence in service design, celebration of lives, compassion for each other, acceptance of diversity and professionalism in all that we do.



Cultural Development

Centrecare started planning our participation in NAIDOC Week events early in 2015.

Being a regular participant and large supporter of such a great initiative we understand the importance of our involvement in the interest of reconciliation and celebration. Centrecare participated in community events which started with the NAIDOC Week Opening Ceremony held in the City of Perth on Sunday 5 July, Midland and Armadale community events on Tuesday 7 July and the Mirrabooka community event held on Wednesday 8 July.

Where we battled with the cold and the rain for most of the week we really enjoyed the opportunity to engage a large section of the community in promoting Centrecare programs.

Our Out of Home Care Program run by Djooraminda, engaged our children in a great cultural experience with attending specific sites that are an important part of Aboriginal culture and history as well as interacting with cultural story telling. We look forward to such events throughout the calendar year as we as an agency appreciate the opportunity to engage with and celebrate the Aboriginal and Torres Strait Islander peoples of Australia.

Valuing Children Initiative

In Australia, almost **18%** of kids live below the poverty line

The Valuing Children Initiative (VCI) is a unique project established by the Director of Centrecare - Tony Pietropiccolo AM and CEO of Parkerville Children and Youth Care, - Basil Hanna. It's vision is to inspire Australians to value all children, promote understanding that a child's wellbeing is the shared responsibility of the entire community and ensure children are at the forefront of our considerations.

The VCI was established because despite the efforts of hundreds of organisations, thousands of individuals and all levels of government, children in Australia are still not doing as well as they should be on a number of indicators. Organisations such as Centrecare and Parkerville Children and Youth Care, that have for decades provided services for children and their families, continue to report that the complexity and demand for services continues unabated.

The VCI believes that in looking for better outcomes for all children, more attention must be given to our attitudes towards them and how we value them. This is because prevailing attitudes and the culture of a society plays a critical role in a child's safety and wellbeing. The Convenor - Linda Savage and the Deputy Convenor - Emma King commenced work in January 2016 to bring the VCI's ambitious vision to life.

Since then the Valuing Children Initiative Foundation Paper, which outlines the rationale and background to the Initiative, has been widely distributed. This has formed the basis for meeting with organisations and

individuals across Australia. The VCI is collaborating with others to promote understanding that how we value children is crucial to their wellbeing. Part of that work is engage with the community to encourage a positive focus on all children and a wave of understanding, to create a compelling picture that a society that is good for children, is good for everyone.

During the federal election, the VCI called for the creation of a Ministerial position for Children and Future Generations, as well as the implementation of a rigorous and transparent process to ensure policy, legislative and decision making processes, include the requirement to consider the impact on children today and in the future, to ensure children are at the forefront of our considerations.

In May 2016, a survey by Essential Research was conducted on behalf of the VCI to ascertain Australians attitudes to children. The VCI hope to undertake further, more comprehensive work to understand attitudes to children and what drives them. To date the VCI has received widespread support. The Valuing Children Initiative Foundation Paper, survey results, additional media releases and articles can be accessed at www.valuingchildreninitiative.com.au





Fr Stephen Truscott SM PhD

Centrecare Chaplain

Nelson Mandela reminds us, *“As long as poverty, injustice and gross inequality persist in our world, none of us can truly rest”*.

Restless in the face of such inequalities, Centrecare’s dedicated staff are inspired to address inequalities wherever they exist. Inequalities that occur within the lives of individual and their families whether they live in metropolitan, regional or remote areas of Western Australia.

Similarly addressing such inequalities, Saint Francis of Assisi inspires us to *“Start by doing what is necessary, then do what is possible and suddenly, you are doing the impossible”*. By drawing on such inspiration, often in the face of seemingly entrenched inequalities, Saint Francis inspires us to persevere in hope. A hope that inequality can be overturned and equality will prevail.

" To stay firmly rooted in hope, while facing persistent inequality, is to walk a fine line. "

We can either escape into idolised possibilities about the future or take refuge in despairing about what seems intractable. While escaping into an idolised future and taking refuge in despair seem opposites, both attitudes try to control if not manipulate the present situation.

True hope inspires us to dive into the raw, immediate reality of the present moment. To risk living fully into the rawness of this particular moment of inequality opens us to a new interior freedom. Such freedom will not always release us from the harsh immediacy of the present inequality but rather lead us to a surprising sense of freedom that is found within it.

An interior liberty that inspires fresh hope. A hope that leads us to work strenuously for and, if necessary, to wait patiently for inequality to be overcome. For as Nelson Mandela suggests, *“It always seems impossible until it's done.”*

Aboriginal & Torres Strait Islander Services

Centrecare Djooraminda Outreach Services consists of four culturally appropriate programs offering 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.

Primarily we engage our clients within the family home or in an environment which is appropriate, safe and comfortable. Our support programs offer three months to 12 months support and in many cases, clients can work through the different programs as they work to achieve positive outcomes for their individual and family circumstances.

Along with emotional support provided through formal and informal counselling, we aim to 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, access to disability services, positive parenting and services that understand and work with promoting the importance of family and culture.

Staff of the Djooraminda Outreach Services come with a variety of life experiences and from differing cultural backgrounds, combined together with respect and compassion are able to assist Aboriginal and Torres Strait Islander families to gain the best opportunities available to them.

Our work is a highly rewarding process as we see families experience success through opportunities and hard work. Seeing the differences that are made for our clients is a great reason to celebrate, as we know that the pathways that are being forged are creating a better platform for children and young people to understand and approach life with understanding and the ability to believe in themselves. Our services know the importance of being out in the forefront within

the community as we engage both Aboriginal and non-Aboriginal agencies. Djooraminda participates in community initiatives as we promote a safe and secure environment, information, education and opportunity.

Case study

There have been numerous success stories for families within the Djooraminda Outreach Services, including one family who has had the opportunity to work with several Centrecare Djooraminda services. The family consisted of a grandmother and her two grandchildren, a four year old boy and a six year old girl, who were originally referred by the Department for Child Protection & Family Support (CPFS) to Centrecare Djooraminda **Family Support Services (FSS)** for assistance with supervising and effectively parenting her grandchildren.

Her grandchildren had been placed into her care after being exposed to drug and alcohol misuse and witnessing domestic violence between their parents. The grandmother, who suffers from depression and health issues, was supported by FSS for a period of six months and was assisted to develop strategies to set appropriate boundaries and consequences, develop an awareness of safety around her home and develop the skills to appropriately supervise her grandchildren.

At the completion of the FSS the grandmother requested further support so she was internally referred to **Djooraminda's Indigenous Family Program (IFP)**, whom she worked with for an additional six months and

Djooraminda's **Family Enhancement Service (FES)**, who she worked with for three months. While working within the IFP the children were further supported with counselling provided by the Djooraminda **Aboriginal Family Support Service (ACFS)** for a period of over six months. The grandmother and her grandchildren were supported with issues related to housing, mental health, behaviour management, routines, education, health, recreation, school holiday activities, protective behaviours and emotional regulation.

Centrecare's ACFS provides therapeutic and recreational supports to Aboriginal and/or Torres Strait Islander children aged four - 15 years that are involved with Centrecare's Djooraminda Outreach Services.

Case Study

A mother, father, their eight year old son and seven year old daughter were referred to ACFS by Djooraminda's FSS due to concerns related to their children's behaviour. The son was absconding from classrooms, presented with difficult behaviours, the school believed he may have Attention-Deficit Hyperactivity Disorder (ADHD) and the daughter was climbing out of her bedroom window and absconding from the home.

The ACFS Counsellor supported the family to have an assessment completed through a paediatrician for their son, who is was determined not to have ADHD and provided the son with individual counselling sessions for six months where he was able to work on his emotional regulation using tools such as Sand Play Therapy.

A learning assessment was completed by the older daughter's school and revealed she was experiencing significant speech and language difficulties. The counsellor supported the family to be referred to and attend speech therapy appointments at their local Centrecare Child Parent Centre in Gosnells, which resulted in speech and language exercises being provided to the parents and school for her treatment.

The Counsellor completed the Protective Behaviours WA Program with both children and also held individual sessions with the children's mother to educate her about protective behaviours. Once the mother had the training she was able to reinforce protective behaviour strategies within the home and she reported

16 staff supporting over
200 families each year

"I didn't know this stuff when I was a kid and...I wish I knew this then".

It is very important for outreach counsellors to educate families to access further supports within their local community. In this family's case they were supported to access KidSport funding, which enabled the children to become registered with their local junior football club. In addition, with support from their home visiting counsellor, both older children were referred to a local culturally appropriate homework after school care program.

This has assisted them to become motivated students, with both children no longer absconding from home or school. The parents were also supported to make further links within their local community including being referred to parenting workshops and employment agencies.

The parents implemented behaviour management strategies, routines and chore charts within the home, to create a family structure that helped the children regularly attend school.

The family also participated in two school holiday activities whilst they were supported by ACFS that they would not have usually been able to afford; the family attended Bounce and Adventure World and thoroughly enjoyed themselves.

Accommodation Services

Djooraminda Out of Home Care Service

Djooraminda Placement Services and Family Group Homes provide care for Aboriginal children and young people under the guardianship of the Department of Child Protection and Family Services (DCPFS).

The aim of the service is to deliver therapeutic, trauma informed care to meet the physical, social, emotional and cultural needs of every child and young person.

The Out of Home Care Team continuously review and improve the framework and model of care provided as we aim for excellence. We have a dynamic team of specialised staff who ensure the best possible care and culturally appropriate activities are delivered to the children in **Djooraminda Out of Home Care**.

Achievements

The Djooraminda Placement Services have seen all of the children and young people make great strides and have significant achievements over the past year.

A number of our children and young people have been recognised over the year for their sporting, academic and community achievements. One of our young people was nominated in the Youth Affairs Council of WA's Youth Awards for her continued efforts in mentoring and supporting other young people in care. This young person has also been an active Create Consultant ensuring the voice of children and young people in the care of the Department are listened to.

In addition to working directly with the children and young people, Djooraminda staff are also active in the community to promote the need to work with Aboriginal

children and young people in culturally appropriate ways. Staff have held stalls at NAIDOC Week and Sorry Day events. Staff ensure the children and young people participate in culturally significant events throughout the year and ensure they continue to explore their culture in the local area.

During the year, the Djooraminda Out of Home Care office moved from Lockridge to the new Midland centre. To commemorate this event and to provide closure to the children, young people and staff, a traditional smoking ceremony was performed by local Elder – Ted Wilkes.

This event was well received by the children, young people and staff and provided a fresh start in the new building. Shortly after the smoking ceremony, the Elder was able to perform a traditional Welcome to Country at the formal opening of the building.

Djooraminda staff gave four conference presentations at the Annual SNAICC Conference focusing on direct service delivery, innovative practice and connection to culture.

These presentations were:

- Djooraminda Indigenous Family Program: A Centrecare service for Aboriginal and Torres Strait Islander People

In the past year
41 clients were supported with
1568
contacts through our
Housing
Support Worker —
Corrective Services
Program

- Building a Strong Tomorrow: Partnerships in Service Provision
- Carers Yarning Circle: Providing culturally appropriate support
- Building identity, self-esteem, resilience and empowering Aboriginal children in care

In addition to this, two presentations were given at the DCPFS Out of Home Care Conference on the innovative work of the placement services, and again at the DCPFS Better Care, Better Services forum.

Transitional Accommodation Support Services (TASS)

Centrecare's Gosnells office manages three housing support services aimed at supporting offenders to transition from prison back into community.

Case Study

Centrecare first met Gavin*, an Aboriginal man in his 30's, when he was incarcerated at a Perth metropolitan prison. Gavin disclosed several traumatic events in his early life and explained that his descent into substance abuse and crime began in his teens and predominately got involved in crimes to support his drug habit. Gavin requested support to secure safe housing and get his life back on track.

Centrecare was able to support Gavin with these goals and more through the **Transitional Accommodation Support Services (TASS)** and the **Housing Support Worker – Corrective Services (HSW-CS)** programs. Centrecare visited Gavin on a fortnightly basis for four months prior to his release from prison to build rapport and establish a solid client-worker relationship.

80

Private Rental Advocacy
& Support Service clients

with **1276**
contacts

Gavin highlighted the importance of this prison-based support on exit from the program as an important part of building a relationship with his workers, as well as giving him the best opportunity for parole and to succeed once released.

Upon release from prison, Centrecare supported Gavin into a six-month transitional property and visited him at home on a minimum weekly basis to provide practical and emotional support to assist him to reach his goals and to transition back into the community without committing crime. Gavin's children lived with him in the transitional house and Centrecare workers supported him in learning new positive parenting skills, creating appropriate boundaries for his children and liaising with relevant government departments.

Throughout his time working with Centrecare, Gavin made his children his priority and worked hard to demonstrate that he was able to provide a safe and positive environment. Centrecare was able to provide Gavin with: referral to a financial counsellor, assistance to apply for Family Tax Benefit, assistance to set up Centrepay arrangements, assistance to make a payment plan with the Housing Authority to address previous tenancy debt, referral to St Vincent de Paul Society for furniture, purchase of work boots, informal counselling, tenancy education and provision of **Emergency Relief**.

With encouragement, support and practical assistance, Gavin was able to remain drug-free, secure employment and move into a private rental tenancy of his own.

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

The Rental Link Pilot Project funded by the Housing Authority is designed to assist people who are on the public housing waitlist back into the private rental sector. Those who are referred are helped through the process to achieve the final outcome of a tenancy.

Case Study

Samuel* and his partner had to flee their property due to neighbour discrimination that could not be resolved. They found themselves on the street unable to find a place to sleep safely. After being accepted into the service the couple were supported through the process of securing a tenancy. Samuel testified that only good had come from his involvement with Centrecare, he felt safe and had regained his place in society, he could see hope for his future and was secure in the knowledge people had been there to help him.

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

Housing Support Worker – North East

This service is provided as a consortium model between Centrecare Youth Futures and the Patricia Giles Centre. The service is a collaborative partnership supporting clients to exit supported accommodation into their own tenancy. Clients are predominantly single women with children who have experienced domestic violence or significant family breakdown.

Private Rental Advocacy and Support Service (PRASS)

Supporting clients in the North East corridor PRASS provides an outreach service to clients in private tenancies to assist them in maintain the tenancy and managing finances. Support is provided around issues such as disruptive behaviour, rental arrears and property standards.

The services has seen a steady increase in clients with unsustainable debt and rent arrears, often it is not possible for them to afford rent and utilities with limited fixed income or benefit payments. The team works with clients and advocates with landlords to reduce the debt as much as possible and set in place arrangements to sustain the tenancy long-term.

Youth Services



Youth Diversion Service

YDS supports young people engaged with the Youth Justice System with psycho-social and practical supports in order to divert them away from further offending behaviour.

The service supports the young people and their families to engage in education, social and recreation activities, employment opportunities and substance misuse counselling. Through the provision of ongoing individual supports and occasional group activities, the services seeks to address the cause of offending behaviour and to develop the young person's skills and resources to engage positively with their family and community.



Centrecare Youth Support Service (CYSS)

Issues such as bullying, isolation, self-harm, domestic violence and substance misuse are common in young people. CYSS provides practical and psychological supports to young people at risk of mental health concerns and those at risk. The services has strong connections with schools and education provides in the northern suburbs as well as other mental health support services such as Headspace, Youth Futures and Child & Adolescent Mental Health Service.

143

Youth Diversion
Service clients
with **2613**
contacts

Individual & Family Services

The ongoing focus for the **Bunbury Counselling and Family Support Service** is to provide services that promote prevention and early intervention to support families, children and individuals to resolve crisis and promote the safety and wellbeing of themselves and their family members.

The service also works to ensure that identified risks to vulnerable families and children are reduced and wherever possible that families, children and individuals gain improved knowledge, skills and confidence to manage their lives and responsibilities and increase their resilience.

Due to the growing need in the area from families, the service has successfully extended its reach to include outreach support to families in Collie and the regions close to Bunbury.

In providing specialist support for at risk families the Bunbury Counselling and Family Support Service works closely with other local services including the DCPFS, South West Community Alcohol and Drug Service, and Community Mental Health Services.

In addition to the counselling support, the service provides case management, information, education and advocacy to ensure all clients receive the support required for positive change to occur. Continuing to develop collaborative working partnerships is critical for the achievement of long-term client outcomes and the ability to provide the best support to clients attending our service.

Housing Support Worker Drug and Alcohol Initiative

The **Housing Support Worker Drug and Alcohol Initiative** for the South West Region has continued to provide long-term sustainable housing and

accommodation support for clients with an identified drug or alcohol problem. This service continues to meet all of its required key performance indicators through holistic case planning, support, guidance and advocacy with each person who has committed to addressing their alcohol or substance abuse issues so that they may sustain or maintain long term housing options that allow them increased health and wellbeing with the various communities they reside in the South West.

88

Goldfields Family Domestic Violence clients

with **274** contacts

Family Domestic Violence

Centrecare Kalgoorlie welcomed a new **Domestic Violence Outreach Worker (DVO)** at the beginning of May. Shortly after commencing work, we were asked if the DVO Worker could assist the South Australian Police by traveling with a victim to South Australia and supporting her when she was providing evidence in court relating to a serious assault perpetrated by the victims' ex-partner. She was required to fly to Adelaide with the victim, support her during the stay and in the court appearance and travel back.

The worker developed a great rapport with the client and encouraged her to come and see her when they returned to Kalgoorlie. The client did so and continues to be supported, particularly now that her ex-partner is no longer incarcerated.

It was reassuring to note that the police identified that Centrecare would be the most appropriate agency to provide the support to this woman, despite other



Above:
Annual Silent Domestic Violence March
in Kalgoorlie

agencies in town who may have been able to do so. It is a reflection of the good work and the reputation that Centrecare is known for in the domestic violence arena.

Family Dispute Resolution

The legal and court processes can be very confusing and challenging for many clients. In response to this our **Family Dispute Resolution (FDR)** Practitioner recognised a significant gap in the availability of basic information pertaining to Violence Restraining Orders, what they mean and how to access them.

The FDR Practitioner developed a presentation which provides an overview explaining legal jargon, court systems and processes, individual rights and the law. In addition to explaining the legal processes, the presentation educates participants about the different types of domestic violence, raising awareness and assisting people to better recognise issues around this very serious topic.

The presentation will be delivered in parts to allow for informal questions and answers at the end of each session and is particularly directed to victims of Family and Domestic Violence. The presentation can also be delivered to staff to provide them with an insight into court processes. It is also anticipated that the team will be delivering this presentation to other agencies, community groups and service providers.

Regional Family Dispute Resolution

In the past 12 months, the need for more accessible program facilitation for FDR in Esperance was

identified through feedback from clients concerned about the length of time from commencement of the process to the actual completion. Initially, the Kalgoorlie office responded by arranging staff to attend the Esperance office monthly to deliver seminars, complete assessments and mediation. However, the increasing interest in the program required a revised model. Following discussion with the team, an existing Esperance staff member expressed an interest in being trained in the FDR role. Once identified, the process of training commenced and we now have a well-trained FDR Practitioner who is able to deliver the seminar and complete assessments in Esperance. Mediation continues to be provided by the Kalgoorlie office; the feedback from the community and other service providers is extremely positive. Clients no longer have to travel to Kalgoorlie and Bunbury to access the service in a timely manner.

The process showed that developing the skills of existing employees is an excellent method of retaining our staff but also a responsiveness to local demand and feedback from clients.

Counselling Services

Perth counselling services continued to expand the reach of its services, having worked across the metropolitan area to deliver a variety of programs in venues that included prisons, women's refuges, homelessness shelters, Police and Citizens Youth Clubs and community centres.

Centrecare's **Specialised Family Violence Service** partnered with the Patricia Giles Centre (PGC) to deliver the 'Step-Up and Speak-Out' program aimed



Gambling Help Week at Crown Casino

Above left –
Executive Manager - **Rod West**,
Director - **Tony Pietropiccolo AM**,
Crown General Manager Responsible
Gambling - **Melanie Strelein**

at stopping the use of violence and abusive behaviours by adolescents towards their parents. This is an increasing area of need and the 'Step Up & Speak Out' program run by PGC and Centrecare has delivered over eight sessions from the Mirrabooka office with extremely positive results.

Fathering Challenges Project

Fathering Challenges Project: Fathering and Domestic Violence.

This research project focuses on the role and positioning of men's behaviour change programs within the wider system of intervention. It focuses on men's use of violence as a parenting choice and the role of men's behaviour change programs in addressing this issue. It is hoped that this broad research project will assist practice and policy workers trying to develop coherent intervention frameworks.

Centrecare had a strong staff contingent participate in the 23rd Annual Silent Domestic Violence Memorial March held at the Stirling Gardens in Perth to remember people who have died over the past 12 months from domestic and family violence related incidents. This march provides a significant opportunity for staff to raise public awareness and reflect on violence issues that are unfortunately all too common in our society.

The Gambling Help WA (GHWA) service saw an increase in demand as well as an increase in service delivery that has seen positive development of the service for clients and stakeholders alike.

Growing community awareness and concerns, largely in relation to the accessibility of 'online' gambling and sports betting, combined with the proliferation of multimedia advertising and its potential impacts on young people, has fuelled interest in further developing the general awareness and knowledge in relation to problem gambling.

The GHWA service committed a significant amount of time and effort into reviewing the existing assessment, counselling and reporting processes involved in the revocation services provided for Crown Perth, to ensure these were commensurate with the best practice standards.



The GHWA Team partnered with Linkwest to deliver 32 problem gambling and 16 financial counselling workshops to eight different community centres in Perth and the South West who identified problem social gambling as an issue in their communities under their 'Ace Community – Beyond Gambling' Grant.

Family Link

Counsellors provide one on one counselling and group information sessions to parents and caregivers looking to develop healthier relationships with young people in their care. This short term services looks to identify and strengthen existing coping skills and manage difficulties such as depression, anxiety, anger management, suicide ideation and self-harm.

Parent link

A volunteer home visiting service, **Parent Link** supports families with children under 12 to improve their parenting skills and connect them with relevant support agencies and community groups. The service is free and available to anyone interesting in improving their knowledge and confidence around parenting.

Volunteers in the Service bring a diverse range of parenting experience and cultural understanding that is matched to the needs of the clients; all volunteers receive a comprehensive induction over several weeks. In addition, several workshops are delivered for clients to learn practical skills and to connect with other parents in the community.

Family Relationship Centre and Family Dispute Resolution Service

The Family Relationship Centre (FRC) and FDR services support separating or separated couples from all over Perth and the Eastern Hills regions to negotiate parenting and property arrangements. With a focus on the welfare of the child, the services offered include: mediation, relationship counselling, parenting matters, domestic violence services, gambling help and general counselling.

Two significant changes have happened in the past year, firstly the introduction of the Therapeutic Framework has further enhanced the services' capacity to assist clients in identifying and addressing their concerns holistically. Many clients using the service are unaware of how their thoughts and behaviours impact on healthy relationships with their children. By using a multi-disciplinary approach following a comprehensive assessment, we are able to support clients to have better, long lasting outcomes for them and their family.

The second change was our move to a new, purpose built office in the heart of the new Midland Quarter. Designed to maximise natural light and be a welcoming, natural environment, the building offers a range of complementary services and will hopefully grow into comprehensive hub of community services to the Midland community.

Our Family Dispute Resolution Program supported **646** clients making contact with these clients **1470** times



Migrant Services

262
clients with
1955
contacts

Centrecare's Migrant Settlement Services deliver programs that assist humanitarian entrants and family stream migrants settle into Australia.

Many arrive with little personal possessions or education, some traumatised by life in their country of birth, most not speaking English. Those that access the programs are assisted to achieve positive outcomes through assistance with advocacy, case work and information sessions relating to issues associated with settlement. This in turn creates a feeling of wellbeing and empowerment which has a positive effect on the person's mental and physical health and enables them to move forward with their life in Australia.

Reunification of family members has been a prime focus for our **Migration Advice Service** with over 50% of clients seeking assistance to have families brought to Australia.

Case Study

This service assisted a young Somali woman and her child, to sponsor her husband, who was a refugee. We advocated on their behalf and asked the Department of Immigration to consider their long term relationship which led to the grant of a Permanent Partner Visa with no Temporary Visa waiting period. The family were reunited earlier this year thus promoting the family's health and wellbeing. Funding for Migrant Services has decreased but we remain positive and hopeful. We spread the word about our service through presentations at TAFES, schools and community groups.

We attend community events such as Harmony Day and Refugee Week while continuously striving for professionalism in supporting those newly arrived to have the best opportunity for a life in Australia that encompasses the Centrecare values of respect, acceptance, excellence, celebration and compassion.

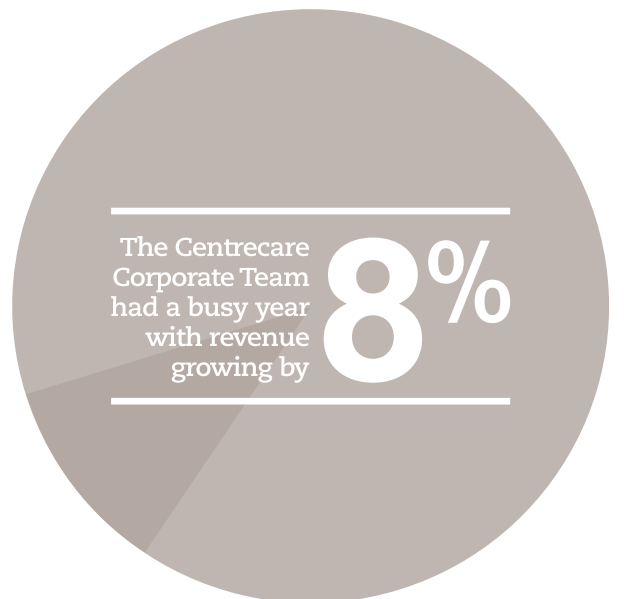
Centrecare Corporate

Through the creation and maintenance of existing partnerships that not only assist in resolving challenges but actively strengthen individuals, teams and organisations, Centrecare Corporate continues to provide Employee Assistance and associated services in a cost effective and accessible manner for workplaces throughout Western Australia.

The Centrecare Corporate Team had a busy year with revenue growing by 8%. This growth has been across nearly all of the services provided including counselling, critical incident response, conflict resolution, coaching and training but increasingly in the preventative areas of workplace health and wellbeing. Organisations are undoubtedly becoming more proactive in seeking strategies to help their staff stay engaged, work productively and remain mentally healthy inside and outside of the workplace.

The top 10 issues people identified as their reason accessing the **Employee Assistance Program (EAP)** for included anxiety, depression, relationship with a partner, workplace stress and other family members issues.

While perhaps unsurprising to many of us, these statistics continue to show the ongoing need for workplaces to support staff to address personal and family issues through a professional service and programs such as EAP. Additionally there is a need to develop healthy workplace environments that contribute to building individual resilience and strength.



Client Testimonials

"...was very informative and helpful for our family needs."

Parent Adolescent Outreach Service

"...was a great counsellor and was easy to understand when giving me information and talking to me."

Goldfields Family Dispute Resolution

"Everything was explained very well."

Youth Diversion Service

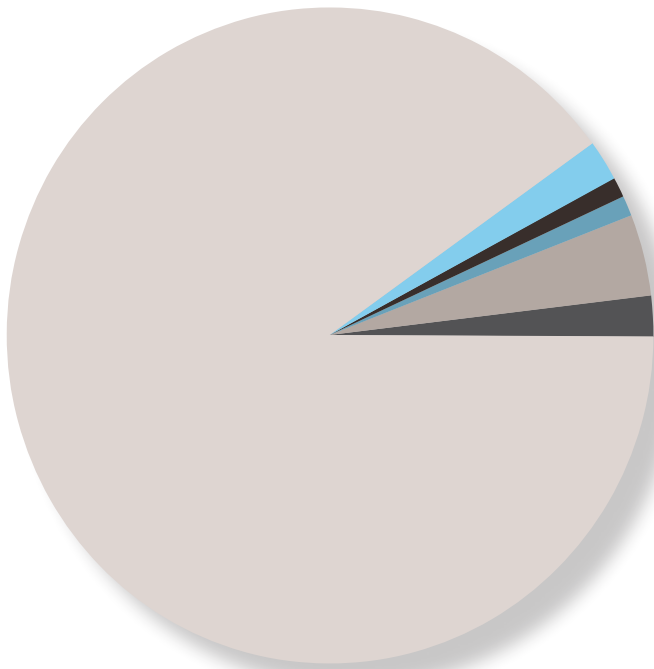
"...understands my life and home situation. She just understands me we worked on my issues at a pace that was helpful to me."

"...is awesome and helped me so much it's really hard to say goodbye because she became not only guidance to me but a friend she put me on the right track again."

Finances

Annual Report 2015-2016

Financial Report for 12 Months Trading Activities



Income 2015-2016

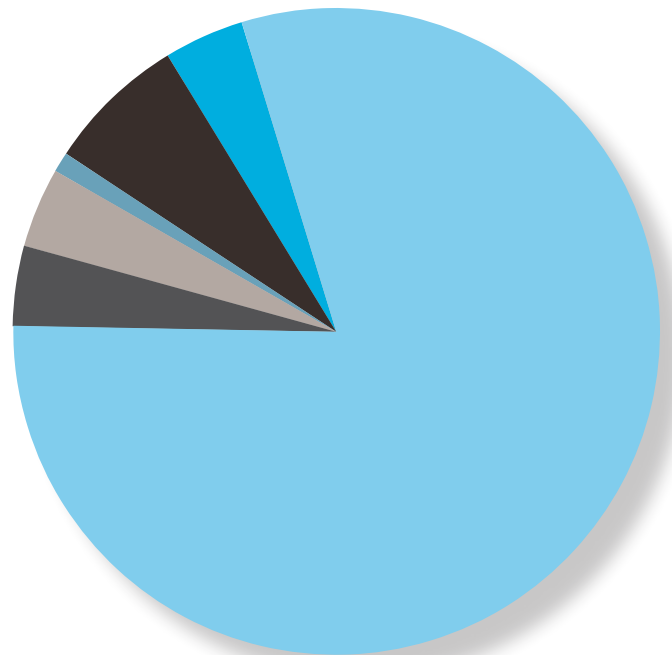
State and Federal Government Funds	90.5%
Non Government Funding	1.4%
Archdiocese of Perth - Lifelink	0.5%
Housing and Accommodation Revenue	0.2%
Corporate Services Revenue	5.0%
Other Income	2.4%

100%

Expenditure 2015-2016

Salaries, Wages and Oncosts	79.2%
Administration Expenses	4.1%
Property Expenses	3.9%
Depreciation	1.3%
Operating Expenses	7.6%
Vehicle Expenses	3.9%

100%



Midland Centrecare





This abstract sculpture of a “Guardian Angel” by renowned, local artist Tony Jones is intended to be a reminder of our spiritual and transcended nature.

The Angel is in the form of the eternal, spiritual flame that lives within each of us and that inspires us to love others. It is protecting a small child.

The wings of the Angel contain the words: Spirit; Respect; Care; Love; Truth; Service; Justice; Dignity. These words reflect the essence of what inspires us and what we need to express in our work and daily life.

Perth

456 Hay Street, Perth WA 6000
(08) 9325 6644
enquiries@centrecare.com.au

Bunbury

103 Clarke Street, Bunbury WA 6230
(08) 9721 5177
bunbury@centrecare.com.au

Cannington

22 Pattie Street, Cannington WA 6107
(08) 9451 1100
cannington@centrecare.com.au

Djooraminda

45 Yelverton Drive, Midland WA 6056
(08) 9436 0600
djooraminda@centrecare.com.au

Esperance

Suite 1 & 3 Radio House
8–10 William Street, Esperance WA 6450
(08) 9083 2600
esperance@centrecare.com.au

Gosnells

2302–2308 Albany Highway
Gosnells WA 6110
(08) 9498 9200
gosnells@centrecare.com.au

Joondalup

First floor
85 Boas Avenue, Joondalup WA 6027
(08) 9300 7300
joondalup@centrecare.com.au

Kalgoorlie

168 Egan Street, Kalgoorlie WA 6430
(08) 9080 0333
kalgoorlie@centrecare.com.au

Midland

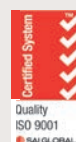
45 Yelverton Drive, Midland WA 6056
(08) 9436 0600
midland@centrecare.com.au

Mirrabooka

12 Brewer Place, Mirrabooka WA 6061
(08) 9440 0400
mirrabooka@centrecare.com.au

Victoria Square

23–27 Victoria Square, Perth WA 6000
(08) 9288 2233
victoriasquare@centrecare.com.au



CENTRECARE
"People Making Time for People"