

Unity

“Let us recognize that we are all part of each other. We are all human. We are all one.”

Suzy Kassem

(author, film director, philosopher and poet)



Annual Report 2016/2017

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.

Compassion

An open hearted and thoughtful response to the experiences of the people we serve and those we work with.

Excellence

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

Acceptance

Welcoming people in all their diversity in a manner that diminishes anxieties, enhances self-worth, communicates goodwill and leads to reconciliation.

Celebration

Celebrating the beauty of life, friendship and the resilience and achievements of the human spirit.

Professionalism

Delivering services and treating others in a non-judgemental, caring and highly proficient manner.

Centrecare is a Catholic Public Benevolent Institution which aims to strengthen people and communities through the provision of professional social services.

Members of the Association and of the Board of Management



Centrecare Association Members

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



Centrecare Board Members

- Anne Burns (Chair)
- Jennifer Bates
- Lou D'Alessandro
- Matt Handcock
- Dot Henry
- Frank Iannantuoni
- Kath Polglase



Acknowledgement of Funding Bodies and Other Supporters

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



Chairpersons' Report

Anne Burns
Chairperson

Unity is strength ... when there is teamwork and collaboration, wonderful things can be achieved.

The author of that timeless piece of wisdom, American poet Mattie Stepanek, was just 13 when he died of a rare genetic disorder after publishing seven best-selling books of poetry and peace essays.

His message is a lived experience at Centrecare, where a small team of dedicated professionals achieve wonderful things on an almost daily basis.

This year Centrecare delivered services to 22,455 individual clients attending the 68 services we provided. They ranged from Joondalup to Armadale, Bunbury to Esperance, and Goldfields to the Lands.

Our Goldfields and Land's work, Djooraminda children's Out Of Home Care and Outreach Services for Aboriginal and Torres Strait Islander families has led to Centrecare developing a Reconciliation Action Plan to be submitted to the Australian Reconciliation Action Council.

The Valuing Children Initiative (VCI), co-sponsored with Parkerville Children and Youth Care, continued to gain momentum, with the establishment of an expert advisory group and high levels of support across the nation. VCI has inspired some members of the West Australian Parliament to establish a parliamentary group focused on child wellbeing. This will be launched at Parliament House soon and it demonstrates the interest across the political spectrum in promoting a positive focus on children.

Continuing our commitment to teamwork and collaboration, Centrecare partnered with Uniting Care West and the Aboriginal Alcohol and Drug Service

to deliver support services to youth caught up in the justice system. The combined effort provided more than 1,600 service sessions over the year.

Child and Parent Centres funded by the Department of Education and operated by Centrecare continue to provide a multi-disciplinary team support for infants and pre-schoolers at East Maddington and Gosnells. The access to early intervention allows the playgroup children to be school-ready.

Centrecare also provides Aboriginal services, problem gambling, adolescent and family breakdown counselling among the many programs Centrecare delivers. With such a vast workload there are always challenges, particularly with the rising cost of delivering services not being met by increased funding.

Centrecare actively works with the not-for-profit sector to argue the case that the services we deliver are a benefit to both the community and the government bottom line in difficult budgetary times.

With each new challenge we face the Centrecare values of Respect, Excellence, Celebration, Compassion, Acceptance and Professionalism are on display and driving every decision we make.

It has been an honour to Chair the Centrecare organisation over the past year and I wish to thank my fellow board members, our Director – Tony Pietropiccolo AM and our staff, including Executive Manager Finance - Errol Goves, who retired after 21 years' service, for their commitment and contribution to the organisation.

Ngaanyatjarra Lands



Community Involvement/ Memberships



Director

Tony Pietropiccolo AM

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



General Manager Community Services

Catherine Spini

- Board Member St Francis Care School
- Member Alliance for Children at Risk
- Member 100 Families WA Project Group
- Member Australian Institute Company Directors
- Member Department of Premier and Cabinet - Aboriginal Youth Services Investment Reforms; Implementation and Leadership Group
- Member Partnership Brokers Association



Executive Manager Community Services

Nigel Calver

- Board Member of Tenancy WA



Executive Manager Community Services

Awhiora Nia Nia

- Fellow Member of Australian Institute of Management



Executive Manager Community Services

Leanne Strommen

- Member Armadale Family Support Network Steering Group
- Member Australian Catholic Refugee Migrant Committee
- Member Fremantle Family Support Network
- Member 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 Operations Group for the Mirrabooka Family Support Network (MFSN)



Program Manager Community Services

Jason Thompson

- Member Operations Group for the Mirrabooka Family Support Network (MFSN)



Executive Manager Organisational Services

Cherie Broers

- Member Australian Human Resources Institute
- Member The Executive Connection



Executive Manager Finance

Jeannette Jerome

- Member Institute of Public Accountants



Executive Manager Community Services

Rod West

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



Executive Manager Community Services

Elizabeth Wortham

- Member Children, Youth and Family Agency Association (CYFAA)
- Member Mirrabooka Family Support Network Steering Group
- Member WACOSS Child and Youth Policy Advisory Council
- Chairperson Eastern Region Domestic Violence Services Network, Koolkuna



Child Parent Centre East Maddington Coordinator

Tresna Gale

- Member Armadale Early Years Network (Armadale)
- Member Bramfield Primary School Board
- Member East Maddington Primary School Council
- Member LINK Early Years Network (Gosnells/Cannington)
- Member South East Multicultural Network



Child Parent Centre Gosnells Coordinator

Audrey Turner

- Board Member Wirrabirra Primary School
- Board Member Gosnells Primary School
- Member LINK Early Years Network (Gosnells/Cannington)
- Member Shared Leadership Group for Collective Impact
- Member South East Multicultural Network



Director's Report

Tony Pietropiccolo AM
Director

The past financial year was notable for the number of significant changes affecting the environment in which Centrecare operates.

The advent of the Labor government in early 2017 necessarily brought with it a number of important changes. These related to the need to establish new relationships with relevant ministers as well as adapting to significant, new departmental arrangements. Centrecare has had a long-term association with a number of the departments that were brought together to create the new Department of Communities. This was a major change that necessarily created uncertainty at an operational level. No doubt the new arrangements will become clearer and more predictable as the new department becomes fully established. The hope is that the new department will bring about a more cohesive approach to service delivery.

The release of open tenders in a number of services currently delivered by Centrecare resulted in a great deal of uncertainty in the organisation. The lack of clarity about their ongoing employment produced significant concern for affected employees. The scope and complexity of the tenders also created a great deal of pressure on agency managers and their support staff. The relatively short-term nature of contracts and the associated high frequency of re-tendering for existing agreements is not conducive to the development of effective service responses. Such services have a long lead time and regular disruption to their delivery caused by competitive tendering processes is time consuming and fragments effort.

There are increasing cost pressures on community service providers and Centrecare is no exception. The Fair Work Commission's Equal Remuneration Order that provides for substantial, annual pay increases for Social, Community, Home Care And Disability Services workers until 2020, additional overhead costs combined with a lower than CPI indexation rate from both federal and state governments, are resulting in a significant financial burden for not-for-profit services. Unless governments recognise that such a situation is unsustainable it will inevitably result in a substantial reduction in much needed community services. Sector organisations need to work closely together to help avert this.



During the year Centrecare, along with its partners UnitingCare West and Aboriginal Alcohol and Drug Service were successful in their bid to deliver a number of Juvenile Justice Services.

Centrecare also partnered with Aboriginal Alcohol and Drug Service and Wirrpanda in Perth and Hope and Aboriginal Family Law Service in the Goldfields in its bid to deliver a number of Adult Justice services. The outcome of the bid is still unknown at the time of writing.

Centrecare was selected by the WA Primary Mental Health Alliance to deliver Integrated Primary Mental Health Care in the Goldfields. This is a significant boost to mental health services in the Goldfields and makes Centrecare a leading provider of mental health services in the region. Centrecare and Parkerville Children and Youth Care have continued their commitment to the wellbeing of children by extending their funding of the Valuing Children Initiative. Despite its short existence, the Initiative is increasingly adding an important dimension to the local and national discussion on the wellbeing of Australian children.

Despite significant changes and uncertainty, Centrecare employees continued to provide much needed social services to the West Australian community. Their efforts are substantial as can be ascertained through the content of this Annual Report. They delivered 68 individual programs to communities in the metro area and in rural and remote areas of the State. Our staff are driven by a belief in the dignity and worth of every person.

The many thousands of contacts they have with fellow citizens is founded on their conviction of our common humanity. Their efforts are blind to race, colour, religion, capacity and ability. They are focused not on what separates but what unites us. Such values are essential to our common wellbeing for too often we are exposed to propositions that seek to divide us and set us in conflict with one another. My heartfelt thanks to them for all they do and for how they do it.

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My sincere thanks to our Executive Team. They work incredibly hard with a shared commitment to ensuring the best possible outcome for Centrecare clients, the welfare of their staff and the ongoing development and security of the organisation. This past year has been particularly demanding given the substantial number of tender submissions and the establishment of new services. Their efforts were marked by teamwork founded on mutual support and respect. The team's skills and their expression of Centrecare values in all they do make them particularly valuable to our organisation.

After 21 years of service, Errol Goves, our Executive Manager for Finance and Procurement, went into retirement. Errol's contribution to Centrecare, over such a lengthy period of time, was significant. His financial acumen was of great assistance in helping to create a financially strong and sustainable organisation. We wish Errol the very best during his retirement.

Centrecare's work would not be possible without the help of the many supporters and stakeholders listed in this report. My special thanks to the Archdiocese of Perth for its ongoing and generous assistance, especially through its LifeLink program and to the personnel of the many government departments we deal with.

It would be far more difficult for Centrecare to effectively serve the West Australian community if not for the considered and supportive input of its Board, proficiently led by Anne Burns. Each of the Board members voluntarily give of their skills and knowhow for an altruistic purpose. They believe in Centrecare's work and are dedicated to achieving its vision of a society that looks beyond divisions and seeks unity. Their wise guidance, suggestions and support are greatly appreciated and respected.



10 & 20 Years Celebration

L-R: Jeannette Jerome, Errol Goves, James Lin and Rod West



Achievements and Milestones this Year

20 years of service – Errol Goves

10 years of service – Janine Causton, Margaret Frewer, Jeannette Jerome, James Lin, Jasna Petrovic, Josephine Ryan, Rod West

Winner - Multicultural Services Refugee Week Award – Vinoli Seneviratne

Retirement of Errol Goves – Executive Manager Finance and Procurement

This year saw the end of the Parent Link Service, which had been offered by Centrecare for almost 19 years

Opening of the Leonora satellite branch

Delivered 68 services comprising of 22,455 clients with 149,371 contacts



Errol Goves Farewell

Gloria and Errol Goves with Tony Pietropiccolo AM - Director



Vinoli was presented her award by Michael Kagiorgis, Programme Support Manager Multicultural Services Zone WA of the Department of Human Services

10 Years Celebration

Janine Causton



10 Years

Margaret Frewer



New programs & initiatives

- Assisted Rental Pathways Pilot
- Youth Justice Services



Concluded programs & initiatives

- Parent Link
- Public Tenancy Support Service South East Metro
- Unplanned Pregnancy

Our Services

a / b

- Aboriginal Children and Family Service
- Accommodation and Support Service Program
- Assisted Rental Pathways Pilot
- Bunbury Counselling Services

c

- Centrecare Family Accommodation Services
- Centrecare Homeless Rental Link
- Centrecare Youth Support Service
- Child Parent Centres:
 - » *East Maddington*
 - » *Gosnells*
- Child Contact Services
- Child Sexual Abuse Therapeutic Service
- Counselling - Face to face - Goldfields
- Counselling for Adolescents and Parents

d / e / f

- Djooraminda Out of Home Care
- Early Intervention Support - (Families First)
- Emergency Relief
- Family and Carer Support
- Family and Relationship Services
 - » *Metropolitan*
 - » *Goldfields*
- Family Dispute Resolution
- Family Domestic Violence Counselling and Support Service
- Family Law Counselling
 - » *Metropolitan*
 - » *Goldfields*
- Family Link
- Family Relationship Centre
- Financial Counselling and Financial Capability
- Financial Counselling for People Affected by Problem Gambling
- Financial Wellbeing and Capability - Emergency Relief Perth

g

- Gambling Help
- Goldfields Financial Counselling Service
- Goldfields Youth Support Service

h

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

i

- Indigenous Advancement Strategy
- Indigenous Family Program
- Integrated Primary Mental Health Care
- Intensive Family Support Services:
 - » *Aboriginal Family Enhancement Services*
 - » *Aboriginal Reunification Services*
 - » *Aboriginal Tertiary Family Preservation Services*

p

- Parent Adolescent Outreach Support- Armadale Region
- Parent Link
- Parenting Orders Program
- Personalised support:
 - » *Linked to Housing*
 - » *Other*
- 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*
- Sky
- Specialised Family Violence Services
 - » *Metropolitan*
 - » *Goldfields*
- Status Resolution Support Service
- Support and Tenant Education Program
- Transitional Accommodation Support Service
 - » *Metropolitan*
 - » *Goldfields*
- Tier One Family Group Home Services
- Transport Options Program

u / v / y

- Valuing Children Initiative
- Victim Support Service
- Youth Diversion Service:
 - » *North West – Joondalup/Clarkson/Warwick*
 - » *South East – Armadale/Gosnells/Canningvale*
- Youth Justice Services

Cultural Development



Lois May - Aboriginal Cultural Advisor
Community Services
presenting at Closing the Gap

This past year has seen a lot of changes for Centrecare's Aboriginal Cultural Program, including the formation of the Aboriginal Cultural Working Group

New initiatives relating to Cultural Competency were implemented in the Cultural Awareness Training which was conducted both in Perth and Kalgoorlie Centrecare offices. Work continued on the Reconciliation Action Plan, resulting with Centrecare lodging a draft Plan with the Australian Reconciliation Council.

Centrecare was well represented during NAIDOC Week with stalls giving children the opportunity to do art activities and spreading the message of Centrecare services.

Awareness was raised by the group within Centrecare regarding significant national cultural events like Closing the Gap, ANZAC - highlighting Aboriginal and Torres Strait Islander peoples involvement in both the world wars and reconciliation where the theme was "Let's take the next steps", recognising the 2008 Apology, 1992 Mabo and the 1967 Referendum. A "Closing the Gap" (CTG) morning tea was held in the Perth office on 16 March with invited guests from the Aboriginal community helping to make the day a success.

When this campaign started 10 years ago the gap was 20%, now it has closed to 17%. CTG deals with work, education and training opportunities. The push now is for the federal government to keep the campaign going until 2030 so that Aboriginal and Torres Strait Islander people can have the same opportunity to live and enjoy a quality of life as other Australians with good health and end disparity. Centrecare was part of 1,100 separate events held across the country to share information and take meaningful action in support of achieving Indigenous equality and we collected over 30 signatures that were sent on to Oxfam as a way of showing our support.

The day was well supported by staff where a presentation on the history of the CTG campaign was conducted. Lois May shared her journey as an Indigenous person and what CTG meant to her (mainly the affordability of medication for chronic illnesses) we shared a delicious healthy morning tea which included a special homemade Wattle Seed Cake.





Valuing Children Initiative

The **Valuing Children Initiative (VCI)** was established in January 2016 and had its official launch in August 2016.

Since the launch, the VCI has continued through a range of strategies, to raise awareness that our attitudes to children matter and are crucial to their safety and wellbeing. The VCI has also maintained focus on advocating for the creation of a Minister for Children and Future Generations as well as a public awareness campaign that promotes a positive focus on children and further research into Australians attitudes to children.

Another key aspect of the work of the VCI has been to encourage and facilitate conversations that promote a positive focus on children. In late 2016 the VCI collaborated with Michelle Scott - Director McCusker Centre for Citizenship, to bring together leaders from the not for profit sector for a roundtable discussion on effective strategies to change attitudes towards valuing children in our community. In the coming months the VCI will host a further two roundtable discussions. One with Nicola Forrest of the Minderoo Foundation with guest speaker Professor Donna Cross of Telethon Kids and another with Craig Stewart of the new Centre for Parenting Excellence, with guest speaker Dr. Carmen Lawrence.

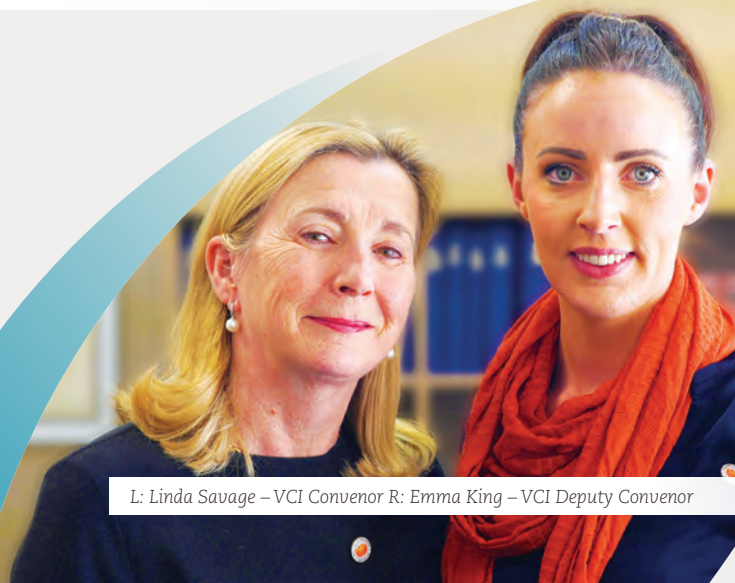
The VCI remains very encouraged by the ongoing and high level of support offered by individuals and organisations and the feedback Australia wide from those who share the vision of a society in which all children can flourish and wish to work together to achieve this.

In planning for the future of the VCI an Expert Advisory Group has been established to work with the team to develop a strategic plan. This diverse group of highly knowledgeable and skilled people

have readily offered their expertise, insights and time to help make the VCI a success. They are: Mr David Ansell (CoLab, Telethon Kids Institute), Mrs Nicola Forrest (Minderoo Foundation), Ms Alison Gaines (Gerard Daniels), Mr Basil Hanna (CEO, Parkerville Children and Youth Care), Professor Colleen Hayward AM (ECU), Mr Tim McDonald (DG, Catholic Education), Ms Janelle Marr (StepBeyond Business Advisors), Mr Colin Pettit (Commissioner for Children and Young People WA), and Mr Tony Pietropiccolo AM (Director, Centrecare).

Shortly the **Friends of the VCI** will be launched at Parliament House (WA), comprising of individuals who have expressed interest in actively supporting the goals of the VCI. This will be hosted by the Parliamentary Friends of Children that has been established at the request of the VCI.

You too can show your support for the VCI, by visiting the website www.valuingchildreninitiative.com.au, sharing resources and following the VCI on Facebook. Email info@valuingchildreninitiative.com.au to become a Friend of the VCI.



Aboriginal & Torres Strait Islander Services

Centrecare **Djooraminda Out of Home Care Service** offers 24/7 care for up to 32 children in the care of the State aged between 0-17 years and of Aboriginal and Torres Strait Islander background.

The Out of Home Care Team has up to 40 staff members from residential carers to an office based therapeutic care team. The program offers culturally appropriate placement for individual children and sibling groups in a balanced home environment.

The children are supported by staff who use a therapeutic, trauma informed approach to meet their individualised physical, social and cultural needs. A strong focus is placed on the dimensions of wellbeing in terms of safety, care arrangements, health, education, social and family relationships, recreation and leisure, emotional and behavioural development, identity and culture, and legal and financial.

We understand the importance of community and continue to ensure the cultural elements embrace Aboriginal and Torres Strait Islander language, dance, art, lore, song, songlines, family, country, identity, protocols, and a myriad of other elements which are a life time in learning.

Case study

Tory is a nine year old girl who was placed in Djooraminda care with her younger sibling David*, seven years old. Tory exhibited a lot of unsettled behaviours and anger outbursts when she came in to care but with Djooraminda's support, she developed a great capacity to self-regulate over time.*

During Tory's escalations there was little that could be done. She would not engage and would become angrier the more anyone tried to calm her. Tory would use objects as weapons against her targets, who were mainly her brother David or the primary carers. Tory would cause damage to the house, her own bedroom, throwing and breaking things, including damaging the agency's vehicle.

Tory and her brother did not have contact with their parents or older siblings and they constantly said how much they missed them. Tory and David only had regular contact with their youngest siblings Ben and Mary* who were also in care with a foster carer. Tory and David were nurturing to their siblings which had a calming effect on them.*

Tory had regular counselling sessions which were aimed at equipping her with strategies to regulate her emotions, manage feelings around family and lack of contact with her parents and older siblings, as well as being in care. As a result, Tory's capacity to identify her triggers and self-regulate got significantly better as she gained insight into the reasons for her escalations. Tory was able to be linked with her own afterschool activities which boosted her confidence and saw a reduction in her aggressive behaviour. With individualised support, she continued to do well in school and to settle into her placement.

**names changed for client privacy*

811 clients
with 42,172
contacts



Centrecare **Djooraminda Outreach Services** offer a range of programs to Aboriginal and Torres Strait Islander families throughout the metropolitan region. Our services deliver outreach support, working alongside families through a range of issues. We have 16 staff members across the programs offering support services to over 200 families.

Djooraminda support services are offered to clients experiencing a range of issues including but not limited to: crisis, child protection, legal, tenancy, financial, family domestic violence, drug and alcohol, specialised counselling, family conflict, positive parenting, and general support and advocacy. Djooraminda can specifically offer support relating to family and child reunification after being in care. Services are offered also to work through child protection concerns in order to ensure that the child(ren) can remain safe and continue to live within the family or relative family home.

Case Study

Michael is a single father of six children who were placed into his care by Child Protection and Family Services (CPFS) due to the children's mother not having stable accommodation. The family were referred to Djooraminda by CPFS. Referral reasons were the need to support secure appropriate accommodation to suit the family's needs and child education concerns. Michael and his family were residing in a two-bedroom unit in a strata complex. With two young girls, four boys and Michael, this unit did not meet the family needs. Djooraminda assisted Michael with a successful application to the Housing Authority for a transfer to a larger house.*

The education concerns involved Michael having trouble getting the two older children enrolled in school, as the children had no previous school attendance history while in their mother's care. One child was impacted by a learning disability and found it hard to concentrate at school. A more appropriate primary school was identified which was able to support the child with his learning. Since moving schools, his attendance improved as well as his ability to complete his school work.

Michael reported further concerns regarding his oldest daughter who displayed violent behaviour toward him and the younger children. Michael found it difficult to supervise her at times and the police were called on a number of occasions. Djooraminda spent time with Michael to support him in how to respond appropriately and calmly to his daughter's behaviour. Rather than using punitive measures, a firm but more calm approach, allowing the child to vent, has been very effective. The daughter has now adjusted to the new boundaries in place. She attends school regularly and is more settled.

Djooraminda staff were able to work with Michael to improve his parenting skills and to further support Michael and the children by enrolling them in school vacation programs.

**name changed for client privacy*

Accommodation Services

197 clients
with 2,029
contacts

61 clients
with 456
contacts

11 clients
with 164
contacts

Centrecare's **Housing Support Worker Service – North West** offers assistance to young people, single adults, couples, families and women with children escaping family domestic violence who are exiting the National Affordable Housing Agreement accommodation services. In conjunction with partners Joondalup Youth Support Service and Patricia Giles Centre, the service offers a broad range of expertise and experience in the delivery of holistic housing and specialised support services.

Private Rental Advocacy and Support Service assists people living in private accommodation who may be facing problems such as eviction, difficulties paying bills or rent and other tenancy issues. Workers are skilled in advocacy, networking and dealing with issues such as mental health, budgeting, racism, family and domestic violence, drugs and alcohol.

In 2016, Centrecare was announced as one of four successful community service organisations to receive a grant from the Housing Authority to deliver the **Assisted Rental Pathways Pilot (ARPP)**. The pilot assists public housing waitlist applicants and over-income tenants to move into an affordable private rental property, receive personalised supports to work towards achieving goals and receive discounts on rent for up to four years.

Case Study

John and his wife Sophia*, who were public housing waitlist applicants, were living in a regional town but wanted to relocate to Perth for improved employment opportunities and for better access to services for their children. Both John and Sophia live with a disability. The Housing Authority referred John to Centrecare for assistance through ARPP.*

Centrecare was able to assist John and Sophia to attend several viewings of suitable rental properties in their preferred location. Centrecare contacted the relevant real estate agencies to speak with the property managers about ARPP and its benefits for both the participant and the home owner. Centrecare completed and lodged an application on behalf of John and Sophia, simplifying the process for them and advocating on their behalf. The application was accepted and John and Sophia were extremely happy to be offered a tenancy agreement. The property was in a great location and had the added benefit of being close to shops, schools, a medical centre and at a price that was affordable to the family. Centrecare supported John and Sophia's moving costs into their new home.

Since moving into their new home, the children have settled in well at schools not far from home and have been linked to nearby support services. John has achieved his goal of securing full-time employment. The family is moving forward positively and is a great example of a public housing waitlisted applicant moving successfully into the private rental market with a sustainable future. Centrecare will continue to monitor the family's progress and tenancy sustainability and will be available to assist if needed.

**names changed for client privacy*

Youth Services

125 clients
with **1,656**
contacts

After five years delivering support services to young people that have come to the attention of the justice system, the **Youth Diversion Service** has been redesigned and is now proudly delivered through a consortium partnership with UnitingCare West and the Aboriginal Drug and Alcohol Service. While no longer located at Joondalup, we still proudly deliver a vital service assisting young people to break the cycle of offending and build an active life in their community.

67 clients
with **321**
contacts

Centrecare Youth Support Service (CYSS) provides intensive support to young people with high needs to effectively manage their lives and increase resiliency, reduce risky behaviour, improve relationships with family, school and community, as well as ensuring they are linked into appropriate services and achieve their goals. Through the past year, this program has focused extensively on supporting Indigenous young people and creating strong connections with the local Indigenous community to provide a timely and culturally appropriate service.

41 clients
with **197**
contacts

The **Goldfields Youth Support Service** works with some of the most vulnerable and complex young people in the country. This complexity stems from historical inter-generational unresolved trauma and loss and grief.

Youth workers from Centrecare identified that a young girl was at risk of self-harm, was truant from school, experienced bullying in school and was separated from her mother who was incarcerated at the Eastern Goldfields Regional Prison. This young girl was supported by the Centrecare Youth Team to transfer to a local college. This required a high level of advocacy and support due to the college's enrolment requirements, school fees and associated costs, and the high student behavioural expectations of the school. As a result of Centrecare's support, this young girl has achieved an excellent attendance record, is excelling in her school work and her self-harming behaviours have reduced.



Youth Services Continued...

Child and Parent Centres (CPC's) are funded by the Department of Education to give families easy access to advice, programs and services and give schools the opportunity to work with families from the time children are born through to starting school and beyond. The Centres will assist children to be ready to start school, and to become happy, confident learners.

The community members across Maddington, Kenwick and Orange Grove have been very supportive and proactive in seeking information and access to services and programs for themselves as parents and for their children aged 0–8 years from the **Child and Parent Centre East Maddington**.

Case Study

Within the CPC the addition of a child health nurse and speech therapist has proven a very successful holistic service for families. Recently a parent visited the Centre with her young baby and pre-kindergarten child for the purpose of attending a playgroup. The parent spoke with the Parenting Coordinator regarding an issue of concern in relation to child development. The Parenting Coordinator asked the child health nurse if she could speak with the parent, which she did and also consulted with the speech therapist regarding language development milestones. This is a typical example of how a multi-disciplinary team can successfully work together to meet the needs of the community.

East Maddington Centre turns one year old. No birthday is complete without cake



L: Audrey Turner
– CPC Coordinator
leading activities
at Gosnells CPC



Playgroup session at East Maddington CPC



A parent workshop held at a surrounding school

During the past year the **Child and Parent Centre – East Maddington** has provided the following:

- Early learning programs (playgroups), 2,732 parents and 3,372 children in attendance
- Parent education workshops, 1,158 parents and 1,346 children attending crèche sessions

Earlier in the year a school in the surrounding area contacted the Centre to access support to establish a playgroup in response to their parent community needs. The parenting coordinator and the community development officer continue to attend the on-site school playgroup to provide support and education for both the parents and children but also the school staff. Recent contact with this school has resulted in the community development officer linking it with a local organisation to deliver an early literacy program provided for both staff and parents.

The Centre celebrated its first birthday in January with a community event held on the school oval outside the Centre with approximately 300 members of the community in attendance to celebrate the success and sense of community provided both at and through the Centre.

During the past year the **Child and Parent Centre – Gosnells** has provided the following:

- Early learning programs (playgroups), 2,840 parents and 3,425 children in attendance
- Parent education workshops, 589 parents and 614 children attending crèche sessions

Case Study

(From a parent whose child is attending the Autism therapy sessions at the CPC)

A mother from the host school attended the Centre seeking assistance and support after a recent car accident she had been involved in. The accident had affected her speech and resulted in her having limited communication.

The mother expressed concerns about how she could communicate effectively with her child (pre-primary age) and she advised she was worried this could affect her child's development. The mother advised she had been to numerous agencies trying to access help however no-one had been of assistance.

The CPC administration officer and community development officer followed up by liaising with the speech therapist on site who provided the mother with information and options. A few weeks later the mother came into the CPC to thank staff for helping her. The mother told staff that as a result of the information she was provided from the Centre, she was able to access free speech therapy services and have several minor operations to repair her speech.

Individual & Family Services

Family Dispute Resolution Service (FDR)

assists separating parents and families experiencing unresolvable disputes around parenting arrangements, property and finances through mediation.

Family Link offers individuals and families a safe and confidential therapeutic environment to explore relationship problems, general life challenges and ways to deal with such issues as anxiety, depression, separation, divorce, or difficulties with abuse in relationships.

This past year saw the end of the **Parent Link Service**, which had been offered by Centrecare for almost 19 years. Families in Mirrabooka and surrounding areas with young children (0-6 years) were visited in their homes by trained volunteers who taught the families skills relevant to child rearing.

Over the years it is estimated Parent Link assisted over 1,200 families, directly helping to improve the lives of around 4,000 parents and children.

The Midland Family Relationship Centre (FRC) is now well established in the heart of the new Helena Precinct. The Midland FRC provides a holistic service to all members of the family who are affected by family separation, with a primary focus on what is in the best interest of the child. The service embraces family dispute resolution, family law counselling and a range of group workshops that provide an opportunity for parents to connect, learn and heal with others who are experiencing a similar transition.

Case Study

Separated parents sought mediation in creating a parenting plan reflecting a consistent routine for their child. The challenge for the parents was in communicating their different opinions to each other on their child's needs. The parents individually engaged in the necessary screening and assessment process, along with attending a Child in Focus Seminar.

During the early stages of the family dispute resolution process both parents reflected a continued difficulty in communicating effectively. Due to this, the parents were individually referred to Building Connections Workshop for separating parents and family law counselling to strengthen their skills prior to progressing to mediation.

After attending these support services, the parents were able to engage in a more positive and understanding manner with each other. In mediation this led to the parents creating a parenting plan that acknowledged the child's need for routine and consistency. The outcome for this separated family was one of change, hope and confidence in being able to move forward having a mutual respectful relationship with each other and, importantly, an enhanced relationship with their child as their primary focus.

The Midland FRC has a strong connection with the local community, regularly providing information through community events to families on the availability of services and the importance of accessing such supports. The service prides itself on engaging empathically and on being responsive and outcomes based in its endeavours to enhance family and individual's lives with children being at the forefront of that pursuit.

Centrecare's **Bunbury Counselling and Family Support Service (BC&FSS)** implemented a more focused outreach service in the past year that has allowed it to continue delivering a high quality support service, aligning with program and contractual objectives while meeting the expectations and goals of parents/caregivers and their children.

The service has worked closely with the Bunbury CPFS Intake and Assessment Team as well as other community organisations such as South West Emergency Care for Children, Red Cross, Waratah Support Services and Salvation Army. These ties have proven to be highly effective in offering collaborative case management, providing a range of support to address client needs such as arranging specific counselling, addressing material disadvantage and arranging emergency care for children in times of crisis and registering family members as carers for ongoing, long term support.

The **Housing Support Worker Drug & Alcohol Initiative South West Region** has continued to be highlighted as one of the most effective of the Homelessness National Partnership Agreement services. Its success in working collaboratively has been identified as a model to be expanded and continued wherever possible.

The Gambling Help WA (GHWA) and Gambling Help Financial Counselling Services assist people with gambling difficulties who want to undertake counselling to address their gambling behaviour.

Strong collaborative work by the GHWA and Crown Perth Responsible Service of Gaming (RSG) Team has seen the development and enhancement of the **Revocation Service** provided by Centrecare for clients seeking to revoke their ban from Crown Perth Casino. This has seen a significant increase in the number of referrals from the RSG at Crown across the board - both for clients seeking to revoke their ban and for clients seeking support to address their gambling behaviours.

This past year has seen a marked increase in service use across both women's and men's **Domestic Violence Services**.

Centrecare engaged the training services of the CPFS Family and Domestic Violence Unit to provide a one-day 'Train the Trainer' on the Western Australian Common Risk Assessment and Risk Management Framework (CRAARMF), Second Edition.

The CRAARMF tool is now the standard assessment tool utilised by all staff in the Building Resilience and Partner Support Programs. This has already proved extremely useful in providing greater understanding, context and evidence, when supporting and referring women to services such as women's refuges, housing and accommodation providers as well as the CPFS and WA Police.

Centrecare partnered with Zonta House Refuge Association (ZHRA) to deliver a six week version of the Building Resilience program for the Positive Pathways program between 11 August and 15 September 2016. The feedback was overwhelmingly positive and Centrecare and ZHRA are seeking to continue to run these groups twice a year.

Over the reporting period the **Financial Counselling WA** service saw a record high number of new clients seeking to access the service due primarily to the economic downturn in Western Australia. This has meant that many people who were previously on high incomes and having multiple creditor commitments are now unable to meet their normal repayments. The lack of employment and rising cost of living means clients are trying to survive through accessing and utilising credit cards to cover their everyday living needs.

Family Dispute Resolution Service (FDR)

| Assisted 896 clients with family and/or property mediation.

Family Link

| 174 clients with 552 contacts

Parent Link Service

| 128 clients with 383 contacts

Midland Family Relationship Centre (FRC)

| 1,456 clients with 4,949 contacts

Bunbury Counselling and Family Support Service (BC&FSS)

| 428 clients with 1,419 contacts

Housing Support Worker Drug & Alcohol Initiative South West Region

| 45 clients with 929 contacts

Gambling Help WA (GHWA) and Gambling Help Financial Counselling Services

| 822 clients with 2,353 contacts

Women's and Children's Domestic

| 489 clients

Men Choosing Respect

| 214 clients with 1,489 contacts

Financial Counselling WA

| 519 clients

Family Domestic Violence Goldfields

| 15 clients with 40 contacts

To The Manager Centrecare Perth W.A.

" Dear Sir,
I am writing today for both myself and my wife ... to express our grateful thanks for the help and relief that your organisation, through Mr ..., your financial counsellor, has given us, two senior and unwell pensioners, by interceding on our behalf to have ... credit card debts waived...this tremendous weight that Mr ... has been able to lift from us is almost a miracle - very apt since Easter is just over. So once more, from the both of us, Thank You to your organisation and Mr ...

May God bless all who work there."

355 clients
with 1,177
contacts

Individual & Family Services Cont...

The Families First Service delivers early intervention support services to vulnerable families with children and young people who are showing early signs of, or at risk of developing mental illness. Some wonderful work has been done in the Northern corridor particularly around building community capacity within the Leonora community.

Leonora is situated approximately 237 kilometres North of Kalgoorlie with a population of 779 with Aboriginal people making up 24% of the Leonora population.

The Aboriginal community has had alarming rates of suicide over the past three years and been crying out for help and calling for agencies both government and non-government to do more than provide drive-by, piece meal services. This service responded to the community's call for help and with support from the Department of Social Services, established a Centrecare branch in the town in early 2016. The work they do is complex and requires for them to be flexible, patient and culturally sensitive to the presenting issues and multitude of needs they are dealing with on a daily basis. We have also learnt that while one-to-one case management of the high and complex cases is a vital component of the Families First service delivery model, it has also been essential that this is balanced with "building community capacity and capability strategies". They work with groups in settings that is conducive to their well-being and learning and healing styles such as running workshops through yarning out in the bush. These strands of service delivery has become the most responsive model for working within Aboriginal communities and this is evidenced by their participation and the responses that we have received from them.

The **Family Domestic Violence Program Goldfields** continues to provide outreach services to the Northern corridor on a regular basis providing victims and perpetrators with support in the more remote areas of the Goldfields.

There is an Aboriginal Women's group in Leonora and they work in tandem with one of the Family Relationship Service counsellors. Working with both perpetrators and victims is complex and often made more difficult in the more remote areas as people are often moving around the region and are hard to locate.

The **Re-Entry Service** funded by the Department of Justice, has been delivering support services to prisoners and their families both in and out of prison across the Goldfields region for the past eight years. 80% of clients within this program are of Aboriginal descent and the service has seen a huge increase in referrals from the Eastern Goldfields Regional Prison since the facility went from a 100 to a 350 bed prison in June 2016.

In late 2016 a new service model was developed for this program which has aimed to better target intervention and resources to levels of risk to recidivism.

The service also engages with some of the most complex individuals and remote communities in WA. The largest amount of resource from this program is utilised in workers travelling to the Ngaanyatjarra Lands on a monthly basis for a week at a time. They base themselves in Warburton which is 1000kms from Kalgoorlie (600kms of this is a dirt road). While they are based in Warburton they might also be working in one or more of the neighbouring six communities, travelling up to a further 500kms north of Warburton.



Chris Semmens - Families First Coordinator preparing the BBQ for Closing the Gap activities

Migrant Services



Migrant Services
Camp Activities

One of the advantages of Centrecare having a diversity of services available are the opportunities for clients to benefit from them.

Case Study

Mike* is a young person supported by Centrecare's **Settlement Grants Program's** youth services. This service delivers life skills lessons and individual casework to young people attending Intensive English Centres. While engaged in the service, Mike disclosed that he and his father were experiencing violence in the home, which had resulted in their homelessness. Mike's youth worker contacted his Centrecare colleagues at **Entrypoint Perth**.

Centrecare's **Homeless Assessment and Referral Service** were able to assist Mike and his father with immediate crisis accommodation and emergency relief and referral to medium-term supported accommodation services in the homelessness sector. Mike's father was also linked with Centrecare's **Migration Advice Service** agent for advice regarding their current visa and future options as well as Centrecare's Settlement Grants Program's generalist service for support with Centrelink applications and general support.

With further advocacy from Centrecare staff, Mike and his father were accepted into supported accommodation with a multicultural service provider in a location that allowed Mike to continue with his studies and did not disrupt the vital support networks he had developed at school. Centrecare was able to link Mike and his father to a number of external service providers and advocated on their behalf to receive emergency relief, obtain a Centrelink payment, receive visa advice, obtain counselling and receive practical supports such as clothing as they had left the family home with nothing due to fear for their safety.

Mike is continuing to receive supports through Centrecare's youth services. He and his father are working together with services to achieve their goal of becoming proactive and productive members of the community.

*names changed for client privacy

332
clients
with 2,312
contacts

Access Wellbeing Services

As part of the 2014–2017 Centrecare Strategic Plan, **Centrecare Corporate** reviewed its total brand and decided to rebrand Centrecare Corporate services to **Access Wellbeing Services (AWS)** that provides an ongoing link with our current **Employee Assistance Program (EAP)** product with Western Australia and nationally.

Inclusive of the rebranding strategy has been the development of a new website, product logos and resource development. Access Wellbeing Services includes three main product domains:

- EAP
- Health and Wellbeing
- Training

The new structure and look aligns more closely with Centrecare and offers increased access to current, affordable and evidenced based products and services.

A new alliance has been established with the merger of Centrecare Corporate and the Professional Excellence Portfolio. As of 1 January 2017, the merger between the Professional Excellence portfolio and Access Wellbeing Services commenced with the aim of increase capacity in the AWS Team and to establish a more diverse and multifunctional team.

The restructure of the AWS Team and the alliance with the Professional Excellence portfolio has increased service user accessibility with re-opening the AWS Victoria Square office three evenings per week and the availability of more sessional counsellors throughout the metro area. New training products for workplaces that enhance mental health and build resilience within individuals and teams have proven increasingly popular and the AWS have been busy undertaking training throughout metropolitan and regional WA.

<http://accesswellbeingservices.com.au/>



access

WELLBEING SERVICES

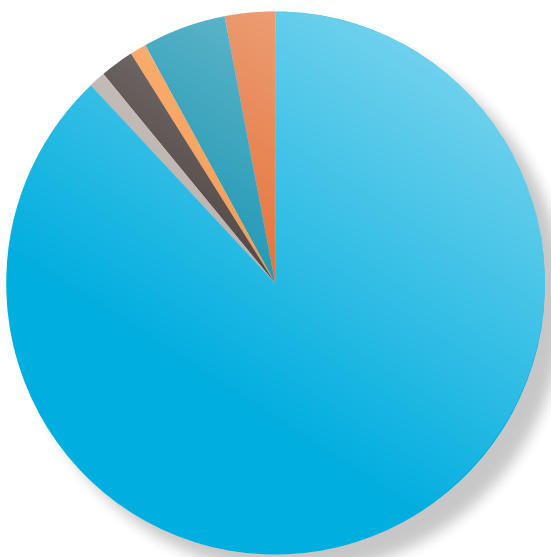
*Centrecare Corporate services rebranded
to Access Wellbeing Services (AWS)*

2,243 clients
with **6,274**
contacts

Finances

Annual Report 2016 – 2017

Financial Report for 12 Months Trading Activities



Income

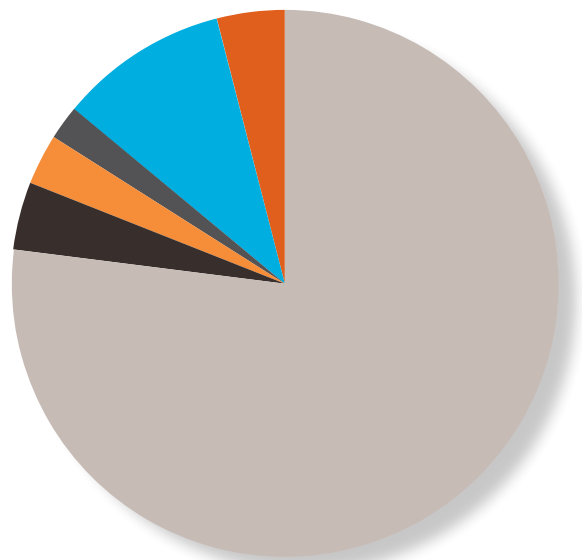
2016-2017

● State and Federal Government Funds	90.8%
● Non Government Funding	0.4%
● Archdiocese of Perth - Lifelink	0.5%
● Housing and Accommodation Revenue	0.2%
● Corporate Services Revenue	4.8%
● Other Income	3.3%
100%	

Expenditure

2016-2017

● Salaries, Wages and Oncosts	77.0%
● Administration Expenses	4.5%
● Property Expenses	3.3%
● Depreciation	2.1%
● Operating Expenses	9.6%
● Vehicle Expenses	3.5%
100%	



Testimonials



Child Parent Centre Gosnells

“No-one has any idea what is involved in trying to get a child with autism ready in the morning to be at their sessions north of the river by 9am in peak hour traffic; being able to access therapy sessions locally has changed my life”.



Child Parent Centre Gosnells

“...You guys are awesome!”

**Principal
Gosnells Primary School**



Men Choosing Respect

“I am writing this email to let you know how much I appreciate Centrecare for the Men Choosing Respect program. I have been verbally abusing my wife & kids for over 30 years, it wasn't until my wife threatened to leave me that our friends suggested that I seek help with counselling. I suppose my story is similar to lots of people, I was brought up watching my father abuse my mother and us kids but never thought anything of it until I started to see a Counsellor called....

It all came to a head as I was sacked from my own company in April 2015, I then nursed my sick mother to death over a 4 month period, 2 months later I lost my best friend (Spud the dog), and then started a new job and lost that within 3 months because of a power struggle between management.

Since February 2016, I have spent an hour on most weeks with...who has been so educational, honest and patient in showing me why/who I was/am. Believe it or not I have changed, I now listen to people and give them space and the respect to be who they are around me, without fear of me humiliating them or dismissing their concerns. I am no longer a victim and have taken responsibility for who I am and my actions, the most powerful lesson I learnt was to deal with my anger and it was so simple – the 4 pointed S.T.A.R. (Stop, Think, Act Responsibly)

I have never minimised, humiliated or blamed anyone since I took this on board and my life is so much better, I now have my loving wife and children back who believe in me for sticking my hand up to deal with the ugly truth. I would recommend Centrecare in a heartbeat and currently often openly talk about my experience with others who are struggling.

I would like to acknowledge...for being a stand up human being and Centrecare for giving me a second opportunity in life.”



Centrecare Esperance

"Thank you for giving me the opportunity to provide you confirmation on the reduction in juvenile offending in Esperance. During the calendar year of 2016, Esperance has seen a significant reduction in juveniles committing offences such as burglary, stealing motor vehicles, graffiti, property damage and disorderly conduct. The support and contribution provided by Centrecare in providing services to juveniles offending and juveniles at risk is greatly appreciated and has made a significant difference to their lives and the crime in Esperance.

This financial year crime is currently 16.9% below last year's offences reported, which is exceptional. Again, thank you for your contribution to reducing crime and I wish you and your team the very best for Christmas and during 2017."

**Senior Sergeant
Officer in Charge
Esperance Police Station**



Human Resources

"Thank you for linking me with ... He was instrumental in his support and assistance with filling in the required paperwork... I am eternally grateful for your ongoing support"

Centrecare staff member



Festival of Hearts

"Hello to all, I wanted to express my gratitude to all involved in the giving of a rose on Valentine's Day. Due to illness & lack of mobility over a period of 6 months I was feeling pretty down. A few days before I had to have my 17 yrs old pussycat, my only companion to sleep. That day was my first trip to the city for a while. Although difficult and of course still in the bursting into tears mode due to loss of my pet, it was a sheer delight when a young man approached me to wish me Happy Valentine's Day & handed me a rose. I had seen several people on the platform & thought as it's morning it was political. What a surprise. I expect some cynics might say waste of money but I wonder how many people you made feel better & a reason to smile on that day. I am 73 years old & you MADE MY DAY. Thank you from the bottom of my heart. Regards (sic)"

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