

**CENTRE CARE**  
*"People Making Time for People"*

# ANNUAL REPORT

## 2017 - 2018



# 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.

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# 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.

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

- Australian Red Cross
- Catholic Diocese of Bunbury
- Catholic Archdiocese of Perth LifeLink Fundraising Program
- Catholic Education Office
- Department of Communities
- Department of Education
- Department of Immigration and Border Protection
- Department of Justice
- 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 Attorney General
- Family Relationship Services Australia
- Lotterywest
- Mental Health Commission
- Problem Gambling Support Services Committee
- Shelter WA
- WA Primary Health Alliance

Anne Burns: Chairperson



## Chairperson's Report

Centrecare has been acknowledged as a leader in the field of social services in the past year, being awarded significant government contracts from a very competitive field.

Our model of collaboration with respected partners won recognition and created a significant expansion in services and staff numbers. For the Board it was gratifying to see the hard work of our Executive Team working with government, to produce a better outcome for the community, be recognised. It is also pleasing to see the strengthening financial position of the organisation flowing from this success.

Preparing tender documents to create and provide complex services is work undertaken in addition to the daily tasks of managing the organisation and we thank the Management Team for their efforts and congratulate them on these achievements.

Our partners also deserve thanks – Wungening Aboriginal Corporation, Wirrpanda Foundation, St Bartholomew's House Inc, Zonta House Refuge Association, Red Cross, Goldfields Women's Health Care Centre, Parkerville Children and Youth Care and many state and federal government agencies.

This collaborative approach reflects Centrecare's values of Respect, Community Excellence, Celebration, Compassion, Acceptance and Professionalism.

Over the past year Centrecare continued to nurture and grow the Valuing Children Initiative, which now has a national profile in building support for the importance of all children.

As part of our purpose to build a better community, this year Centrecare developed the award-winning mental performance aid RESILnZ™, a free digital application to build resilience and psychological strength. You can download RESILnZ™ on iTunes and Google Play and I recommend it to you as a wellbeing aid you can keep in your pocket.

Finally, I would like to thank our Director Tony Pietropiccolo AM for guiding the phenomenal growth we have seen this year and my fellow Board Members for their commitment and support, given unstintingly, to the organisation.

27th Annual Silent Domestic Violence Memorial March 2017



10 years of service –  
Andrea Linton (middle)

10 Years Celebration  
L-R Cherie Broers, Nabeel Lang,  
Debra Guiney and Michael Tkacz.



# Achievements and Milestones

## This year the organisation celebrated:



**10 years of service** – Cherie Broers, Debra Guiney, Nabeel Lang, Andrea Linton, Michael Tkacz.

Actively participated in **NAIDOC** (Our Language Matters)

**Assisted Rental Pathways Pilot** service was a joint winner of the 2017 Australian Housing Institute WA Professional Excellence in Housing Awards in the category of Leading Innovation.

**Access Wellbeing Services and Tonic Digital** launched their mental wellbeing app. RESILnZ™.

Attended **National Association for Gambling Studies Conference**.



**Access Wellbeing Services Suicide Risk Assessment and Management Training** with Fortescue Metals Group nominated as a finalist in the Department of Mines, Industry Regulation 2017 Safety and Health Resources Sector Awards - Systems and People category.

Launched new **Problem Gambling Awareness Campaign** with Hon. Paul Papalia CSC, MLA – Minister for Tourism; Racing and Gaming; Small Business; Defence Issues; and Citizenship and Multicultural Interests.

**RESILnZ™ app**. Wins Gold in the category of Digital-Health in the 2018 Driven x Design Sydney Design Awards.

Centrecare awarded **Intensive Family Support Service, Family Support Network and Adult Justice** in Perth and Kalgoorlie.

**Assisted Rental Pathways Pilot** service won the Institute of Public Administration Australia Silver Award for Best Practice in Collaboration between Government and Non-government organisations.

**Delivered 78 services to 21,754 clients with 149,891 contacts**



### NEW PROGRAMS & INITIATIVES

- Adult Justice - Reintegration Services (Metropolitan - Goldfields)
- Adult Justice - Reintegration Parenting Services
- Humanitarian Settlement Program
- Intensive Family Support Services  
Armadale, Cannington, Joondalup, Midland, Mirrabooka, Perth and Southwest
- Family Support Network (Lead Agency)  
Perth/Midland and Cannington/Armadale

### CONCLUDED PROGRAMS & INITIATIVES

- Centrecare Homeless Rental Link
- Homeless Advisory Services
- Parent Adolescent Outreach Support Armadale Region
- Status Resolution Support Service
- Youth Diversion Service  
North West
  - Joondalup/Clarkson/Warwick
- South East
  - Armadale/Gosnells/Canningvale

Tony Pietropiccolo AM: Director



## Director's Report

2017/18 has been an amazingly busy year for many of our staff. It has brought with it challenges as well as satisfactions.

Centrecare's organisational life in the last few years has been dominated by tender discussions, preparation and outcomes. During the past year we have been busily preparing tenders and implementing the outcome of others. In conjunction with a number of partners we were successful with a bid to provide Adult Justice Services. In partnership with the Red Cross, we were awarded the Humanitarian Resettlement Program for parts of Western Australia (WA). While implementing these, we were busily preparing a response to the complex Department of Communities' Early Intervention and Family Support Tender. Late in the financial year we were advised that Centrecare's proposal regarding the latter tender, in partnership with Wungening Aboriginal Corporation, had been successful.

It is well known that there is great need to significantly reduce the number of children entering out of home care as well as reuniting families whenever possible, especially in regards to Aboriginal children. Similarly, it's essential that we stem the tide of people, both young and old, entering and re-entering correctional facilities. The high level of incarceration in WA, particularly of Aboriginal young men, makes this work especially relevant and necessary. Centrecare greatly appreciates the opportunity to meaningfully engage with these significant social issues.

Apart from the successes already mentioned, Centrecare developed and released its Strategic Plan 2018-22, a plan that will guide organisational development for the foreseeable future.

Centrecare successfully implemented the WA Primary Health Alliance's (WAPHA) Mental Health Portal in the Goldfields and created an exciting new app. called RESILnZ™. This free App provides guided meditations, podcasts and other information focused on individuals' wellbeing. It is a valuable contribution to the development of personal resilience that is so necessary to effectively deal with the busy lives most of us live. The App received the Gold Award in the category of Digital-Health in the 2018 Sydney Design Awards.

The Assisted Rental Pathways Pilot, a collaborative effort between the Department for Communities (formerly Housing) and Outcare, the Salvation Army, the Multicultural Services Centre WA and Centrecare, received the Silver Award for Best Practice in Collaboration at the 2018 Institute of Public Administration Australia (IPAA) WA Awards. The service was deemed to be a great example of collaboration in implementing an innovative but effective approach to housing support.

Centrecare, in association with Parkerville, continued to support and further develop the Valuing Children Initiative. This Initiative is an attempt to raise the community's consciousness regarding the importance of children to the wellbeing of our society and in turn, society's responsibility to ensure children have all they need to flourish. In the two and a half years since its inception it has successfully introduced a new dimension to the discussion on the position of children in our society and the importance of our individual and collective responsibility for their wellbeing.

*During the past year Centrecare staff have worked exceedingly hard to serve the WA community. Whether in the Perth metro, Goldfields, the Ngaanyatjarra Lands, the Great Southern or the Southwest, their only aim is to provide services that are driven by a deep commitment to professionalism as well as a compassionate respect for others.*

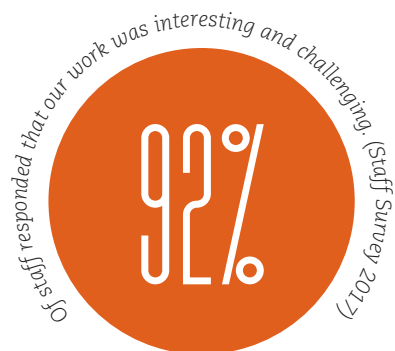
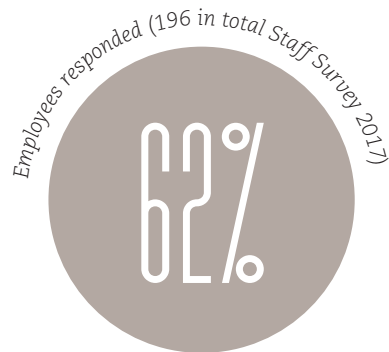
Many of them endured months of uncertainty not knowing whether or not their employment was safe. Despite this, they continued with their jobs in a manner that often defied logic but which was consistent with their commitment to and love for their work. My thanks for their effort throughout the year and for the inspiring way in which they have done it. The positive results of Centrecare's staff survey during the year was in no small part due to the respectful, friendly and supportive atmosphere that Centrecare people create in all their 11 branches.

My thanks to our indefatigable Management Team many of whom have borne the brunt of the seemingly never ending tendering and implementation mentioned above. They are an amazing group of people who work collaboratively and exceptionally hard to ensure the sustainability of Centrecare, the safety and wellbeing of their staff and the delivery of highly professional services to the thousands of clients we serve. They are

an amazing support to me and it is a privilege to work with them. The fact that Centrecare ends this financial year in a much stronger position than a year ago is in no small part due to their significant efforts.

Centrecare's ability to be able to pursue its purpose of service to the WA community would be greatly diminished if not for the collaboration it enjoys with the Catholic Archdiocese of Perth, many state and federal government departments as well as other not-for-profit organisations. There is little doubt that this collaboration is borne out of a sincere commitment to collectively and effectively respond to the social needs of WA citizens. The assistance received from the many supporters and funding bodies listed earlier in this report is greatly valued.

Lastly, my thanks to Centrecare's Board Members, under the leadership of Anne Burns, who generously give their time to provide support and guidance to the organisation as a whole and to me personally. Their strong belief in the importance of Centrecare's purpose, values and work is evident in all their deliberations. Their thoughtfulness, clarity and insights are invaluable and essential to Centrecare's ongoing development and wellbeing.



# Community Involvement/ Memberships



## Community Involvement

Centrecare

- Alliance for Children at Risk
- Australian HR Institute (AHRI)
- Chamber of Commerce and Industry of Western Australia
- Children's Youth & Family Agencies Association
- Community Employers WA (via Wanslea)
- Employment Assistance Professional AA
- Ethnic Community Council of WA
- Family Relationship Services Australia
- Homelessness Australia
- Kalgoorlie-Boulder Chamber of Commerce
- Refugee Council of Australia
- Shelter WA
- Secretariat of National Aboriginal and Islander Child Care (SNAICC)
- WA Association for Mental Health (WAAMH)
- Western Australian Council of Social Service (WACOSS)
- Women's Council for Domestic and Family Violence Services (WA)



## Director

Tony Pietropiccolo AM

- Board Member Stellar Living
- Co-Chair Community Employers WA (CEWA)
- Committee Member National Forum for Protecting Australia's Children
- Member Community Sector Roundtable
- Member Steering Committee for the Centre for Parenting Excellence



## General Manager Community Services

Catherine Spini

- Acting Chair Alliance for Children at Risk
- Board Member Shelter WA
- Board Member St Francis Care School
- Member 100 Families WA Project Group
- Member Australian Institute Company Directors
- Member Partnership Brokers Association



## 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**

Nigel Calver

- Board Chair 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



**Executive Manager Community Services**

Rod West

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



**Executive Manager Community Services**

Elizabeth Wortham

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



**Program Manager Community Services**

Jason Thompson

- 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



**Coordinator Child Parent Centre Gosnells**

Audrey Turner

- Board Member Gosnells Primary School
- Board Member Wirrabirra Primary School
- Member LINK Early Years Network (Gosnells/Cannington)
- Member South East Multicultural Network



**Coordinator Child Parent Centre East Maddington**

Tresna Gale

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

# Our Services

## a / b

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- Aboriginal Children and Family Service
- Accommodation and Support Service Program
- Adult Justice - Reintegration services
  - » *Metropolitan*
  - » *Goldfields*
- Adult Justice - Reintegration Parenting services
- Assisted Rental Pathways Pilot
- Bunbury Counselling Services

## c

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- 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

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- 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
- Family Support Network (Lead Agency)
  - » *Perth/Midland*
  - » *Cannington/Armadale*
- Financial Counselling and Financial Capability
- Financial Counselling for People Affected by Problem Gambling
- Financial Wellbeing and Capability - Emergency Relief Perth

## g

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

## h

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- 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*
- Humanitarian Settlement Program
- Intensive Family Support Services
  - » *Armadale, Cannington, Joondalup, Midland, Mirrabooka, Perth and Southwest*

## i

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- 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

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- Parent Adolescent Outreach Support - Armadale Region
- Parenting Orders Program
- Personalised Support
  - » *Linked to Housing*
  - » *Other*
- Private Rental Advocacy and Support Services

## r / s / t

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- Re-Entry
- Regional Family Dispute Resolution
- Settlement Grants Program
- Sky
- Sky Plus
- 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

## v / y

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

# Valuing Children Initiative

The Valuing Children Initiative (VCI), established in January 2016, has seen significant growth and influence in the two and a half years since its inception.

Following the launch, the VCI has implemented a range of strategies to raise awareness that our attitudes towards children matters and are crucial to children's safety and wellbeing. The VCI has maintained focus on advocating for the creation of a Minister for Children and Future Generations as well as public awareness campaigns within the academic field. The aim is to promote a positive focus on children and further research into Australians attitudes towards children.

The VCI has been overwhelmed with high level support offered by individuals and organisations who share the vision of a society in which all children can flourish. The VCI look forward to working with these champions to create positive change.

The VCI co-hosted three round-tables in the past year. These were:

- "Effective Strategies to Change Attitudes Towards Valuing Children in Our Community" with guest speaker Professor Carmen Lawrence and co-hosted with The McCusker Centre UWA;
- "Realising Human Potential in a Rapidly Changing World Begins with Children" with guest speaker Professor Donna Cross and co-hosted with Minderoo Foundation; and
- "How Many Royal Commissions does it take to Keep Children Safe" with guest speaker Mick Gooda (Ex-Royal Commissioner) and co-hosted with Family Matters WA.



The VCI became an Associate Member of the newly formed Noongar Child Protection Council and actively participates in the Children's Policy Advisory Council and the Child's Rights Taskforce. The VCI continues to attend other round-tables in the sector such as the Commissioner for Child and Young People Vulnerability Series.

In a shared vision with the Western Australian Council of Social Services, the Convenor of The Valuing Children Initiative - Marie Slattery, presented at the annual Western Australian Council of Social Service (WACOSS) conference titled "Getting Serious about Community" which was chaired by Tim Muirhead. The VCI is proud to be part of empowering communities to make positive changes for future generations.

Emma King moved on from her Deputy-Convenor position with the VCI and Linda Savage moved from the inaugural Convenor role into an Expert Advisor position. We thank them both for their commitment and dedication to the Initiative which is ongoing.

Going forward with the passion and guidance of the VCI, will continue to foster the growth and influence the Initiative to inspire change in Australia's attitudes towards children.



**JOIN US:** You too can show your support for the VCI, by visiting the website [www.valuingchildreninitiative.com.au](http://www.valuingchildreninitiative.com.au), sharing resources and following the VCI on Facebook, Instagram, LinkedIn & Twitter or Email [info@valuingchildreninitiative.com.au](mailto:info@valuingchildreninitiative.com.au) to become a Friend of the VCI.

# Cultural Development



Leanne Strommen and Lois May at NAIDOC 2017

This past year has seen significant changes for Centrecare's Aboriginal Cultural Plan, including the formation of the Aboriginal Cultural Working Group, the completion of the next stage of the Reconciliation Action Plan (RAP).

The next stage of the RAP was created with input and endorsement from Noongar Elders who had been engaged as advisors. This ongoing diligence of Centrecare will build the cultural competency of the organisation. Cultural Awareness has been introduced as part of the induction of all new staff to Centrecare.

**Centrecare was well represented during National Aborigines and Islanders Day Observance Committee (NAIDOC) Week with stalls at the opening in Perth City, Midland, Mirrabooka, Armadale and Ashfield which provided the Aboriginal community with information regarding the services Centrecare have to offer.**

An afternoon tea for all staff commemorated the 10 year anniversary of national Closing The Gap, ANZAC and Sorry Day.



## Cultural Development within the Kalgoorlie region.

Cultural Development in the Kalgoorlie region has been very progressive with the Mental Health (MH) Team teaching the MH clients about cultural awareness and the Wangkutha Language to assist with the understanding of the various language groups.

Centrecare has teamed up with Kalgoorlie Department of Sport and Recreation securing funding to enable the men to try new projects in and around the surrounding regions of the Goldfields bush locations with hunting and gathering of food and medicines, all supplied from the bush with knowledge of the local Aboriginal people.

The Cultural Development Advisor in the Kalgoorlie region has been involved in the Mardee-Goo Men's Group (Belonging to Men), as well as assisting Centrecare programs with clients from all backgrounds teaching them about culture in the Goldfields region and its people.

## Cultural Development within Out of Home Care Services (OHC).

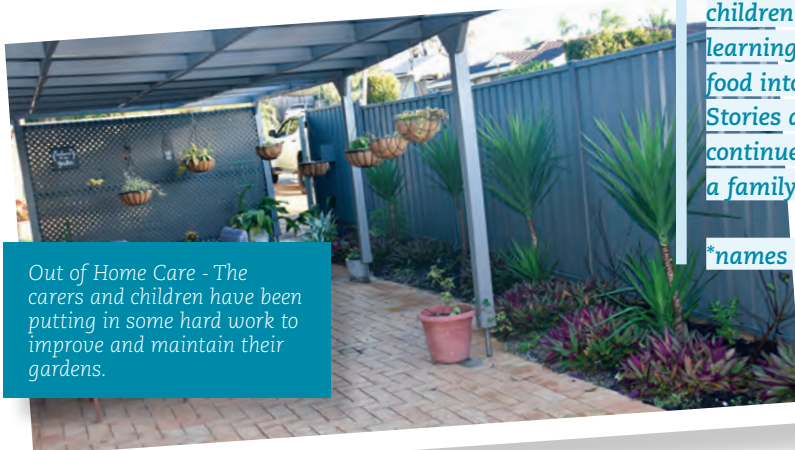
OHC continue to take a holistic approach to educating the young people about their culture and heritage and continue to use a model of inclusiveness which translates to educating all staff that work with the young people.

Centrecare staff have participated and shared knowledge in the **Building Bridges Project: Co-designing engagement with Aboriginal Youth (2017 – 2020)**. This project will develop a culturally secure intervention for engaging Aboriginal young people aged 16 – 25 years in youth mental health services in the Perth metropolitan region. Through a process of 'storying' embedded in the Minditj Kaart-Moorditj Kaart Engagement Framework, (a key outcome of the Looking Forward Aboriginal Mental Health Project, 2011-2015) we will co-design a unique intervention that supports Aboriginal young people and promotes systemic change in work practices to ensure cultural security.

# Aboriginal and Torres Strait Islander Services

Centrecare's Djooraminda Out of Home Care (OHC) service offers placement for up to 32 children aged 0-17 years who are of Aboriginal and Torres Strait Islander background. The service offers a 24/7 therapeutic care program which embraces all aspects of culture with the aim of empowering the children to become confident members of the community.

Our Out of Home Care service works to ensure the focus is on the safety and emotional security for children which is imperative in the developmental stages for children and young people. The service works closely with other mainstream and culturally specific organisations and encompasses the dimensions of wellbeing i.e. safety, care arrangements, health, education, social and family relationships, recreation and leisure, emotional and behavioural development, identity and culture, legal and financial.



Out of Home Care - The carers and children have been putting in some hard work to improve and maintain their gardens.

## Case Study

David\* is a nine year old boy who was placed in Djooraminda's care with his siblings, Paul\* (eight years) and Julie\* (six years) in early 2016. The children initially displayed behaviours that align with experiencing trauma; their schooling was impacted and their general adjustment to being in care in a structured environment took some time.

As time passed, the children were able to develop positive relationships with their two live in carers who have been with them since they came into care. A sense of belonging has had a positive impact on the children such that they understand they are cared for, loved and given the opportunities to learn and grow with confidence.

All children have had the opportunity to settle into their schooling and are showing positive academic achievements as well as receiving regular awards. David has taken on a leadership role within his school to ensure that the school practice is environmentally friendly when it comes to recycling.

All children attend an external weekly cultural program which teaches the children about culture. All children have been able to participate in Aboriginal dance which has been performed to many members of the community.

Our carers and Care Team deliver support to the children to experience Noongar Culture through learning language, tasting and incorporating cultural food into their meal plans. The children learn Dreaming Stories and the creation stories of the Waugal. We continue to ensure our day to day work takes not only a family but a community approach to raising children.

\*names changed for client privacy

**Centrecare Djooraminda Outreach Services** offer a range of specialised services to families within the metropolitan region. These services support families of all cultural identities with a main focus on families of Aboriginal and Torres Strait Islander background.

*Support is provided to over 300 families annually, working through a range of issues but not limited to: family conflict, positive parenting, Family Domestic Violence (FDV), crisis, child protection, education, specialised counselling, legal, tenancy, financial, grief and loss, drug and alcohol and general support and advocacy.*

The work takes into account cultural competence as issues are worked through while supporting families. The Cultural Liaison Team is an important element within the outreach services.



## Case Study

*Single mother Danielle\* is 28 years old and has three children - Michael\* (eight years), Kimberley\* (four years), and Tamara\* (three years). Danielle has been at risk of having her children taken into departmental care due to her long term substance misuse and offending behaviour.*

*Through the assessment phase it was identified a range of issues Danielle has been facing related to housing, financial, schooling, substance misuse, support with court appearances, advocacy and criminal compensation for FDV.*

*Danielle was referred to the Djooraminda Outreach Services while residing at a Women and Children's Residential Program. This program allows mothers with young dependent children in their care to access a residential alcohol and other drug treatment service within a therapeutic community setting.*

*Over time Danielle successfully completed her court order requirements. The family applied for and were successful in obtaining community housing providing the children with a stable home environment.*

*In order to address the issues surrounding FDV, Danielle was accepted into a women's health program which addressed these issues. The children were enrolled into school and enjoyed the opportunity to make new friends.*

*As Danielle was able to continue to build in confidence, and achieve her goals, she had made the important decision to reconnect with her estranged family who embraced her and the children.*

*Upon completion of the service, all child protection concerns had been addressed with the Department; they were satisfied that Danielle was in a positive space and able to care for herself and her children's needs. Danielle remains committed to the changes she has made and is thriving being a positive role model to her children.*

# Accommodation Services



**Entrypoint Perth** is a homeless assessment and referral service for the Perth metropolitan area. The service assists adults, young people and families who are experiencing or at risk of homelessness and/or FDV to explore their housing options and referral pathways to accommodation and support services. This includes providing information and completing referrals.

## Case Study

John\* initially contacted Entrypoint via the online enquiry form on the Entrypoint Perth website. His request was for assistance with accommodation for himself and his three children aged between 10 and 16 years. An Assessment and Referral Officer contacted John the same day and completed an assessment over the phone. John had recently become the sole care giver of his three children after his partner had suddenly passed away. John and his three children were living in an unsafe, abandoned property on the outskirts of the metropolitan area for eight weeks prior to seeking assistance from Entrypoint. John had limited family support as his parents had passed away and his siblings were not in a position to provide support. John disclosed that he was experiencing mental and physical health issues which made it difficult for him to sustain employment. This was challenging for him as he had previously been successfully employed.

Entrypoint Perth were able to assist John and his children with emergency relief, as well as information, housing advice and referrals to family supported accommodation services, one of which was a referral to the Centrecare Family Accommodation Service. John and his three children were accepted into this program a short time later. Since moving into their new home, the family have become settled and the children have been able to maintain their school attendance and engagement with local sporting teams. Through the Centrecare Family Accommodation Service, John engages with a Housing Support Worker, who provides tenancy support and assists him to achieve the goals he has established as part of a family support plan.

\*name changed for client privacy



The **Housing Support Worker – North West** 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 have a diverse range of experiences that have led them to seek housing assistance, with the most common being FDV or family breakdown, substance misuse, mental health and long term unemployment.





Supporting clients in the North East corridor, the **Private Rental Advocacy and Support Service (PRASS)** provides an outreach service to clients in private tenancies to assist them to maintain their tenancy and manage finances. Support is provided around issues such as disruptive behaviour, rental arrears, overcrowding, hoarding and property standards. The service has seen a steady increase in clients with substantial debt and rent arrears that have built up over time due to high living costs and fixed income. The Team works with clients to address property and behaviour issues 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

The **Beyond Youth Justice Service (BYJS)** is a consortium consisting of Uniting Care West, Wungening Aboriginal Corporation (formerly AADS) and Centrecare taking the position as Lead Agency. The BYJS delivers services metro-wide, covering the four Youth Justice catchments of South East Metro, South West Metro, Central Metro and North West Metro. The program also provides services to Banksia Hill Detention Centre providing one-to-one support along with the delivery of multiple group programs.

With the delivery of services metro wide, the BYJS has strategically positioned staff at multiple locations including: Centrecare Gosnells office, Wungening East Perth office, and Banksia Hill Detention Centre (BHDC). Additionally, staff also co-locate at Youth Justice offices metro wide. The distribution of staff across multiple agencies and geographical locations has been highly beneficial in building and strengthening relationships within the consortium and the Department of Justice staff. At any one time the BYJS Team supports up to 90 clients within the community and over 20 clients in BHDC, with a further 162 clients attending group programs during the last bi-annual reporting period of July to December 2017.

*The focus of the BYJS is to provide rehabilitation and emotional support to youth involved in the youth justice system as directed by the Department of Corrective Services, with the goal of reducing recidivism rates.*

# Youth Services *Cont.*

## Case Study

Paul\* was a 14 year old male who had experienced extreme trauma as a child, had arrived in Australia from Kenya as a refugee at the age five, had Attention Deficit Hyperactivity Disorder (ADHD) and had just recently been diagnosed with Fetal Alcohol Spectrum Disorder (FASD).

In November 2017 BYJS began working with Paul. Paul had been involved with the Youth Justice System since early 2016 and been referred to BYJS for assistance with completing his Supervised Release Order. Paul had recently been released from Banksia Hill Detention Centre after spending nine months in detention due to breaching his last Order.

Paul had never successfully completed any of his youth justice orders, had not engaged in education since 2015 and was not involved in any recreational activities. When commencing work with Paul, the Youth Worker researched ways to engage Paul as his ability to concentrate for long periods was limited and conventional methods of engagement had little success.

The Youth Worker linked Paul to another Centrecare Youth Worker who had a similar cultural background to Paul and spoke the same language (Dinka). This worker was also a DRUMBEAT Facilitator and was able to draw upon his skills and knowledge to engage Paul. Throughout the support period the BYJS Worker was able to address some of the areas from the Youth Justice Referral including, emotional regulation, pro social skill development and alcohol and other drug counselling. Paul was provided support and information in a way which he could understand while also ensuring he received cultural mentorship from an elder within his community.

With the help of his Youth Worker, Paul had re-engaged with his local school, had disassociated with negative peers, had joined his local soccer club, self-reported a reduction in alcohol use, was attending his youth justice supervision and had begun to engage in drug and alcohol counselling.

\*names changed for client privacy

Issues such as bullying, isolation, self-harm, FDV and substance misuse are common in young people being seen by the **Centrecare Youth Support Service (CYSS)**.

CYSS provides early intervention, practical and psychological supports to young people at risk of mental health concerns. The service has strong connections with schools and education providers in the northern suburbs as well as other mental health support services such as Headspace, Youth Futures and Child & Adolescent Mental Health Service.



The Sky service held a successful camp for children currently in family supported accommodation services.

# Individual and Family Services

Centrecare's **Bunbury Counselling and Family Support Service (BC&FSS)** has continued to deliver a high quality in-home outreach support service to families, parents/caregivers and their children across the Bunbury and Southwest region.

The service works closely with organisations such as: Bunbury Child Protection and Family Support, South West Emergency Care for Children, Red Cross, Waratah Support Services, Salvation Army and South West Family and Domestic Violence.

There has been a marked increase in the number of families presenting with complex issues, particularly relating to FDV.

We have undertaken whole of staff workshops to bring metropolitan staff together to collaborate, share experiences and develop best practice, with the streamlining of robust assessment and evaluation tools. We have built on our relationship with the Department of Communities – Child Protection and Family Support (CPFS) with referrals for both our Men Choosing Respect program and Building Resilience program being increased. Centrecare believes in working alongside the Department, allowing better support to the safety of vulnerable women and children impacted by FDV.

Centrecare continues to partner with Zonta House Refuge Association (ZHRA) to deliver the Building Resilience program for the Positive Pathways program. The program was delivered over eight sessions and was run October – December 2017 and May – June 2018. Participant numbers have increased since the

commencement of the group, with generally over 10 women attending each week. The feedback continues to show the benefit of the delivery of the service within the Refuge and Centrecare. ZHRA are seeking to continue to run these groups twice a year.

Centrecare continues to provide FDV services across the Goldfields region through the **Family Domestic Violence and Families First Initiative**.



# Individual and Family Services *Cont.*

**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 service looks to identify and strengthen existing coping skills and manage difficulties such as depression, anxiety, anger management, suicide ideation and self-harm.

The **Financial Counselling Service** has increased in excess of 10 percent in new clients accessing our services within the metropolitan area. The demand for financial assistance, in particularly keeping individuals and families connected to essential services such as utilities, with the rising cost of living continuing to grow.

Financial Counsellors continue to assist a broad scope of clients with financial options to resolve their situation due to problem gambling. Our staff have contributed to policy work relating to problem gambling with Financial Counselling Australia (FCA) which was reported through the ABC network's television program 7.30 Report.

Additionally, our staff contributed to a publication by Financial Counselling Australia (FCA) called Double Punishment which set out the experiences of financial counsellors who work with prisoners. The publication was released in May 2018 and provides an insight into the financial implications and challenges for those incarcerated and the element of potentially being punished a second time upon their release due to limited access to financial knowledge and assistance while incarcerated.

The financial counselling sector is also placing significance on FDV and has been providing two days of face-to-face FDV training for all financial counsellors and capability workers across the country.



Centrecare Financial Counsellors help clients regain control of their finances.

Family Link



Financial Counselling Service





**Gambling Awareness Launch** – Centrecare Director - Tony Pietropiccolo AM (L) and Minister for Tourism; Racing and Gaming; Small Business; Defence Issues; Citizenship and Multicultural Interests - HON Paul PAPALIA CSC MLA, launch Gambling Awareness Week 2018

Depressed with his situation Mark decided he no longer wanted to live and hatched a plan on how he would end his life. In an attempt to kill himself he took 40 ecstasy tablets. He passed out and woke up in a hospital.

Mark presented to Centrecare in September 2017 after being referred from another financial counselling service. The Financial Counsellor's initial role was to liaise with his bank in an effort to get a repayment moratorium while working on the options available for Mark. A four month repayment moratorium was granted. In addition to this, a request was made to his bank for a debt waiver; they agreed to waive all but \$18,000 of the debt. The remaining debt has been put on a deferral for 12 months.

\*name changed for client privacy

## Case Study

Mark\* is a 33 year old single man. He is originally from Queensland and he moved to WA around 10 years ago with his partner who later became his wife. Part of the attraction of moving to Perth was the limited amount of pokie machines in WA. He advised that from an age where he started to frequent pubs/clubs he would always find himself feeding money into them.

Not long after relocating to Perth, Mark excluded himself from the casino. In January 2016 Mark and his wife separated; at this time he started to take a large quantity of drugs.

He was employed as a supervisor on a mining site, with a substantial income. This enabled him to access large quantities of drugs while not on the mine site. In May 2017, he failed a work drug test which led to his termination of employment.

As Mark was excluded from the Casino in Perth, he booked a one-way ticket to Melbourne and exhausted the funds in his account and his credit cards with cash advance transactions. He then increased the limits on his cards and applied for new cards and loans. In addition to the heavy gambling he continued to take large quantities of drugs. In a three week period Mark spent around \$120,000.

**Gambling Help WA (GHWA)** has continued to refine and streamline clients' entry and accessibility to the service to ensure every individual seeking face-to-face counselling gets support in an efficient and timely manner.

Individual and couple counselling continue to be the primary mode of service delivery with group work and raising community awareness at a variety of venues throughout the metropolitan region.

The Revocation Assessment and Counselling work undertaken by the GHWA from referrals from Crown Perth Responsible Service of Gaming Team (RSGT) continued with 168 reports completed for clients seeking to revoke their ban with Crown Perth.

Centrecare hosted the new Problem Gambling Awareness Campaign which launched in February 2018. We continue to spread awareness of the impacts of problem gambling through radio, television interviews and on social media. In the past year we attended the National Association for Gambling Studies Conference and provided representation on their Committee.



# Individual and Family Services *Cont.*

Centrecare Kalgoorlie was very excited to win a service contract through the WA Primary Health Alliance. The **Goldfields Mental Health Portal** provides integrated primary mental health care to the Goldfields region. The service model utilises a stepped care approach which customises interventions to meet client needs. Referrals can only be made to the service from a General Practitioner (GP) and is aimed at reaching those most disadvantaged and vulnerable clients through assertive outreach and culturally appropriate strategies. Another aspect of this contract is the partnering with Goldfields Women's Health Care Centre whose strengths include established relationships with GPs, are a locally developed organisation and a good reputation within the health services.

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 and its success in working collaboratively has been identified as a model to be expanded and continued wherever possible. We regularly receive outstanding feedback from clients regarding the support that is provided.

The **Indigenous Advancement Strategy - Footprints to Stronger Families (IAS)** program in Esperance is an Aboriginal specific program contracted by the Department of Prime Minister and Cabinet to ensure Aboriginal people enjoy similar levels of physical, social and emotional wellbeing enjoyed by other Australians. This is achieved by fostering the ability of Aboriginal Australians to engage in education, employment and other opportunities.

## Case Study

*Earlier this year the Footprints program initiated and proposed an innovative project called the Indigenous Youth Mentoring project which aimed to build the capabilities of young Aboriginal people to mentor their peers. The project encourages the mentors to either gain other employment and/or seek further training and development such as tertiary studies.*

*The project was implemented for three months and the two mentors made up of one female and one male worked within the Footprints Team supporting other Aboriginal youth and children within the program. Both mentors were involved in activities such as organising and participating in community events, interacting with and supporting children in the program, leading and participation in sporting events such as basketball, participating in bush camps and observing Footprints workers engagement with other stakeholders.*

*Both mentors are now in employment with local companies, with one working as a Carer and the other working for a local wood chipping company.*

The **Midland Family Relationship Centre (FRC)** has continued to experience an increasing level of demand and case complexity in response to the needs of separating families. The service is constantly looking at ways to better prepare separating families for the inevitable challenging and emotional journey through the family dispute resolution process.

The opportunity to engage in a child inclusive practice approach, counselling, parenting information sessions and parenting education programs are the key instruments available to families. A team of trained and experienced staff assist families with the aim of ensuring all parties are heard and understood, as well as feeling safe, supported and as ready as can be for mediation and parenting beyond separation.



## Case Study

Parents who separated four years ago with three children aged from six to 14 years contacted the Midland Family Relationship Centre to discuss current care arrangements for their children.

The parents had been following a parenting plan that was developed at the time of separation. However, compliance with the plan over the past 12 months had significantly deteriorated.

In the subsequent individual re-assessment phase the parents both stated they had respect for each other's way of parenting and they wanted to be amicable in moving forward in caring for the children but they were now struggling to do so. It was identified that their interactions triggered unresolved feelings of anger and fear resulting in distrust and a breakdown in their communication with each other.

The parents separately attended a Child in Focus Seminar and were also encouraged to attend a Building Connections Workshop. A key component of the workshop embraced educational support for separated parents to communicate effectively.

After attending the workshop a joint mediation session was convened. While it was evident that both parents had shifted positively in their interactions with each other, the father struggled to remain future focussed and still appeared at times frustrated that the mother had not been adhering to the initially agreed parenting plan. The Family Dispute Resolution Practitioner decided to call for an individual session to support each parent to identify their challenges, as well as their appreciation for the other parent.

By creating the reflective space both parents were able to subsequently resume the joint mediation session and, in so doing, moved to sharing their appreciation of each other and of their common goals for their children. Mediation was concluded with both parents agreeing they did not need to formulate a new parenting plan. The parents believed they could again communicate safely with each other and that in moving forward they would be able to continue discussion about their children's needs in a more respectful and co-operative manner.



# Testimonials

I just wanted to say thank you for the beautiful rose I received in Perth city for Valentines day. It was a very hard day for me personally but that beautiful gesture helped me get through it. By the way, after 13 days it still looks gorgeous! thank you.

Festival Of Hearts



Centrecare got my kids and I a house very quickly, loved the support and help I got from this service. Very helpful, provided in a very easy step by step process. Fantastic service, wish I knew it existed earlier.

Housing Support Worker Drug & Alcohol Initiative South West Region



Without the support of Centrecare I am not sure where my two children and myself would be, Thank you so much.

Centrecare Family Accommodation Services



Dear...

thank you for helping my family. When I came to see you months ago, I didn't know where to turn. We had run out of money, food and options to get out of our horrible situation. We were looking at losing our home, health and marriage. Speaking to you, you gave me hope and recognised the cause straight away, not just a bandaid. As a result with the banks assistance, we will walk away from a terrible investment, have consolidated all debt and be able to save in 2018. The desperation has disappeared, we are happy again and looking forward to the future. You have changed our lives and we thank you.

Centrecare Family Counselling Service





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 ..., your financial counsellor, has given us, two senior and unwell pensioners, by interceding on our behalf to have my wife's credit card debts waived.

For almost five years we have only been able to make the minimum monthly payments required, and as this sum was always almost wiped out by their fees, we were on a slide into despair – further pushed as very often due to the dates of our fortnightly age pension payments, we often missed the due by date and incurred more late payment penalties.

...The social worker at Armadale hospital referred us to your organisation for help as she could see this matter was giving me distress – I had tried to speak to the two banks but under their privacy acts they would not talk to me. So I met with ... and today (even with the 4 day Easter holidays in between) he phoned me and followed it by two emails, confirming that through his intercession on our behalf, the two banks had kindly waived my wife's debts.

We were born in Singapore but have been in Australia for almost 30 years. Evelyn is only 4' 11" and since her stroke and seizures now only weighs 41 kg. The seizure tablets make her drowsy and she sleeps most of the day.

I am blessed to still have God given health to be able to care for her home and medical needs. But this tremendous weight that ... 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, ... may God bless all who work there.

Centrecare Financial  
Counselling Service



Dear ...

Thank you for taking the time to write of your experiences and the positive impact that ... and Centrecare services have had on your life. We are very happy to have been of help to you both, and that you are now able to concentrate on your health and wellbeing without the previous heavy financial burdens and concerns. Stories like yours make our work meaningful and satisfying and are the reason for Centrecare's existence.

... is a valued employee and his commitment to clients is exceptional. So often our staff do not receive acknowledgment of their efforts and it is very much appreciated that you have taken the time to do so.

Thank you again for your email and for the kind words within it. We sincerely hope that your future is a peaceful and secure one. Please don't hesitate to contact us again if you ever need to.

Kind regards,

Tony Pietropiccolo AM  
Director





# Access Wellbeing Services

Launching the **AWS RESILnZ™** App.



2017-2018 saw significant improvements for **Access Wellbeing Services (AWS)**, with the development of a new website and branding material as well as the design and development of the RESILnZ™ app. to complement and enhance the provision of **Employee Assistance Program** to our client company’s staff as well as the greater Western Australian community.

A significant number of key milestones were achieved for AWS including:

- **Rebranding**
- **Website development**
- **Professional Excellence portfolio merger**
- **Clinical Service Manager trial**
- **Rebranding and distribution of collateral**



During the re-branding period, service delivery was able to be maintained without disruption and saw a similar number of hours in terms of service delivery across most of AWS core services. A key focus of 2017-2018 has been to ensure that AWS is closely aligned with Centrecare’s Therapeutic Framework and follows the same standards and guidelines.

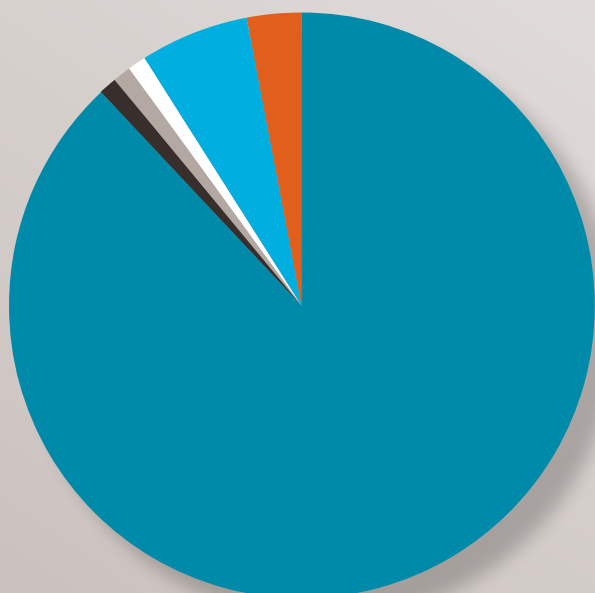
The AWS conflict management service has been enhanced to provide a structured process which assists with the identification of issues, development of future-focused options and reaching a resolution.

The RESILnZ™ App, launched on 10 October 2017, has been a wonderful addition for AWS to provide existing and potential clients who are seeking a range of additional support for staff that can reduce absenteeism and improve staff wellbeing – especially in the workplace. The RESILnZ™ App fills a gap in the market by seeking to build individual’s resilience, wellbeing and mental strength through evidence-informed exercises and activities and was recognised with a Gold Award at the Sydney 2018 Design Awards.

- **3,082 clients**
- **6,382 hours counselling**
- **225 hours conflict management**
- **326 hours critical incident and onsite support**
- **347 hours organisational support**
- **1,853 hours supervision**
- **1,305 hours training**

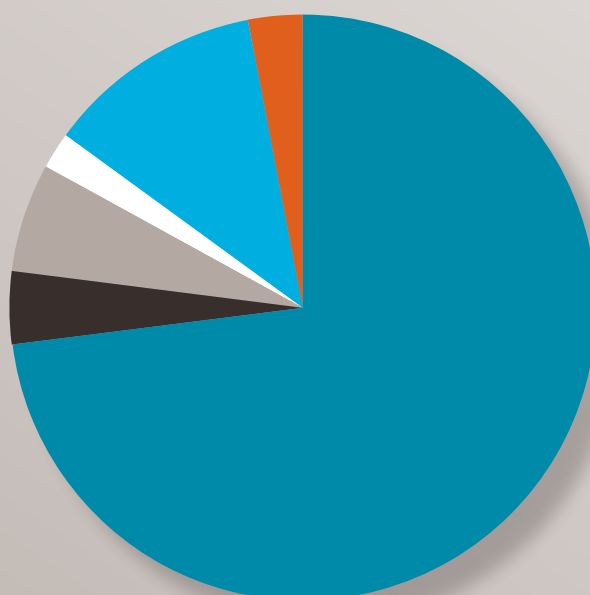
# Finances

Annual Report 2017-2018  
 Financial Report for 12 Months Trading Activities



Income	2017-2018
State and Federal Government Funds	89.9%
Non-Government Funding	0.3%
Archdiocese of Perth - LifeLink	0.6%
Housing and Accommodation Revenue	0.3%
Corporate Services Revenue	6.3%
Other Income	2.6%
<b>Total</b>	<b>100%</b>

Expenditure	2017-2018
Salaries, Wages and Oncosts	72.6%
Administration Expenses	4.3%
Property Expenses	5.9%
Depreciation	1.9%
Operating Expenses	12.0%
Vehicle Expenses	3.3%
<b>Total</b>	<b>100%</b>



# Locations

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