

ANNUAL REPORT 2018 - 2019



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.



Members of the Association and the Board of Management

Association Members

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

Board Members

- Anne Burns (Chair)
- Jennifer Bates
- Lou D'Alessandro
- Matt Handcock
- Frank Iannantuoni
- Kath Polglase (retired Apr 19)
- Stephen Thackray

Partner Agencies

Centrecare is pleased to be working in partnership with the following organisations:

- ❖ Australian Red Cross
- ❖ Communicare
- ❖ Goldfields Women's Health Care Centre
- ❖ Lamp
- ❖ Save the Children
- ❖ St. Bartholomew's House
- ❖ UnitingCare West
- ❖ Wirrpanda Foundation
- ❖ Wungening Aboriginal Corporation
- ❖ Zonta House

Funding Bodies and Other Supporters

- ❖ Communicare
- ❖ Catholic Archdiocese of Bunbury
- ❖ Catholic Archdiocese of Perth LifeLink Fundraising Program
- ❖ Catholic Education Office
- ❖ Department of Communities
 - » Housing
 - » Child Protection and Family Support
- ❖ Department of Education
- ❖ Department of Justice
- ❖ Department of Local Government Sports and Cultural Industries
- ❖ Department of Prime Minister and Cabinet
- ❖ Department of Social Services
- ❖ Department of the Attorney General WA
- ❖ Family Relationship Services Australia
- ❖ Lotterywest
- ❖ Mental Health Commission
- ❖ Problem Gambling Support Services Committee
- ❖ The Attorney General's Department - Federal
- ❖ WA Primary Health Alliance

Chairperson's Report



Anne Burns

Breaking down barriers is at the heart of what we do at Centrecare; barriers to well-being, hope, trust and dignity that some members of our community experience.

Over the past year our programs and services have seen an increase in individuals and families experiencing high levels of financial stress and personal hardship, which flows from the economic conditions of our times.

Our Gambling Help WA program saw on average 10 new people each week seeking support to overcome their gambling problem.

The Settle In Program, run in conjunction with Communicare and Save the Children in Perth's south, is a new service that builds capacity of newly arrived refugees to live in Western Australia. This program breaks down the barriers that keep those who have fled in fear from dangerous homelands from becoming part of our community.

You can read some of their stories in this Report, which give a first-hand insight to the contribution Centrecare makes to the lives of its 23,315 clients.

The Settle In Program is one of the new initiatives tasked to Centrecare this year, along with services to men and women leaving prison as they reintegrate with their families and the community. The Intensive Family Support Services program Stronger Together, delivered in conjunction with Lamp Inc. and Wungening Aboriginal Corporation, gives at risk families the support and skills to stay together and provide a stable, nurturing home to children.

At Centrecare we recognise that children and young people don't just need protection; they all need to be valued. A significant achievement of the Centrecare-sponsored Valuing Children Initiative was its contribution to this year's UNICEF Children's Report. The report identified children are reporting feeling invisible in an

adult world.

Centrecare's Reconciliation Action Plan launched in October 2018 aimed to overcome another barrier - building cultural awareness. As a service provider in the Goldfields, Esperance and the Ngaanyatjarra Lands as well as Perth and the South-West, Centrecare has recognised that Cultural Awareness training is essential for all staff to deal with the range of cultural and language differences of the Aboriginal and Torres Strait Islander communities we work with.

It is a credit to the Centrecare staff that the challenges of these new programs have been embraced while delivering services across 70 existing programs. Recognition is due to the Centrecare leadership for bringing this monumental task together. Special mention must be made of Director – Tony Pietropiccolo AM, who this year reached the milestone of 30 years leading the organisation.

As this is my last Report as Chair of Centrecare I also wish to thank the Director and the Board - both past and present members - for their contribution to the organisation and their support for me during my nine years with the organisation. I wish Centrecare, the Board and Staff all the best for the future and keep breaking down those barriers.

Director's Report



Tony Pietropiccolo AM

Like so many others before it, this financial year was interesting, busy, challenging and satisfying. During

the past 12 months, Centrecare has implemented new services, continued to develop its IT systems, saw important changes to its Goldfields management, effectively managed the financial impact of the Equal Remuneration Order and the uncertainty around a number of service contracts.

Working in the not-for-profit sector is full of uncertainties. The ongoing round of competitive tendering, the rolling-over of contracts on a very short term basis, the regular policy and direction changes of government and its departments creates a context within which long-term planning is very difficult. It is amazing just how adaptable not-for-profits are. However, this can often be to their detriment. It can create the belief that the sector can cope with limitless uncertainty and be manipulated in all directions like playdough in my granddaughter's hands.

This type of uncertainty is not in the best interests of the community as it works against a developmental approach to service delivery. It's impossible to ensure a systematic and strategic response to social need in such an environment. Government needs to consider abandoning the confusing short termism of the current approach for one with a long-term vision that gives clarity and certainty for all involved in providing much needed community services. Working in such an environment makes the efforts of Centrecare staff delivering services to thousands of West Australians both in the metropolitan area and in rural and remote regions all the more remarkable.

Centrecare's homelessness service continues to provide support to people struggling to retain their tenancies. These services are exceptionally effective in assisting people to remain housed and attain the skills they need to do so independently.

Centrecare's integrated partnerships and co-operative arrangements with numerous agencies have made important achievements in the areas of juvenile and adult justice, intensive family support and resettlement.

We're proud to be delivering services to some of the most isolated and needy communities in the State through our Goldfields and Esperance offices.

Centrecare remains committed to our community's children through funding the essential and visionary work of our Valuing Children Initiative. The many more areas of Centrecare's community service are highlighted in the rest of this report.

All that Centrecare achieves is because of its staff. My thanks go to all of them for the amazing commitment to their work, their colleagues and to our organisation as a whole. This commitment was amply demonstrated in the celebration of Executive Manager, Leanne Strommen's 25th anniversary with Centrecare and that of nine other staff members' who celebrated ten years of service. Our staff member's spirit of service is inspiring.

Our work would also not be possible without the important help of our many supporters and funding bodies who are listed later in this report.

During the year our Executive Manager in the Goldfields, Awhiora Nia Nia, left Centrecare to return to the Eastern States. Awhiora contributed a great deal to the success of the Goldfields/Esperance office during her time with us and we wish her well for the future. We also welcomed Moana Tane as the new Executive Manager in the Goldfields and we wish every success.

My heartfelt thanks to our Management Team whose commitment to Centrecare, its staff members, values and work is unquestionable. Their daily efforts ensure that Centrecare remains true to its purpose of providing highly professional services to the WA community.

This year is my 30th anniversary as Director of Centrecare. I am very grateful for the way the Board and the organisation as a whole generously celebrated this milestone. It's been a wonderful 30 years with many great experiences. I have had the good fortune of working with some fantastic colleagues who have made working at Centrecare a pleasure.

It would have been impossible for me to have remained for all this time if not for the magnificent support provided to me by the Centrecare Board. This last year has been no different and I have greatly valued the help of our Chairperson Anne Burns and the thoughtful, wise guidance of the Board as a whole.

Our Services

A - B

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

C - E

- Centrecare Family Accommodation Services
- 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
- Djooraminda Out of Home Care
- Early Intervention Support (Families First)
- Emergency Relief
- Enhanced In-home Support Project

F

- 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
 - » Perth/Midland
 - » Cannington/Armadale
- Financial Counselling and Financial Capability
- Financial Counselling for People Affected by Problem Gambling
- Financial Wellbeing and Capability
 - » Metropolitan
 - » Goldfields

G - I

- Gambling Help
- Goldfields Cashless Debit Card
- Goldfields Financial Counselling Service
- Goldfields Youth Support Service
- 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
- 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
- Intensive Family Support Services
 - Stronger Together
 - » Joondalup/Midland/Mirrabooka/Perth/Southwest/Armadale/Cannington

P - S

- Parenting Orders Program
- Personalised Support
 - » Linked to Housing
 - » Other
- Private Rental Advocacy and Support Services
- Re-Entry
- Regional Family Dispute Resolution
- Settlement Grants Program
- Settle-In Program
- Sky
- Specialised Family Violence Services
 - » Metropolitan
 - » Goldfields
- Support and Tenant Education Program

T - Y

- Transitional Accommodation Support Service
 - » Metropolitan
 - » Goldfields
- Tier One Family Group Home Services
- Transport Options Program
- Valuing Children Initiative
- Victim Support Service
- Youth Justice Services

Achievements and Milestones this Year

25 years of service – Leanne Strommen

10 years of service – Ruth Drake-Brockman, Maria Hawkins, Vivien Coole, Kristian Paul, Christian Long, Colin Johnson, Paula Bennett, Susan Etheridge and Laura Gordon

Employee of the Year winner: Counsellor - Prue Gargett
Finalists:

- Counsellor – Coby Greer
- Client Services – Paula Bennett
- Support Worker – Debbie Bustard
- Support Worker – Katrina Stewart
- Marketing/Finance Assistant – Mariea Crabbe

Launched **Reconciliation Action Plan**

Actively participated in **NAIDOC** Week events in Perth and Goldfields.

17th year of **Festival of Hearts**

Delivered 70 services to 23,315 clients with 203,050 contacts



10 & 25 years of service
L-R: Vivien Coole, Maria Hawkins, Paula Bennett, Kristian Paul, Leanne Strommen, Colin Johnson & Laura Gordon.



2018 Employee of the Year finalists. L: (front -back) Debbie Bustard, Coby Greer, Tony Pietropiccolo AM (Director) and Katrina Stewart. R: Paula Bennett, Prue Gargett and Mariea Crabbe.



Festival of Hearts Kalgoorlie

New Programs & Initiatives

- Adult Justice – Reintegration Services Metropolitan
 - » Men
 - » Women
- Adult Justice – Reintegration Parenting Services Metropolitan
 - » Men
 - » Women
- Adult Justice – Reintegration Services - Goldfields/Esperance
- Enhanced In-home Support Project
- Goldfields Cashless Debit Card
- Family Support Network
 - » Perth/Midland
 - » Cannington/Armadale
- Humanitarian Settlement Program
- Intensive Family Support Services
 - » Joondalup/Midland/Mirrabooka/Perth/Southwest/Armadale/Cannington
- Settle-In Program

Concluded Programs & Initiatives

- Aboriginal Children and Family Service
- Accommodation and Support Service Program
- Intensive Family Support Services
 - » Aboriginal Family Enhancement Services
 - » Aboriginal Reunification Services
 - » Aboriginal Tertiary Family Preservation Services
- Transitional Accommodation Support Service
 - » Metropolitan
 - » Goldfields
- Transport Options Program

Community Involvement/Memberships

Centrecare

- 100 Families WA Project Group
- Alliance for Children at Risk
- Australian Human Resources Institute Ltd
- Chamber of Commerce and Industry
- Children's Youth & Family Agencies Association
- Community Employers WA
- Employee Assistance Professional Assoc. of Australasia
- 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
- The WA Alliance to End Homelessness
- WA Association for Mental Health
- Western Australian Council of Social Service
- Women's Council for Domestic and Family Violence
- Youth Affairs Council of WA

Director

Tony Pietropiccolo AM

- Board Member Stellar Living
- Co-Chair Community Employers WA
- Committee Member National Forum for Protecting Australia's Children
- Co-Founder Valuing Children Initiative
- Member WACOSS Child Youth Policy Advisory Council

General Manager Community Services

Catherine Spini

- Board Member Shelter WA
- Chair Alliance for Children at Risk
- Chair Out of Home Care Reference Group – Finance Working Group
- Member Australian Institute Company Directors
- Member International Positive Psychology Association

Executive Manager Organisational Services

Cherie Broers

- Member Australian Human Resources Institute

Executive Manager Finance

Jeannette Jerome

- Member Institute of Public Accountants

Executive Manager Community Services

Leanne Strommen

- Chairperson of WA Australian Catholic Refugee Migrant Committee
- 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
- Chair WA Family Law Pathways Network Steering Committee
- Member National Association for Gambling Studies Committee Inc.

Executive Manager Community Services

Moana Tane

- Member Heads of Agencies – Goldfields

Executive Manager Community Services

Nigel Calver

- Board Chair of Tenancy WA

Executive Manager Community Services

Elizabeth Wortham

- Chairperson Eastern Region Domestic Violence Services Network, Koolkuna
- Member Noongar Family Safety and Wellbeing Council
- Member West Metro Regional Managers Human Services Forum
- Member WACOSS Child and Youth Policy Advisory Council
- Vice Chairperson Children, Youth and Family Agency Association

Alliance Manager FSN Community Services

Natasha Laden

- Member Armadale Youth Network – City of Armadale
- Member Canning, Armadale, Gosnells Local Drug Action Group
- Member South East Multicultural Network

Program Manager Community Services

Juliana Hussain

- Member Responsible Gambling Awareness Week Committee
- Member Curtin University and University of South Australia – Reunification Research Project

Program Manager Community Services

Jenni Lys

- Member Alcohol and Other Drugs Reference Group
- Member Goldfields Suicide Prevention Network
- Member Goldfields Volatile Substance Use Working Group

Program Manager Community Services

Elmarie Richardson

- Member Mirrabooka Joondalup Family Support Network

Program Manager Community Services

Jason Thompson

- Member Armadale Early Years Network
- Member LINK Early Years Network – Gosnells/Cannington

Alliance Manager FSN Community Services

Sharla Abdullah

- Member Swan Alliance Communities for Children Steering Committee

Assistant Manager Finance

Michael Hay-Hendry

- Member of CPA Australia

Valuing Children Initiative

How we value children matters.



Valuing Children
INITIATIVE

The Valuing Children Initiative (VCI), a social impact movement aims to provide opportunities for all children to thrive in Australia.

Given the constant rise in children not flourishing in Australia, VCI continues to be driven by a rationale to make a difference for our future generations. Now is the time to act. True to the valuing children purpose, VCI organised an awareness raising event in February, sponsored by Deloitte and invited Professor Donna Cross to address the audience on child development, early intervention and the outlook of children not thriving into adulthood. The event was a resounding success with a captivated audience of leaders that has led to strong relationships in valuing children in West Australia through 2019.



Raising Awareness - sponsored by Deloitte.
Dr Vicky Absalom-Hornby, Professor Donna Cross, Colin Pettit, Adj. Prof. Anita Ghose, Tony Pietropiccolo AM

Throughout the year, the VCI Team has grown to include volunteers and interns from partnering campuses; Murdoch University and the University of WA. We have contributed to the Australian Child Rights Task Force and UNICEF Children's Report where children are reporting feeling invisible in an adult world. As we develop and implement strategy to raise awareness and support for valuing children in Australia, we educate and collaborate with the community on the four pillars of value: listening, voice, safety and growth.

Our E-Brain roundtable in May invited a unique collective of professionals who were able to contribute to an action plan for valuing children, to improve the use of digital devices in community services and improve child wellbeing. Professor Desiree Silva

spoke from her extensive clinical and research background to inform the professionals of the effects of a digital world on a child's physical, mental, and emotional development.

In Brisbane we were invited to present at the ChildAware conference with children's future as a focus. As a Youth Sponsor for the event, we were able to share the VCI message nationally and develop relationships with ChildSafe, eChildhood, Families Australia and Senior Australian of the Year, Dr Sue Packer.

As we continue to grow, our partnerships with the United Nations sees VCI represented on a UNAOWA Education Committee, championing for a child's voice and action. The City of Cockburn awarded VCI a grant to provide workshops to lead in child safety. The Tony Fini Foundation supported VCI by funding the production of our new video series inviting young people to have a voice. Hancock Creative supported our social media strategy in communicating with a wide audience within our communities, so all Australians can value children better.

We look forward to closing the year with a celebration and key announcements of the growth of the VCI in West Australia. *follow the #valuingchildren*
www.valuingchildreninitiative.com.au/

Youth Services

Centrecare Youth Support Service (CYSS)

provides a holistic and client-centred service to young people and their families. The program works with young people and their care givers to facilitate improvements in their relationships, mental health, substance misuse, engagement in education, employment and recreational activities. Along with therapeutic support, the program provides practical assistance with matters such as resume development, job interview skill development through role play, family reunification, overcoming anxiety, building friendships, joining local recreational groups and completing external referrals for mental health and sexual trauma issues where necessary.

Additionally, CYSS workers often engaged extensively with local schools to facilitate collaboration and alignment between schools and parents in cases of regular suspension, behaviour management plans and low levels of attendance.

120 clients
729 contacts

Case Study

Brooke*, a 14 year old female, was referred to the CYSS service by the Department of Communities - Child Protection and Family Support for support following an incident in her family home, where she lived with her father and siblings. This incident led to her being temporarily removed and placed with another family member. Brooke was reportedly experiencing multiple panic attacks every day and had a poor rate of attendance at school which ultimately meant she was failing her subjects. Brooke was also socially isolated having received multiple suspensions from school.

To address Brooke's relationship with her father, the worker had discussions with Brooke surrounding ways to make her feel more comfortable about visiting her father. The CYSS worker and Brooke developed a safety plan together and she began having regular visits with her father. The worker then focused on relationship and trust building activities such as setting healthy boundaries. After approximately two



months of intense support surrounding this issue, Brooke returned home and has remained there since.

In order to address Brooke's social isolation, the worker provided Brooke with information relating to local sporting clubs. Brooke became heavily involved in one of the local clubs and was selected to represent Western Australia in the national championships, thus increasing her confidence and reducing her levels of isolation. Brooke successfully exited from the CYSS program after having achieved all of her pre-determined goals.

Upon cessation of the service, Brooke reported that she has not experienced a panic attack in over a month, had not been suspended for two months and passed all of her subjects in the relevant school term.

*name changed for client privacy

Cultural Development

Centrecare’s Reconciliation Action Plan Committee welcomed the launch of Centrecare’s inaugural Reconciliation Action Plan on 24 Oct 2018.

Over the year, Centrecare staff participated in the National Walk for Reconciliation event at Yagan Square, Perth and successfully organised events to celebrate National Reconciliation Week. An information session ‘Yarning Circle’ with guest speakers from the local community – Moorditj Kaart (Strong Minds) presented an information session on the importance of National Closing the Gap.

Cultural Awareness training continues to be presented to all new staff at Centrecare who are also able to access advice and information from the Cultural Liaison Officers whenever it is required.

As part of NAIDOC 2018 “Because of Her, We Can”, a special event was held at the Midland branch on 4 September to highlight and celebrate local Aboriginal and Torres Strait Islander women.

The event was well attended and consisted of:

- An artwork exhibition
- Biographies of local identities
- Dancers
- Keynote speakers
- Bush tucker tasting
- Live music

To finish we were treated to a live rendition of “I Am Australian”, originally recorded by The Seekers, sung in Noongar.

Centrecare also participated in NAIDOC events at:

- Perth (Opening Ceremony)
- Midland
- Mirrabooka
- Armadale Champion Centre
- Goldfields

In the Goldfields region, work continues to improve our communication and engagement with Aboriginal clients in the Esperance areas, Northern Goldfields and Ngaanyatjarra Lands.

The Goldfields Aboriginal Advisory Group (GF-AAG)

comprising representatives from the Kalgoorlie-Boulder area, with links to the Northern Goldfields and the Lands, continue to meet regularly and are updated on Centrecare services in this location. These meetings



Bush Tucker

provide opportunities for the GF-AAG members to provide historical and cultural advice to Centrecare staff, adding insight and understanding to practices specific to this region, for example “Men’s Business” and its significance to the Lands people. In May 2018, the GF-AAG celebrated National Reconciliation Day with Centrecare staff, with members sharing from their families, and memories, recollections from earlier days in the Goldfields.

In Kalgoorlie, Centrecare representatives participate in a local community initiative – called ‘Comm-Unity’. This initiative originated from the Heads of Agencies in Kalgoorlie where a resolution was made to challenge racism in its many forms in the Kalgoorlie-Boulder area. The initiative is aimed at providing positive and uplifting stories of Aboriginal people, families, culture and local history and successful partnerships in the community. Work continues on this important initiative.

Centrecare’s cultural program is delivered to our **Djooraminda Out of Home Care (OHC)** and continues to provide appropriate cultural resources to Aboriginal and Torres Strait Islander children.

Djooraminda works closely with other partnered organisations and culturally specific services to encourage the cultural development of the children and young people at school, home and after school programs, which deliver common activities and traditions that would be done in Aboriginal or Torres Strait Islander family home settings. For example, we would work collaboratively with the children to teach about the elements of wellbeing including: family relationships, identity and culture, self-care, social relationships, financial, emotional and behavioural development.

Anyone who works within the OHC environment is supported to gain knowledge regarding Aboriginal culture and in particular Noongar culture and the language groups that are associated to the children and young people and their families. This can be as basic as understanding that Noongar people are associated to language groups and that there is a specific cultural perspective to the children and young people’s lives and care.

If the child or young person is from a specific language group e.g. Yamatji country, cultural resources will be accessed from that region to assist the child or young person learn about their culture family and heritage, stay connected to country or at the very least have an understanding of where they come from. This process is applied to all children and young people that come into care with Djooraminda.

Frequent encouragement is made for children and young people to enhance their confidence and a Djooraminda newsletter has been developed over the past 18 months that highlights the amazing achievements by the children and young people, cultural information about Noongar seasons and traditional cooking. We also recognise the significant dates of Aboriginal or Torres Strait Islander peoples to celebrate their culture, family and connection to Country.

Centrecare Djooraminda continues to encourage the children and young people to participate in traditional practices such as dance, art and sharing knowledge with the children with a continued focus on connections to Country. We continue to make it a priority in assisting children and young people to feel like they belong and are at home regardless of being in care.



NAIDOC Kalgoorlie

Aboriginal & Torres Strait Islander Services

Centrecare's **Djooraminda Out of Home Care (OHC)** service offers short and long-term placements for Aboriginal and Torres Strait Islander children and young people (0-18 years) in the care of the CEO, Department of Communities - Child Protection and Family Support.

This service works to ensure the focus is on safety and emotional security for children which is imperative in the development stages for children and young people. We also work closely with other mainstream and culturally specific organisations and encompass wellbeing including: safety, care arrangements, health, education, social and family relationships, recreation and leisure, emotional and behavioural development, identity and culture and legal and financial matters.

ReSet is a Department of Justice funded adult justice program, comprising of four partners with Wungening Aboriginal Corporation taking the position as lead agency, Centrecare, Wirrpanda Foundation and St. Bartholomew's House. Centrecare also sub-contracts Zonta House Refuge Association to provide additional expertise for female offenders who have experienced family domestic violence.

ReSet provides support with re-entry to the community, accommodation, employment and training, parenting and support to families of prisoners. The service is targeted at men and women who have been assessed by the Department as being at medium to high risk of re-offending and for parents or carers in prison who would like support to increase their parenting skills. Reintegration support is provided up to six months pre-release in the prisons and up to 12 months post-release support in the community.

Case Study

May* is an Aboriginal mother in her 30s. She was initially very cautious of engaging with her ReSet worker and found it difficult to trust services providers. However, over time her case worker was able to overcome these barriers and assist her to make significant progress.

May's major goal was to learn to read and write. During her first week out of prison, ReSet made an appointment with Koolart Aboriginal Services at Metro TAFE to discuss her options. ReSet also facilitated a referral to READ WRITE NOW and a basic computer course so May would have tutor assistance in these areas. May was accepted into a TAFE course and expressed to her worker how proud and excited she was. ReSet attended the orientation day with May as her anxiety about being around new people was very high.

May has engaged well with the ReSet service and has requested ongoing support so she remains motivated to stay on track with her goals and doesn't 'give up' when things become challenging.

*name changed for client privacy

The **Enhanced In-Home Support Pilot Project (EISP)** works with parents who have had children recently enter the out of home care system.

Centrecare has recognised the period following a child coming into out of home care can be one of the most difficult and challenging times for parents. Often these parents will experience significant feelings of grief and loss, along with the complexities that caused their children to be removed from their care. During this time, parents are often motivated to make changes so their children can be returned to them, yet there are limited services or support available to help them.

Additionally, Centrecare has been working alongside the Mirrabooka and Cannington Department of Communities - Child Protection and Family Support District offices to pilot a project to support parents when children are reunited with them.

Case study

Kim* and her six children aged from nine to 17 years of age were referred to EISP for practical support with parenting, budgeting, routines, contact and housing support.

EISP supported Kim to access Foodbank and commenced budget planning so Kim would be able to develop the skills required to maintain a household budget with six children. EISP also explored a number of housing options with Kim, including private and public housing.

EISP conducted in home support with Kim as the children were slowly transitioned back to her care. It also supported Kim on numerous occasions regarding reinstating her Centrelink income. Kim was able to manage the family dynamics and her financial obligations well.

At the completion of EISP involvement, The Department requested monitoring within the home as a back-up should Kim become overwhelmed. After the children were reunited with Kim a referral was made to Centrecare's Stronger Together to ensure ongoing and long-term support were in place for the family.

*name changed for client privacy

11 children reunified



**1,660 clients
19,812 contacts**

Aboriginal & Torres Strait Islander Services continued...

Midland Perth Family Support Network (FSN) - operates in partnership with Wungening Aboriginal Corporation. The FSN Team is made up of an equal split of staff between the partner agencies who work in the same office and jointly work with families.



The FSN is a referral network and provides support with service coordination to support families and individuals to overcome their risks and crises to divert families from the child protection system and to keep children safe. The service provides an Assessment and Coordination (A&C) stream as well as an Intensive Case Management stream (ICM).

Both the A&C and ICM provide support to parents, families and their children to reduce the child protection concerns within the family home. Families in the FSN service often present with complex and multifaceted needs. These issues may include substance abuse, disability, mental health concerns, family and domestic violence, family dysfunction and poor parenting skills amongst others.

The Midland Perth FSN continues to develop and strengthen relationships with the Department of Communities.

**485 clients
6,784 contacts**

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.

**95 clients
1,675 contacts**

Case Study

In this case study, the family is a father (separated) who is caring for his two children, a one year old male and three year old female.

The client was already in private housing however he found himself under pressure with the financial obligations of being a single parent. A referral was made to a financial counsellor to assist in planning and payments. Referrals were also made to Community Health and the support worker ensured both children attended and were assessed accordingly.

The client also participated in IAS groups, such as walking for his health and to create a connection with his children and others in the community.

The client said he may be repairing the relationship with the children's mother and will be referred to couple's counselling if the need arises. He also states he has obtained a limited amount of casual work and is anticipating he will gain full time employment after a trial period. The three year old is happy, healthy and looking forward to attending kindergarten in the school system in 2019. The one year old boy is developing and achieving milestones for his age group.

Intensive Family Support Services - Midland, Perth, Mirrabooka, Joondalup, Armadale, Cannington and Southwest region is a partnership with Wungening Aboriginal Corporation in Perth metropolitan/Southwest and Lamp Inc. in the Southwest

This service, called **Stronger Together (ST)**, is a targeted early intervention support service with the overarching outcome of the program being:

- Children live in safe, stable and nurturing home environments.
- Children and young people are supported to achieve good life outcomes.
- Children and young people are protected from abuse, neglect and harm.

As ST became established in the Southwest, a continual focus remained on developing a trusting, reciprocal working relationships between partners and the Department of Communities - Child Protection and Family Support (The Department). The partnership values the collaborative, long-standing working relationship held with The Department staff from the Bunbury, Collie and Busselton offices. This relationship is imperative in providing a successful, integrated and coordinated service to referred families.

The ST teams are made up of an equal split of staff between the partner agencies, who work in the same office and jointly work with families. This ensures the service is delivered in a culturally appropriate and respectful way in order to achieve outcomes.

During this first year ST staff have continued professional development, attending both internal training and identifying external training opportunities that added to their already extensive knowledge base These trainings include:

- Keeping Kids Central Workshop – Understanding child centred practice.
- Leading the Way – Implementing policies, practices and strategies for child centred practice.
- The Incredible Years: Parent and Toddlers Program.
- ST – Operations and Processes training.

During this year there have been 22 successful exits due to the intensive intervention of the ST program. Identified primary issues addressed during this period include: family violence, parenting support, mental health, establishing routines, behaviour and hygiene management, housing and tenancy issues, financial management and drug and alcohol concerns.

The past 12 months have been spent on establishing the program, building referrals and continuing to develop and strengthen relationships with the seven Department of Communities District offices.

**953 clients
16,672 contacts**



Individual and Family Services

The **Bunbury Counselling and Family Support Service (BC&FSS)** continues to provide services to prevent children and young people from being in need of care and protection, by utilising a positive strengths based approach, increasing the capacities of families, children and individuals.

The predominant issues experienced by families engaged with BC&FSS include parents with a combination of mental health issues and children with difficult and challenging behaviours. These factors directly impacted on parenting capacity due to high levels of emotional and psychological stress for parents managing high needs children, who are not eligible for support through services such as the National Disability Insurance Scheme (NDIS).

High rates of domestic and family violence and alcohol and substance misuse continue to be a significant factor for many families in addition to financial distress and housing stability.

The BC&FSS continues to participate in networking activities that support and strengthen the Southwest community relationships; these activities have had a positive effect on the service while also supporting case collaboration for efficient support and outcomes for families.

**316 clients
2,757 contacts**



Family Link Counselling focuses on improving individual and family circumstances through capacity building, increased personal and/or family resilience, enhanced social connections and increased awareness of available community resources.

**135 clients
504 contacts**

Case study

Becky* was a 36 year old female, who was a separated single parent with a history of extensive emotional and physical domestic violence, resulting in anxiety. The impact of the anxiety caused her to be unable to attend work, reducing the family's income, placing them under financial stress and possible housing instability. There were also challenges with communicating with the children's father.

She presented with a sense of going crazy, feeling alone, fear, disbelief, confusion and shame. She isolated herself which prevented her from seeking support due to stress and anxiety, feeling that she had no options to help her move forward.

With support she developed strategies and skills and shifted from complete avoidance to continuing with her personal growth. Becky felt that her increased self-esteem, confidence, resilience and communication strategies had resulted in a new found sense of trust in shared parenting arrangements and less conflict impacting upon the children.

Becky also enrolled in a leadership course and was in contact with her old boss about potential work. Becky stated: "I would have never signed up for these activities six months ago with how I was feeling with my sense of being let down by the system, anxiety, fear particularly with the court matters and the outcome."

*name changed for client privacy

The **Midland Family Relationship Centre (FRC)** in delivery of the Family Dispute Resolution (FDR) program remains strongly focussed on what is in the best interest of the children involved in family separation. In the pursuit of a holistic and therapeutic aligned supportive approach the service embraces:

- Child inclusive practice
- Counselling
- Parenting information sessions
- Parenting education programs
- Community engagement
- Mediation

**2,632 clients
13,193 contacts**

Case Study

Separated parents of two children approached the Midland FRC for mediation support to create a parenting agreement that would embrace their children's changing needs as they entered adolescence. To achieve this, the parents were seeking a safe place for the children to start participating and having their voices heard in negotiating the ongoing care arrangements.

The relationship between the parents had a history of challenging communication with both disclosing an experience of significant verbal abuse.

In interviewing the children, the family advisor provided the opportunity for them to both express their rights and wishes to be heard and understood.

Through mediation, the parents were able to write a parenting plan that outlined their commitment to ensuring their children had a consistent experience across both households. Furthermore, there was a written commitment to supporting their children to grow into kind, compassionate and well-adjusted adults.

Centrecare's Child Contact Service (CCS) supports families in the Goldfields region who may be experiencing separation, divorce or conflict, by providing a safe, bright and child friendly environment, where supervised visits between children with their non-resident parents can occur.

Families may access the CCS through court-ordered arrangements or self-referrals. The CCS provides post separation co-operative parenting seminars to help parents focus on the needs of their children and to build understanding of the impact conflict has on children.

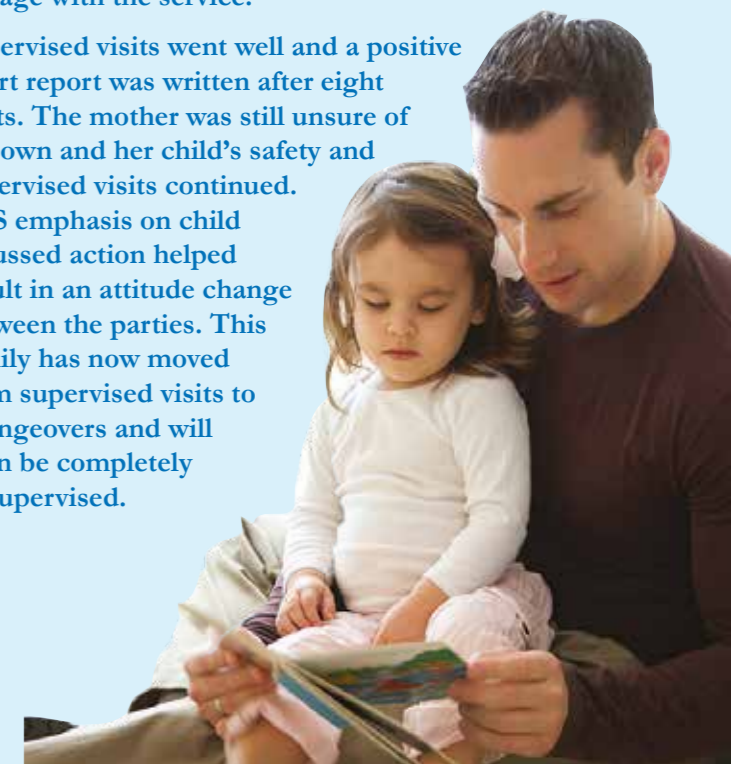
We have seen a welcome increase in the number of referrals from the Department of Communities - Child Protection and Family Support and we have also extended our service to Esperance, where there is ongoing demand.

**151 clients
3,511 contacts**

Case Study

A family had made two previous attempts to start supervised contact, one with relatives and one with another agency, both of these failed. At the start of our engagement the resident parent was fearful and nervous due to past trauma and did not wish to engage with the service.

Supervised visits went well and a positive court report was written after eight visits. The mother was still unsure of her own and her child's safety and supervised visits continued. CCS emphasis on child focussed action helped result in an attitude change between the parties. This family has now moved from supervised visits to changeovers and will soon be completely unsupervised.



Individual and Family Services continued...

Family and Domestic Violence Counselling and Education Program

Contact and communication with Department of Communities - Child Protection and Family Support (The Department) offices has sought to enhance referral pathways as well as reporting and monitoring assisting The Department case managers, particularly for clients referred to the Men's Behaviour Change Program (MBCP). These client referrals are prioritised and provided with additional support to engage with the MBCP through additional individual counselling sessions. These sessions utilise structured motivational interviewing as a means of enhancing engagement and preparing perpetrators to be accountable for their behaviour.

Centrecare delivers: three MBCP's located in Perth, Mirrabooka and Joondalup, a Partner Contact Service for the partners of the men engaged in the MBCP's and a Women's Domestic and Family Violence Support and Education Group program located in Perth.

Centrecare's Women's Domestic and Family Violence Support and Education Group program 'Building Resilience' was also run in coordination with Zonta House Refuge Association. This partnership has seen the two organisations continue to work co-operatively to deliver therapeutic support to female survivors of domestic and family violence, who would otherwise not be able to access the service due to challenges of transport and distance.

Centrecare joined the WA Men's Behaviour Change Network which is a collaborative group established and facilitated by Stopping Family Violence Inc. to strengthen the working relationships across the perpetrator intervention system in Western Australia.

462 clients
2,695 contacts

Family and Relationship Services and **Family Law Counselling** were delivered across the metropolitan area including Perth, Cannington, Mirrabooka, Midland and Joondalup.

The Family and Relationship Services continue to strengthen relationships, support families, improve children's wellbeing and increase the participation in community life. This is in order to strengthen family and community functioning and reduce the costs of family breakdown, as well as services to help newly arrived migrants in their transition to life in Australia.

Centrecare's Family Law Counselling service is a child focussed counselling service for couples and families (including grandparents, extended family and carers/guardians), that seeks to provide support to those affected by relationship difficulties arising from relationship changes, separation and divorce.

1,294 clients
4,169 contacts



The Financial Counselling Service

has continued to support a wide variety of individuals and families experiencing high levels of financial stress and personal hardship. The financial counsellors have seen an alarming trend in the number of clients presenting for assistance that have been able to access funds from an extended variety of credit providers.

In the majority of these cases the financial counsellor has been able to assist these clients with advocacy, negotiation with creditors and support to be able to stabilise the financial issues and work on a plan that the client may be able to manage in order for them to reduce their financial stress.

The service also continues to assist an increasing number of women of all age groups have separated from their partners or separated as a result of ongoing domestic and family violence issues.

Over the reporting period, it is estimated that 30% of women accessing the services have been impacted by domestic and family violence which has left them in financial hardship.

Perth Financial Counsellor – Robert Evans was shortlisted as a finalist for the Consumer Protection Awards 2019. This recognition is a testament to the hard work, knowledge and expertise Robert provides for his clients.



Robert Evans (right) receives his finalist award from the Hon. John Quigley MLA Attorney General, Minister for Commerce.

581 clients
2,578 contacts

Centrecare's **Gambling Help WA (GHWA)** service continues to be well utilised across the metropolitan area with a combined total of 523 new cases in the 2018-2019 period.

Gambling Help provided 126 revocation assessment reports for problem gamblers who were seeking to revoke their self-ban at Crown Casino or the TAB. Prior to applying for their ban to be revoked, individuals have the opportunity to attend counselling and undertake an assessment and report process. This seeks to help them identify the triggers for their past gambling behaviours, understand the context in which their problem gambling has occurred, accept referrals for additional specialist support services and consider the risks that may be associated with a return to environments that have created difficulties for them.

The service plays no role in the revocation application or final decision making process. However, counselling is an invaluable opportunity to engage with individuals and help them to better understand their gambling behaviour as well as challenge their views that may support a return to previously damaging activities.

GHWA attended and participated in a number of key events including Responsible Gambling Awareness Week (8 - 14 October 2018) the National Association of Gambling Studies Conference held in Brisbane and delivered a range of problem gambling awareness training to Lotterywest as well as other community service organisations.

523 clients
2,436 contacts

Individual and Family Services continued...

The **Integrated Mental Health Portal (IMHP)** program, funded by the WA Primary Health Alliance, continues to grow and develop, showing strong client engagement and increased numbers of general practitioner referrals being made.

The Stepped Care Model that the IMHP provides, seeks to match and adapt the level of intervention to the current needs of the consumer. Our treatment services reach people of all ages and promote early intervention to reduce the impact of mental illness. The IMHP is available through our Kalgoorlie-Boulder and Esperance offices and through outreach programs that are provided in the remote communities of Leonora, Laverton, Wiluna as well as Norseman, Coolgardie and Kambalda.



Providing outreach services

438 clients
2,437 contacts

Letter of Appreciation

“Dear Centrecare...

I am 57 years old, and live in the Goldfields region. I have had severe depression, anxiety and panic attacks for over half of my life. I was in a physically and verbally abusive marriage for 30 years and had no self-esteem nor did I believe in myself. I was just a nobody according to my husband, useless and not able to do anything.

Prior to coming to the IMHP, I had many different medications and electroconvulsive therapy (ECT). I was given medications... which soon changed my life for the better. I got a part time job and I love it...

I have seen many psychologists over the years, but some I only saw once as I didn't like them... I just couldn't see any light at the end of the tunnel, and I just wanted to kill myself again as I hated living like this.

I was referred to Centrecare in Kalgoorlie for an appointment...the counsellor introduced himself, I said that I hadn't understood the receptionist who had told me his name, and he smiled and then laughed; and do you know what, just having him laugh at what I had told him put me at ease with him.

I told him everything and didn't mind a bit going over everything this time because he was truly listening to me, not sitting there with judgmental eyes like I have seen in other's eyes, he was really listening to me... He taught me how to meditate, which I still do today and it helps me relax and think about positive things in my life and block out the negatives..

He has taught me how to be more patient and less angry with my kids when I text them and they don't answer my texts, he has helped me deal with the bullying situation at work and he has made me believe in me, that I'm not a loser or a nothing or a nobody like my husband drilled into my mind...

The counsellor brought his own guitar in and tried to teach me to play but my arms were too short, so he suggested the keyboard might be good. I went home and found a keyboard app to play on my tablet and I watched a Youtube video... I loved it so much that I bought a keyboard and it was fantastic every time I played! It made me happy!...

I decided to find a keyboard for Centrecare...in appreciation for all the help that my counsellor and Centrecare has given me, I would like to donate this keyboard to be used by Centrecare by anyone that suffers from depression, anxiety or panic attacks under the care of my counsellor..."

Migrant Services

Settle In program, operates in partnership with lead agency Communicare and Save the Children.

The Settle In program provides services in the Southeast and Southwest regions of Perth and Mandurah. The program supports and builds the capacity of newly arrived refugees and humanitarian entrants so they can successfully start their new lives in Australia.

This includes accommodation, education, training, employment, community integration, life skills and navigating family life in Australia. This support is provided through various mediums including: case management, referral and advocacy support, information and life skills workshops, youth specific development sessions, community education and children's and family playgroups.

281 clients
1,159 contacts

Case Study

Maya* arrived in Australia with her two children in January 2018 under a Humanitarian visa. Maya had fled her homeland to seek refuge in a neighbouring country due to the long running conflict and ongoing war within her homeland.

She talked regularly about the fear she felt for her own and her children's safety and also on the difficulty of having to leave her home country and those that she cared for and loved.

Her case worker encouraged her to engage in counselling and with her local community as she had become isolated due to her anxiety and depression. She was supported with her participation in a number of groups. These activities encouraged her to socialise, meet other people and begin to break down some of the barriers which previously prevented her from engaging with the community.

Maya's determination to provide a better future for herself and her children, in addition to the resilience she displays is a testimony to her strength.

*name changed for client privacy

The **Humanitarian Settlement Program (HSP)** is a program that supports newly arrived refugees and humanitarian entrants to settle into life in Australia. Centrecare is contracted by the Australian Red Cross to deliver the accommodation component of this service by providing short term accommodation upon arrival in Perth and assistance to source and secure long-term accommodation.

Case Study

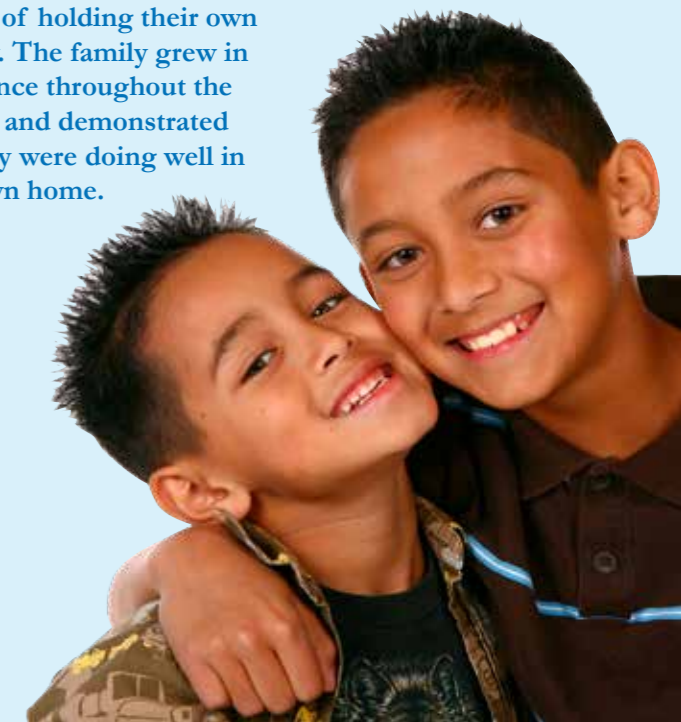
Centrecare's HSP Team supported a family of nine with accommodation upon arrival to Perth.

During this time the family was assisted with housing orientation, including information on safety in the home, food hygiene, how to operate appliances, and initial discussion about the rights and responsibilities of a tenant.

The Team also provided practical in-home tenancy training over a number of sessions to develop the family's ability to present a property to the standard required for a tenancy inspection.

The family received support to source long-term accommodation, including how to obtain a bond loan, prepare for and attend viewings, submit applications for properties, sign a residential tenancy agreement, complete a property condition report, connect utilities and pay rent.

During the period of engagement, the family demonstrated a willingness to learn and gained an understanding and knowledge of all aspects of holding their own tenancy. The family grew in confidence throughout the process and demonstrated that they were doing well in their own home.





Feedback

Can't complain about anything. Received everything I hoped for from coming here and will happily recommend to anyone.

Goldfield's Family and Relationship Services

Thank you for having the resources like workshops for parents to come and take part in free of charge.

Family Link

It was great working with Ben. Has helped me out with a lot of stuff like my ID and Centrelink payment and a lot of other stuff that I couldn't complete by myself. I was treated pretty fairly and I'm happy with the help I received from Ben.

Youth Justice Service – South East

What a lovely random act of kindness. I loved my Valentine Rose given to me by a lovely young lady at Mirrabooka bus station, we stood and chatted for a while, which was so very nice. I work from home and I get lonely at times so was nice to have a little chat. The trolley full of roses looked so beautiful wish I had taken a picture. I have lived at Mirrabooka from the age of 14 years I am 56 years old now and have seen so many changes with our lovely Mirrabooka shopping centre. Happy Valentine's Day to all.

Kind regards

Festival of Hearts member of public

I have been so thankful to Vicki and the services she provided and tools she has given me to help.

Goldfields Personalised Support

Fantastic staff the whole way through. JD is exceptional at his job and I greatly appreciate his efforts, advice and support throughout my mediation.

Family Dispute Resolution

I can't recommend Circle of Security workshop enough! It was amazing to help understand my child's needs and my own emotions. Marcella has been amazing!

Family Law Counselling

Such a positive educational experience for my daughter and I. Very grateful for caring and professional staff.

Housing Accommodation Support Services (Sky)



Access Wellbeing Services

Access Wellbeing Services (AWS) has continued to develop a broad base of client companies seeking an employee assistance program for their staff and family members with a total of 218 client contracts at the end of 2018. AWS increased its overall revenue by 6.3% for the financial year, counselling revenue up by 16% and Wellness Checks 196%.

AWS continue to provide practice supervision for Centrecare’s staff across the metropolitan and regional WA. The supervision team provided not only individual supervision but also group supervision for team leaders, Men’s Behaviour Change Group facilitators, financial counsellors and Djooraminda carers for Centrecare staff.

AWS travelled throughout the state to provide training, conflict management and critical incident response services for companies located as far North as Kununurra and to Esperance in the South. While the occasions for these services are never celebrated, the support they provide to often traumatised and grieving staff can be invaluable when organisations face unplanned and unforeseen events that require a rapid counselling response.

AWS developed and facilitated the rollout of mental health awareness training for Fortescue Metals Group at a number of their mine sites. This reflected a continuing trend across WA workplaces to invest in staff education in relation to mental health wellbeing and develop a culture of psychological safety in the workplace.

AWS launched a ‘Thinker in Residence’ Series’ on 13 March 2019, commencing with ‘Wellbeing in the Workplace’. The forum examined the business case for organisations to think systemically and critically about workplace wellbeing programs to ensure sustained success.



Dr. Jenni Brockis

Guest speakers have included: Centrecare Community Services General Manager – Catherine Spini – *Building Psychological Capital in the Workplace*, Dr Jenni Brockis – *High Performing Thinking Scientist* and WorkSafe Senior Inspector/Scientific Officer – Rodney Powell presented *Greater Understanding and Ability to Increase Psychological Safety in the Workplace*. The second and third workshops highlighted the importance of exploring opportunities to build psychological capital within workplaces and with employees in a structured and meaningful way.

- 2,710 clients
- 7,956 hours Employment Assistance Program Counselling
- 470 hours Critical Incident Response & Onsite Support
- 403 hours Conflict Management
- 250 hours Manager Support & Wellness Checks
- 753 hours Training
- 1,310 hours Supervision

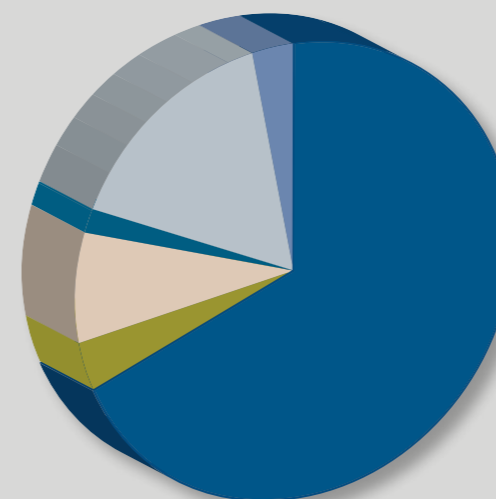
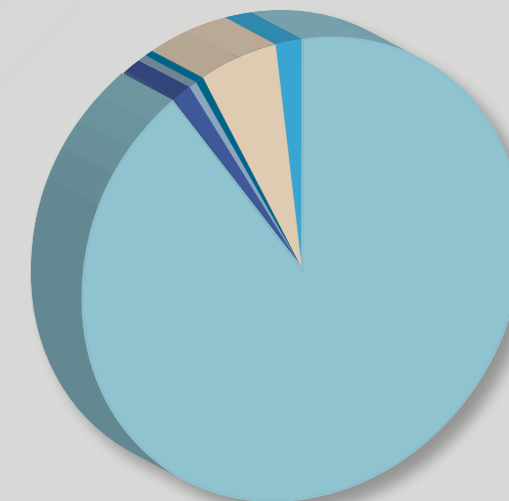


Finances

Annual Report 2018 - 2019

Financial Report for 12 months Trading Activities

Income	2018-2019
State and Federal Government Funds	90.2 %
Non-Government Funding	1.3 %
Archdiocese of Perth - LifeLink	0.5 %
Housing and Accommodation Revenue	0.5 %
Corporate Services Revenue	5.7 %
Other Income	1.8 %
Total	100.00 %



Expenditure	2018-2019
Salaries, Wages and Oncosts	68.5 %
Administration Expenses	3.7 %
Property Expenses	7.7 %
Depreciation	1.6 %
Operating Expenses	15.5 %
Vehicle Expenses	3.0 %
Total	100.0 %

Refer to the ACNC website for the full audited financial report.
<https://www.acnc.gov.au/charity>

Locations

Perth (Head Office)

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

Bunbury

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

Cannington

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

Esperance

52 The Esplanade, Esperance WA 6450
(08) 9083 2600
esperance@centrecare.com.au

Gosnells

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

Joondalup

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

Kalgoorlie

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

Leonora

18 Tower Street, Leonora WA 6438
(08) 9037 6561
kalgoorlie@centrecare.com.au

Midland and Djooraminda

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

Mirrabooka

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

Victoria Square

25 - 27 Victoria Square, Perth WA 6000
(08) 9288 2233
victoriasquare@centrecare.com.au

www.centrecare.com.au

