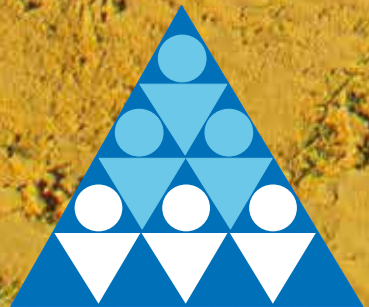


ANNUAL REPORT

2022 – 2023



CENTRECARE
"People Making Time for People"

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 well-being and are inspired by compassion and recognition for human dignity and worth.

OUR VALUES



Front cover - Image of sand artwork from the NAI00C Perth opening ceremony. "Get Up. Stand Up. Show Up". The footprints represent the footprints of the leaders and Elders that have taken the steps before to lead the way. Sand Art designed by Liz Narkle - Koolangkas Kreate with assistance from Tasha Lee, Chris Narkle, Jake and Ben Narkle, Tessa Taylor, Eric Stack Jnr and Damien Narkle Jnr.

Members of the Association and the Board of Management

Association Members

- ▲ David Pires (President)
- ▲ Norman Brahim
- ▲ Shauna Deane
- ▲ Tony Giglia
- ▲ Martin Gribbon
- ▲ Susan Rooney
- ▲ Steve Walker (dec. Jun 23)

Board of Management Members

- ▲ Lou D'Alessandro (Chair)
- ▲ Jenny Bates (ret. Jul 22)
- ▲ Shauna Deane (commenced Oct 22)
- ▲ Nadia Fini-Lefroy
- ▲ Susan George
- ▲ Rob Leicester
- ▲ Anne Zaninovich

Partner Agencies

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

- ▲ 54 Reasons
- ▲ Communicare
- ▲ Lamp Inc.
- ▲ St Bartholomew's House
- ▲ Stellar Living
- ▲ Waalitj Foundation
- ▲ Wungening Aboriginal Corporation
- ▲ Zonta House

Funding Bodies and Supporters

- ▲ Attorney-General's Department
- ▲ Catholic Diocese of Bunbury
- ▲ Catholic Archdiocese of Perth
- ▲ Communicare
- ▲ LifeLink Fundraising Program
- ▲ Department of Communities
- ▲ Department of Education
- ▲ Department of Justice
- ▲ Department of Social Services
- ▲ Family Relationship Services Australia
- ▲ Gaming & Wagering Commission of WA
- ▲ Lotterywest
- ▲ Mental Health Commission
- ▲ National Indigenous Australians Agency
- ▲ Perth Heat
- ▲ Problem Gambling Support Services Committee
- ▲ Tony Fini Foundation
- ▲ WA Primary Health Alliance
- ▲ Wungening Aboriginal Corporation

Chairperson's Report



As I enter my second year as Chair of the Centrecare Board of Management, it's a deeply fulfilling experience to look back on our journey over the past year which has been a poignant reminder of the vital role Centrecare plays in the lives of countless individuals and families. We've seen a surge in the number of people grappling with severe financial stress, relationship breakdowns, and the harsh realities of homelessness. The services we offer, along with the case studies featured in this report, highlight the critical importance of extending a helping hand to those navigating these challenging life events.

In the face of a global pandemic, we've seen the resilience of most of our clients, but many have struggled to find and maintain stable housing. This has underscored the significance of social housing, particularly considering the limited affordable options for those with lower incomes. Adequate housing is the cornerstone of individual and family wellbeing, and we're immensely grateful for the invaluable contributions of our subsidiary, Stellar Living, and Centrecare's Entrypoint Service in this area.

Our commitment to the Valuing Children Initiative (VCI) continues to be a source of inspiration. VCI consistently underscores the value of every child in our community, highlighting their vulnerability and the need for our collective attention and protection. Its purpose is to create a nation where all children can thrive is a cause that Centrecare remains wholeheartedly dedicated to.

I'd like to take a moment to express my gratitude to our management and staff. Your unwavering commitment are at the core of our achievements, and I am profoundly thankful for the dedication you bring to your roles.

As Chair I am filled with both pride and humility to be associated with Centrecare's remarkable work and vision. To my fellow Board Members, I extend my sincere thanks and appreciation for your steadfast support of the Agency and its exceptional staff.

Finally, to Tony Pietropiccolo AM, your generous investment of time, guidance, and knowledge as Director of Centrecare has been nothing short of extraordinary. Your leadership has been invaluable, and I'm deeply grateful for your contributions.

Director's Report



Many of the economic and social stressors that existed last financial year continued in 2022/23. Rising mortgage interest rates, the escalating cost of housing, and the high cost of essential living expenses have placed a significant burden on the budgets of many Australian families.

These economic pressures manifest in a growing number of homeless individuals and families, leading to more children going hungry and parents struggling to provide for them. It's not surprising, therefore, that there is an increased need for Centrecare emergency funds.

The scarcity of affordable housing has persisted from the previous year. It's not uncommon for families to be living in makeshift housing arrangements or even their vehicles. Centrecare's Entrypoint Outreach service assisted 261 adults and 402 children to avoid or end their homelessness. Centrecare's other services, dedicated to supporting people escaping or at risk of homelessness, have continued to excel during this trying period.

Economic pressures strain relationships, often resulting in emotional and physical distress for individuals and families. Centrecare programs that provide relationship counselling and assistance to those dealing with the pain of domestic violence have been in high demand.

Delivering services in regional areas during the past year has been challenging due to a lack of available staff, which is not a new issue. However, a shortage of suitable accommodation has made it even more difficult to bring workers to regional areas. Urgent government action is needed to address this issue as people in rural centres are struggling to access services they desperately need.

Centrecare's Valuing Children Initiative (VCI) continues to emphasise the value and importance of our children. It has established a national Leadership Group dedicated to the implementation of a Child Poverty Reduction Act in Australia. Such an Act will provide a practical tool for effectively addressing child poverty.

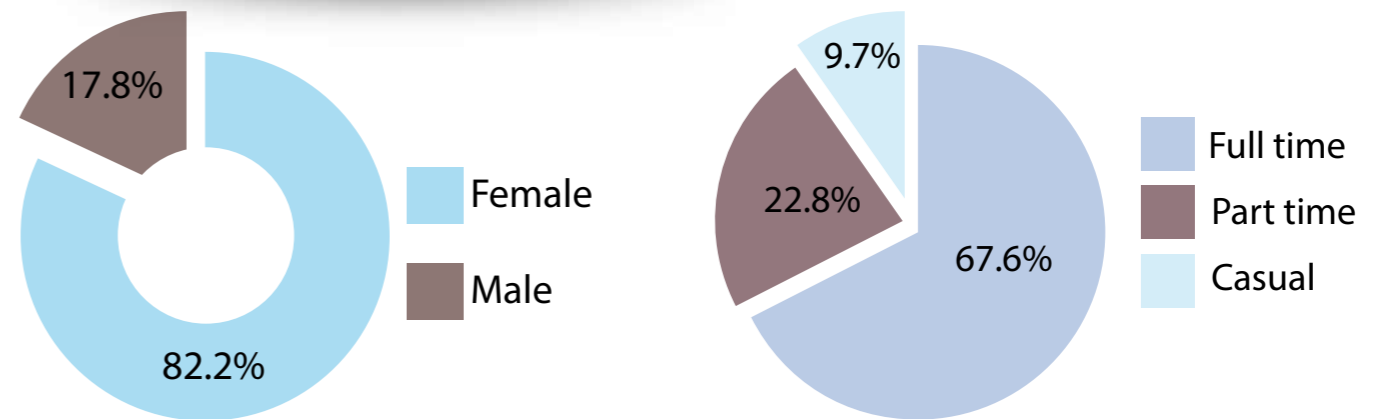
Throughout this report, you will find numerous examples of the outstanding work done by Centrecare's dedicated staff. My thanks to them all for their efforts which are driven by altruistic values and a commitment to creating a more inclusive, respectful, and caring society. Their dedication to ideals beyond self-interest is a testament to what truly matters.

My appreciation also to Centrecare managers for their tireless efforts, teamwork, and values-based leadership. I am particularly thankful for the support provided to me by Leanne Strommen, Cherie Broers, and Jeannette Jerome. My sincere thanks also go to Board Chairperson, Lou D'Alessandro, and all Centrecare Board Members for their ongoing guidance and support. Their generosity and genuine commitment to Centrecare's values and work are a solid foundation for all our endeavours.

Our Management Team

Director	<i>Adj. Prof. Tony Pietropiccolo AM</i>
General Manager Community Services	<i>Leanne Strommen</i>
Chief Financial Officer	<i>Jeannette Jerome</i>
Chief Corporate Services	<i>Cherie Broers</i>
Community Services Executive Manager	<i>Nigel Calver</i>
Community Services Executive Manager	<i>Kate Ihanimo</i>
Community Services Executive Manager	<i>Darren Burns</i>
Community Services Executive Manager	<i>Evelyn Tui</i>
Business Executive Access Wellbeing Services	<i>James Flaherty</i>

Our Staff



Vale Stephen Walker

Centrecare was deeply saddened at the passing of Steve Walker on 23 June 2023. Steve was a dedicated Centrecare Inc. Association Member and President, and a former, long term Centrecare Board Member. Among other contributions, Steve played a key role in establishing Centrecare as an Incorporated Association in 2001. He was involved in the establishment of Centrecare's housing provider, Stellar Living in 2012 and was its CEO until his retirement in 2020. Steve was widely respected for his generosity, commitment, intellect, compassion, humour, and wisdom. He will be greatly missed.

Achievements and Milestones this Year

2022 Employee of the Year



L-R: Pictured with Director - Adj. Prof. Tony Pietropiccolo AM, finalists: Belle Toy, Renae Bishop, Kym Beswick, James Lin and Evelyn Tui (accepting on behalf of Courtney Terry.)



L-R: Goldfields Executive Manager - Darren Burns and finalist, Noelle Martignone-Roberts.



L-R: General Manager Community Services - Leanne Strommen, Director - Adj. Prof. Tony Pietropiccolo AM and winner Belle Toy.



Staff Anniversaries



Maggie Hall

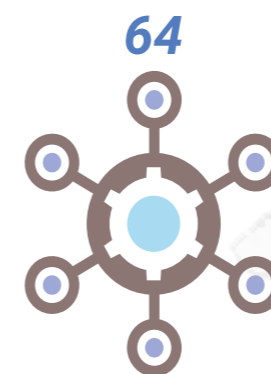


L-R: Leanne Strommen (representing Maggie Hall), Mohammad Zeinali, Elmarie Richardson and Bertha Hurae.

Community Involvement/Memberships

- ▲ Australian Human Resources Institute
- ▲ Australian Payroll Association
- ▲ Centre for Women's Safety and Wellbeing
- ▲ Chamber of Commerce and Industry
- ▲ Child and Family Alliance WA
- ▲ Community Employers WA
- ▲ Employee Assistance Professional Association of Australasia
- ▲ Ethnic Communities Council of WA
- ▲ Esperance Chamber of Commerce
- ▲ Family Court of WA Reference Group
- ▲ Family Relationship Services Australia
- ▲ Kalgoorlie-Boulder Chamber of Commerce
- ▲ National Association of Gambling Studies Inc.
- ▲ National Coalition on Child Safety and Wellbeing
- ▲ University of Notre Dame Australia
- ▲ Refugee Council of Australia
- ▲ Shelter WA
- ▲ Stellar Living
- ▲ The WA Alliance to End Homelessness
- ▲ WA Association for Mental Health
- ▲ Western Australian Council of Social Service
- ▲ WA Family Law Pathways Network
- ▲ Youth Affairs Council of WA

Summary of the Year



Services

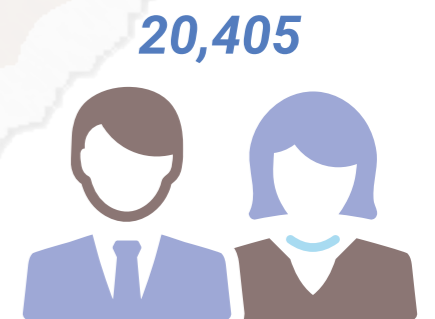
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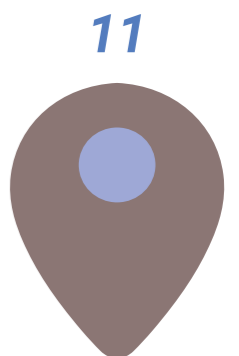
Contacts



Community services for you and your family



Clients



Locations

Cultural Development

Centrecare values the importance of Elders, their knowledge, contribution and support. In 2022, two Aboriginal Elders were appointed as Cultural Advisors - Mr Dennis Taylor and Mrs Cheryl Taylor to the Centrecare Reconciliation Action Plan (RAP) Committee. Cheryl has since resigned and we thank her for her contribution. The RAP Committee extends their gratitude to Dennis for his invaluable and ongoing support and guidance.

Centrecare also created a new position in 2023 for a Cultural Lead. The role delivers cultural supervision, and guidance to the agency as well as supporting the RAP committee with their ongoing work toward reconciliation and positive engagement in service delivery.

The RAP Cultural Working Group produced a compelling presentation for the National Day of Mourning which was placed on the Centrecare Intranet on 25 January. Informative lunch box sessions and PowerPoints continue to be created and shared across the agency.

During July to September 2022, Centrecare management promoted and encouraged all staff to complete the independently run RAP Barometer Survey. This received an excellent response rate with 41% of staff completing the survey. The results of the survey have been very encouraging and has given the Committee and Cultural Working Group direction on where to focus efforts to improve Centrecare's approach toward reconciliation.

During the financial year, Centrecare participated in various community events and at a branch level staff were encouraged to celebrate, acknowledge and recognise the history and strengths of our First Nations people. Events such as the Kambarang Festival, National Aboriginal and Islander Day Observance Committee (NAIDOC), National Aboriginal and Torres Strait Islander Children's Day, Sorry Day and National Reconciliation Week and many others promoted cultural learning, reconciliation and truth telling. Centrecare's Goldfields branch held a highly successful public event in the park during National Reconciliation Week which attracted over 200 people. Staff from the Southwest branch have met with local Noongar Elders to foster a continuing working relationship within the community.

Centrecare engaged Kambarang Services Pty Ltd to provide Cultural Awareness Training to agency staff across metro and regional areas, including cultural training specific to services delivered in the Goldfields region. 353 staff (which includes partner staff) attended Cultural Training during this financial year.

This year, Centrecare publicly reinforced support of the Uluru Statement from the Heart. Centrecare is an ally who will be supporting a Yes vote in the 2023 referendum for a Voice to Parliament.



Valuing Children Initiative

It has been another exciting and busy year for the **Valuing Children Initiative** (VCI). The team has changed and grown in the past year with Development Executive - Sarah Quinton leading VCI. Additionally, she is supported by a newly created position of Partnerships Lead. VCI continues to work towards creating a society in which all children can flourish.

Previous Development Executive - Maddie McLeod, represented the VCI until January 2023. Maddie left a huge legacy in her work with a Child Impact Assessment Tool, a Child Poverty Reduction Act and the Attitude survey research paper. Maddie laid the foundation for all the work we have done this year and we want to express our heartfelt thank you and wish her all the best for the future.

With one in six Australian children living in poverty, VCI was keen to put our weight behind Anti-Poverty Week (APW) in 2022. We joined many individuals and organisations from around the country calling for child poverty to be halved by 2030. VCI was well-represented at an Anti-Poverty Week Symposium event at Government House specifically focused on child poverty. Several of our ambassadors and Centrecare's Director - Adj. Prof. Tony Pietropiccolo AM spoke at the well attended event.

Shareable resources were created to help raise awareness of this critical issue including a series of photographs and short videos made with the assistance from students at St Benedict's School. The images and videos of 'Child Poverty in Australia - Kids Advocate for Change', were shared by numerous organisations around Australia during APW. This work demonstrates that children and young people care deeply about social issues and are very willing to be involved in advocacy work when they are given opportunities to do so.

VCI also collaborated with Roots TV to create a short video called 'Growing Up Poor in Australia - A Child's Voice'. This powerful video shares the lived experience of one young person growing up in poverty and the impact it has on his life.

In late June, we kicked off our Child Poverty campaign with a webinar featuring international speakers from New York, Washington, New Zealand and Australia on Child Poverty Reductions Acts around the world. An opinion piece by the Director of Centrecare featured in The West Australian Newspaper in the lead up to the Budget to highlight the need for Government to take action on reducing child poverty in Australia.

In January numerous events were held: a Valuing Children's Day supported by Perth Heat and Seminar Series including hot topics such as Body Image and Online Safety. In April Sarah was delighted to present the Valuing Children Initiative Lester Prize Awards to three young people, which was sponsored by the Tony Fini Foundation. In June we welcomed four new ambassadors at a special breakfast event at Lawson's Flat including two youth ambassadors - Josh Patrick and Indigo Ellis, as well as Kaylene Kerr and Tony Fini. The event was a success with the Western Australian Governor - Chris Dawson and his wife in attendance as well as representatives from WA's peak bodies, WACOSS and Shelter WA.

VCI is also building relationships and developing research through our involvement with the Children's Policy Advisory Committee, The Equity Project and the United Nations Child Rights Taskforce.



L-R: Sarah Quinton, Kaylene Kerr, Indigo Ellis, Mrs Dawson, Chris Dawson AC APM, Josh Patrick and Adj. Prof Tony Pietropiccolo AM.



Centrecare manages two **Child and Parent Centres** (CPC's) located at Gosnells and East Maddington primary schools. CPC's play a vital role in supporting children's early development and school readiness, along with creating a safe and welcoming community for local families to connect, learn and thrive.

Brian, a father of two children under four years, attended the CPC requesting assistance to enrol his children into daycare. After speaking with Brian, it was discovered that his eldest child was eligible for kindergarten and could be enrolled. CPC staff supported Brian through the enrolment process for both daycare and kindergarten.*

Brian was invited to attend playgroup at the CPC with both his children. In the following weeks, staff were able to build a rapport with Brian and soon learnt of the complexity of his situation, as he had recently taken on full-time care of the children following a family crisis. Brian disclosed that he didn't know how to access the children's birth certificates or Medicare details, which are essential for school and daycare enrolments. He also had no experience using online systems, with no internet connection or equipment. Staff provided Brian with information on the local community legal centre and suggested he seek support to better understand his parenting rights and responsibilities and work out how to gain access to required documents. An appointment was made for Brian with the child health nurse based onsite at the CPC to discuss the children's health, including his youngest child's tooth decay and possible developmental concerns.

Once Brian gained access to his children's relevant documents, he was supported to finalise enrolments in childcare and kindergarten. Brian had also used the link with the legal support to formalise a parenting arrangement for his children. With school and day care in place, Brian was able to return to part time work and eventually gained primary care status with Centrelink, which provided additional financial support to the family.

With the assistance of the CPC, Brian developed his knowledge of parenting, child development and child health needs and stated that he felt more confident addressing challenges with the support of his newly developed network.

**Names changed for anonymity*

Individual and Family Service

Centrecare delivers two **Family Support Networks** (FSN) with Wungening Aboriginal Corporation. Collaboration and partnerships with other service providers ensures the delivery of high quality services to the community.

The service focuses on:

- Families improving parenting skills to safely care for their children at home;
- Families receiving an integrated and coordinated services; and
- Families improving and developing culturally safe support networks.

Both FSN's have a common entry point where referrals are received via phone. There are two streams within the FSN's: Assessment and Coordination (A&C) where referrals are received from other agencies or self-referrals; and Intensive Case Management (ICM), which offers more intensive in home support for families.

The Midland/Perth Family Support Network has attended many local networking events this past year due to Covid restrictions being removed. The FSN Partner Network meetings have also been held on a monthly basis.

This year the Family Support Network has supported over 76 families in the ICM stream and has supported 541 families or individual referrals in the A&C stream consisting of 106 Aboriginal families and 435 non-Aboriginal families.



The **Midland Family Relationship Centre** (FRC) is a national service focused on the best interest of children and families, post-separation. The service provides support, parenting education, child-inclusive practices, and mediation to assist parents to have an ongoing relationship that meets the needs and development of their children.

Mary re-initiated mediation after previously going through the family court system. Mary's aim was to improve the co-parenting relationship with her ex-partner (Cate*) and increase parenting time with Tom*.*

Cate also shared that the co-parenting relationship had deteriorated since going through family court.

It was identified at case management that a parent interview would be offered to help the mothers' reflect on their co-parenting relationship and explore the conflict dynamic.

Mary and Cate both engaged well in the parent interviews and during their first mediation session, were able to share that they had adhered to their previous agreement, however there was still conflict around parenting time. The mediator used high conflict techniques to help the mothers identify barriers to moving forward. The mothers were able recognise that they needed to share information and management for Tom's medical needs. They both agreed if they were able to share this information it would help build trust between themselves.

Mary and Cate both presented anxious and nervous at the second mediation. The mediator was able to use open ended questions which allowed them to communicate and exchange information without judgment from each other. The parents agreed to a formal parenting plan which included increased time spent between Tom and Mary and an informal agreement around the management of Tom's medical needs.

Mary and Cate stated there had been a positive shift in their relationship which they felt was a result of their engagement in mediation. They agreed they would review their parenting plan in six months' time between themselves.

**Names changed for anonymity*



Centrecare successfully implemented the expansion of our **Men's Behaviour Change** (MBC) services, using the additional Covid-19 funding. These services are specifically designed to assist men aged 17 and above who have exhibited domestic violence within their intimate relationships and are determined to address their violent tendencies and destructive patterns.

The MBC model implemented by Centrecare covers the north metropolitan areas and comprises two integral components: the Men's Behaviour Change Program known as Men Choosing Respect Group (MCR); and Partner Contact (PC).

MCR aims to empower men to make positive behavioural changes and promote respect within their relationships. PC plays a fundamental role in the provision of MBC services by facilitating communication with the current or past partners of men engaged in MCR. In PC, partners receive essential counselling and support to ensure their safety and well-being by assessing and managing identified risk factors.

Centrecare remains dedicated to the ongoing delivery of high-quality MBC services, contributing to the larger goal of fostering healthy relationships and creating safer environments for individuals and families.



Roger was referred to the North Metro Men's Behaviour Change program by the Family Court. Initially, Roger was resistant to engage in the program and did not feel his behaviours constituted family and domestic violence.*

Following the assessment, Roger was offered individual sessions to continue building capacity and motivation to engage in the program. During this time it was identified that financial and employment stressors were significant barriers to his engagement. External referrals were made to support him with these identified concerns. Roger was able to resolve these issues within a few weeks while continuing to attend the individual sessions which challenged his perceptions of past behavioural patterns.

Following this, Roger and the counsellor determined he was ready to engage in the group program. There were numerous stressors that arose during engagement in the 24-week program however with the added ability to engage in individualised support alongside the group sessions, Roger successfully completed all sessions. Contact was maintained with his partner throughout the course of the program to ensure her and the children's safety was prioritised.

**Names changed for anonymity*

Centrecare Youth Support Service (CYSS) plays a vital role in delivering early intervention, prevention, and case management support to young individuals who may face various challenges such as family conflict, social isolation, drug and alcohol use, truancy, poor social skills, and the responsibilities of caring for another family member.

Our dedicated team at CYSS is committed to providing counselling, support, and community linkages specifically tailored to meet the needs of young people aged 10-18 years and their families. CYSS employs a strengths-based approach to engage with at-risk youth and their families.

Through our outreach initiatives, we aim to identify and utilise the inherent strengths and resources of young individuals, empowering them to overcome challenges and improve their overall well-being.

CYSS strives to create positive outcomes and foster resilience among at-risk youth, ensuring a brighter future for them and our community as a whole.

Families First provides early intervention services to families where children are at risk of developing mental health concerns in Kalgoorlie-Boulder, satellite towns of Coolgardie and Kambalda, as well as other regional locations such as Leonora, Laverton and Norseman. Additionally, Families First provides outreach to the remote communities of Warburton and Tjuntjunjara in the form of community outreach events. This program is focused around medium to long-term intensive family support, short-term practical support, prosocial and diversional groups and leading collaborative community events in the regions.

Families First has been able recommence elements of service delivery post the Covid-19 pandemic. Outreach services and a subsequent community event in the remote community of Warburton, 892 kilometres from Kalgoorlie, was completed with support from other Centrecare programs. This received high positive feedback from the participating 270 community members and the collaborating health services.

Regular fortnightly outreach visits to Norseman, Leonora and Laverton and subsequent referrals from schools, non-profit organisations and the Department of Communities has allowed intensive support to be consistently provided to families in these regions.

Nicole was referred to Families First following engagement with Centrecare Family and Domestic Violence program. Nicole had recently separated from her husband and was experiencing a high degree of family conflict and stress due to the separation and subsequent effects on her three young children. A screening and assessment was conducted with both Nicole and her children. Support plans were developed with key goals including increasing family communication, reducing the effects of the parental separation, and previous domestic violence in the family as a whole.*

Nicole and her children also engaged with ongoing youth and family activities provided by Centrecare including the School Holiday Program and Families First led community events such as Youth Week and Reconciliation Week.

Following successful completion of identified support plan goals, Nicole and her family's case was closed with a referral to Centrecare Goldfields Youth Support Services for her eldest child for ongoing mentoring support.

**Names changed for anonymity*

During this past year, the **Indigenous Advancement Strategy** (IAS) Team worked with a total of 51 families, including 13 families who received intensive support and 38 families who received fortnightly early intervention. This service provides support to improve the social and emotional outcomes for families. The Team delivered a total of 15 groups and nine workshops and supported three community events in Esperance and Norseman with a focus on Mental Health, Closing the Gap, and Harmony Day.

IAS ran two family camps, one in September 2022 and another in June 2023. The September camp was attended by three families and the family camp in June, held in Hopetoun was attended by five families. The Team utilised the services of Dabungool Cultural Experiences to help deliver culturally appropriate sessions to those attending.

Staff contracted local First Nations businesses to assist in the facilitation of culturally appropriate service delivery. A Memorandum Of Understanding with Mudjar Aboriginal Corporation allowed for a collaborative approach in delivery of three group sessions using art as a medium to connect with women in the groups. The themes addressed in these sessions included mental health, parenting, and self-care.

The team continues to deliver women's groups, as well as supporting clients to attend ESCARE's Yorga Barmah (craft based program). This provides an opportunity for women to come together, with the bonus of having a crèche to give themselves a break from their parenting responsibilities. These groups have proved to be an excellent forum to celebrate the diversity in the Esperance community.

Groups are created using themes addressing mental health, parenting, community connections, academic engagement, healthy lifestyle, tenancy, legal awareness, emotional regulation, and many more. A men's group was also held in Norseman.



The child contact room in Kalgoorlie

The **Child Contact Service** (CCS) provides children of separated parents to have safe contact with the parent they do not live with in circumstances where parents are unable to manage their own contact arrangements. Additionally, where there is perceived or actual risk to the child, the CCS provides supervised contact between a child and their parent or other family members. The CCS aims to assist families to move, where possible, to self-managed contact arrangements both in terms of changeovers and unsupervised contact.

John and Ava* have been separated for two years, and share four children (aged 16, 13, 10 and three). Due to family domestic violence, the parents separated, and a Family Violence Restraining Order (FVRO) was granted to protect Ava and the children.*

Over the first year of separation, John did not have any contact with the children. John initiated the Family Court process and was granted visitation via supervised contact through Centrecare's Child Contact Service (CCS).

John and Ava met with CCS staff and were taken through the initial assessment process individually. All parties were given the opportunity to share their story and any concerns they had with engaging in the service. Staff introduced CCS as a child-focussed service, acknowledging the children's safety and welfare as the primary consideration. The concept of neutrality was explained to each parent, encouraging both John and Ava to share their ideas to reach a shared agreement for supervised contact that would work in the best interests of their children.

Each child was also given the opportunity to meet with the staff and familiarise themselves with the contact room. All children were given the choice to engage, and an explanation on how they would be supported during their engagement in the service. The older children, who decided initially not to engage, had their decision respected. For the younger children, who attended supervised contact visits were able to engage in safe, fun, and loving contact with John. This was noticed by the older children, who after the first two visits, decided to attend and engage in meaningful contact with John.

After eight attended supervised visits, a detailed report was written based on the observations between John and the children during each visit. The narrative of the report included play interactions and conversations, John's responses to the children's needs or behaviours that required some form of disciplinary action, and moments where a supervisor was required to intervene. This report was presented to the Family Court and the outcome of the hearing ordered that John could have unsupervised contact with all his children.

**Names changed for anonymity*

Accommodation Services

Centrecare's **Housing Support Service Drug and Alcohol Initiative** (HSS DAI) goal is to support people actively addressing alcohol/or substance misuse issues to secure and maintain stable accommodation and break the cycle of homelessness. The Housing Support Worker (HSW) assists clients by providing guidance in identifying appropriate housing, developing individual life skills, provision of brief counselling and connecting individuals to community and other specialised support services.

Centrecare is participating in the **Homelessness Service System Trial** in the South-West Region and this is designed to develop more inclusive services in partnership with service users and providers enhancing new ways of working.

Geoff a 61-year-old single male, first became engaged with HSS DAI in 2018. He presented as at risk of homelessness due to significant alcohol and other drugs and mental health issues. The case worker supported Geoff to gain and sustain stable housing through the National Housing and Homelessness Agreement (NPAH) initiative. Over the past five years, Geoff has been re-referred on two occasions by Department of Communities - Housing to HSS DAI requesting tenancy support as his tenancy had become at risk.*

The case worker's capacity to develop respectful and genuine rapport with Geoff meant he engaged and openly communicated his current challenges. This resulted in the case worker being able to connect him with specialised medical, psychological and community support services. Geoff responded very well and his tenancy remains secure.

With appropriate housing Geoff remained well until early 2023 but by March 2023 the case worker was contacted by Department of Communities - Housing again. The referral expressed how the Department was very concerned for Geoff as his physical and mental health had declined and he would not contact appropriate health care services. He needed urgent connection with specialised mental health and medical professionals. The case worker worked with Geoff to support his desire to become well again and joined with expert services in the region including Southwest Community Alcohol and Drug Service, Community Mental Health (triage), Lamp, Step Up Step Down, Richmond Wellbeing, Busselton and Bunbury Hospitals, Power Medical and National Disability and Inclusion Scheme (NDIS).

The outcome of this re-engagement was Geoff's tenancy was maintained and he has a greater awareness of the wrap-around services providing him skills to build a sense of inclusion and belonging within his community.

**Names changed for anonymity*

Centrecare's Entrypoint Outreach Program (EPO)

Early intervention is critical in preventing entry into homelessness by supporting people to access and/or sustain their existing accommodation. Centrecare's Entrypoint Outreach Program (EPO) was an 18 month pilot project funded by Lotterywest. This program was an important extension of the Centrecare Entrypoint Perth Homelessness Assessment and Referral Service funded by the Department of Communities. EPO provided brief intervention of two to six weeks' long targeting a new cohort of people including families, women and children experiencing Family and Domestic Violence and vulnerable individuals who were newly homeless or were at immediate risk of homelessness. The primary aim was for families to maintain or to move into the private rental market.

973 people were supported throughout the 18 month pilot, including 61% being children. Centrecare is working with the University of WA Centre for Social Impact to evaluate the Pilot. Key outcomes evaluated related to housing outcomes, individual and family outcomes, and system level outcomes. An evaluation report is expected to be published later in 2023.

Emma and her five children were one of the families supported by Entrypoint Outreach. Emma had become homeless due to family domestic violence. While the family originally resided with a friend, this became unsustainable and they were asked to leave. The only option Emma could find was to sleep in a tent in the backyard of an acquaintance's property.*

Emma secured employment to increase her rental options and had a good rental reference from her previous tenancy however, she became disheartened after more than 60 private rental tenancy applications were unsuccessful. She contacted Entrypoint Perth and one of the referral pathways discussed was to Entrypoint Outreach for brief intervention supports.

Entrypoint Outreach provided support and upskilling, assisted with applications for properties, and advocated for Emma with agents known to Centrecare. With this support, Emma was offered a tenancy within her rental affordability and in an area close to work and the children's school. Emma was also supported by Entrypoint Outreach with moving costs.

Through engagement with Entrypoint Outreach, Emma was able to improve her housing stability, increase her knowledge of navigating the service system, increase skills to apply for housing, reduce the length of time the family remained homeless, and were diverted away from the homelessness system.

**Names changed for anonymity*



ReSet is a partnership led by Wungening Aboriginal Corporation, together with Centrecare, St Bart's and Waalitj Foundation and Zonta House.



ReSet's South Hub based at Centrecare's Cannington branch, consists of a Parenting Team and Re-entry Team supporting both women and men in metropolitan prisons to prepare for release. This support is continued for up to 12 months after release to assist with reintegration into the community. Support is tailored to individual client needs.

Rob is in his 50's and has been in and out of custody for the past 25 years. During his last term in prison he was offered support from ReSet. This was the first time he had accessed support services to assist his release and transition back into the community. In getting to know Rob, it was discovered during sentencing by his lawyer that he may have undiagnosed Foetal Alcohol Spectrum Disorder (FASD).*

Rob's ReSet case worker supported him to commence an assessment and liaise with NDIS, which significantly supported Rob's release. He was diagnosed with FASD and now is on a NDIS package assisting him financially and in employment.

While in prison, Rob also engaged with the Parenting Team who supported him to repair his ruptured relationships with his children. Rob was granted parole in late 2022, aided by a solid release plan that he formulated with his case worker.

On the day Rob was released, his case worker picked him up from prison and assisted him to attend Centrelink, organise a phone, provided him with a clothing pack, and transported him to temporary accommodation which had been pre-arranged with a transitional housing provider.

Rob continues to receive support from his case worker and has successfully remained in the community for over six months, stating that this is the longest time he has remained out of prison since he was a teenager.

Rob remains abstinent from illicit substances and is connected to his community through his local church. He has identified that his relationship with his children and family has strengthened. Rob constantly thanks the ReSet Team for their support and commitment to his journey.

**Names changed for anonymity*

Access Wellbeing Services (AWS) is a leading provider of Employee Assistance Programs (EAP) and psychological services, providing services to government, corporate, and community organisations.

As part of a commitment to continuous improvement and growth, an in-depth organisational review was undertaken to assess current operations and business structure. This review has led to the appointment of a Business Executive, tasked with the development and execution of a comprehensive three year business plan to drive strategic growth.

AWS delivered a total of 7,439 counselling sessions, benefiting 2,965 individual clients in need of assistance. Our clinical supervision services have supported both Centrecare and external clients, providing a total of 2,032 hours of support and guidance. AWS provided 245 hours of Critical Incident Support during the year to 33 different businesses and responded to Critical Incident requests across the Perth metro area as well as sending counsellors to worksites across regional and remote WA. Additionally, we have contributed to enhancing professional skills and knowledge across our customer base through the delivery of 463 hours of training across 78 individual training sessions.

AWS remains committed to delivering excellence in services and continues to strive towards making a positive impact on the well-being and mental health of clients.



access
WELLBEING SERVICES



Clive Elliot (front) from AWS visiting the Worx Equipment Team during RUOK Day. (Photo courtesy Worx Equipment)



Specialised Family Violence (SFV)

Thank you for the service as I strongly needed it to help me get up on my own feet. ... has been very and patient with me throughout the appointments. She listens and gives feedback and I feel comfortable and relaxed talking to her.

I have to say that this service is very important and need expansion of more services available for women in crisis like me. I also speak for the women in the same situation as me.

Stronger Together

Very thankful I am to grow ... as a person and parent. I wasn't really happy in the beginning doing this but I had no knowledge of it all ... I am thankful for this experience, growing and really enjoying it so thank you.

Esperance Indigenous Advancement Strategy (IAS)

Love working with CentreCare, I feel so much better having them for support.

Goldfields Parenting Orders Program (POP)

It was more than expected and it was exactly what I needed.

Family Relationship Services (FaRS)

Thank you so much for making me feel better.

Goldfields Mental Health Counselling

... has been a life saver, I can't thank her enough. Thank you CentreCare

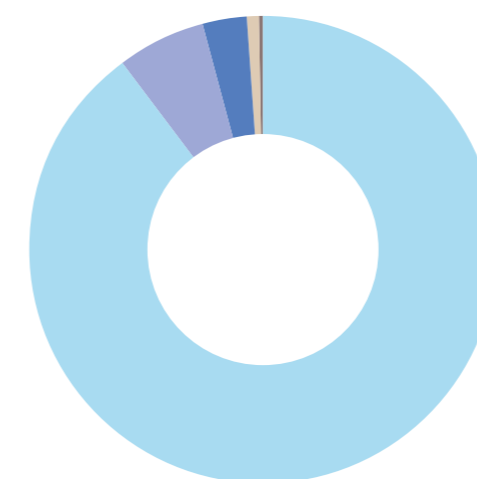
Family Law Counselling

I loved being here. Feel like I want to continue doing the classes. Both ... and ... were amazing in passing the knowledge. Thanks to everyone.

Finances

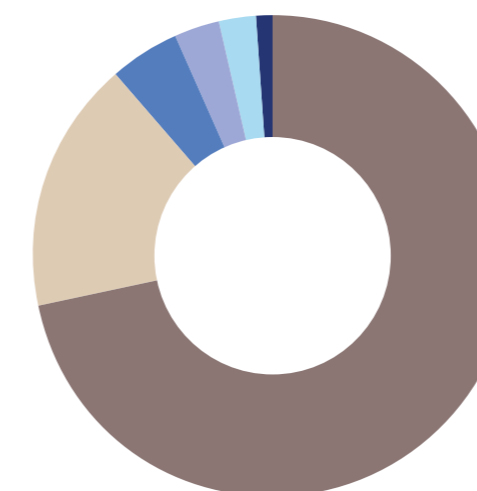
Financial Report for 12 months Trading Activities

Income



State and Federal Government Funds	89.8%
Access Wellbeing Service Revenue	6.1%
Other Income	3.1%
Non Government Funding	0.8%
Rental Income	0.2%
Total	100.0%

Expenditure



Salaries, Wages and Oncosts	71.9%
Operating Expenses	16.8%
Administration Expenses	4.7%
Depreciation	3.1%
Property Expenses	2.5%
Vehicle Expenses	1.0%
Total	100.0%

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

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"People Making Time for People"

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