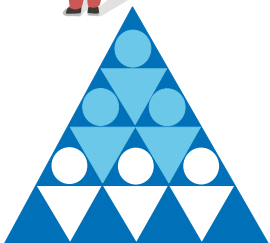


# ANNUAL REPORT

## 2021-2022



**CENTRECARE**  
"People Making Time for People"



Quality  
ISO 9001  
SAI GLOBAL

## 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



**RESPECT**  
Recognition of the intrinsic worth of all human beings and the importance of sustaining their dignity and valuing their views.



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



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



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



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



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

## Members of the Association and the Board of Management

### Association Members

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

### Board of Management Members

- Lou D'Alessandro (Chair)
- Jennifer Bates (Deputy Chair)
- Frank Iannantuoni (Retired Chair Jan 22)
- Nadia Fini-Lefroy
- Susan George
- Rob Leicester
- Mathew Handcock (Resigned Oct 21)

## 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
- Uniting WA
- 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
- St Barbara Limited
- Tony Fini Foundation
- WA Primary Health Alliance
- Wungening Aboriginal Corporation

## Chairperson's Report



In my first year as Chair of the Centrecare Board of Management, I am enormously proud to be part of an organisation that continues to evolve and develop its work practices whilst never wavering from its core values, ensuring its service delivery remains empowering and life-affirming.

Through our Strategic Plan and Reconciliation Action Plan (RAP), we continue to strengthen our resolve to deliver exceptional services in a culturally appropriate way to those in our metro, rural and remote communities. This included our second RAP endorsed by Reconciliation Australia - Innovate Reconciliation Action Plan 2021-2023.

At the start of the pandemic, few of us could have anticipated COVID-19's prolonged and destructive impact – illness, uncertainties of job losses, financial crises and evictions facing many families and households within our communities. These have resulted in demand and wait times for services to climb, especially for the disadvantaged and those desperately seeking to avert homelessness. We have appreciated the additional funding provided by the State and Federal Governments to help meet this increased demand. However, staff shortages have, at times, hindered the ability to provide additional services. Despite these challenges, Centrecare was able to provide a large number of services to many thousands of people through large tracts of WA. All Centrecare staff can be justly proud of their achievements as well as their commitment to the provision of effective services.

To our Director, Adjunct Professor Tony Pietropiccolo AM, the Board expresses its ongoing appreciation for your continuing leadership and efforts throughout the year. Your belief in the importance and uniqueness of each individual and child serves as a benchmark for us all. And finally, to our former Chair Frank Iannantuoni, my fellow Board members, and the wider Centrecare Management and staff, thank you for your significant contributions throughout 2021/22.

Lou D'Alessandro

## Director's Report



COVID-19 has continued to impact both the demand for services and Centrecare's response. The greatest demand in the past financial year has been for accommodation services. A high number of individuals and families contacted Centrecare, predominantly through its Entrypoint service, seeking housing. The lack of available housing options meant often requests for assistance could not be satisfied. This created frustration for those in need and a sense of helplessness in Centrecare staff who were unable to assist people experiencing very difficult, heart-wrenching situations. The dearth of social and affordable housing in WA is currently one of the most, if not the most, pressing social issues and one requiring urgent and effective attention.

COVID-19 has also contributed to staff shortages. This has made it particularly challenging to sustain services at the required levels, especially difficult in regional areas, where it is never easy to attract and retain skilled people. Despite these challenges and the risks posed by COVID-19, Centrecare has continued to provide much-needed services to tens of thousands of people throughout large areas of the State.

The increasing demand for services that assist with relationships, domestic violence, youth at risk, homelessness, family functioning, mental health, psychosocial difficulties, parenting, and child well-being never wavers. As in sectors such as aged care, health, and disabilities, workers in the not-for-profit sector, delivering much-needed social services, must be supported, valued, and respected for their professionalism and contribution to society's overall well-being. Centrecare workers' commitment to the creation of a healthier WA community and a fairer and more just society continues to inspire. My thanks to them all for their hard work and dedication.

That Centrecare remains a strong, professional, and compassionate deliverer of services is in no small part due to the immense efforts of its management team. A special thanks to Leanne Strommen, Cherie Broers, Jeannette Jerome, and all Executive Managers for their amazing, enduring contribution to Centrecare. My sincere thanks to Board Chairpersons, Frank Iannantuoni and Lou D'Alessandro and the Centrecare Board for their ever-generous support and wise counsel.

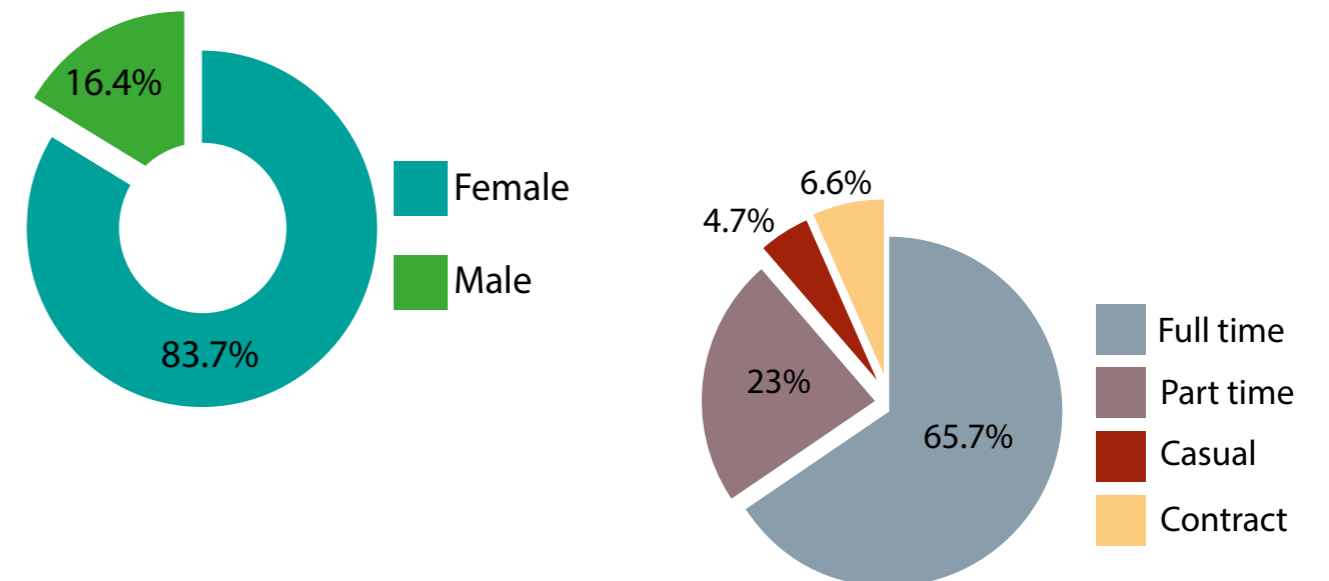
Adj. Prof. Tony Pietropiccolo AM



## Our Management Team

<b>Director</b>	<i>Adj. Prof. Tony Pietropiccolo AM</i>
<b>General Manager Community Services</b>	<i>Leanne Strommen</i>
<b>Chief Financial Officer</b>	<i>Jeannette Jerome</i>
<b>Chief Corporate Services</b>	<i>Cherie Broers</i>
<b>Community Services Executive Manager</b>	<i>Nigel Calver</i>
<b>Community Services Executive Manager</b>	<i>Kate Ihanimo</i>
<b>Community Services Executive Manager</b>	<i>Darren Burns</i>
<b>Community Services Executive Manager</b>	<i>Robyn King</i>

## Our Staff

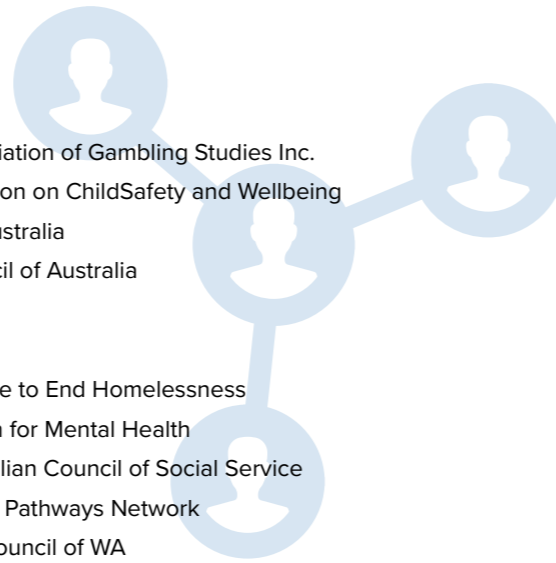


## Community Involvement/Memberships

### Centrecare

- 100 Families WA Project Group
- Australian Human Resources Institute
- 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 Community Council of WA
- Family Court of WA Reference Group
- Family Relationship Services Australia
- Kalgoorlie-Boulder Chamber of Commerce

- National Association of Gambling Studies Inc.
- National Coalition on ChildSafety and Wellbeing
- 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



## Achievements and Milestones this Year

### 2021 Employee of the Year



Finalists L - R: Nathalie Drevet, Kirsi Green, Claudette McKelvie, Carmilla Paulse, Bertha Hurae, Benjamin McAvoy



Sponsored by



### Staff Anniversaries



10 years L - R:- Samuel Lloyd, Maunee Solanki, Mariea Crabbe, Claudette Mckelvie, Theresa Penhey  
20 Years - Ala Antoszewska

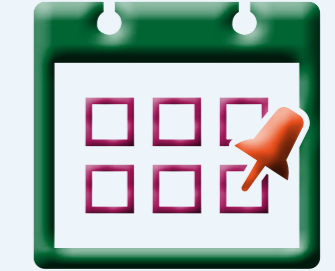
## Summary of the Year



**68**  
services



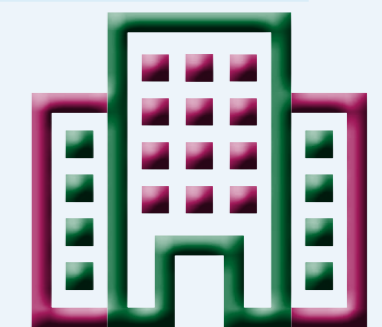
**26,109**  
clients



**171,462**  
contacts



**Community services**  
for you and your family



Across  
**11**  
branches

## Cultural Development

Throughout the past year, Centrecare has been mindful of the four Pillars of our Innovate RAP - Relationships, Respect, Opportunities, and Governance. Our focus has been on ensuring that each of these pillars is strengthened and further embedded into the organisation. That we *“move beyond just acknowledgment, good intentions, empty words and promises, and hollow commitments.”* (NAIDOC 2022 website)

We continue to maintain successful and strong relationships with our metropolitan and regional partners, with local Aboriginal Corporations, Councils, and organisations, and seek out competitive Aboriginal-owned businesses where possible to purchase relevant services.

Building strong and respectful relationships will help us to achieve a deeper and more meaningful engagement with Aboriginal and Torres Strait Islander peoples and the families we serve. This year a focus has been on developing a Specialised Service Model for Aboriginal clients' in consultation with a local Aboriginal and Torres Strait Islander Advisory Group. This model will simplify the pathway for Aboriginal clients to access and engage with our services.

Staff found an innovative and thought-provoking way this year of marking Closing the Gap Day. More than 30 staff across the agency engaged in an in-depth online discussion on what Closing the Gap means to them and what we, as individuals, can do to help.

This year, as a part of our ongoing review and improvement of cultural training opportunities, Centrecare offered various education and training. 135 staff attended online cultural training, or one of six other cultural trainings offered. Where possible, training is provided to our partner agency staff and work placement students.

We are consistently looking for pathways to employ Aboriginal and Torres Strait Islander staff in a highly competitive employment market. In 2021 Centrecare's Aboriginal and Torres Strait Islander Employment Strategy was formalised and published.

Centrecare welcomed two new Elders as cultural advisors to the RAP Committee: Cheryl Taylor who has extensive experience working within the Community and Disability sector and Dennis Taylor who worked in the Department of Communities, Child Protection and Family Support areas. Our Elders have been very supportive of our goals, keeping us on track with our RAP and abreast of current issues.

Centrecare fulfilled its commitment to Reconciliation Australia in 2021, completing the annual RAP Survey of our Innovate RAP - we continue to look for new and creative ways to educate ourselves and others as a pathway toward genuine reconciliation.



*Elders Dennis and Cheryl Taylor*



## Valuing Children Initiative



*Conversations with Children's Commissioners*

The Valuing Children Initiative (VCI) continues to work towards a society that protects children, and their interests and where every child receives the opportunities and supports they need to reach their full potential. We are delighted to welcome Dr. Glenda Kickett as a new Ambassador and celebrated her appointment at an event called Conversations with Children's Commissioners. We are grateful to Anne Hollonds, National Children's Commissioner, and Colin Pettit, former Commissioner for Children and Young People WA, for presenting at the event.

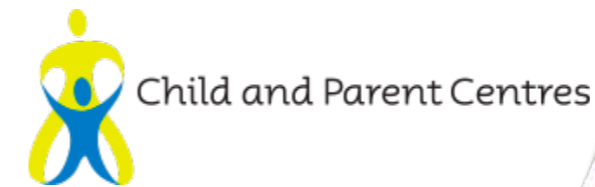
An important development in the past year is VCI's partnership with academics from The University of Western Australia, Curtin University, Edith Cowan University and Murdoch University to undertake research to help us better understand Australian adult attitudes towards children; where we are now and what needs to change?

In March, VCI launched a national call to action to ensure Australian children are prioritised via a new campaign called Every Child is Valuable. The campaign brings awareness to the alarming statistics relating to children's well-being in Australia and promotes children as important, contributing members of society. It also highlights the need for children to be given greater consideration at a political level. Community members can pledge their support by signing an online petition and/or by sending a pre-drafted letter to local and federal politicians which can be found on our website.

VCI recognises the power of the arts to inspire and give voice to children and young people. We are delighted to have partnered with The Lester Prize to award prize money to winning artists in the youth categories. We also partnered with Propel Youth Arts to sponsor two events as part of the 2022 KickstArt Festival for Youth Week in April 2022. Additionally, VCI created a short video called Through Their Eyes. The video shares children's experiences of parental separation and is intended to help parents co-parent successfully after separation by helping them to understand children's perspectives.



*Every Child is Valuable campaign launch*



*Mascots Paige, Patrick and Pete attending the PTHR inaugural Reading Day*

The Child and Parent Centres (CPC's) have been tirelessly working on Paint the Highway REAd (PTHR), an early literacy initiative in collaboration with several other local community organisations. Since 2017, the PTHR message encourages families to read, talk, sing, play and rhyme with children to support their brain development and build the foundations for learning. Children with good foundational early literacy skills arrive at school able to communicate their needs, understand conversation, take direction and are ready to learn to read and write.

PTHR has introduced mascots, Paige, Pete and Patrick, the possums to the community. PTHR created three eggs from which the possums would hatch from. The eggs travelled around schools, CPCs, libraries, local government children's events and childcare centres and children were encouraged to read, talk, rhyme and sing to the eggs to help them grow until they eventually hatched at a community "Hatching Event".

The mascots attend school assemblies, present reading awards, attend childcare centres, the Canning Show and national celebration or awareness day events such as Book Week, RU OK day and Children's week.

This year PTHR celebrated its inaugural Annual Reading Day, which was a huge success with over 390 patrons in attendance. The Possums were very well received by the children and parents who were very excited to sing, dance and rhyme with the possums and get photos with them.





## Individual and Family Services

*Goldfields Family and Domestic Violence* (FDV) Counselling services offer free counselling and advocacy support for women who have experienced FDV. Service delivery is provided across multiple areas within the Goldfields region including Leonora, Norseman and Esperance.

*Melissa\* left her hometown and travelled to Kalgoorlie to escape family violence by her ex-partner and father of her children, Dave\*. Melissa experienced patterns of physical, financial, emotional, and psychological abuse throughout her marriage, which was often exacerbated by Dave's heavy alcohol use. Melissa acknowledged the turning point to leaving and securing safety at a Women's Refuge was when the emotional and physical abuse extended from her to her children. Dave continued to coerce and control her by using technology through messaging and attempts at tracking her whereabouts through social media apps.*

*Safety planning involved discussion around "safe" phone use and added security to social media apps, changing her contact number and safely answering and managing calls from private numbers. Further planning involved identifying support people Melissa was comfortable contacting in an emergency and gaining independence through employment.*

*Subsequent therapeutic goal setting focused on Melissa and her children's personal recovery from their experience of Domestic Violence, as well as understanding the patterns of control and abuse they had survived. Counselling sessions provided Melissa with knowledge about coercion and control and the cycle of abuse. Melissa learned that her actions during the marriage were protective, especially towards her children and helped prevent further violence.*

*\*Names changed for anonymity*

**Goldfields Financial Counselling** service assists clients to explore their financial options, provides advocacy and support when dealing with creditors, and helps with personal and family budgeting.

*Glenn\*, no dependants, renting a Department of Communities property and in receipt of Centrelink Disability payments, sought support for assistance with a Synergy debt over \$900. Glenn stated the electricity consumption for the billing period was excessive compared to his normal usage, as he had to cool his home due to severe high temperatures.*

*Glenn was in a payment arrangement with the electricity company for a nominal amount per fortnight. Glenn also had a payment arrangement with Alinta Gas via Centrepay, which was in credit. Glenn's financial counsellor suggested Glenn reduce the Alinta payment to meet the needs of his usage and divert those extra funds towards the Synergy debt.*

*Glenn was grateful to have someone advocate for him and requested the financial counsellor contact Synergy to discuss a payment proposal and the payment arrangement was approved. The financial counselling service also secured Glenn a Hardship Utility Grants Scheme (HUGS), which provided approximately \$600 additional financial support.*

*Glenn confirmed that he no longer has debts/loans or overdue accounts and has been managing his finances better which has significantly improved his mental health.*

*\*Name changed for anonymity*

Centrecare delivers two Family Support Networks (FSN) with Wungening Aboriginal Corporation in the Cannington Armadale and Midland Perth areas.

The services focus on:

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



For this annual period the Family Support Network has supported over 63 families in the Intensive Case Management (ICM) stream and has supported 621 families or individual referrals in the Assessment and Coordination (A&C) stream.

*Judy\* aged 21 years and her two-year-old son was referred to the ICM program seeking routines and parenting strategies, childcare enrolment, independent accommodation and development of a social support network.*

*At the time of the referral, Judy was living in a private rental property with her son, her mother and three siblings. Following an assessment of the family's support needs it became apparent that Judy's mental health was complex and unstable. She was supported by Adult Community Mental Health Team and had commenced the program for Dialectical Behaviour Therapy. The ICM case worker worked alongside the Mental Health Team to support her, so the service could focus on her parenting skills. Judy was referred for parenting courses and offered in home mentoring of routines and child development education.*

*She also successfully gained her drivers licence, pursued a TAFE course, collaborated with other agencies to develop a safety and support plan, finding her safer accommodation.*

*\*Name changed for anonymity*







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.

*Regional Family Dispute Resolution* (RFDR) assists couples and families to communicate effectively and reach agreements focused on the needs of children and/or the resolution of property matters. In regional areas there can also be difficulty accessing support for migrants and affordable legal services to achieve this effectively where language can be an additional barrier.

*David\* is from a non-English speaking country who speaks limited English residing on a farm. Trish\*, David's ex-partner was born in Australia and lives in Kalgoorlie with their child. After separation, David experienced travelling long distances including social isolation, limited resources and a lack of family support networks which made contact with his child difficult.*

*Trish initiated RFDR to address boundary setting, child contact, financial payments, communication and travel. The mediation process was challenging, not only because David spoke and understood very limited English, he also could not attend face-to-face appointments.*

*Trish reported, "I feel stronger and am putting in boundaries for myself." Trish now feels connected to supports and although the process was very long, the Parenting Plan through RFDR has brought a structure to their co-parenting relationship.*

*David stated, "The plan is good, I will be able to talk with my child more and I am happy Trish will put photos on my app, my family overseas will see the photos too."*

*\*Names changed for anonymity*

*Building Resilience* is a two-hour, 12-week education and support group for women experiencing family violence or who are at risk of being unsafe in the family environment. The key components of this group are safety, well-being, support and information sharing.

*Sam\*, a 29-year-old female was in a relationship with her husband for 12 years. Sam stated her husband had been "extremely nice and caring" at the beginning of their relationship. Over time, he started to impose his ideas and opinions on her to the point she felt unable to freely express her opinions. Sam reported feeling progressively more controlled and lost confidence in herself, feeling hopeless and helpless. She also noticed her husband was making all the big decisions, and always minimising his outbursts and blaming them on her.*

*As part of the Partner Contact program Sam received phone calls every six to eight weeks. At initial contact, a risk assessment was conducted and her safety plan was further refined. Sam agreed to engage in individual sessions and progressed to the Building Resilience group, a support group for women, victims-survivors of family and domestic violence.*

*Sam was supported through the Partner Contact program for a period of 10 months while her husband completed the Men Choosing Respect program. During this time, Sam was supported by receiving psychoeducation on the cycle of abuse, dynamics of coercive control, different forms of abuse and its multi layered impacts on women, identifying risks and enhancing safety planning.*

*\*Name changed for anonymity*

*Counselling for Adolescents and Parents Service* provides support for young people aged 12-18 and their parents/caregivers to find creative solutions to conflicts and challenges they may be experiencing.

*Jess\*, 13 years old, had symptoms of anxiety, family conflict/breakdown (emotional and physical), self-harming behaviours and trauma.*

*She was often anxious in social situations and therefore avoided socialising and disclosed a strong history of bullying throughout primary and secondary school. She stated that she "has no friends" and "always" eats her lunch in the bathroom.*

*Jess was initially estranged from her father, however she re-engaged with him and made an abrupt decision to move in with him. The result of this move was that further conflict arose between Jess, her mother and her older sibling. Due to past reported aggressive behaviours from the father towards Jess and other family members, a risk assessment and safety plan was completed.*

*The outreach counsellor addressed issues such as thoughts of self-harm, anger management and anxiety, and trauma therapy around her past. She also encouraged Jess to explore her personal qualities, to engage with social activities and build confidence and self-esteem.*

*Jess joined her school netball team and a local netball club, increased (positive) communication with her family, and her ability to manage her emotions effectively before reaching an "outburst" stage. Jess was able to return safely to her home and to school with 95% attendance. Overall, Jess and her mum had a positive increase in communication and she felt her mum was more understanding.*

*\*Name changed for anonymity*



## Accommodation Services



From early 2020, Centrecare's Entrypoint Perth, a homeless assessment and referral service began experiencing demand from a new cohort of clients finding themselves in the homelessness system due to significant changes to the housing sector as a result of the impact of COVID-19.

Centrecare submitted a proposal to Lotterywest for an 18-month pilot service to sit alongside Entrypoint Perth, providing brief intervention case management support to strengthen linkages between clients and services and/or accommodation providers and decreasing barriers to accessing housing. The pilot commenced in November 2021 with two full-time staff and a goal of supporting 330 primary clients, along with their family members.

The service targets three core groups referred by Entrypoint Perth, including:

- Private tenants who have previously maintained housing without accessing the homelessness service system
- Families with dependent children in their care
- Women experiencing family domestic violence.

*Bill\* was 60 years old and house-sharing with a friend when he reached out to Entrypoint Perth and was referred to Entrypoint Outreach for brief intervention supports.*

*The property they were renting had been sold and he needed to move out. With two dogs and poor rental references, Bill had been unable to secure a tenancy. He was overwhelmed and didn't know where to start. When Entrypoint outreach staff met with Bill, they discussed his barriers to housing and together explored potential solutions. Bill re-homed his dogs with a relative. Entrypoint Outreach contacted an accommodation provider regarding housing for over 55s and advocated for Bill to be housed, while being transparent about his rental history and offering valid reasons for why this should not affect a tenancy in the future. Due to the advocacy provided, Bill was offered a suitable property. Bill commented to Entrypoint Outreach staff that the service was more than he had expected, and he would highly recommend it. Bill remains stable and secure in his new tenancy.*

*\*Name changed for anonymity*





The *Sky* service provides children aged four to 14 years with therapeutic support to overcome trauma and disruption caused by experiences of homelessness, or risk of homelessness.

*Joshua\* is in his early teens and was referred to Sky for a range of emotional issues that were influencing his thoughts and leading to self-harm. The Sky counsellor engaged with Joshua and his family in several activities to aid emotional healing and improve family functioning.*

*Joshua, his sister and their mother had experienced physical, emotional and verbal domestic violence for many years. When his mother decided to leave the relationship, this decision created additional issues for Joshua as he was thrust into a life of instability and uncertainty. The family moved frequently from crisis accommodation and between friends' houses until they were housed in public housing.*

*Through Sky support, Joshua engaged in weekly counselling sessions to address self-esteem. His negative thought patterns, such as not being smart enough and body image issues, were influencing his thoughts and leading to self-harm. The counsellor worked with Joshua to address his negative thought patterns, challenge his irrational beliefs and work towards rational self-statements. He also learnt relaxation strategies, such as deep muscle relaxation and focused breathing which successfully improved his sleep routine and in-turn his sense of self.*

*Joshua is now getting along well with his sister, is no longer having thoughts of self-harm and has successfully transitioned into high school. The family remain in stable housing and are engaging with their local community.*

*The Sky counsellor also provided Joshua's mother with information and a referral to a parenting course to assist in improving family functioning.*

*During the school holidays, Sky facilitated and funded a fun, family activity for Joshua and his family. These family outings provided an opportunity to strengthen the bonds and heal relationships within the family unit.*

*\*Name changed for anonymity*

**Private Rental Advocacy and Support Service (PRASS)** helps tenants in privately rented accommodation meet their tenancy agreement and responsibilities.

*Evie\* was in arrears to the amount of \$1,100 and was at risk of becoming homeless through eviction. In addition to the rental arrears, Evie also was in arrears with her utility bills to the amount of \$700.*

*Evie had a diagnosis of emphysema and as a result unable to work full time. She worked casually as a cleaner when able. She was also the full-time carer of her five year old granddaughter. Two close family members had also recently died in close succession and traveling to the different funeral locations took its financial toll on her.*

*PRASS provided Evie with much needed Emergency Relief, as well as a Telstra top up to enable her to use her phone. Further referrals were made to Foodbank to alleviate the financial burden on the family. PRASS negotiated with the landlord that at least half of the arrears would be cleared immediately which resulted in an agreement that the tenancy would be continued. After this agreement was made, brokerage was sourced and secured through Centrecare, Uniting WA and St. Vincent de Paul and \$750 of the arrears were cleared.*

*Evie was also referred to:*

- Midlas to enable her to complete an application to access disability support
- Salvation Army financial counselling and developed a workable budget with their support
- Uniting WA provided brokerage to repair Evie's car

*At the end of PRASS, Evie self-reported she was back on track with her rental payments, and she was feeling good about her circumstances.*

*\*Name changed for anonymity*

**Housing Support Worker Drug and Alcohol Initiative (HSW DAI)** supports people, who are actively addressing alcohol and/or misuse issues, to secure and maintain stable accommodation and avoid homelessness.

HSW DAI acknowledges that the success of the program can be partially attributed to the strong and mindful efficient communication between other NGOs, government organisations and referring agencies. As COVID-19 created a climate of uncertainty and tension it was essential that clients and service providers kept abreast with often changing health directives.

*George\* was in poor health with a recent diagnosis of a terminal illness, was homeless and had low mental health.*

*George received Alcohol and Other Drug Counselling, a Mental Health Assessment was completed, and care plan developed. With the National Partnership Agreement on Homelessness application done, the bond was approved. He saved for his own purchasing of white goods, a bed and two weeks rent in advance.*

*Program assistance of \$350.00 was used to purchase electrical kitchen items, linen/towels or any essential cooking utensils including pots/pans. George was then able to start his tenancy with a level of comfort and security.*

*\*Name changed for anonymity*



Access Wellbeing Services (AWS) is available 24/7 to assist client organisations by providing a suite of mental health support services including counselling, on-site support and critical incident response services, mediation, coaching, supervision and training services.



Throughout the 2021-2022 financial year, AWS provided 9609 counselling sessions for 3600 clients. It also provided 1373 hours of critical incident response and on site support, assisting employees to cope with traumatic incidents, grief and loss, natural disasters and organisational change management processes.

The AWS message was further spread via the AWS RESILnZ podcast, with a number of different professional conversations being recorded and distributed free of charge to the Australian Community.

AWS's Clinical and Professional Supervision service is rapidly expanding – it provided 1867 supervision sessions throughout the 2021 – 2022 financial year. The Professional Supervision service provides a confidential and supportive space for professional development, learning and growth. The supervisory relationship can be seen as a means to address ethical, professional, and best practice standards and includes:

- Development of both skills and knowledge.
- Enhancement of self-care.
- Building of resilience and self-confidence.
- Supporting staff retention, staff development, and job satisfaction.
- Enhancing the ability to cope with change, both organisationally and individually
- Development of professional identity.



*EAP counsellor on-site*

The Supervision team provides an enjoyable, enriching and safe, non-judgemental space where practice can be discussed and professional growth is maintained.

AWS delivered 750 hours of Educational Training to employees of organisations across a wide variety of industries, throughout the 2021 – 2022 financial year. Its most popular training packages were 'Building Psychological Safety in the Workplace – For Managers', 'Building Buoyancy – Resilience for Employees' and 'Managing Customer Aggression'.

AWS continues to strive for excellence in all services it provides in keeping with Centrecare Values.

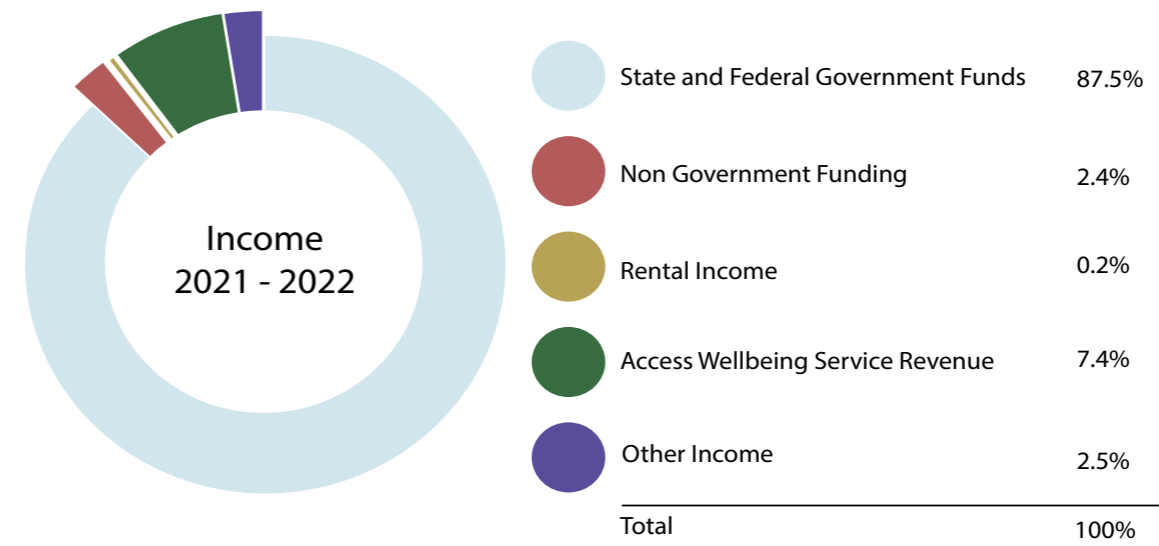
*Launch of the Professional Pastoral Supervision Program for the Catholic Archdiocese of Perth*





## Finances

### Financial Report for 12 months Trading Activities



#### Goldfields Financial Counselling

I feel a significant weight has been lifted off of my shoulders and I can finally move forward.

#### Family Support Network

I just wanted to say that I cannot believe how efficient and helpful the worker was today with getting the information that I needed. Thanks.

#### Regional Family Dispute Resolution

Thank you so very much for equipping me with the valuable information as I navigate this uncharted territory.

#### Family Support Network Partner Agency

We have enjoyed working alongside the FSN in co-facilitating our parenting program. We look forward to more collaboration in the future.

#### Valuing Children Initiative

The Valuing Children Initiative is different because they don't just have empty promises, they ask and work with the kids to create a safer place for them. They are truly invested in helping children and care about what the kids have to say.

#### Sky

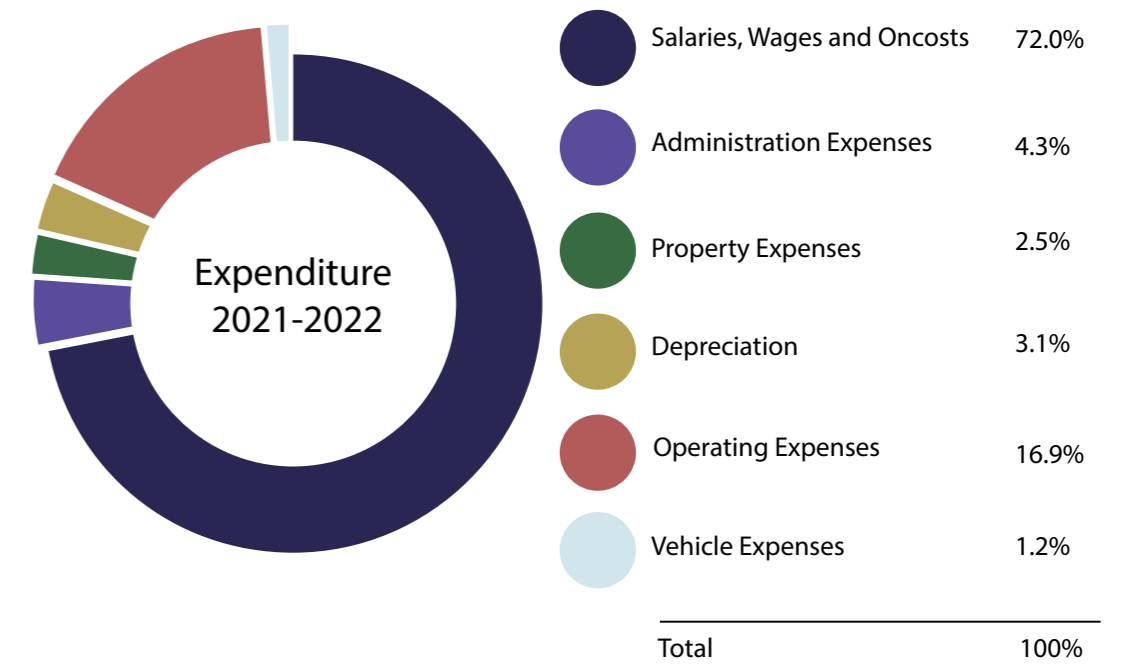
I don't fight with my siblings anymore.

#### Child and Parent Centre

I am a completely different mother now, and my kids did changed a lot too, my children have learnt many things from the centre.

#### Entrypoint Outreach

May I say my caseworkers came to me like angels. Their professionalism and friendliness were remarkable. Through their efforts it was less than 24 hours we had a house. A miracle.



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

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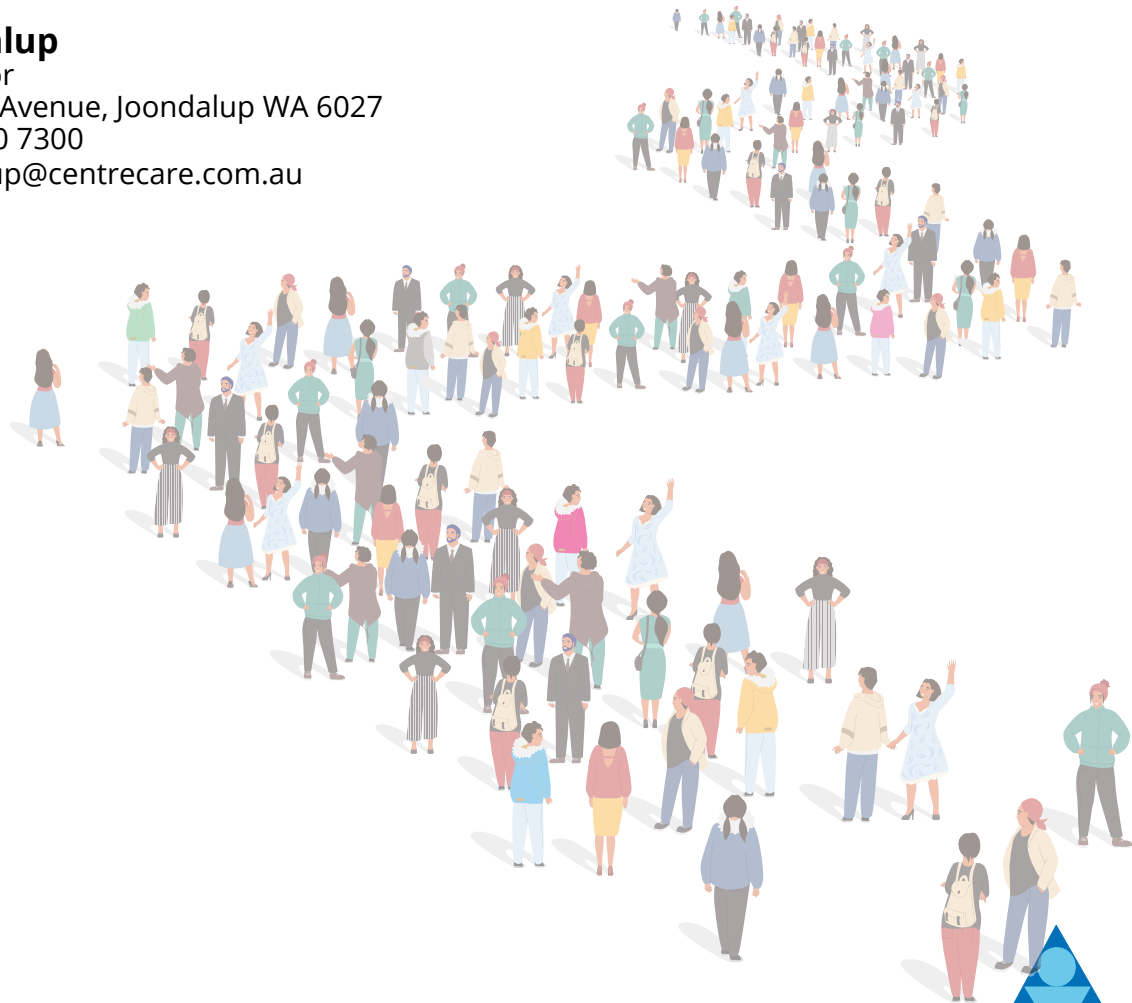
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