

ANNUAL REPORT

2024 – 2025



Centrecare

People making time for people

CHAIRPERSON’S REPORT



It is my privilege to present this report on behalf of Centrecare’s Board. Each year our annual report is an opportunity to reflect on our collective progress, the challenges faced, and the vision which continues to guide our work.

The past year has reminded us that our work does not occur in isolation. Global events, alongside domestic challenges of economic pressure and social division, inevitably influence the communities we serve. These events sharpen our awareness of how essential it is to uphold values that are inspired by our common humanity. These same values reinforce the role of Centrecare as a voice for equity and dignity in Western Australia.

The Board has engaged in both oversight and foresight, with thoughtful discussion about the future of Centrecare services, the evolving needs of communities across WA, and the opportunities presented by new partnerships and collaborations. We remain committed to ensuring Centrecare continues to adapt, serve and advocate while staying true to its purpose.

Of course, none of this is possible without Centrecare’s people. To the Management Team and staff, I offer sincere appreciation for their skill, professionalism, and tireless commitment. The heart of Centrecare is found in the way our staff treat those who come to us in need, not just as clients, but as fellow human beings deserving of care and respect. On behalf of the Board, I extend deep gratitude to our Director – Adj. Prof. Tony Pietropiccolo AM whose leadership continues to inspire respect and drive excellence.

I also wish to thank my fellow board members. Their dedication, wisdom, and diverse perspectives enrich our governance and strengthen our decision-making. It is a privilege to serve alongside colleagues who bring both rigour and compassion to their role.

Finally, I thank Centrecare’s supporting bodies, and funding and partner agencies. Your collaboration and belief in our purpose, amplifies the impact of what we can achieve together.

DIRECTOR’S REPORT



Despite their physical distance, global events this year have intruded into our lives and demanded our attention. The suffering we have seen daily on our screens remind us of the extreme pain we cause one another when we lose sight of our common humanity. Despite initially appearing unrelated to who we are and what we do, they have in turn made us question ourselves, the values we believe in and the importance of what we do.

The happenings in Gaza and the Ukraine are such events. They remind us that respect and care for each other are central to wellbeing and how destructive we can be when we dehumanise others based on politics, creed, or colour.

In this context, the values of acceptance, compassion, and respect, which are at the heart of Centrecare’s work, have taken on a greater meaning. These values inspire the work of our staff and provide the foundations on which we deliver Centrecare’s many services across WA and which underpin our advocacy.

This Annual Report presents the scope and importance of this work. It also attempts to speak to the needs of our community and the generosity of spirit that drives our managers and staff. A spirit focused on providing the very best of care to those who seek our assistance.

The following pages also acknowledge the significant work of The Valuing Children Initiative. Its efforts to raise the voice of children and its call to adults to attend more carefully to their needs has never been more relevant. We demand a world in which our children can flourish.

Centrecare has continued to fund the End Child Poverty campaign. We have made significant progress this year towards campaigning for legislation, which commits Australia to addressing its appallingly high level of child poverty.

My thanks to all Centrecare staff for the continued commitment to their work. I’m very grateful for the untiring efforts of our Management Team that continues to ensure Centrecare’s services are highly professional and effective. A special thanks to Leanne Strommen, Jeannette Jerome and Cherie Broers for their unconditional collaboration.

My thanks also to Board Chair, Lou D’Alessandro, and all Board members for their unwavering belief in Centrecare’s work and their invaluable wisdom, encouragement and support.

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 are inspired by compassion and recognition for human dignity and worth.



MEMBERS OF THE ASSOCIATION AND THE BOARD OF MANAGEMENT

ASSOCIATION MEMBERS

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

BOARD OF MANAGEMENT MEMBERS

- Lou D'Alessandro (Chair)
- Shauna Deane
- Nadia Fini-Lefroy
- Susan George
- Rob Leicester
- Anne Zaninovich
- Grant Wilson

PARTNER AGENCIES

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

- Anglicare WA
- Communicare
- Lamp Inc.
- Stellar Living
- Waalitj Foundation
- Wungening Aboriginal Corporation
- Zonta House

SUPPORTING BODIES

- Catholic Archdiocese of Perth
- Catholic Diocese of Bunbury
- Deloitte Australia
- LifeLink Fundraising Program
- Tony Fini Foundation

FUNDING BODIES AND PROGRAMS DELIVERED

Anglicare WA

- WA Rent Relief Program

Attorney-General's Department

- Regional Family Dispute Resolution
- Children's Contact Service Kalgoorlie
- Family Dispute Resolution
- Family Law Counselling Goldfields/Perth
- Family Relationship Centre Midland
- Post Separation Cooperative Parenting Kalgoorlie

City of Kalgoorlie-Boulder

- Men's Behaviour Change Program and Youth Intervention

Communicare (Department of Social Services)

- Bridge to Belonging
- Rising Strong - Supporting Adolescent Boys Trial

FUNDING BODIES AND PROGRAMS DELIVERED

Department of Communities

- Bunbury Counselling Service
- Centrecare Family Accommodation Services
- Centrecare Youth Support Service
- Counselling for Adolescent and Parents
- Early Intervention Family Support Services Southwest
- Early Intervention and Prevention
- Entrypoint
- Family and Domestic Violence Counselling and Education
- Family and Domestic Violence Counselling and Support Service
- Family Link
- Family Support Network Lead Agency Cannington/Armadale
- Family Support Network Lead Agency Perth/Midland
- Frontline Family Domestic & Sexual Violence Counselling & Support Service
- Goldfields Financial Counselling Service
- Goldfields Youth Support Service
- Homelessness Accommodation Support Worker
 - Corrective Services Men
 - Northwest Metropolitan
 - Southeast Metropolitan
- Homelessness Services Connector
- Housing Support Workers Drug and Alcohol Southwest
- Intensive Family Support Services
 - Armadale
 - Cannington
 - Joondalup
 - Midland
 - Mirrabooka
 - Perth
- Men's Behaviour Change Program
 - Northwest
 - Southwest
- Private Rental Advocacy Support Service
- Safe at Home
- Sky
- Sky plus

Department of Education

- Child and Parent Centre
 - Gosnells
 - East Maddington

Department of Justice

- Adult Justice Services Reintegration Goldfields
- Individual Support and Transition Service
- Stronger Futures Youth Outreach program
- Youth Justice Services
 - Banksia Hill Program
 - Beyond YJS

Department of Local Government, Sport and Cultural Industries (Gaming and Wagering Commission of WA)

- Gambling Help

Department of Social Services

- Early Intervention Support to Vulnerable Families with Children and Young People (Family First)
- Family and Relationship Services Goldfields/Perth
- Financial Counselling for People Affected by Problem Gambling
- Specialised Family Violence Services Goldfields/Perth/Southwest

Lotterywest

- Emergency Relief
- Stronger Futures Children Outreach

Mental Health Commission

- Counselling Face to Face
- Family and Care Support
- Personalised Support
 - Linked to Housing
 - Other

National Indigenous Australians Agency

- Indigenous Advancement Strategy Esperance

North Metropolitan Health Service

- Child and Adolescence Forensic Service

WA Police

- Stronger Futures - Early Intervention Youth Outreach

WA Primary Health Alliance

- Integrated Primary Mental Health Care
- Psychological Therapies for People with Mental Illness and are in Residential Aged Care

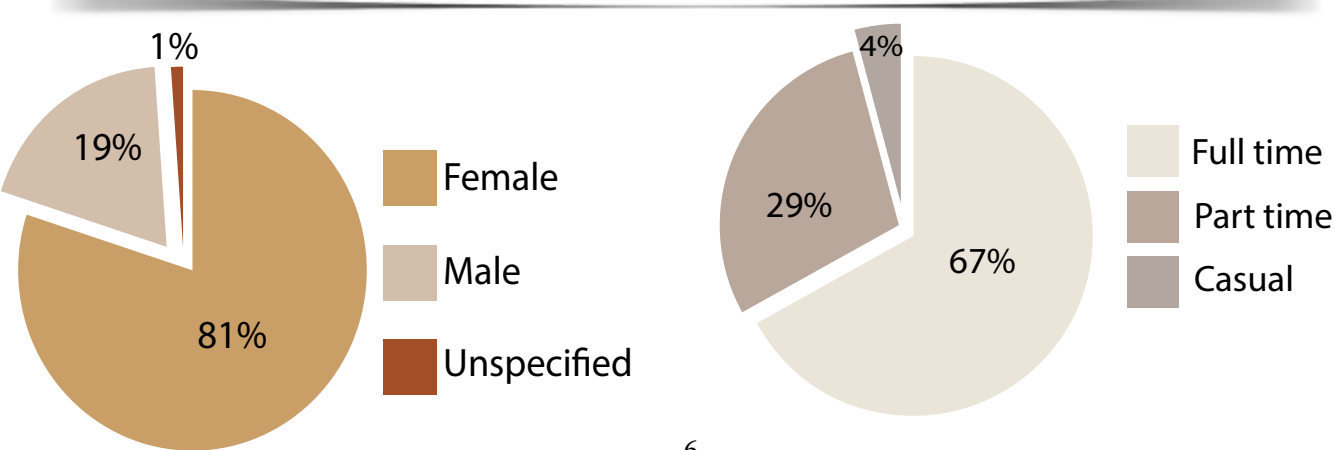
Wungening (Department of Justice)

- Adult Justice
 - Reintegration Parenting Men
 - Reintegration Parenting Women
 - Reintegration Men
 - Reintegration Women

OUR MANAGEMENT TEAM

Director	Adj. Prof. Tony Pietropiccolo AM
General Manager Community Services	Leanne Strommen
Chief Financial Officer	Jeannette Jerome
Chief Corporate Services	Cherie Broers
Community Services Executive Manager	Kate Ihanimo
Community Services Executive Manager	Nigel Calver
Community Services Executive Manager	Jenni Lys
Community Services Executive Manager	Evelyn Tui
Community Services Executive Manager	Tara Gilmour
Business Executive Access Wellbeing Services	James Flaherty

OUR STAFF



ACHIEVEMENTS AND MILESTONES THIS YEAR

2024 Employee of the Year



Winner - Patrick Smith



Amanda Jacobs



Lisa Jenkins



Jasna Petrovic



Julie Rae



Emma Robinson

STAFF ANNIVERSARIES

In October 2024 we celebrated the anniversaries of:

20 Years: Sandra Allan, **10 Years:** Katrina Baker, Rachael Bateman, Hannah Robinson, Belle Toy, Audrey Turner and Sharon Zhang.



L-R: General Manager Community Services - Leanne Strommen, Sandra Allan and Executive Manager - Tara Gilmour



L-R: Executive Manager - Evelyn Tui and Katrina Baker



L-R: Executive Manager - Tara Gilmour, Hannah Robinson and General Manager Community Services - Leanne Strommen



L-R: General Manager Community Services - Leanne Strommen, Rachael Bateman and Executive Manager - Nigel Calver



L-R: General Manager Community Services - Leanne Strommen, Audrey Turner and Executive Manager - Evelyn Tui



L-R: General Manager Community Services - Leanne Strommen, Belle Toy and Executive Manager - Nigel Calver



L-R: General Manager Community Services - Leanne Strommen, Sharon Zhang and Chief Financial Officer - Jeannette Jerome

VALUING CHILDREN INITIATIVE (VCI)

VCI had an impactful year laying a strong foundation through policy, advocacy, community engagement, media, campaigns and child involvement, dedicated to advancing children’s rights and well-being across the state and nationally.

Catholic Social Services Australia (CSSA) hosted a webinar on child poverty and VCI received a Shelter WA grant to hold a workshop during Homelessness Week. Our report, Children and Homelessness was released and distributed to Western Australian politicians, amplifying calls for policy change.

Our biggest report for the year, Child Poverty in Australia 2024, by Bankwest Curtin Economics Centre, reported 823,000 children now live in poverty and the number is growing.

During a visit to Canberra, VCI presented a Parliamentary Friends of Poverty, and a briefing was attended by Senator Louise Pratt.

During Anti-Poverty Week, a press conference at Government House featured 100 teddy bears—17 in orange to represent 17% of children living in poverty.

VCI hosted Professor Sharon Bessell to lead workshops with children at the Gosnells Centrecare branch and host a public conversation about poverty. Sharon also spoke to ABC Radio and featured an ABC TV story about child poverty.

VCI facilitated a child voice project with 21 children visiting and exploring Perth Airport to provide input into the new airport terminal design with the report being delivered to the designers.

The Director and the Development Executive presented at the CSSA conference in Sydney to develop the long-term strategy for the End Child Poverty campaign.

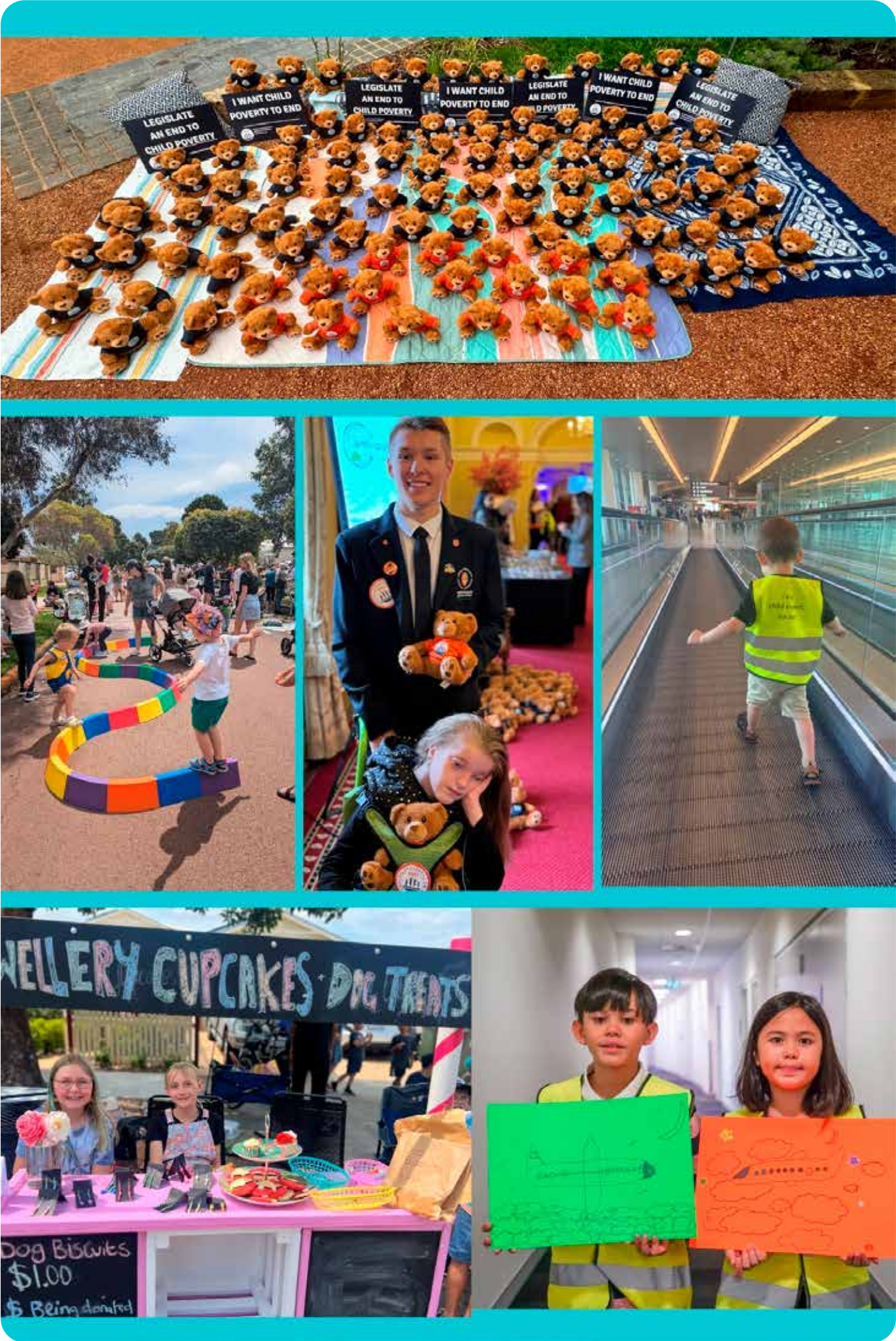
VCI hosted two Kids Street Parties in Bassendean and Eden Hill, supported by grants from the Town Team Movement – Streets Alive Project, giving children opportunities to share experiences on road safety, participate in workshops, and run stalls.

We continued our advocacy after the release of the May State Budget by highlighting the cut of the KidsSport Vouchers from \$500 to \$300. This impacted many families, particularly those on low income.



Photos on opposite page top - bottom and L-R: Anti-Poverty Week 100 Teddy Bears, Kids Street Party, VCI Ambassador Joshua Patrick and sister Charlotte, Kids Street Party, Perth Airport Project

Left: Kids Street Party



THERAPEUTIC PRACTICE AND POLICY

An independent Triennial Audit to review our ongoing Quality Assurance certification was conducted across various Centrecare branches from 6–16 June, 2025.

The audit provided us with some very positive results, finding that “All administrative aspects of the system continue to be very well managed” and “Very effective support measures are in place for frontline staff and on-going development”. “The organisation continues to invest strongly in the initial training and extensive on-going development of staff.” There was “particularly good evidence of a range of valuable training provided over the initial two years of employment and subsequent ongoing development.”

As we continually strive to improve our practice we have reviewed and updated a number of our Therapeutic Tools and documents. This year we have seen a focus on ensuring we listen to children and young people to meet their needs as they see them. Listening to children and responding to an increased awareness in the community for better safeguards to protect children and youth, has seen child friendly documents being created and new policies being introduced.

Trainings focused on children and youth this year included:

- ♥ Supporting children who have experienced trauma
- ♥ Supporting Infants’ and toddlers’ resilience during daily transitions
- ♥ Child safety - Protective Behaviours
- ♥ Bullying Behaviour
- ♥ Preventing Emotional Abuse of Children
- ♥ Understanding and responding to childhood suicidal ideation
- ♥ Recognising and responding to Adolescent violence in the home
- ♥ Child Sexual Abuse and Harmful Sexual Behaviours and
- ♥ Bringing up Great Kids

Burnout Prevention Training was also provided to support all staff

New policies and supporting documents were introduced:

- ♥ Reportable Conduct Policy
- ♥ Professional Boundaries Policy
- ♥ Informed Consent policy
- ♥ Informed Consent Form - Youth and
- ♥ Child Rights and Responsibilities

The Clinical Induction on the Therapeutic Framework and core documents have been updated with these new policies. These supports ensure staff have a solid foundation on which to build best practice service delivery.

Core documentation for new programs has been created and Improvement logs for the framework have been under regular review and continue to be updated.

The Therapeutic Framework enquiries line provides staff with a direct line of communication to management for their therapeutic framework suggestions and enquiries to be considered.



Susan Pope
Project Officer



Laura Miller
Practice Lead,
Community Services

CULTURAL DEVELOPMENT

Right: Centrecare has participated in the Reconciliation Week Street Banner Program since 2022

Centrecare successfully completed the actions outlined in the Innovate2020–2023 Reconciliation Action Plan (RAP) and embedded them into Centrecare’s structure and processes.

This year, the RAP Committee has been working on a new Stretch RAP. During this period we engaged Aboriginal artist Paige Pryor to create an artwork for our RAP. The design is full of colour and meaning. A part of the artwork will also be used on Centrecare’s new culturally themed polo shirts.

The 2024 independent RAP Barometer Survey returned another round of positive results. 141 staff took part and provided a strong indication we are tracking well on our reconciliation journey.

The provision of cultural supervision to Centrecare staff continued this year with our Cultural Leads delivering 667 supervision sessions to 127 staff.

In 2024, our Cultural Leads along with other staff, attended the Family Relationship Services Australia Annual Conference. The Cultural Leads presented “Cultural Supervision – Safe Yarning” sharing their indepth knowledge on the topic. This was followed up by a webinar recording in September 2024 which was later placed on the Family Relationships Services Australia (FRSA) website. We have since been informed that the Webinar recording received 513 views up to the end of June 2025.

In April 2025, Cultural Lead – Dwayne Hayden visited the Goldfields regions – Kalgoorlie, Leonora, Norseman and Esperance. In Esperance and Norseman, he facilitated yarning sessions with a number of local young men which ended with barbeques. He spent time with them building relationships, exploring topics such as physical, mental and spiritual health and paid tribute to them as the next generation to carry the torch, the stories and their culture from their Elders.

We have kept our RAP cultural training commitment this year with 198 staff attending either online or face-to-face cultural training.

Every year, we recognise or celebrate significant Aboriginal and Torres Strait Islander events. These include: National Aboriginal and Torres Strait Islander Children’s Day, Anniversary of the National Apology, Ochre Ribbon Week, National Sorry Day, National Reconciliation Week, Mabo Day, NAIDOC Week, Harmony Day and many more. We remain mindful of the ongoing effects of colonialism on Aboriginal and Torres Strait Islander peoples and the continuing need for truth telling.

The RAP Cultural Working Group continue to provide support and cultural guidance, reviewing Centrecare documents, policies and processes assisting us to move forward to achieve our RAP goals.



Nyungar artist Paige Pryor



Artwork created by Paige Pryor

SUMMARY OF THE YEAR

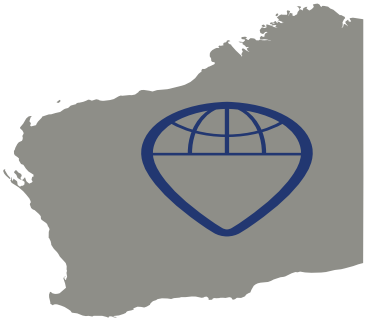
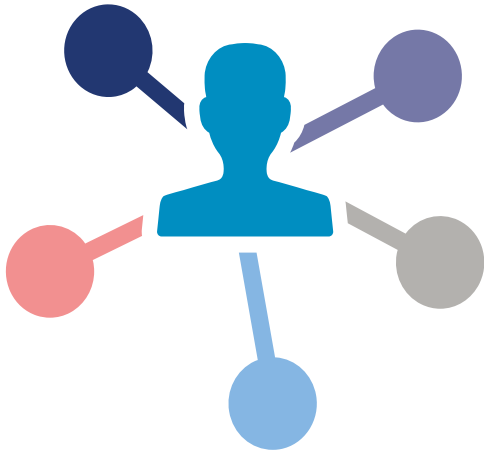
Community services
for you and your family.



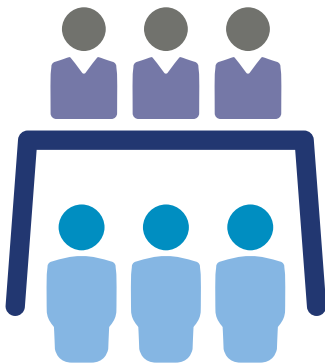
69
Services



28,687
Clients



11
Locations



20
External
Presentations

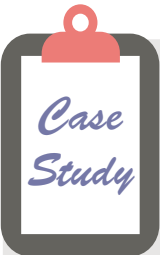


195,798
Contacts

ACCOMMODATION SERVICES

Housing Support Worker Drug and Alcohol Initiative

Centrecare’s Housing Support Worker Drug and Alcohol Initiative service operates out of the Bunbury office. This service supports people to actively address 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.



A mother and her four children were referred to the service after fleeing family domestic violence (FDV). The family had no means to access safe, affordable, long-term housing and had lost all personal and household possessions.

The family was initially placed in crisis accommodation at a local women’s refuge. While undertaking an assessment, the client disclosed a history of FDV and methamphetamine use (which she had since addressed). Following an Attention Deficit Hyperactivity Disorder diagnosis and commencement of prescribed medication, she reported improved functioning as a parent.

The HSW also coordinated referrals to adult and children’s FDV counselling, financial counselling, Community Alcohol and Drug Service, and Foodbank.

Given the lack of capacity and funds for private rental, the HSW supported the client to apply for community housing through the Department of Communities. While in transitional accommodation, the client worked closely with the HSW to compile the required identification and support documentation. This resulted in the family being placed on the Department of Communities’ priority list for social housing.

After eight months, the family was successfully allocated a safe, stable, and affordable tenancy. During this period, the HSW also supported the client to identify and source essential household items for their new home.

Entrypoint Perth

With the support of the Department of Communities, Centrecare has expanded the Entrypoint service through a three-phase process to improve access and support for individuals and families at risk of, or experiencing, homelessness.

Phase-one extended the core Entrypoint service to operate seven days a week, increasing staffing and operational hours to better meet growing demand.

Phase-two introduced a new service stream, known as Entrypoint Early Intervention/Prevention, which built on Centrecare’s earlier Lotterywest-funded Entrypoint Outreach pilot. This new stream offers targeted clients of Entrypoint with short-term, intensive case management for two to six weeks with the goals of:

- ❖ Preventing homelessness through early support;
- ❖ Reducing the duration of homelessness; and
- ❖ Offering interim assistance while longer-term specialist services are arranged.

Phase-three introduced the Homelessness Services Connector (HSC), alongside the Department’s launch of Find My Way - a free online service available statewide 24 hours a day. This portal displays

ACCOMMODATION SERVICES

available homelessness services, including accommodation options allowing users to connect to service providers. For Find My Way users who are rough sleeping or experiencing primary homelessness, and are not already connected to a homelessness support service, a Centrecare’s HSC can assist with information, referrals and other support.

The three phases of Entrypoint collaborate closely to provide the best available support to clients.



Homelessness Minister - Matthew Swinbourn launched the Find My Way Portal

L-R: Director of Strategy and Innovation Anglicare WA - Shamsa Lea, A/Executive Director - Office of Homelessness - Gayle Mitchell, Centrecare Director - Adj. Prof. Tony Pietropiccolo AM, Centrecare Executive Manager - Kate Ihanimo, MOI and Strategic Project Manager, Anglicare WA - Christine Parfitt



Sofia*, a mother of two, approached Entrypoint after leaving the family home due to FDV. Sofia was temporarily staying with relatives and had several barriers to accessing safe, independent accommodation, including low income and ongoing safety concerns.

Entrypoint assessed Sofia’s needs and referred her to Entrypoint Early Intervention/Prevention for brief intervention support. A Case Worker (CW) supported Sophia to develop a safety plan and provided information on options, including applying for a Family Violence Restraining Order (FVRO). Sofia decided that a refuge referral was the best option for the family’s safety, so Entrypoint liaised with a refuge to secure accommodation for Sophia and her children.

After two days, Sophia chose to leave the refuge, finding the shared accommodation environment challenging for one of her children’s additional needs. With the VRO now in place, she decided to return to the family home. The CW supported the transition back home and connected her to Safe at Home for security upgrades, safety planning, and in-home support to remain safely in her tenancy.

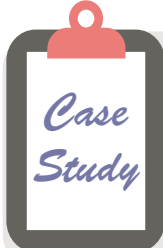
*name changed for anonymity

INDIVIDUAL AND FAMILY SERVICES

Personalised Support–Other (PSO)

Goldfields Mental Health Support Services (MHSS) has continued to offer support to individuals displaying early signs of developing or being impacted by mental illness. The PSO is a MHSS program available to residents of Kalgoorlie/Boulder, Kambalda, Coolgardie, Norseman, and Esperance who are impacted by factors such as isolation, substance misuse, poverty, family conflict, unemployment, overcrowding, trauma, and a lack of community connection. The Case Workers (CWs) provide services through a variety of one-on-one activities typically with clients in their own homes or environments.

Program activities are flexible and tailored to meet the individual needs of each participant. All activities and interventions are tailored to be culturally appropriate and recovery-oriented, and support is built on individuals’ strengths to inspire confidence and promote self-determination. Services include psychosocial support to enhance daily living skills, assistance in building family, social, and community networks, support to access lifestyle and recreational opportunities for independent living, and individual sessions together with referrals to other mental health services and self-help groups. Support is provided to help individuals achieve their personal goals through relevant workshops, training, or volunteer opportunities and ongoing information to encourage wellness. This comprehensive approach ensures clients receive the necessary support to thrive and reduce the likelihood of relapse.



Liam* is a 92-year-old man living with his adopted son, Blake*, who struggles with addiction. Liam has dealt with mental health challenges, including anxiety and depression, and feels disconnected from his biological children, especially after losing his wife. A comprehensive assessment revealed significant distress, social isolation, and a need for psychological support.

The CW helped Liam create an Individual Support Plan, connecting him to services like Silver Chain for domestic support and advocacy with AdvoCare for aged care services. They secured food assistance and financial counselling to help with bills. Regular check-ins and home visits provided Liam with self-help strategies to manage his anxiety. Despite challenges in his relationship with Blake, Liam’s engagement with services improved his quality of life and health management, including attending medical appointments and obtaining hearing aids. His participation in community activities reduced his feelings of isolation. Liam’s case shows the value of a holistic and person-centered approaches that MHSS provides.

*name changed for anonymity



The PSO Team
L-R: Harshdeep Singh, Tabitha Chelangat, Philile Dzanibe (Team Leader) and Gigimon Joseph

INDIVIDUAL AND FAMILY SERVICES

Safe at Home (SH)

Safe at Home Kalgoorlie is aimed at supporting victim-survivors of FDV. While the existing FDV services rely on a therapeutic model, the new SH introduces a case management approach to enhance these services. This program is specifically designed to assist women and children to remain safely in their homes.

SH CWs provide support to individuals assessed as low to medium risk. Support includes conducting risk assessments, developing safety plans, implementing security upgrades for homes, offering court support, collaborating with police and other services, providing counselling, financial counselling and other related issues. Individuals can access support either through self-referral or referral from other services, such as the FDV Crisis Response Team, Kalgoorlie Police, hospitals, and various community organisations.



Rita was referred to the SH program through her FDV counsellor due to her need for increased home security after separating from her ex-partner, Joey*, with whom she had a history of emotional abuse.*

Rita feared for her safety, particularly as Joey’s abusive behaviours escalated post-separation, including verbal abuse and disregard for parenting arrangements. Following an initial assessment, Rita engaged in ongoing case management to ensure her family’s safety. A safety audit of her home was conducted to identify necessary security enhancements.

Given her ongoing contact with Joey regarding their children, SH encouraged Rita to apply for a FVRO to ensure safer communication thus holding Joey accountable. After completing her FVRO application, Rita expressed concern about Joey’s possible reaction, prompting extensive safety planning. This included installing security measures, preparing an emergency bag for her and her children, and identifying support contacts. Joey retaliated by contesting the FVRO and initiating court proceedings regarding parenting matters. SH continues to support Rita through the court process, providing advocacy, in-court assistance, and referrals to relevant programs for both Rita and her children.

*name changed for anonymity

INDIVIDUAL AND FAMILY SERVICES

Indigenous Advancement Strategy (IAS) – Footprints to Stronger Families

The IAS program, named Footprints to Stronger Families, has been delivered from the Esperance office since 2016. The focus of the program is to improve the social and emotional wellbeing of Aboriginal and Torres Strait Islander people, facilitate cultural healing, offer support and guidance to individuals and their families in areas of need to function well, and contribute positively to the whole community.

The program also provides education through specific groups for children, youth, women and men with a focus on the importance of maintaining mental health, impacts of FDV, alcohol and drug issues and social and cultural connection.

This program is also delivered in Gibson and Norseman. Staff travel to Norseman, approximately two hours north of Esperance. The team work with families as well as small groups of children in the local school. Participation can be through self referral or through external referrals from other services, including but not limited to, schools and Department of Communities.

Two men’s groups have also been delivered with the support of Centrecare’s Aboriginal Cultural Lead. These events provided an opportunity for men to yarn about the issues impacting them and were facilitated on country in Norseman and on Woody Island in Esperance.

The staff also delivered a family camp in Munglinup, approximately one and a half hours west of Esperance. The overnight camp was attended by four families where age-appropriate activities were provided for the children and their parents attended educational group sessions. The camp finished with a local Aboriginal Elder providing information on important culturally significant landmarks and plants in the area which are used for medicinal purposes.

There have been many individual successes for individuals and families who have been supported by the IAS Team including improved access to health, mental health, housing and employment.

IAS Woody Island Men’s Group



INDIVIDUAL AND FAMILY SERVICES

Family Relationship Centre (FRC)

The Midland FRC is part of a national network dedicated to supporting families through the challenges of post-separation parenting. Guided by the best interests of children, the FRC offers a range of services including parenting education, child-inclusive practices, and family mediation. These supports help parents build cooperative relationships that prioritise the wellbeing and development of their children.



Case Study

Two young parents with very young children were navigating separation with significant historical FDV and extended family interference including threats of serious harm. This contributed to ongoing conflict and unsafe care arrangements maintained out of fear.

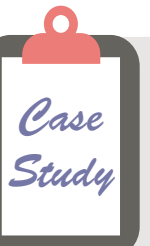
Each parent participated in individual mediation readiness sessions, providing a safe space to explore past dynamics and emotional impacts. One parent shared the lasting effect of a significant event near the end of the relationship – something the other had not fully understood or acknowledged. These sessions helped build insight and readiness for negotiation.

By the time of mediation, both parents demonstrated increased capacity to engage respectfully. Sensitive issues, including safety concerns and family interference, were addressed in detail. The parties reached full parenting agreements focused on the best interests of the children.

The mediator noted the transformation in both parents, crediting the therapeutic preparation as key to their improved ability to communicate and resolve conflict. This case highlights the importance of trauma-informed, integrated support in helping separated parents build safer, more cooperative co-parenting relationship.

Family Dispute Resolution (FDR)

The FDR service continued to provide vital support to families navigating separation. The Team facilitated respectful conversations between separating couples, enabling them to reach child-focused agreements and resolve property matters constructively.



Case Study

Separated parents of three children re-engaged in mediation after communication broke down. Dad was concerned about his deteriorating relationship with his daughter (11) and behavioural changes in his son (seven). Mum agreed to participate, acknowledging ongoing concerns but frustrated by dad's lack of self-awareness. Both described a parallel parenting dynamic with limited, ineffective communication.

Through Child Inclusive Practice, the daughter shared feeling lonely and bored at dad's place, also repeating emotionally charged beliefs such as "Mum doesn't like dad." The son felt ignored during visits and jealous of the special attention his sister received from both parents. This feedback by the Child Consultant deeply affected both parents. Dad became emotional, which led to a shift in their dynamic and created space for greater empathy and insight. Both parents acknowledged their roles in the breakdown and committed to co-parenting coaching.

Dad actively worked on improving communication and engagement with the children and ex-partner. Mum, initially hesitant, observed positive changes. The daughter became more willing to spend time with dad, and the son appeared happier and more connected. By the second coaching session, both parents reported improved communication and a calmer home environment. They agreed further sessions weren't necessary. The case highlights the power of child-inclusive mediation and guided support in transforming family relationships.

INDIVIDUAL AND FAMILY SERVICES

Family Support Network (FSN)

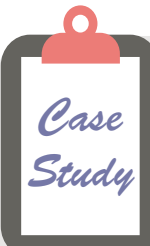
Centrecare, in partnership with Wungening Aboriginal Corporation, delivered two FSNs aimed at supporting families to keep children safe and cared for at home. These networks were grounded in strong collaboration with local service providers to ensure coordinated, high-quality, and culturally safe support.

The FSNs focused on helping families strengthen parenting skills, access integrated services, and build culturally appropriate support systems. Referrals were received through a central entry point, with two streams of support offered:

- 1. Assessment and Coordination (A&C): Connecting families to appropriate services through agency or self-referral.
- 2. Intensive Case Management (ICM): Providing more intensive, in-home support for families with complex needs.

The Midland/Perth FSN actively engaged in local networking events, further strengthening relationships across the sector.

Supported: 198 children and 139 adults in the Intensive Case Management stream (25% of clients identified as Aboriginal or Torres Strait Islander).



Case Study

Midland/Perth FSN Intensive Case Management stream supported a single mother of four children facing significant challenges, including grief, FDV, and limited parenting capacity. The mother was referred due to escalating concerns about her children's wellbeing and her ability to manage their behaviour, particularly following the sudden death of one father and violence from another, which resulted in a FVRO.

Using a collaborative and trauma-informed approach, the CW supported the mother to build routines, develop parenting skills, and promote emotional healing for herself and her children. Despite initial resistance to therapeutic supports, the mother engaged meaningfully with the service. She gained insight into alternative discipline strategies, emotional regulation techniques, and the importance of creating a supportive home environment. Resources and brokerage support were provided to create a calming space for her children, contributing to more positive interactions.

The mother began accessing private mental health support, increased her confidence in parenting, and demonstrated a growing willingness to seek help. At closure, she reported improved household functioning, increased safety for her children, and a stronger support network.

This case demonstrates the value of in-home, integrated support in diverting families from the child protection system by fostering resilience, safety, and long-term positive change.



INDIVIDUAL AND FAMILY SERVICES

Intensive Family Support Services (IFSS) – Stronger Together (ST)

Centrecare delivers the ST program in partnership with Wungening Aboriginal Corporation in the Perth metropolitan region and Lamp Inc. in the Southwest. This targeted early intervention service supports families to build the skills and connections needed to keep children safely at home and out of the child protection system.

ST works closely with families to:

- ♥ Strengthen parenting capacity and home safety;
- ♥ Improve school attendance and daily routines;
- ♥ Address issues impacting children’s wellbeing;
- ♥ Build culturally safe and supportive community networks; and
- ♥ Connect families with relevant services and supports.

Support is tailored to each family’s needs and includes both practical assistance and emotional support. Services are also provided to assist with family reunification where children have been in Out-of-Home Care.

By addressing issues early and holistically, ST plays a vital role in promoting long-term stability, child safety, and family resilience.

Case Study

Kate*, a mother of two children, aged two and four, was referred to ST due to reports of physical discipline of the children and mental health struggles. During assessments, Kate shared that she had been struggling with her four year-old daughter’s behaviour and suspected that her daughter might have autism. Kate identified that her daughter would quickly become angry and upset, and once escalated, there was no way of calming her down, with meltdowns lasting up to two hours. Kate also disclosed that when her daughter escalated, she felt anger and frustration herself and struggled to regulate her own emotions.

The CW, together with Kate, worked on identifying and implementing strategies to support her daughter to calm down, such as breathing techniques, creating a calm-down corner, and the importance of practicing these strategies before a meltdown occurred. The CW explained to Kate that her children would learn from what she modelled in the home and would mimic the way she communicated with them, making it important for her to model positive emotional regulation and conflict resolution.

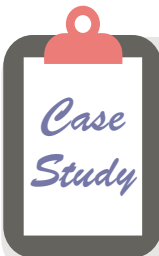
Kate advised that she had begun implementing the strategies and noticed that by practicing with her daughter, she too was able to emotionally regulate more easily. She reported that while there were still challenging days, she found fewer instances of her getting to anger and was able to remain calm and regulate her own emotions.

*name changed for anonymity

INDIVIDUAL AND FAMILY SERVICES

Gambling Help WA (GHWa)

GHWa received additional funding allowing for a much-needed expansion of the Team. The Team offers individual, couples, and family counselling, support groups as well as assisting clients to relieve financial stress. A Financial Counsellor works with clients providing budgeting training, emergency relief and advocacy with large amounts of debt. The Team have also spent time providing primary prevention presentations to schools and universities as well as health and education sector staff wishing to upskill on their knowledge of gambling.



Case Study

Grant* is an elderly man born overseas. He is single, and lives alone, working sporadically. Grant was referred to GHWa for counselling as part of the revocation process with the local casino. This process involves three to five counselling sessions where the Counsellor gathers information about the client's history, the issues surrounding their ban, what changes have been made, and strategies employed to ensure a safe return to the casino.

Grant was happy to discuss the large amount of money he had lost over the years to gambling. During his initial session, the Counsellor introduced other ways to view loss including how much time he had lost to gambling. This created a significant shift toward behaviour change for Grant. He requested to complete the full 10 sessions of problem gambling counselling and worked through his grief and loss relating to other losses due to excessive time spent gambling. He believed gambling took away his opportunity to have a relationship, children, own his home and spend time with family given he had not returned to his home country in 45 years.

Grant was given re-entry into the casino however only returned once due to his new attitude toward problematic gambling behaviours.

*name changed for anonymity

GHWa Team
Top L-R: Alicia, Bronwyn, Phoebe
Bottom L to R: Lynne, Alison, Lisa

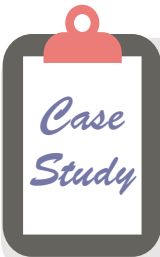


INDIVIDUAL AND FAMILY SERVICES

Family Link

The Family Link program offers professional counselling and group-based support to individuals and couples with dependent children residing in Perth's north eastern suburbs. The service focuses on addressing immediate family challenges while fostering long-term resilience. Participants are guided in developing practical strategies for managing conflict, improving communication, and navigating parenting responsibilities. The service played a key role in strengthening family wellbeing and promoting positive outcomes for children.





Case Study

Sarah* self-referred after leaving a 12 year relationship marked by ongoing physical, emotional, psychological, financial, spiritual, cultural abuse, and coercive control. At the time of referral, she was pregnant, experiencing high levels of trauma, and concerned for her safety and that of her four other children. She also faced significant barriers navigating legal processes related to FVRO and parenting orders.

Sarah was engaged in individual, trauma-informed counselling with a focus on risk assessment, safety planning, healthy versus unhealthy relationships and maternal wellbeing. She was also referred to a coordinated network of wrap-around supports which provided case management, safety planning, legal support, and emotional and behavioural support for her teenage son.

Through this integrated support, Sarah established a safe, stable home and reported feeling significantly more secure and empowered. Her teenage son engaged well with the youth support services and showed improvements in emotional resilience.

Legal interventions led to finalised protections for Sarah and her children.

She safely delivered her baby and continues to access maternal and community services to support her ongoing recovery.

*name changed for anonymity

YOUTH SERVICES

Child and Parent Centres (CPCs)

Centrecare in partnership with the Department of Education, operates two CPCs located on the grounds of Gosnells Primary School and East Maddington Primary School. These centres provide targeted services and programs to families within these districts and surrounding school communities.

- ♥ Immunisation clinics;
 - ♥ Maternal and child health services;
 - ♥ Family and psychological support;
 - ♥ Speech therapy;
 - ♥ Paediatric assessments and referrals;
 - ♥ Early learning initiatives;
 - ♥ Cultural/ multicultural programs;
- ♥ Playgroups and parent-child sessions;
 - ♥ School holiday activities and child development programs (e.g., Rhyme Time, Aboriginal Story Time);
 - ♥ School transition supports; and
 - ♥ Referrals to specialised external services.

The CPCs delivered a broad range of supports, including:

Strategic direction and program development are guided by Local Advisory Groups at each centre. These groups bring together representatives from local schools, councils, community members, and key agencies—including the Departments of Communities, Health and Education. The diverse membership supports effective collaboration and the development of responsive, community-driven initiatives that strengthen outcomes for children and families.



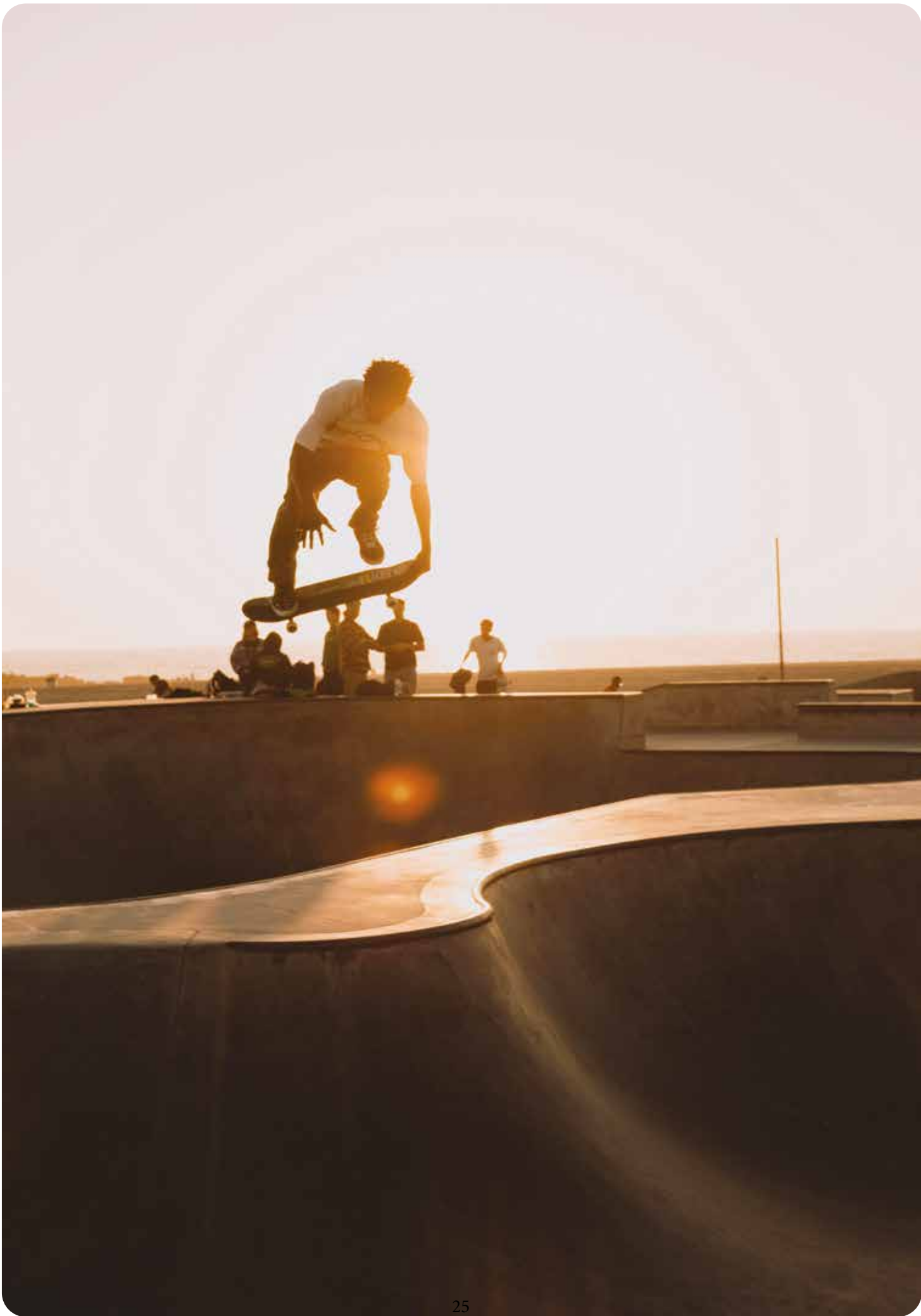
Harmony week



Sing Mat workshop



Paint the Highway Read



YOUTH SERVICES

Child and Adolescent Forensic Service – Yirra Dandjoo

Yirra Dandjoo, meaning to rise together, is delivered by Centrecare in partnership with the Waalitj Foundation. The service works closely with the State Forensic Mental Health Services to provide culturally appropriate, psychosocial support for young people who are:

- ♥ currently working with the Child and Adolescent Forensic Services (CAFS) or Youth Detention Specialist Neurodevelopmental and Mental Health Service;
- ♥ facing serious mental health or neurodevelopmental challenges; and
- ♥ involved with, or at risk of becoming involved with, the youth justice system.

This Team walks alongside young people with compassion and understanding, providing a culturally safe and supportive space for young people. It provides support to young people both in the community and in youth detention.

How We Help:

- ♥ Culturally responsive support tailored to the needs of young people and their families.
- ♥ Supporting young people and families to access services, address barriers, and navigate systems like education and healthcare.
- ♥ Supporting young people to achieve their goals and building positive networks.
- ♥ Mentoring Support, including peer, education and employment mentoring.
- ♥ Trauma-informed, strengths-based counselling focused on mental health and emotional regulation.
- ♥ Support with appointments, participation in community and recreational activities.

The integrated team of Centrecare and Waalitj staff include Aboriginal Mentors who share wisdom and cultural knowledge to help young people reconnect with themselves, families and their community, and Aboriginal Mental Health Workers and Mental Health Case Workers.

YOUTH SERVICES

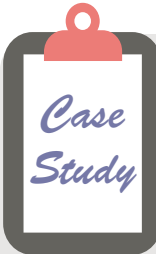
Strong Futures

Strong Futures is a preventative initiative aimed at addressing criminogenic needs and fostering resilience in children aged six to 12 years who have been identified as being at risk of entering the youth justice system.

Through a flexible, culturally responsive case management approach, Strong Futures Outreach Counsellors provide a range of supports to children and their families, including mentoring, counselling, goal setting, and engagement in structured recreational and activity-based sessions designed to build emotional regulation, resilience, and pro-social skills.

A key priority for Strong Futures has also been to build a greater understanding of local service providers, so children and their families can be linked with ongoing support networks or other specialised services such as youth centres, culturally specific services, music programs, specialist family and domestic violence counselling, and more.

Referral pathways and networks have expanded with the support of the Armadale Police Community and Youth Engagement Coordinator (a key referrer and major advocate for the program), who has noted that children and families that he has referred have not had further contact with the police following Strong Futures engagement.



*Thomas** (aged six years) family was known to several services including the police, due to ongoing experiences of FDV. Repeated exposure to violence had led to concerns for Thomas' emotional wellbeing and risk of displaying the offending behaviours that he had witnessed. When Strong Futures met with the family, it was revealed that Thomas and his brother had been displaying disproportionate violence towards peers, teachers, their mother and each other, with Thomas regularly absconding from primary school, leaving him without close friends and socially isolated.*

Emotional regulation, healthy relationships and parental empowerment were the key focus of the support plan developed with the family. Initially, the Outreach Counsellor developed routine and emotions charts to support Thomas' emotional literacy and identify triggers of his violent behaviours. A calm corner pack with sensory toys and tools was created, with items designed to support emotional regulation. The Counsellor supported Thomas to learn how to use tools in this pack through non-directive play and role-modelling.

Later, the Outreach Counsellor held sessions with Thomas in the community to provide real-world opportunities to practice regulation, social skills and overcome age-appropriate challenges. After identifying additional needs, referrals were made for ongoing counselling and in-school support to ensure appropriate supports were available to Thomas and his family.

**name changed for anonymity*



ACCESS WELLBEING SERVICES (AWS)

AWS has continued to deliver essential Employee Assistance Program (EAP) while navigating a competitive market and internal challenges.

EAP remained central to operations, increasing sessions by 10% over the previous year.

Anxiety, depression, stress management, relationship issues, and self-esteem concerns remained the most frequently reported issues, accounting for nearly half of presenting problems. Notably, anxiety (12%) and stress management (8%) continue to be the most commonly identified issues for seeking counselling support, while conflicts at work, financial concerns, and grief are also prominent causes for people to seek EAP support.

Most of our clients are the employees (88%) of our customer organisations even though most plans include allowances for partners and immediate families. Our clientele continues to be mostly female (67%), aged 36–45 (27%), and commonly within their first three years of service. Over two-thirds of our clients self-refer to EAP, underlining the accessibility of services and our increased efforts to build awareness of our services within our contracted organisations. In terms of being responsive to our clients it was pleasing to see that 92% of clients agreed they were offered an initial appointment within a reasonable timeframe in our post counselling survey. This underscores the dedication of the Client Services Team who coordinate this crucial first step.

The AWS Training service grew in delivery hours in 2024–25 by 15.2%. While the provision of Centrecare’s internal professional development program remains the cornerstone of our training program, we have seen steadily increasing demand for our training offering amongst our broader EAP customer base.

The Supervision Service continues to grow, up 24% on last year, driven by word-of-mouth and growing recognition of Centrecare’s expertise in this area. With a slow and steady approach to growth, the Supervision Service is demonstrating its capability to meet market demand.

Building on the achievements of the past year, AWS aims to grow its service offerings, enhance client engagement, and strengthen its operational resilience, navigating the competitive landscape to positively contribute to the achievement of Centrecare’s efforts to support the Western Australian community.





Supporting your health and wellbeing

Your Employee Assistance Program is here for you. Whether you're facing work challenges or personal issues, confidential support is available when you need it.

Access the care you need 24/7 - in person, online, or by phone.

To book an appointment with one of our counsellors, call or scan the QR Code



1300 66 77 00
www.accesswellbeingservices.com.au

STELLAR LIVING

StellarLiving, established in 2011 is a Centrecare Incorporated subsidiary. It is legally separate and operates independently from Centrecare. It is a not-for-profit, charitable Community Housing Provider with a vision to increase the provision of sustainable affordable housing options for disadvantaged and vulnerable Western Australians.



Since its inception in 2011 to 2025, Stellar Living has delivered a 58% increase in dwelling numbers to 280, which is more than \$18.9 million additional investment in social housing in the Perth Metro, Peel and Kalgoorlie regions for the benefit of Western Australians.

This year, Stellar Living completed a new development in Byford. This project was made possible through the WA Government Department of Communities’ Community Housing Grants Program and delivered 12 modern two bed properties.

Stellar Living also welcomed 16 additional properties under Headleases from the WA Government Department of Housing and Works.

Thanks to State Government grant funding, Stellar Living also completed significant refurbishments on several properties. Three of the properties that received upgrades were properties used for the Centrecare Children and Families Accommodation Service.

Stellar Living tenants remain at the centre of everything we do. The annual tenant survey provided very positive feedback.

- 91% of tenants surveyed expressed Positive Satisfaction
- 92% were satisfied with the Condition of their Home
- 95% were satisfied with Repairs and Maintenance

Stellar Living continues to pursue efficiencies by implementing streamlined processes and increasing the use of technology. The focus is to improve client outcomes but also allows staff to spend more time engaging with tenants rather than being caught up in administration. We have streamlined our rent setting and inspection processes to ensure we remain contemporary and in a position to optimise the business as we take on more properties.



Eddie*, a proud country boy from Mandurah, grew up around cattle, horses, and open spaces. Following a traumatic experience, his life spiralled. Constantly feeling unsafe, he turned to drugs to stay awake through the nights, too afraid to sleep. Eventually, Eddie ended up in prison—but it was there that things began to change.

“It was the support I got inside that helped me change my mindset and start living my best life”.

In 2022, when Eddie was released, he moved into transitional housing through Stellar Living’s partnership with Centrecare’s Reset program.

Three years on, he’s now thriving in a permanent home at a Stellar Living complex in Byford. Initially placed in a first-floor apartment, Eddie found managing the stairs increasingly difficult due to chronic back pain. When the opportunity came up to move to a ground-floor unit, Stellar made it happen.

“I’d asked for a transfer for two reasons. One was to have a place where Mum could come to stay and I could help care for her, and the other was because I was struggling with the stairs. A few months later, we were offered a beautiful new unit in a lovely suburb, close to shops and parks. It’s made a world of difference.”

More than just bricks and mortar, Eddie has found connection and community in his new home. *“I couldn’t ask to live in a better place. We all look out for each other and give each other support.”*

Reflecting on his journey, Eddie shares this message:

“I hope you understand the impact Stellar has had on my life in a positive way—because that’s what I’m trying to get across. I’ve gone from sleeping rough, sunburnt, soaked, and scared... to being dry, warm, and safe. Thank you, Stellar. Have a great day, readers.”

**name changed for anonymity*

Feedback

- Child and Parent Centre - Gosnells Primary and East Maddington Primary*

“The CPC has friendly staff that are truly passionate about their job and child development. I always feel welcome when I visit the centre and leave with information and skills that I can incorporate at home with my child.”
- Family Link*

“Very helpful insights, compassionate, understanding, empathy. Gave me helpful practical tips to use in my day-to-day life and worksheets/information to understand my situation and emotions.”
- Family Relationship Centre*

“Thank you so much for communicating with (child) and me. I have noticed a difference in how she is with me, and this has been really helpful.”
- Gambling Help WA*

“This was a very good and helpful service, it thoroughly made me realise the implications of my problem.”
- Indigenous Advancement Strategy - Footprints to Stronger Families*

“We enjoyed the camp with all families and had a ball. The staff at Centrecare were very helpful and supportive. I really appreciate all the help.”
- National Partnership Agreement Homelessness- Housing Support Worker Drug and Alcohol Initiative*

“Maggie has been my guardian angel in the way she has helped me and my son in my life.”
- Personalised Support - Other*

“I am getting good support from Centrecare, they are available when I need them .”
- Staff Member*

“This is without a doubt the best organisation I have worked with and have enjoyed making new friendships during my time with Centrecare. Yours sincerely, Juanita”
- Stellar Living*

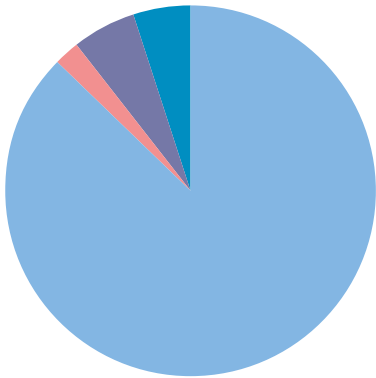
I have recommended community housing to many others and clearly stated that Stellar Living staff treat their tenants with compassion and dignity, their rental properties are maintained to the highest standard. I have worked hard to build a beautiful garden and I am proud to call this house my home. Thank you.
- Stronger Together - Cannington/ Armadale*

“My children are happier because I’ve been able to be a calmer parent. Thanks to my case worker.”
- Yirra Dandjoo*

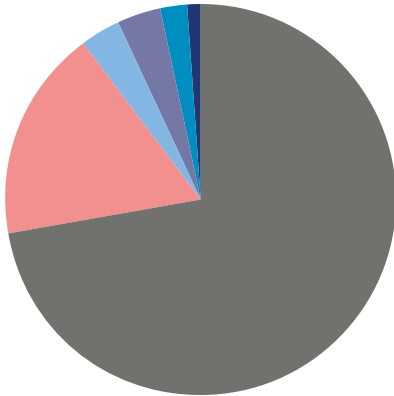
“Can I keep working with Yirra Dandjoo, it is helpful for me.”

FINANCES

Financial Report for 12 months Trading Activities



Income		
	State and Federal Government Funds	87.4%
	Access Wellbeing Service Revenue	5.5%
	Other Income	4.8%
	Non Government Funding	2.1%
	Rental Income	0.2%
		100.0%



Expenditure		
	Salaries, Wages and Oncosts	72.4%
	Operating Expenses	17.4%
	Administration Expenses	3.5%
	Depreciation	3.5%
	Property Expenses	2.1%
	Vehicle Expenses	1.1%
		100.0%

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

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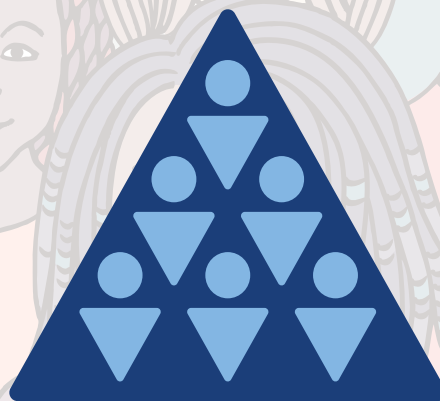
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Centrecare

People making time for people

www.centrecare.com.au

