
Centrecare
ANNUAL REPORT
2025–2026
Certified System
Quality
ISO 9001
SAI GLOBAL



Our Tradition

Centrecare is founded on the Church's holistic vision for community. Our inspiration is drawn from the Christian message of love, hope and justice. We are encouraged by those individuals, irrespective of race or belief, who seek to create a society that transcends, dignifies and unites all people.



Our Purpose

To provide people and communities with professional social services that enhance wellbeing and that are inspired by compassion and recognition for human dignity and worth.



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.

Chairperson's Report



It is a privilege to present my report as Chair of Centrecare's Board of Management and to mark my fifth year in this role. Each year brings both challenges and opportunities, and I continue to be inspired by the dedication, professionalism and compassion demonstrated across the organisation.

The Board's role is to provide governance and strategic oversight while ensuring Centrecare remains focused on its purpose and values. Throughout the past year, our work has centred on supporting the organisation to respond effectively to a changing and increasingly complex service environment. Rising demand for support, workforce challenges, and ongoing cost-of-living pressures have continued to affect individuals, families, and communities we serve, reinforcing the importance of sustainable and responsive community services.

A significant focus for the Board has been the development of Centrecare's new Strategic Plan. This process has provided an opportunity to reflect on our strengths, identify future priorities and position the organisation to meet emerging needs. What has been particularly encouraging is the extensive contribution of staff across Centrecare, whose knowledge, experience and commitment have helped shape a shared vision for the years ahead.

On behalf of the Board, I extend my sincere thanks to Centrecare's staff. Their expertise, dedication and care remain at the heart of the organisation's success and the positive impact it has within the community. I also acknowledge our funding partners, supporters and collaborators, whose trust and partnership enable Centrecare to continue its important work.

Thank you to my fellow Board members for their wisdom, integrity, and commitment to good governance. My sincere thanks to our Director - Adjunct Professor Tony Pietropiccolo AM, whose leadership continues to guide the organisation with clarity, purpose, and compassion.

I remain confident in Centrecare's future and proud to be part of an organisation that continues to make a meaningful difference in the lives of Western Australians.

Lou D'Alessandro

Director's Report



Centrecare has remained focused on supporting individuals, strengthening families and building connected communities throughout Perth, the Goldfields and the Southwest.

An important milestone has been the development of Centrecare's new Strategic Plan, shaped by the insights and contributions of staff and Board across the organisation.

We have continued to strengthen our commitment to reconciliation. Following the launch of our Stretch Reconciliation Action Plan (RAP), staff have participated in cultural learning ensuring our services are culturally safe and responsive.

After 35 years of providing EAP services to hundreds of organisations and thousands of employees throughout WA, Centrecare is planning for the establishment of PracXcellence. This new Centrecare division will support clinical and Aboriginal cultural supervision, workforce development and training.

We also acknowledge the 50th anniversary of our Bunbury building and the enduring legacy of Sr Glenys Yeoman, a pioneer in the delivery of social programs in the Southwest.

It has been 10 years since we began championing the wellbeing of children through the Valuing Children Initiative (VCI). Through VCI's End Child Poverty campaign, we continue calling for policies that address poverty and its impact on homelessness, mental health challenges and exposure to abuse and neglect.

My sincere thanks to Centrecare staff for their dedication and commitment throughout the year. I am grateful to our Management Team for their leadership and ongoing efforts to ensure our services remain professional, effective and responsive to community needs.

I would also like to acknowledge Leanne Strommen, Jeannette Jerome and Cherie Broers for their valued support and guidance.

Finally, thank you to our Board Chair - Lou D'Alessandro and all the Board members for their continued encouragement, leadership and commitment to Centrecare's purpose.

Adj. Prof. Tony Pietropiccolo AM

Members of the Association and the Board of Management

Association Members

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

Board of Management Members

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

During the year we experienced immense sadness at the passing of former Centrecare Board Member and Chairperson, Anne Burns. Anne was a great supporter of Centrecare's staff, its work and values. Her experience, wisdom, insights and humour were always greatly valued. Her nine years of substantial contribution to Centrecare will always be remembered with fondness and gratitude.

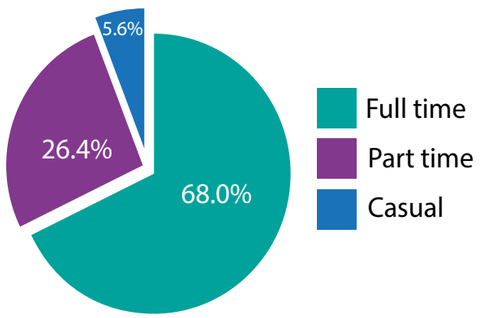


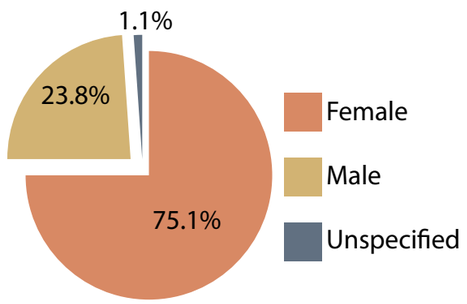
Anne Burns

Our Executive 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





"I sincerely appreciate the opportunity Centrecare has provided. Their financial support, encouragement, and commitment to developing staff have made it possible for me to pursue a career that I am passionate about. The investment in my training has equipped me with the skills and confidence to support families across the Goldfields and will continue to benefit the community well into the future. I am proud to be part of an organisation that invests in its people, recognises potential, and is committed to strengthening families and communities." ***Angela Gower***

Achievements and Milestones this Year

2025 Employee of the Year

(pictured with Acting Director - Leanne Strommen)



Jinan Faris

Finalists



Joanne Deluce



Mahdi Hashimy



Faith Kasuminda



Taylor Mathyi



Emma Robinson

Staff Anniversaries

In October 2025 we celebrated the anniversaries of:

20 Years: Nigel Calver.

10 Years: Della Jakubans, Jenni Lys, Ben McAvoy, Kirsty Mead, Mahira Saeed and Carolyn Vitek.



L-R: Acting Director - Leanne Strommen and Nigel Calver



L-R: Acting Director - Leanne Strommen, Della Jakubans and Chief Corporate Services - Cherie Broers



L-R: Acting General Manager - Tara Gilmour, Jenni Lys and Acting Director - Leanne Strommen



L-R: Acting Director - Leanne Strommen, Ben McAvoy and Executive Manager - Tara Gilmour



L-R: Acting Director - Leanne Strommen, Kirsty Mead and Executive Manager - Tara Gilmour



L-R: Acting Director - Leanne Strommen, Mahira Saeed and Executive Manager - Tara Gilmour



L-R: Acting Director - Leanne Strommen and Carolyn Vitek

Partner and Supporting Organisations

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

- *Anglicare WA*
- *Australian Finance Group Ltd*
- *Catholic Archdiocese of Perth*
- *Communicare*
- *Deloitte Australia*
- *Families Australia*
- *Foodbank*
- *Indigo Australasia Incorporated*
- *LifeLink Fundraising Program*
- *Mission Australia*
- *Stellar Living*
- *Tony Fini Foundation*
- *Waalitj Foundation*
- *Western Australian Council of Social Service*
- *Wungening Aboriginal Corporation*
- *Zonta House*

Funding Bodies and Programs Delivered

Anglicare WA
- WA Rent Relief Program

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

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

Department of Communities
- Bunbury Counselling Service
- Centrecare Family Accommodation Services
- Centrecare Youth Support Service
- Counselling for Adolescent and Parents
- Early Intervention and Prevention
- Entrypoint
- Family and Domestic Violence Counselling and Education
- Family and Domestic Violence Counselling and Support Service
- Family Link
- 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 Justice (in partnership with Wungening)
- Adult Justice
  - ◊ Reintegration Men
  - ◊ Reintegration Parenting Men
  - ◊ Reintegration Parenting Women
  - ◊ Reintegration Women

Funding Bodies and Programs Delivered

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
- Yirra Dandjoo - 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

Summary of the Year



66 Services



26,119 Clients



11 Locations



150,189 Contacts



Community services for you and your family



170 External Representations

Therapeutic Practice



Practice Lead Community Services - Laura Miller

This year we entered the 10th year of operation of Centrecare's Therapeutic Framework. As part of our commitment to supporting consistent practice, we delivered Therapeutic Framework training to 151 staff over 44 sessions. Staff gave feedback that they appreciated the usefulness and practicality of the sessions and the opportunity to gain a deeper understanding of the purpose and structure of the Framework.

Drawing on key themes emerging from the therapeutic framework training and reflective practice discussions, the Practice Lead developed and introduced monthly Engagement and Assessment Workshops across metropolitan locations from March 2026.

Other internal clinical training provided to staff in their first two years of employment has included Professional Boundaries, Burnout Prevention, Opening Closets, Case Note Training, Family and Domestic Violence Awareness, Mental Health Awareness, Suicide Risk Assessment, Solution Focussed Brief Therapy, Cognitive Behavioural Therapy, Motivational Interviewing and Acceptance and Commitment Therapy.

As we transitioned to our new client database, CSnet, the opportunity has arisen to refine our intake forms and many of our general and focal assessments to improve efficiency.

Safeguarding Children

Our commitment to Safeguarding Children and Young People:

"Safeguarding children and young people is everyone's responsibility and it is embedded in our organisational culture, leadership, and practice."

At Centrecare, our board, staff and volunteers are committed to:

- Zero tolerance for child abuse, neglect, and exploitation;
- Respecting and promoting the safety, wellbeing, and rights of all children;
- Providing culturally safe and inclusive environments;
- Preventing harm to children and young people through strong safeguards;
- Ensuring accessible and child-friendly ways to raise concerns or complaints;
- Responding promptly and appropriately to any safety concerns; and
- Continuously improving our safeguarding practices.

This year we re-launched our Safeguarding Children and Young People Working Group, with a dedicated Project Officer, Practice Lead – Laura Miller, Co-Chaired by Chief Corporate Services - Cherie Broers and Executive Manager - Tara Gilmour, with representatives from individual branches. Extensive work has been done to align with the National Principles for Child Safe Organisations and commenced a number of continuous improvement initiatives, including:

- Ensuring all staff have signed our Child Safe Code of Conduct;
- Ensuring staff have viewed webinars from the WACOSS Child Safe Project;
- Reviewed policies with a child safe lens including but not limited to: Motor Vehicle Policy, Media Policy, and Safeguarding Children and Young People Policy;
- Strengthened our child safe questions at recruitment; and
- Launched branch based National Principles reflections.

Our Co-Chairs and Project Officer attended the National Safeguarding Children and Young People Summit in Sydney in March 2026.

Cultural Development

Following a year of consultation and planning, Centrecare's Stretch RAP was approved by Reconciliation Australia and officially launched on 17 September 2025 at Piney Lakes Reserve. Staff, funding bodies, partner organisations and external agencies joined us to acknowledge this milestone and reaffirm our commitment to reconciliation.

The launch included a Welcome to Country by local Elder Cynthia Garlett, a smoking ceremony conducted by traditional custodian John Mogridge, a performance by the Bilya Boolandarlung Dancers led by Liz Narkle, and traditional foods from All Good Grub. We sincerely thank the Elders who guided Centrecare's RAP journey through the year, Elder Dennis Taylor and Elder Marie Pryor.

Centrecare continued cultural supervision for clinical staff, with cultural supervisors delivering 657 supervision sessions to 122 staff.

Cultural training remained an important part of staff learning. This year, 288 staff completed e-learning or face-to-face cultural training, including cultural immersion in Kalgoorlie, led by Kambarang Services Director Danny Ford and Yonga Solutions Consultant Rosemary Walley. 40 Goldfields staff attended the on Country training.

Centrecare continued to recognise significant dates and events throughout the year, including NAIDOC Week, National Sorry Day, National Reconciliation Week, Aboriginal and Torres Strait Islander Children's Day, Ochre Ribbon Day, and the National Apology. Staff participated in internal activities, community events and opportunities for reflection and learning.

Truth-telling and cultural understanding were further supported through staff screenings of Genocide in the Wildflower State, exploring Western Australia's history of eugenics, racial absorption and social assimilation, including the forced removal of Aboriginal children from family, culture and community. We thank those who facilitated these important conversations and supported staff reflection and learning.

This year's Centrecare's NAIDOC artwork was created by Tahneqa Dann, a proud Noongar, Yamatji and Wongi woman and the artist behind Moorditj Bwoka, an Aboriginal-owned creative business specialising in contemporary Aboriginal design and digital artwork.

Centrecare strengthened cultural and ceremonial leave entitlement for Aboriginal and Torres Strait Islander employees. From 1 July each year, eligible employees are allocated up to 10 working days of ceremonial leave, comprising five working days of paid ceremonial leave and up to five working days of unpaid ceremonial leave.



NAIDOC artwork

We also farewelled Elder Dennis Taylor from the RAP Committee and thank him for his wisdom, advocacy and contribution to reconciliation, Aboriginal equality and cultural understanding.

Reconciliation is not confined to a single week or event. Centrecare remains committed to being "All In" every day – listening, learning, supporting community-led initiatives, strengthening culturally safe practice and working towards meaningful and lasting reconciliation with Aboriginal and Torres Strait Islander peoples.

Valuing Children Initiative (VCI) and End Child Poverty Campaign

The Valuing Children Initiative (VCI) strengthened its advocacy this year by centering children's voices, particularly those experiencing poverty.

The End Child Poverty campaign, now backed by more than 180 organisations nationally, continues to build support for a coordinated legislative response. If you have not already done so, we encourage you to support this important initiative: www.endchildpoverty.com.au



12 Buckets CEO - Larissa Muir (back left) with staff and young people

In July 2025, we delivered an End Child Poverty Teddy to every politician, and in October took five young people from the 12 Buckets program to Canberra to share their experiences directly with federal parliamentarians. At Mural Hall's "Giant Games" event, they connected with parliamentarians through activities including Giant Jenga and Connect Four. They also met with MPs and Senators, sharing experiences of poverty, exclusion, housing stress, school costs and belonging. Their advocacy brought children's voices into national policy discussions and showed the value of safe, meaningful participation.

Our second Child Poverty Report 2025 with Bankwest Curtin Economic Centre found a 33 % increase in child poverty over four years, projecting nearly 1,000,000 children in poverty by 2026 and strengthening calls for legislative and systemic reform.

In March 2026, we returned to Canberra for a national strategy day and advocacy meetings. Jorden (16), connected with 12 Buckets, spoke with politicians about homelessness, food insecurity, instability and returning to school with support. This highlighted why child poverty needs a distinct, child-centred response.



Member for Griffith - Renee Coffey understood that child poverty needs a new approach after listening to Jorden, supported here by 12 Buckets CEO - Larissa Muir

VCI also launched a Western Australian campaign urging the State Government to adopt a Child and Youth Wellbeing Strategy, building on the Commissioner for Children and Young People's 2019 work and WACOSS's advocacy.

In December, we launched The Curiosity Machines podcast at Morley Primary School for Human Rights Day. Guided by the Lundy Model, students named the podcast, chose topics, researched questions, interviewed experts and approved public sharing, exploring subjects from homelessness and safe adults, to Fly-in-Fly-Out work, ocean rubbish, coral bleaching, stars and singing.

This year focused on increasing the movement, amplifying children's voices and keeping child poverty on the national agenda. Centrecare remains committed to a future where every child can realise their potential.

Accommodation Services

Centrecare's **Housing Support Service – Drug and Alcohol Initiative**, supports people who are actively addressing alcohol and other drug use to overcome homelessness or housing instability and move toward safe, stable and sustainable accommodation. Clients are referred through alcohol and drug service providers and are supported through coordinated case management, advocacy, brokerage, referrals and practical assistance to address the barriers affecting both recovery and housing security.

The service supports clients experiencing rough sleeping, leaving rehabilitation, refuges or transitional accommodation, and individuals at risk of losing existing tenancies. Staff worked closely with real estate agencies, housing providers and community services to secure or sustain a range of housing outcomes.



Case Study

Joan (55), was referred from residential rehabilitation after fleeing a coercive violent relationship and having no safe, affordable long-term housing options. Through sustained support, she remained in rehabilitation while waiting for housing. She engaged with alcohol and drug counselling, financial counselling, legal supports, and enrolled in TAFE. She completed an aged care certificate, secured part-time employment and was eventually allocated a safe affordable National Partnership Agreement on Homelessness (NPAH) tenancy. Brokerage assisted with rent, work-related clothing and a washing machine, helping her establish her home with dignity and confidence.*

*Her feedback captured the impact of the service: "**I truly appreciate this service. I received opportunities and support that helped me become strong and safe.**"*

This outcome reflects the value of holistic, recovery-focused housing support that combines practical assistance, advocacy and strong partnerships to help people rebuild stability and independence.

**name changed for anonymity*

Accommodation Services

Centrecare's **Private Rental Advocacy and Support Service (PRASS)** provides person-centred support to stabilise housing, strengthen tenancy skills, and improve communication and relationships between tenants, landlords and real estate agents to support sustainable housing outcomes.



Case Worker - Jaria with a PRASS client

Case Study

Sarah was referred to PRASS after falling into rental arrears following the sudden passing of her partner who had previously managed the household financial responsibilities. Sarah presented with multiple and complex barriers, including no ongoing income, no bank account, no identification, an expired visa, and limited understanding of her tenancy rights and obligations. She was also experiencing significant grief and emotional distress following her loss.*

Recognising the need for intensive, coordinated intervention, the PRASS Team facilitated a comprehensive, wraparound support response involving multiple external services. This collaborative approach included connecting Sarah with organisations that assisted her with addressing visa, legal matters, obtaining identification documents, opening a bank account, and establishing access to a stable income stream.

The Team played a key role in advocating on Sarah's behalf with the real estate agent, supporting communication and negotiation to stabilise the tenancy and prevent termination. Assistance was also provided to address her rental arrears, including support with applications for financial relief and providing brokerage.

A strong focus of the intervention was building Sarah's capacity to independently sustain her tenancy. This included practical support around tenancy education, such as understanding lease conditions, maintaining property standards, and establishing consistent routines for timely rent payments.

The Team also prioritised Sarah's wellbeing by linking her with mental health supports for grief and loss. She is now regularly attending counselling sessions through our Family Link (FLINK) service and has begun to build social supports within the community. Referrals were also made to appropriate NDIS services to ensure longer-term, sustainable support tailored to her needs as well as her children's needs.

As a result of this coordinated and person-centred approach, Sarah's tenancy is now stable, and she has demonstrated improved confidence and capability in managing her housing and financial responsibilities. She remains actively engaged with counselling supports and continues to receive pro bono legal assistance regarding her immigration status.

**name changed for anonymity*

Individual and Family Services

ReSet Parenting is part of the broader ReSet Services consortium. This consortium is led by Wungening Aboriginal Corporation in partnership with Centrecare, Waalitj Foundation, and supported by Zonta House. The program supports parents and carers in prisons across the Perth metropolitan area to strengthen relationships with their children and build confidence in their parenting role.

ReSet Parenting is delivered by a dedicated team of parenting educators across nine men's and women's prisons, and provides evidence-informed group programs and individual support that help participants develop practical parenting skills, reflect on their experiences, and maintain meaningful family connections during periods of separation. Participants consistently report increased confidence in their parenting role and greater hope for rebuilding and maintaining connections with their children.

Centrecare's Southwest **Men's Behaviour Change Program** works with men who have engaged in family and domestic violence, supporting them to take responsibility for their behaviour, develop healthier relationship skills, and improve safety for partners, former partners and children. The program combines individual assessment, structured group work, risk management, safety planning and dedicated partner contact support for victim-survivors.

A significant achievement during the period was the strong level of participant engagement and attendance, resulting in increased awareness of power, control and accountability. Participants reflected on their behaviour, challenged harmful attitudes, and engaged in open discussions about the impacts of violence on partners, children and family relationships. Staff support clients through coordinated referrals to specialist health, mental health, financial, housing and community services, ensuring a holistic response to family and domestic violence.

The service responds to complex and high-risk presentations, working closely with police, community corrections, family violence services and other agencies to manage risk and enhance safety for victim-survivors. Through a combination of accountability-focused intervention, victim-survivor support and strong community partnerships, the Southwest Men's Behaviour Change Program continued to promote safer families, healthier relationships and positive long-term behavioural change across the region.

Case Study

Following a family court referral, Bruce initially minimised his behaviour and had limited understanding of family and domestic violence beyond physical abuse. Through consistent attendance and engagement in group activities, he developed greater insight into controlling behaviours, improved his communication with his current partner, and demonstrated increased empathy and accountability. Facilitators observed meaningful changes in his ability to reflect on past behaviour, understand the experiences of victim-survivors, and apply respectful relationship skills in daily life.*

**name changed for anonymity*

Individual and Family Services

Centrecare's **Family Relationship Centre (FRC)** provides a range of family relationship services supporting families experiencing separation, parenting disputes and relationship breakdown. Operating from Midland and servicing metropolitan and regional areas of Western Australia, the service helps parents and families navigate conflict, make child-focused decisions and reach practical agreements without the need for court intervention wherever possible.

The service assists families through family dispute resolution (mediation), parenting support, child-focused interventions and referrals to specialised services. A strong emphasis is placed on identifying and managing risk, including family and domestic violence concerns, to ensure services are delivered safely and appropriately. Clients can access support face-to-face, by telephone or through video conferencing, improving accessibility for families across geographically dispersed communities.

Parents are supported through educational resources designed to increase understanding of children's needs during separation and reduce the impact of conflict on family relationships.

The FRC works collaboratively with a wide range of legal, therapeutic and community services to ensure families receive timely and appropriate support. Clients may be referred to counselling, legal services, parenting programs, alcohol and other drug services, financial counselling and specialised family support programs.



Individual and Family Services

Centrecare's **Family and Relationship Services** provides counselling and support to individuals, couples, and families experiencing personal, relationship, and family challenges. The service offers a safe and supportive space for clients to explore their concerns, identify options, build resilience, and make informed decisions that support their wellbeing and future goals.

In addition to delivering general counselling services, the following groups were facilitated:

Building Resilience is a recovery-focused group for women who have experienced family and domestic violence. The program provides a safe and respectful environment where participants can explore their experiences, strengthen their wellbeing, improve safety, and connect with others through shared learning and support.

Bringing Up Great Kids is a parenting program that supports parents to reflect on their own experiences of being parented and develop positive, secure relationships with their children. The program focuses on strengthening communication, emotional connection, and responsive parenting skills to promote healthy child development and family wellbeing.

Case Study

Sophie (54), was referred to the Building Resilience group following experiencing more than 15 years of family and domestic violence. During this time, she experienced escalating emotional, psychological, and physical abuse. The coercive control became so severe that Sophie was forced to leave her home and obtain a Family Violence Restraining Order (FVRO). The cumulative impact of the abuse left her socially isolated, diminished her confidence, self-worth, and contributed to a period of unemployment.*

As part of her recovery journey, Sophie participated in the Building Resilience group. Through a supportive and non-judgemental environment, she connected with other victim-survivors to address the profound isolation she had experienced. The program increased her understanding of the dynamics of abuse, including coercive control and the cycle of violence, helping her recognise that responsibility for the abuse rested solely with the perpetrator.

Facilitators worked alongside Sophie to develop practical strategies to support her ongoing physical and emotional safety. They also connected her with relevant legal, housing, and financial support services. Participation in the group also helped Sophie rebuild the confidence and decision-making capacity that had been undermined by years of abuse. She developed stronger emotional regulation skills and learned to establish healthier boundaries to support her wellbeing and future safety.

By the completion of the program, Sophie reported feeling validated, empowered, and optimistic about her future.

**name changed for anonymity*

Individual and Family Services

Centrecare's **Bunbury Counselling and Family Support (BCFS)** provides counselling, family support and outreach services to children, young people, individuals and families experiencing complex challenges that place family wellbeing and child safety at risk. The service assists clients experiencing mental health concerns, family and domestic violence, parenting challenges, financial stress, trauma and social isolation, while helping them access specialist supports and strengthen community connections.

Outreach support for Bunbury and surrounding regional communities continued to be an important component of service delivery, ensuring vulnerable families could access assistance when required.



The service consistently achieves positive outcomes for families. 60% reported increased safety within the home, 75% reported improved knowledge of available supports and services, 70% reported increased confidence in managing life challenges, and 68% identified a reduction in risk factors affecting themselves and their families.

With strong partnerships across the Southwest region such as health providers, child protection services, justice agencies, housing providers, family violence services and community organisations ensure clients receive coordinated and holistic support. Staff have specialist training in family and domestic violence and child safety, strengthening the service's capacity to respond.

BCFS continues to help vulnerable families build resilience, improve safety and wellbeing, and create stronger foundations for the future.

Case Study

Following significant mental health concerns, high-risk behaviours and family violence, Joe, self-referred himself seeking support to improve his wellbeing and relationships with his children and family. Through intensive case management, counselling, safety planning and connection to psychiatric and health services, he developed healthier coping strategies, improved emotional regulation and re-engaged with appropriate treatment.*

Joe reported improved mental health, stronger co-parenting relationships and greater stability for himself and his family. Reflecting on his progress, he shared that he felt "much more settled" and had "a lot more positive experiences" in his daily life.

**name changed for anonymity*

Individual and Family Services

Centrecare's **Brighter Pathways** is a confidential counselling and support service for birth to 12 year olds who have experienced, or have been impacted by family and domestic violence, and are currently residing in the City of Swan area.

Case Study

Janice and her two year old son were referred to the Brighter Pathways service to seek support for her child's heightened emotional responses, aggressive behaviours such as slapping, throwing objects and displaying signs of separation anxiety following parental separation. The counsellor observed interactions between parent and child in different play activities. This information was then utilised to formulate a treatment plan based on Theraplay® principles. Nurture and structure were the two dimensions focused on in the initial sessions.*

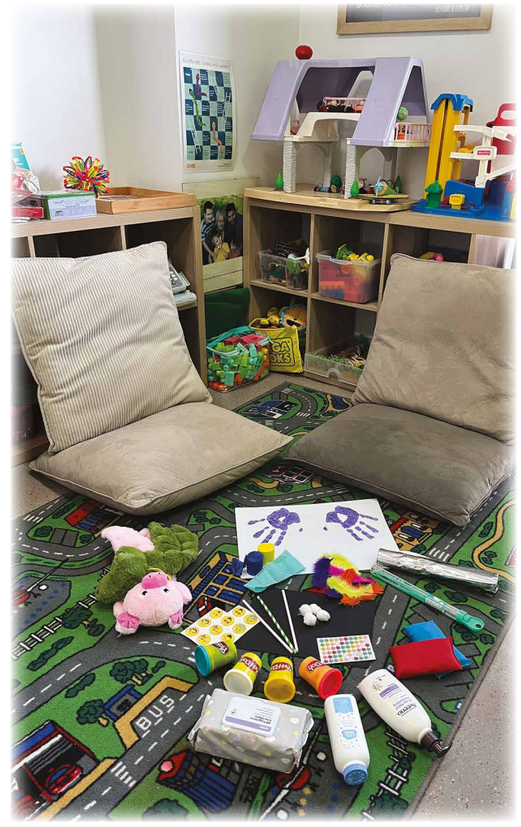
Following four joint sessions based on Theraplay® principles with Janice and her son, she reported that it was already a rare occurrence for her son to throw objects or hit others when dysregulated. His interactions had significantly improved and he was showing more affection to her and others. Janice also reported the activities used in session gave her new ideas where she was finding new ways to engage her son in tasks outside of the service.

Janice reported that one of the Theraplay® rules "No Hurts" which is articulated at the beginning of each session, had served as a useful tool at home and was implemented as a reminder for her son when he was reverting back to using aggressive behaviours.

Janice's son's sleep also improved since engaging with the service. She had started to implement one of the Theraplay® activities 'pizza massage' as part of the bedtime routine as he enjoyed it so much.

Activities focusing on the nurture dimension involving some art such as hand print and also functioned as a souvenir for them to take home and remember special moments that fostered attachment.

**name changed for anonymity*



Individual and Family Services

During this past year, the **Indigenous Advancement Strategy (IAS)** Team in Esperance consulted community members and clients to help with planning and creating new initiatives for engagement. Based on the consultation results, the Team established two new community groups. One group was developed for women and named Fish & Yarn, while the second was created for children and named Cast & Play.

Participants identified they wanted opportunities to spend time outdoors, connecting with Country, and enjoy activities by the ocean. Fishing was chosen as the preferred activity because it provided a relaxed environment where people can come together and build relationships. The groups have had strong attendance, high levels of engagement, and ongoing participation from both women and children. Participants have shared that they feel more comfortable talking and connecting while spending time near the sea, as being on Country creates a calm and welcoming environment where conversations happen naturally. This has also opened the doors for clients who were previously difficult to engage with.

Although fishing is the main activity, the groups also provide valuable opportunities to talk about a range of wellbeing topics. Informal conversations often include physical and mental health, family relationships, parenting, coping with everyday challenges, and ways to improve overall wellbeing.

Preparing and sharing lunch together is an important part of each session, with participants working collaboratively to organise the meal before coming together to eat, fostering a sense of community and belonging while encouraging conversation, strengthening relationships, and creating a welcoming and inclusive environment.

The success of both Fish & Yarn and Cast & Play demonstrates the value of designing programs that are shaped by the community. By listening to participants and responding to their ideas, the IAS Team has created activities that people genuinely enjoy and want to attend.



Individual and Family Services

Centrecare's **Men Choosing Respect Goldfields (MCR)** program is a 24 week behaviour change group delivered across the Goldfields-Esperance region. The program supports men to take responsibility for violence used against intimate partners and children, promoting accountability, respectful relationships, empathy, self-control, and family safety.

Case Study

Luke self-referred to the MCR program following domestic violence charges, Family Violence Restraining Orders, and repeated breaches of bail conditions. Initially motivated by legal advice, he engaged consistently in the program and identified a desire to become a better role model for his children.*

Throughout the program, Luke acknowledged his use of verbal and emotional abuse, intimidation, and controlling behaviours. He developed greater insight into the impact of his actions on his former partners and children, while challenging patterns of minimisation, justification, and blame. Through active participation in group discussions, Luke increased his accountability, strengthened his emotional regulation skills, and gained a deeper understanding of healthy, respectful relationships.

Overall, he demonstrated positive progress towards safer behaviours and more respectful interactions.

**name changed for anonymity*



Service delivery Goldfields style

Individual and Family Services

The **Reintegration and Parenting** program delivered from Centrecare Kalgoorlie is a voluntary service for people preparing to leave prison and return to their families and communities. Support can begin up to six months before release and continue for up to 12 months afterwards. The program focuses on practical re-entry planning and provides individual case management, group education, information, referrals and outreach support across the Goldfields and Ngaanyatjarra lands - over 955,000 square kilometres.

Workers meet with clients while they are incarcerated to identify their needs, set goals and prepare for a safe and stable transition back to community. Assistance may include transport on release, temporary accommodation, links to community services, home visits and support to return to a client's home community (including remote locations). Staff also coordinate with other agencies so clients can access appropriate services and continue receiving support after release.

The parenting component helps clients build and maintain healthy relationships with their children, partners and wider family. Separate group sessions are delivered for women and men incarcerated, with parenting and family support tailored to the needs of participants. Life-skills education further assists clients to manage everyday responsibilities and make a smoother transition back into the community.

Case Study

Joel (43), was referred to Centrecare's Reintegration and Parenting program before his release from Eastern Goldfields Regional Prison after serving a two year sentence. Using a trauma-informed and culturally responsive approach, his case worker supported him to identify employment as a key goal for financial independence, stability and successful reintegration.*

Through regular pre-release visits and coordinated referrals, Joel completed the Pathways Program, received resumé and job-seeking assistance, and connected with an Aboriginal community controlled organisation (ACCO) for cultural mentoring and post-release support. Although his initial job applications were unsuccessful, the experience strengthened his confidence, wellbeing and employment readiness.

Following release, Joel completed a civil construction course and secured employment as a facilitator mentoring young Aboriginal people across the Goldfields. Having achieved the goals in his support plan, he exited the program with stronger community connections and a positive pathway forward. His experience highlights the value of culturally responsive support, early engagement, and structured release planning.

**name changed for anonymity*

Youth Services

Centrecare's **Sky** program provides outreach counselling to children aged four –14 years who are living in supported accommodation south of the river. Homelessness can have a significant impact on children, including disruption to friendships, community connections and education, as well as experiences of sadness, anger and uncertainty. Sky workers support children to strengthen their emotional wellbeing, develop an understanding of safety and risk, build connections within their local community, and remain engaged in education.

Case Study

Sky supported the Jamieson family, comprising mother Anne* and her three sons aged three to nine years. The family was referred following a prolonged period experiencing family and domestic violence, which had affected the children's emotional regulation, sense of safety and relationships with each other. Anne was understandably fearful about taking the children into the community.*

Sky provided child-focused assessments, in-home counselling and practical family activities, with goals centred on protective behaviours, emotional regulation and community connection. Through play therapy, breathing and somatic strategies, bibliotherapy and protective behaviours education, the children developed practical tools to recognise emotions, communicate their needs and move from co-regulation towards self-regulation.

Sky also supported Anne to rebuild confidence in accessing the community with her children. Using brokerage, local community resources and KidSport vouchers, the family participated in accessible activities including visits to the WA Museum, local parks, a skate park and Perth Zoo. These experiences helped Anne strengthen planning skills, identify low-cost activities and support the children to build confidence and positive peer connections.

By the end of the six month support period, Anne reported improved family functioning, increased confidence taking the children into the community and greater capacity to access resources in the future. The children demonstrated improved emotional regulation, including using breathing strategies, recognising unhelpful responses and choosing calming strategies independently. The family also experienced stronger communication, increased community participation and improved confidence in spending time together safely outside the home.

**name changed for anonymity*



Outreach Counsellor Ro-chi (right) and participants at Sky camp

Youth Services

BeyondYJS is a partnership between Centrecare and Wungening Aboriginal Corporation supporting young people involved in the youth justice system to strengthen their emotional wellbeing, progress their rehabilitation goals and build positive pathways for the future. Through culturally responsive, relationship-based practice, youth workers and Aboriginal engagement officers work alongside young people and their families to strengthen protective factors, reduce barriers to engagement, and create opportunities for positive change. A key strength of BeyondYJS is its ability to connect young people and families to a broader network of services, ensuring emerging needs are addressed quickly and holistically.

Case Study

When Jayden was referred to BeyondYJS, the initial focus was on supporting him to meet the requirements of his Youth Justice Order and work towards his personal goals. As trust developed between staff, Jayden and his family, it became clear that challenges beyond the justice system were affecting his stability and wellbeing.*

Through ongoing engagement with Jayden's grandmother, his primary carer, the Team learned the family was experiencing significant financial hardship. Increasing rent arrears had placed their private tenancy at risk, creating uncertainty about whether they would be able to remain in their home.

Recognising stable housing is a critical protective factor for young people, BeyondYJS acted quickly. An internal referral was made to Centrecare's Entrypoint Early Intervention Prevention (EEIP), allowing the family to access additional support without the burden of navigating another service system.

EEIP worked closely with Jayden's grandmother to assess her circumstances, advocate on her behalf and develop a practical plan to address the rental debt. Through targeted brief intervention support, she was able to clear the arrears and maintain the tenancy, preventing the loss of the family home.

This coordinated response allowed BeyondYJS to continue focusing on Jayden's goals while EEIP addressed the immediate housing crisis. Together, the two teams reduced barriers that could have contributed to further instability and increased risk.

The outcome highlights the value of integrated, person-centred practice. By recognising the interconnected needs of a young person and their family and drawing on the strengths of both the BeyondYJS partnership and Centrecare's broader service network, staff were able to preserve housing security, strengthen family stability and create a stronger foundation for Jayden's future.

**name changed for anonymity*

Youth Services

Centrecare delivers two services within Banksia Hill Detention Centre: **Individual Support and Transition Service (ISTS) and BeyondYJS Banksia Hill**. Through youth work, mentoring, advocacy and transition support, these services assist young people to strengthen their emotional wellbeing, build practical life skills, work towards rehabilitation and positive futures.

Service delivery expanded during the year which required recruitment of additional staff.

The effectiveness of these services is underpinned by strong relationships with young people, detention centre staff, Aboriginal youth support officers, education providers and other key stakeholders. These relationships support meaningful engagement in education, cultural activities, recreation and therapeutic activities and supports, helping young people develop emotional regulation, build resilience and prepare for successful reintegration into the community.

Case Study

When Jake first engaged with the BeyondYJS Banksia Hill Team, he appeared quiet, guarded and reluctant to share his story. Through consistent mentoring, genuine conversations and a reliable presence, his youth worker gradually built a relationship that became the foundation for positive change.*

As trust developed, Jake began reflecting on the challenges within his family and the emotions influencing his behaviour. With support from his youth worker, he developed greater empathy, strengthened his emotional regulation and learned to respond more constructively during difficult situations.

Jake re-engaged with education supports, improving his participation and confidence. He also developed a stronger understanding of the impact of negative peer relationships and learned practical strategies to manage peer pressure and make positive decisions. This work strengthened Jake's decision-making skills and ability to manage conflict constructively, supporting his ongoing growth and development.

Jake's continued commitment to positive change resulted in significant personal growth, including improved behaviour, greater independence and increased confidence in his ability to achieve his goals. He developed healthier coping strategies, explored the relationship between emotions and substance use, and strengthened practical life skills through fitness, nutrition and cooking activities.

Throughout his journey, the consistent relationship with his youth worker remained central to his success. By fostering trust, providing practical support and advocating for opportunities, BeyondYJS helped Jake build the skills and confidence needed to work towards a more positive future.

**name changed for anonymity*

Youth Services

The **Bridge to Belonging (BTB)** program continued to support humanitarian entrants and vulnerable migrants to build confidence, independence and connection as they established their lives in Australia. In partnership with Communicare as lead agency, the program reflects Centrecare's commitment to compassionate, culturally responsive and practical support.

The BTB Life Skills program was delivered fortnightly on Mondays at Lynwood High School Intensive English Centre (IEC) to support newly arrived young people as they settled into life in Australia. The program aimed to develop participants' knowledge, confidence, and practical life skills while addressing key settlement needs. Many students were navigating a new culture, education system, and community, making the program an important platform for learning and connection.

Throughout the year, students participated in a series of interactive workshops, presentations, and excursions covering a range of topics relevant to their health, safety, wellbeing, and future aspirations. Sessions included Fresh Snap Health Education, Smoking and Alcohol Awareness, WA Police Presentation, Road Safety Australia, Environment and Conservation, Respectful Relationships, Fitness and Health, Personal Hygiene, and Mental Health Awareness. Students also received practical training through St John First Aid, participated in the Transperth Get on Board program, and attended a Beach Water Safety Talk followed by a beach excursion. A highlight of the year was the Curtin University excursion, which introduced participants to higher education opportunities and future career pathways.

Overall, the Bridge to Belonging Life Skills Program successfully supported participants' settlement, increased their confidence and independence, and fostered a stronger sense of belonging within their school and the wider Australian community.

Family and domestic violence education also remained a significant focus, with culturally responsive sessions delivered to women and men across community and Adult Migrant English Program settings. These sessions increased understanding of respectful relationships, personal safety, legal rights and support pathways.

BTB supported 287 humanitarian entrants and eligible migrants through active casework and delivered 2,175 service sessions across the south metropolitan region of Perth and Mandurah.



L-R: Mahdi (Centrecare), Moath and Farida (Communicare) during Annual Refugee Week

Stellar Living

Building Strong Foundations for the Future

Stellar Living continues to play an important role in providing safe, secure and affordable housing for Western Australians on low to moderate incomes. As an independent, not-for-profit community housing provider, with Centrecare as its sole member, Stellar Living combines sound financial management with a strong commitment to positive social outcomes.

During 2025–26, Stellar Living increased its housing portfolio to 320 properties across Perth, Peel and the Goldfields, providing homes for 672 people. Our tenants include older people, families, people living with disabilities, those who have experienced financial hardship, family and domestic violence and housing insecurity.

Providing a home is about more than accommodation. It gives people stability, independence and the opportunity to plan for their future. Our annual tenant satisfaction survey reflected the value of this work, with 94% of respondents satisfied overall, 94% satisfied with the condition of their homes and 92% satisfied with repairs and maintenance.

Financially, Stellar Living delivered another strong result, recording an operating Earnings Before Interest, Taxes, Depreciation, and Amortisation (EBITDA), excluding grants, of $1.68 million and increasing net assets to approximately $45 million. Rental revenue grew to $4.34 million, reflecting the continued expansion of our housing portfolio. These results demonstrate the organisation's financial sustainability and provide a solid foundation for future investment in housing and services.

The year also saw important progress in expanding housing opportunities. Construction commenced on 14 new townhouses in Rockingham, supported by a capital grant from the Department of Housing and Works. In June, Stellar Living also took on 32 additional affordable properties across metropolitan Perth, providing much-needed accommodation for working households struggling in the private rental market.

Alongside these achievements, significant work has been undertaken to progress new housing opportunities and strengthen long-term asset management. This commitment was recognised with an Australasian Housing Institute WA Brighter Future Award for Excellence in Asset Management.

Looking ahead, Stellar Living is preparing for a substantial period of potential growth, with opportunities to significantly increase the number of social and affordable homes under its management.

With the continued support of Centrecare, a committed Board and a dedicated team, Stellar Living is well positioned to build on its strong foundations, expand its impact and help more Western Australians access a place they can afford and proudly call home.



Rockingham development

Client Voices

In their own words.

Family and Relationship Services

The group has helped me find my confidence again and, for the first time in a long while, I feel hopeful that I can rebuild my life.

Sky

Absolutely magical and exactly what I needed. We have felt so supported, safe and heard. Thank you for allowing three of the most beautiful women into our life to help on our healing journey.

Brighter Pathways

The counsellor has been really supportive and knowledgeable. I feel very grateful and fortunate for this program. She has been very supportive and culturally sensitive. Under my circumstances, it is difficult to tell what I need in terms of support. I appreciate the professional advice and help at this difficult time.

Private Rental Advocacy and Support Service

I feel very blessed and privileged and so happy to have the worker getting me the help that I needed for the first time in my life at my age. Her consistency, strength, and knowledge in navigating a very difficult situation into a successful outcome shows her commitment to the work she is assigned to.

Reset

From beginning to end, ReSet has made it comfortable and a lot easier for me to get on the right foot again. My confidence and strength have been restored, so I am able to look forward to my new uncertainty. Thank you all for your time, patience and help throughout my new start at being a better person.

Family and Relationship Services

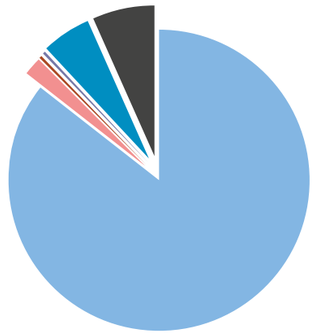
Very happy with the service I received from Centrecare Joondalup. Both Kimberley and Yoko have been excellent and Sandra is helpful and efficient. The counselling is accessible and affordable which I am grateful for.

Practice Learning

It was really good to talk through these documents with others and with purpose. It gives more meaning to documents that I have been finding so abstract at this stage of my learning.

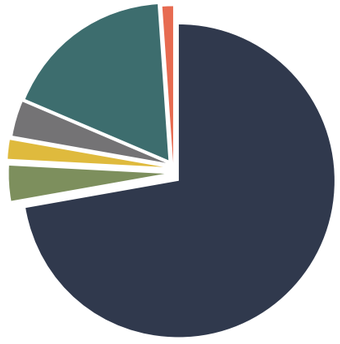
Finances

Centrecare Financial Report (excluding Stellar Living)



Income

State and Federal Government Funds	85.6%
Non Government Funding	2.1%
Archdiocese of Perth - Lifelink	0.2%
Rental Income	0.2%
Access Wellbeing Service Revenue	5.4%
Other Income	6.5%
	100.0%



Expenditure

Employee Expenses	72.4%
Administration Expenses	3.5%
Property Expenses	2.1%
Depreciation	3.5%
Operating Expenses	17.4%
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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