

Our purpose is to provide a range of human services to our clients which will **enhance** their quality of life and their participation within the **community**, as an expression of Catholic **Social Teaching**. Our vision is to be a human service **organisation** which values and respects clients through the delivery of **responsive, flexible and effective**

Centacare Catholic Family Services
Archdiocese of Adelaide

Annual Report 2007-08



Service Delivery

Karla Piltz	Paul Senior	Lachlan Purves	Robert Cox	Elizabeth O'Connor	Kirsty Drew	Wendy Warren
<p>Support & Accommodation Services</p> <ul style="list-style-type: none"> Louise Place incorporating St Joseph's School Youth Services Elizabeth Women's Supported Housing Youth Services Barossa Murraylands Supported Accommodation Service Youth Services Whyalla Elouera Women's & Children's Service Coollock House Malvern Place 	<p>Support Training & Intervention Services</p> <ul style="list-style-type: none"> Community Connect Mental Health Rehabilitation Services South Mental Health Rehabilitation Services North Reconnect Mental Health Student Matters EDDIT ASCEND Suicide Prevention Navigate ACCESS-OCAR Employee Assistance Programs Personal Support Program Registered Training Organisation 	<p>Disability Services</p> <ul style="list-style-type: none"> Northern Respite Services (Auricht House) Kolbe Cottage Respite Services Quality/Client Services Centanet Day Options Lara Cottage Accommodation Service Lumiere Accommodation Service Yoorana Respite Service (Minda Inc) <p>Whyalla</p> <ul style="list-style-type: none"> Independent Living Program Karinya Cottage Accommodation Service Tamana House Accommodation Service 	<p>Adelaide Diocesan AIDS Centre</p> <ul style="list-style-type: none"> Cheltenham Place Accommodation Home-based Care Community Support Programs HIV Education <hr/> <ul style="list-style-type: none"> Afghan Resettlement Program 	<p>Family Relationship Services</p> <ul style="list-style-type: none"> Family Relationship Education & Skills Training Men & Family Relationship Counselling inc. Sth East region Natural Fertility Services Parenting Peer Support Kindy For Kids Murray Bridge Family Counselling Team Walking Together Family Wellbeing Support School Counselling Family Dispute Resolution inc. Regional areas Family Relationship Counselling Wandana Community Centre Early Intervention Services Family Support Drought Response 	<p>Family Outreach Services</p> <ul style="list-style-type: none"> Northern Parent Resource Program Child Sexual Abuse Counselling Family Counselling Team Parent Education/ Family Zone Hub HOME – Wodlittinattoai Reunification Intensive Family Intervention Services Playgroups on the Move Playgroups in the North Bilby Bus Little Engines HAPPI Mobile Family Connections 	<p>Adelaide</p> <ul style="list-style-type: none"> Job Network Gilles Plains Job Network Prospect Job Network Port Pirie Community Work Coordinator Whyalla Job Network Community Work Coordinator

Corporate Services

Jenny Hanlon	Andrew Doyle	Dominic Reppucci	Director's Office
<p>Systems Improvement</p> <ul style="list-style-type: none"> Occupational Health & Safety Quality Assurance Policies & Procedures 	<p>Finance</p> <ul style="list-style-type: none"> Accounting Services Payroll Financial Advice Salary Packaging CarCenta Mobile Communications 	<p>IT & Infrastructure</p> <ul style="list-style-type: none"> Information Technology Building/ Leasing Maintenance Environmental Safety Fixed Communications IT & Infrastructure Consultancy 	<ul style="list-style-type: none"> Reception/Administrative Support Aboriginal Services SnackCenta

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WHO WE ARE

Centacare Catholic Family Services is a Catholic welfare organisation delivering a range of services across the Catholic Archdiocese of Adelaide. We are a not-for-profit organisation with a strong focus on social justice. We strive to support people in our community who have been marginalised and who are experiencing hardships and challenges in their lives. This support will always occur regardless of race, economic circumstance, sexual preference, religious belief or ethnic background.

how we are structured

The Archdiocese of Adelaide has delegated the responsibility of the day to day management to the Director who reports to the Executive of the Curia through the Vicar General. The agency is divided into service units headed by a team of Executive Managers.

our purpose

To provide a range of human services to our clients which will enhance their quality of life and their participation within the community, as an expression of Catholic Social Teaching.

our vision

To be a human service organisation which values and respects clients through the delivery of responsive, flexible and effective services.

our values

We acknowledge the Catholic Social Teaching principles of:

- **Dignity of the Human Person**

We uphold the dignity of our clients regardless of disability, age, poverty or race.

- **Community and the Common Good**

We believe every social group must take account of the needs and legitimate goals of other groups, and that sustaining society is both a right and an obligation.

- **Dignity of Work**

We believe a person has a right to productive work, a just wage and to form and join unions.

- **Option for people in our communities experiencing poverty, powerlessness and vulnerability**

We believe for justice to be upheld, we must become compassionate voices in action for all.

- **Solidarity**

We believe all humankind is interdependent, that we need one another and that we are called to stand with the powerless and the poor.

- **Subsidiarity**

We believe whatever can be done at the local or grass roots level should be done at that level and not subsumed by higher authority.

- **Care of God's Creation**

We believe the earth is a gift, and as stewards and trustees we have a responsibility to care for and share what the earth offers, and give back to the earth what we take from it.

We also continue to adhere to our organisational values of:

- Respect for the uniqueness of individuals
- Professional commitment of staff
- An ethical approach to our practice
- Positive relationships between individuals
- The need for and importance of community
- The provision of quality services
- Integrity in all that we do



Centacare's Strategic Plan is a product of the accumulated wisdom of Centacare staff and stakeholders formed by extensive consultation and review.

STRATEGIC DIRECTIONS

Targeting growth by:

- Building on our expertise and searching for new opportunities for expanding services including regional and outer suburban areas.
- Operating our services in such a way as to minimise our negative impact on the environment.
- Developing partnerships with internal and external services that will maximise quality support to the community.
- Continuing to strive towards providing services which empower the most disadvantaged to validate their rights and needs.

Influencing and informing public policy to advantage the most marginalised in the community by:

- Increasing our public profile to strengthen our influence.
- Using the media to canvass a wide range of issues through press releases, letters to editors, selective interviews and guest media appearances.
- Drawing from our value base to pro-actively inform major public policy initiatives.
- Increasing the strength of our voice through engagement with other key organisations, either in existing coalitions or by forming strategic partnerships.
- Contribute to intellectual capital through involvement in research projects, conference presentations, and working groups.

Providing an environment which allows staff to operate in a meaningful and professional manner by:

- Ensuring all staff are able to articulate the scope of our work, and the values that underpin that work.
- Striving to use formal structures and workforce campaigns to maximise remuneration to staff in a responsible manner.
- Providing high quality and targeted training opportunities.
- Ensuring adequate supervision, mentoring and induction to allow staff to perform their duties at the highest standard.
- Facilitating the clear transmission of information, feedback and decision making, through the establishment of efficient knowledge management systems.

Sustaining leading performance by:

- Maintaining a commitment to external quality accreditation.
- Ensuring we operate programs which are realistically and adequately funded.
- Maintaining a realistic budget approach and ensuring a steady rate of growth.
- Maintaining responsive and effective infrastructure to support our programs.

Working towards achieving cultural competency by:

- Ensuring that all our services take account of the need of Culturally and Linguistically Diverse (CALD) Communities and include targeted approaches to meet those needs.
- Establishing systems and frameworks to ensure policies are developed, implemented, reviewed and embedded within the organisation.
- Establishing a Cultural Competence Committee to develop this framework and guide the organisation through research, review, practical requirements and strategies.
- Implementing culturally appropriate management strategies for CALD staff to ensure the systems come together for staff and clients.
- Continuing the work of the Aboriginal Leadership Committee in supporting Aboriginal staff in the workplace. This will occur through the development and implementation of Centacare's Aboriginal Policy, Reconciliation Statement and advice given by the Committee on a variety of Aboriginal issues.



Centacare has more than 70 contracts with government departments at the Federal and State level that when implemented form our programs delivering services to more than 30,000 South Australians.



DIRECTOR'S REPORT

Centacare Catholic Family Services exists to provide a range of human services to our clients which will enhance their quality of life and their participation within the community, as an expression of Catholic Social Teaching.

During the financial year ending in June 2008 we have been able to continue to build our capacity to meet the challenges of fulfilling our purpose, be true to our values, and maintain viability.

The descriptions of our services are provided in this report, along with the reflections of Centacare's leaders who take day to day responsibility in ensuring that we find the balance between access to and quality of service for our clients and maintaining viability as a business so that we can survive and be influential into our future.

We were privileged to be invited to take responsibility for the services of Young Women and Children Support Services Incorporated (YWACSS). Following an exhaustive process to ensure that this was the best option for YWACSS, we amalgamated and integrated our services on the 27th of March. I congratulate the YWACSS Staff members for the way in which they have embraced the change and enhanced the life of Centacare. Backed by their experience from their important work with young women and children who are homeless, many staff members are now involved in roles outside of their immediate service environment.

Similarly, in January we took responsibility for the Afghan Resettlement Program and welcomed Rasoul Ahmady to our Staff, when he relocated his program to Wakefield Street.

Thank you to all of our hard working and highly skilled Staff for their various contributions to our Clients and each other. A highlight was the successful audit for our Quality Assurance Program that granted accreditation until July 2010, an achievement not possible without every staff member being involved.

Centacare has more than 70 contracts with government departments at the Federal and State level that when implemented form our programs delivering services to more than 30,000 South Australians. We thank each of those departmental staff for their willingness to partner with us on behalf of their governments, for the benefit of the community.

Thank you to Archbishop Philip Wilson for his leadership and guidance, and for continuing to trust us to do the Church's work in community service. Also, thank you to the members of the Executive of the Curia, led by Monsignor David Cappo, for their role in ensuring excellent governance of our organisation.

Finally, I thank Pauline Connelly and Bernard Victory, Assistant Directors, for their work in managing Centacare in a variety of ways that ensure our success. It is not just what they do, but the way they do it that is so important.

In an environment that continues to throw up increasing challenges for us, we are confident that as long as we rely upon the framework provided by Catholic Social Teaching principles in our decision making, the important contribution we make to our community is assured.

Dale P West, Director





ASK has continued to develop a range of diverse non accredited pre-employment training programs aimed at providing our clients with the best opportunity to find sustainable employment.

ASK EMPLOYMENT AND TRAINING SERVICES

The ASK Employment and Training Services (ASK) unit continued to experience challenging times this year with an announcement of significant changes to the existing Job Network program. This year saw the introduction of a New Employment Services model aimed at supporting those people most disadvantaged by long term unemployment. The current Job Network system was formed 10 years ago during times of high unemployment to move large numbers of people into work as quickly as possible. While many job seekers have been helped into work, our system is letting others fall by the wayside, remaining trapped in social and economic circumstances that perpetuate generational disadvantage.

Despite the fact that unemployment has been trending down, the total numbers of long term unemployed people has been growing. By 2007 the proportion of total unemployment income support recipients unemployed for greater than five years had grown to almost one in five. ASK has been responsive to this change and has worked to develop innovative programs designed to suit the needs of those job seekers who are most disadvantaged. Across five agencies throughout South Australia we have serviced more than 3000 clients for the year. Our dedicated Employment Advisors continue to deliver interventions to address the vocational and non-vocational barriers our job seekers deal with: long periods without paid employment, sporadic work history, lack of written or spoken English, outdated skills, social or cultural isolation and low self-esteem.

This year we have worked in collaboration with other Centacare programs and community support services to provide tailored assistance to our clients. ASK has continued to develop a range of diverse non accredited pre-employment training programs aimed at providing our clients with the best opportunity to find sustainable employment. In our regional locations we have

worked closely with Economic Development Boards, Industry Representatives, TAFE's and Registered Training Organisations to design training programs for our clients that address local skills in demand. Our relationship with the Adelaide Pre-release Centre has grown this year with a significant increase in the number of prisoners choosing the ASK agency as their preferred provider of employment services. Prisoners are treated with respect and ASK staff ensure assistance is tailored to meet the needs of the individual. ASK takes the time to support our pre-release prisoners through these critical stages to ensure they secure sustainable employment and achieve social inclusion and economic independence.

For this reason ASK Employment and Training Services is well placed to transition into the new Employment Services model scheduled to commence in July 2009. I am excited about the future and believe if successful in achieving new business through the Request for Tender process we will be well placed to deliver quality individualised services to clients across South Australia.

Wendy Warren, Executive Manager



Despite the fact that unemployment has been trending down, the total numbers of long term unemployed people has been growing. By 2007 the proportion of total unemployment income support recipients unemployed for greater than five years had grown to almost one in five. ASK has been responsive to this change and has worked to develop innovative programs designed to suit the needs of those job seekers who are most disadvantaged.

The staff of Disability Services are to be acknowledged for their dedication and outstanding contribution that often goes beyond their employed role as we all share the same vision for those we support.



DISABILITY SERVICES

Throughout 2007-08 Disability Services has continued to strive to provide high quality, flexible and responsive services to individuals with a disability and their families. We continue toward 2009 with a commitment to ensuring that the services we provide make a real and significant impact in people's lives.

Both Kolbe Cottage and Northern Respite Service which operates from Auricht House, have continued to be extremely popular. Throughout the past year we have been able to significantly reduce our waiting lists, and offer much needed respite to many new families. These services are constantly booked to capacity, with camps being a particular favourite.

We continue to maintain a close and productive working relationship through our joint project with Minda Incorporated in the provision of Respite Services offered through Yoorana.

Our accommodation services, Karinya Cottage and Tamana House located in Whyalla, and Lara Cottage and Lumiere located in Adelaide, have seen significant change with two new clients and a number of new staff. This has brought new energy and new ideas into our commitment to providing exceptional services to those we support.

The Independent Living Program based in Whyalla has continued to support a number of individuals to continue to live in their own homes in the community. This support facilitates skill development, community participation and inclusion, as well as maximising independence, potential and freedom.

Centanet Day Options Service is a high quality, individualised program which is focused on facilitating and encouraging lifestyle activities for a group of young people who have an intellectual disability. The creative and proactive approach generated by the staff of this service has led to a culture of inclusion and participation for all concerned.

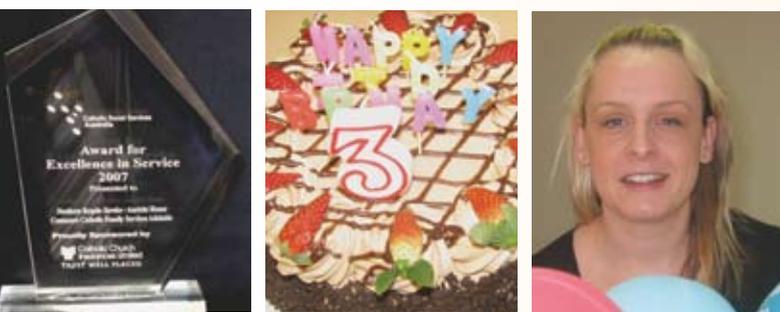
We would like to acknowledge the generous support that has been provided by the following groups:

- *The Royal Agricultural and Horticultural Society* who have once again been generous in providing numerous tickets to our clients for the Royal Adelaide Show.
- *Catholic Charities* for their ongoing commitment to supporting our Respite Services.
- *National Seniors Australia* for awarding one of our clients the funds to purchase a digital camera and digital photo frame.
- *Fundraisers for the Gift of Time Appeal* for undertaking a variety of organised Challenges to support our Respite Services.

Centacare Disability Services have enjoyed the challenges and successes that have occurred in the past year, and look forward to continuing in our efforts to ensure we deliver an outstanding level of service to people with a disability and their families.

The staff of Disability Services are to be acknowledged for their dedication and outstanding contribution that often goes beyond their employed role as we all share the same vision for those we support.

Lachlan Purves, Executive Manager





In conjunction with the existing Whyalla Youth Service, the staff have worked tirelessly to respond to women and their children escaping domestic violence.

SUPPORT AND ACCOMMODATION SERVICES

Centacare Support and Accommodation Services continued to provide support to an ever increasing number of homeless and at risk clients in an environment where there is a dire shortage of safe and secure accommodation.

In February, Centacare commenced the provision of Elouera Women's and Children's Service in Whyalla. In conjunction with the existing Whyalla Youth Service, the staff have worked tirelessly to respond to women and their children escaping domestic violence. Co-location of office space and resources has ensured a 'one point of entry', responsive service to clients.

April 2008 saw the joining of Coolock House and Malvern Place with Centacare. These services continue their strong history of service delivery to young women and their children. The staff bring with them an ethos that is congruent with the dignity and hope that Centacare embodies when working with vulnerable families.

From Pinnaroo in the east to Aldgate in the west and from Lobethal and Mannum in the north to Meningie and Goolwa in the south, Case Managers from Murraylands Support and Accommodation Service visited clients and their families. In the past year, the Murraylands staff provided 494 support periods to clients who were homeless enabling them to feel safe and supported. A highlight in this region is the joint partnership between Centacare and UniSA. Dr. Sarah Wendt's report on Domestic and Family Violence titled, "A Local Response in Murray Bridge" is evidence of this developing relationship.

Youth Services Elizabeth undertook an evaluation of the service from a client perspective. The workers reflected on and changed their model of practice committing themselves to a more client focused service for the benefit of our clients. In addition, this approach has resulted in a more cohesive and confident team.

Youth Services Barossa has shown ongoing commitment to maintaining good linkages to other services and giving clients continuity of care.

In our work with women exiting the justice system, staff have been very strong advocates for this client group who are faced with numerous barriers. The Women's Supported Housing Program worked intensively to support women to engage with their community and families and delivered their service from a strong human rights framework.

Louise Place continued to provide support to young women who were pregnant or parenting and their children. The past year has seen Louise Place undertake a group program funded by the Morialta Trust called 'to be me'. This program focused on increasing the self esteem of the young women, improving their perceptions of self and the role of parenthood.

Underpinning the work of our staff was our relationship with the Wyatt Benevolent Trust, who supported our work once again through a Housing Partnership Grant.

The staff of the Support and Accommodation Services unit are to be commended for the respectful way they worked with vulnerable people in a confronting and challenging environment, and for their capacity to adapt their service delivery to be more responsive to a diversity of needs.

Kara Piltz, Executive Manager



Education counselling and dispute resolution often came together during the year to undertake a seamless approach to assisting families reach new understandings.



FAMILY RELATIONSHIP SERVICES

It is always gratifying to write about the exciting work being done by the staff within the Family Relationship Services (FRS) unit.

As always, our central focus is on whole of family, at the heart of which lies the child or children, especially those affected by changes within the family, such as separation, and divorce and the many losses that result from those changes. In the past 12 months, the theme of transitions was taken up strongly in the Education and Training programs. Over 2000 people attended these programs, which focused on strengthening couple and family relationships through interactive group work sessions and courses.

Staff within the Family Relationship Counselling and Dispute Resolution teams continued to pay close attention to the needs of children and young people when working with families. This was evidenced by the increasing number of young people being referred for counselling and Child Inclusive dispute resolution. Education counselling and dispute resolution often came together during the year to undertake a seamless approach to assisting families reach new understandings.

Walking Together at Murray Bridge continued to engage young families in addressing parenting and relationship issues while Kindy for Kids supported families in preparing their children for childcare, kindergarten and school.

The second main focus during the year was on partnerships – both formal and informal. These partnerships saw us break down barriers for families who needed to access services, and they also created new challenges for us as service providers in working together in an otherwise competitive field.

Our collaborations with a range of allied organisations in the sector, including education, health, welfare, Government and Non-Government agencies is now the foundation on which we will continue to provide accessible, integrated services to families.

Our continuing partnership with the Catholic Education Office ensured ongoing counselling for children in over 22 primary schools in Adelaide and the Riverland.

Outreach to rural and remote regions including the Murraylands Murray Mallee, Upper and Lower South East continued to rely heavily on solid working relationships with local networks and community members.

Since July 2007, Centacare, Lutheran Community Care and St Vincent de Paul worked together to provide early intervention services to families in the southern and eastern suburbs, Fleurieu and Adelaide Hills. During the year, the program developed very strong 'on the ground' partnerships with local networks. The blends of local knowledge, expertise, goodwill and ethical practice resulted in an exciting program that is available to all families, providing them with information and speedy referrals and responding to clients within 24-48 hours. The central site is located at Aldinga within the Galilee Community and reflects the community's nature in being a young, vibrant and evolving service.

Wandana Community Centre is, by its very nature, a place where partnerships naturally occur – between people, cultures, ethnicities, ages and stages. We moved to a new site at Gilles Plains and there has been a 67% increase in the number of people accessing the community centre for assistance, learning and recreation with close to 1,000 contacts per month.

With funding from FaHCSIA this year, we developed a program FaWBS (Family Wellbeing Support) to support families who are living with mental illness. The program provides counselling, group work and community education to communities in the Murray Mallee, Coorong, Southern Mallee, East Murray and Karoonda areas. This program and the Family Support Drought Response team which was funded towards the end of the year, have clients in common as the effects of sustained drought are felt in every home in the district. The consequences of loss of family, home and dreams for people living so closely with drought will continue to challenge us as human beings and as professionals.

A special thank you to all staff who continue to assist and advocate for the families they work with.

Elizabeth O'Connor, Executive Manager





Over the year there was no turnover of Community Services staff, our systems were refined, our outcomes were consistently positive and we continued to specifically target and reach clients with complex needs.

ADELAIDE DIOCESAN AIDS CENTRE

The year 2007-08 was one of consolidation for Adelaide Diocesan AIDS Centre (ADAC) after the restructuring of our Community Services program the year before. The restructuring of the program aimed at concentrating on 'core business' providing case management services for clients who experience threats to living in the community independently, safely, in good health and with dignity. Over the year there was no turnover of Community Services staff, our systems were refined, our outcomes were consistently positive and we continued to specifically target and reach clients with complex needs.

Our second major program, Cheltenham Place, continued to provide reliable and much needed short term accommodation services. This program also had no turnover of staff during the year. One of the main goals of the program is to prevent acute hospital admission, or to reduce time spent in hospital – 'hospital avoidance'. 20% of our admissions were of clients discharged from hospital to Cheltenham Place before their discharge then from Cheltenham Place to home. The program therefore facilitated early discharges from hospital and enabled clients to regain strength, confidence and health before finally going home.

We work closely with the SA Department of Health at various levels and continue to have a close working relationship with the Royal District Nursing Service, the Royal Adelaide Hospital and other providers

More difficult to measure is the hospital avoidance effects of admitting clients from the community to Cheltenham Place for respite admissions. We know that many of the respite clients leave Cheltenham Place with improvements in their medical, physical and psychological well-being, so we know that in some cases, hospital admission has been avoided.

We are moving into another period of potential change. Our major funding body, the SA Department of Health, is re-examining funded HIV services and is aiming to adjust service delivery taking into account changing needs as well as efficiency of service delivery. Inevitably there is uncertainty amongst the current service providers. Hopefully, the restructuring undertaken by ADAC over the past two years will stand us in good stead.

We work closely with the SA Department of Health at various levels and continue to have a close working relationship with the Royal District Nursing Service, the Royal Adelaide Hospital and other providers. As usual, thanks to our volunteers who do everything from helping people in their homes, to preparing community lunches and assisting with administration.

Robert Cox, Executive Manager



This work is undertaken in a climate of uncertainty of ongoing funding, significant changes in the state mental health directions and, a growing shortage of a trained social work and community service workforce.



SUPPORT TRAINING AND INTERVENTION SERVICES

The Support Training and Interventions Services (ST&IS) unit continues to work with a diverse range of individuals and families across a wide range of geographical areas.

On any given day teams within the unit will:

- Provide counselling to young people who have been diverted to our services from the Courts or police to obtain support for their substance abuse.
- Support students who find themselves at risk of not having accommodation or are struggling to maintain themselves at school.
- Assist individuals with significant and ongoing mental illness in their recovery and in reclaiming their role in community.
- Provide resources and expertise to industry and organisations to support their employees through time of distress and trauma.
- Deliver accredited and non-accredited training to the community, schools, industry, and community services professional.
- Engage with young Aboriginal men through sport and groups.
- Provide counselling to young people who have an emerging mental illness whilst supporting their families.

These activities may be taking place from Aldinga to Clare and across the wider metropolitan area and, quite often in our consumer's and client's own homes and community surroundings.

This work is undertaken in a climate of uncertainty of ongoing funding, significant changes in the state mental health directions and, a growing shortage of a trained social work and community service workforce.

Workforce development continues to be a focus for ST&IS with teams being supported to undertake Certificate IV in Mental Health Work (non-clinical) and Certificate IV in Training and Assessment together with the recruitment of a number of new graduates.

In light of this climate, the teams continue to deliver high quality and pertinent services to some of the most vulnerable groups in our community.

Outcomes for our clients and consumers include:

- A return to the workforce after numerous years of exclusion as a result of mental illness.

- Students able to complete Year 12 whilst being confronted with significant family and accommodation disruption.
- Opportunities for young Aboriginal men to be selected to participate in national sport teams.
- A young person finding the resources and support to stop abusing illicit substances.
- An employee accessing the support they need to get through a significant work trauma.
- A young person and their family learning to deal with depression.

Through this work our teams are confronted with gaps in resources available to the people we support. Identified areas are; support for those exiting prison with ongoing mental health concerns, young men incarcerated with substances abuse issues and, accommodation options for those with ongoing mental illness.

Further achievements this year within the unit included:

- Launching of Navigate, a program directed to assisting young people and their families with mental health concerns.
- Establishment of a reference group for outreach mental health service.
- Implementation of a new database case management system.

Paul Senior, Executive Manager





Over recent years the reported levels of child neglect and abuse in Australia have increased at an alarming rate. Child abuse and neglect can not be viewed in isolation.

FAMILY OUTREACH SERVICES

The Family Outreach Services (FOS) unit was created in April 2008. FOS is made up of 13 programs based at the Salisbury, Plympton and Mile End sites. The unit has a particular focus on working with children and early childhood development. Many of the services are delivered using a child-centred approach, which is responsive and ensures children are connected with families, communities, culture and opportunities. The services provide support for families around parenting, family relationship issues, counselling and, issues that are impacting on the parent's capacity to care for their children.

Service delivery may occur in clients' homes, in community centres or in local parks which has created a culture of 'taking services to clients'. We work with families to prevent children from going in to Alternative Care and with families to try and return children to their birth families from Alternative Care.

The Bilby Bus' success in building relationships with 'hard to reach' families, educating them around play and child development and linking them with services was recognised in 2008 with their inclusion as a 'Promising Playgroup Profile' as part of the Department of Families, Housing, Community Services and Indigenous Affairs nationwide Playgroup Program Evaluation.

The Little Engines Playgroup program through its mentoring of community service staff in learning about developmentally appropriate play for families, and Playgroups on the Move were also successful this year in obtaining a 'Promising Practice Profile'. Playgroups on the Move also won 'The Child Friendly Challenge'; awarded by the National Association for the Prevention of Child Abuse and Neglect (NAPCAN) in conjunction with Adelaide's Child's magazine.

The year 2008 has seen the introduction of 'Family Time' in the Homeless and Parenting Program Initiative (HAPPI) introducing to families the concept of being together in an informal but organised way to talk about and share family matters, individual needs and wants, participate in games and enjoy each other's company. Children's voices are prioritised in this process.

The Corner Store which houses our Reunification program has been working with such children and families since 1 July 2004. This small team of experienced professionals work tirelessly with

children and families who find themselves immersed in the child protection system. A new program to the Corner Store, Intensive Family Intervention Service has been in operation since February 2008 and focuses on family preservation and alternative care placement prevention for families.

The Salisbury office saw a refurbishment of the counselling rooms and Emmaus House garden as well as the office reception area throughout 2007-08. The team at Salisbury continues to provide innovative parenting programs focusing on building resilience in families through the provision of recreation, group work and counselling services. The past twelve months has seen the innovation of new groups such as the Gals Group which provides social and therapeutic activities for young women who have experienced sexual abuse.

Over recent years the reported levels of child neglect and abuse in Australia have increased at an alarming rate. Child abuse and neglect can not be viewed in isolation. Issues such as poverty, homelessness, drug and alcohol addiction, domestic violence, mental health issues and social isolation are all risk factors that contribute to abuse and neglect of children. Parents and families will always have the primary responsibility for caring for and protecting children. Services such as those offered by the FOS unit can help strengthen families and prevent the circumstances in which child abuse and neglect are most often found.

Kirsty Drew, Executive Manager



Ongoing induction in the structure, values, history and policies of Centacare was attended by 133 staff members, including volunteers and students during the year.



CORPORATE SERVICES

trends and themes

The incorporation of Coolock House and Malvern Place into Centacare, together with a continued expansion of services in existing units saw a significant increase in the number of South Australians seeking a service from Centacare Adelaide in the past year. The number of clients increased from 27,000 in 2006-07 to over 30,000 in 2007-08. Another key trend was the continuing increase in aboriginal clients from 4.2% of all clients last year to 4.9% in the current year. Even more marked, and indicative of the greater focus on child inclusive practice, was the increase in children as a proportion of all clients from 29% to 43% over the past year.

Centacare's focus on training of its staff continued with the introduction of a two-day induction program for new managers. Ongoing induction in the structure, values, history and policies of Centacare was attended by 133 staff members, including volunteers and students during the year. Our commitment to ensuring Centacare was a child safe environment was evidenced by ongoing development of our policy environment and the participation of over 100 staff in formal Child Wise Training.

In May, Cultural Competency training was provided for all Centacare Managers by Sophie Diamandi from Uni SA. Cultural Competency training will be rolled out as compulsory training for all staff later in the year. The training forms part of a coherent strategy to ensure that all staff are informed, enabled and supported to work with clients from culturally diverse backgrounds.

The Aboriginal Leadership Committee continued to make an impact on Centacare's awareness of Aboriginal issues. A highlight was our involvement in the Sorry Day gathering at Elder Park on February 13th. The memories and images of that day formed the basis of some significant reflections for groups within Centacare in the following months. Progress was made on the Aboriginal Staff policy and Centacare's Reconciliation Statement.

Centacare's fundraising program featured several major events including the Hilton Abseil, Centacourt Challenge and Kokoda Trek.

Many individuals and organisations contributed to these fundraising efforts which led to significant financial support for the respite program at Auricht House. Special thanks is offered to:

- Longford Cleaning – Corporate Partner
- Adelaide Hilton and Corporate Venture Recharge – The Hilton Abseil
- DCXP - Kokoda Trek
- Dr Michael McEvoy and Steve Corrie – Centacourt

Pauline Connelly, Bernie Victory, Assistant Directors

information technology and infrastructure

The past year provided many challenges and projects for the IT and Infrastructure unit as the organisation continued its expansion of services.

The IT and Infrastructure team has continued to manage the ever increasing needs within Centacare whilst sharing their expertise with the wider Catholic community. Services were provided to Catherine House, St Vincent de Paul and funding by the Catholic Development Fund saw the installation of new computers in parishes throughout South Australia as part of an annual rollout.

Ongoing training has been delivered within the organisation to keep staff current with IT processes and systems and to skill staff in information sharing. As a result of the accreditation review in 2007, Knowledge Management has been a focal point for IT and Infrastructure and has resulted in further developing systems to enable staff to share the vast amounts of information within the organisation.

External training also continued to be presented jointly with the Family Relationship Services' Education team to assist parents in understanding internet safety for their children.





Environmentally conscious work practices has been a focus with the installation of centralised printing throughout the majority of Centacare offices and the commitment to recycling consumables and redundant IT equipment.

CORPORATE SERVICES

Environmentally conscious work practices has been a focus with the installation of centralised printing throughout the majority of Centacare offices and the commitment to recycling consumables and redundant IT equipment.

The year has seen the team oversee the projects to enable relocation of the Wandana Community Centre in Gilles Plains and a move to new premises in Mount Gambier for the Family Relationship Services unit. The team also took responsibility for the amalgamation of existing IT and infrastructure of Coolock House and Malvern Place who joined the Support and Accommodation Services unit.

I would like to thank the IT and Infrastructure team for their ongoing commitment and professionalism in their endeavour to provide well equipped venues and share their skills and knowledge with the staff to assist them to have the physical tools to service our clients.

Dominic Reppucci, Executive Manager

systems improvement

In July 2007 Centacare undertook its second external Quality Accreditation Review and was successful in receiving national accreditation against the Quality Improvement Council (QIC) standards for a further three years. The final report identified that Centacare had met all the Community Services Core Standards and Community Services Standards including providing leading practice in two standards; Community and Professional Capacity Building and Legal and Regulatory Compliance specifically for systems in relation to Child Protection Laws.

Within Centacare's Quality Framework, the various Quality Teams continue to play an active role in the continuous quality improvement process of the organisation and they provide staff with opportunities to be involved in leadership within the organisation. The work of the quality teams and various other meeting forums has involved addressing recommendations identified from the external audit and internal assessments with the following significant improvements achieved;

- The establishment of a Cultural Competency committee which ensures all Centacare services are delivered in a culturally

safe and appropriate manner for Indigenous and Culturally and Linguistically Diverse (CALD) clients.

- The continued growth of the Knowledge Management system with the development of a Knowledge Management policy, expansion of the intranet, extensive research into the future infrastructure needs and the bedding of a culture of knowledge management.
- The implementation of an HR Mutual Responsibilities framework to provide clear guidelines for staff around appropriate and inappropriate behaviours and procedures and process for reporting and investigation.
- The introduction of paid maternity leave.
- The introduction of a two-day Manager's Induction package.
- A very successful Staff Information and Resource Expo was held to showcase and share the variety of services and developments occurring within Centacare.

Jenny Hanlon, Executive Manager





FINANCE AND ADMINISTRATION

BALANCE SHEET

During the 2007-08 financial year the operational and financial profile of Centacare continued to evolve.

The amalgamation of the Young Women's and Children's Support Services within Centacare's Support and Accommodation Services and the introduction of a number of new programs including the Afghan Resettlement Program meant the financial and client base of Centacare has and will continue to grow.

Through the seven client services units, Centacare now operates approximately 70 programs across metropolitan and regional South Australia. Turnover has increased to reach \$22.35M, up from \$21.9M recorded last financial year.

Centacare's Finance and Administration unit has met a number of challenges 2007-08 through successfully implementing the PRECEDA payroll system, establishing appropriate financial infrastructure and personnel skills to compliment growth, improving the financial policies, procedures and controls and continuing to receive favorable external audit comments.

Centacare continues to provide administrative support through a broad range of accounting services to Catherine House and Catherine House Trust, however the service provided to the Centacare Port Pirie Diocese will cease as from July 2008.

Deloitte audited the Centacare Catholic Family Services general-purpose financial report for 2007-08 and provided an unqualified audit report.

The financial outcome for Centacare for the 2007-08 financial year resulted in an operational surplus of \$237,226. Total equity has increased to \$2.35 million on an asset base of \$7.35 million.

Andrew Doyle, Executive Manager



	2008 \$	2007 \$
Current Assets		
Cash and Cash Equivalents	2,262,696	1,975,383
Receivables	964,986	1,205,323
Other	250,067	184,541
Total Current Assets	3,477,749	3,365,247
Non-Current Assets		
Property, Plant and Equipment	3,735,984	3,266,513
Total Non-Current Assets	3,735,984	3,266,513
Total Assets	7,213,733	6,631,760
Current Liabilities		
Trade and Other Payables	585,588	657,885
Provisions	1,037,533	1,113,672
Other	2,242,789	1,954,823
Total Current Liabilities	3,865,910	3,726,380
Non-Current Liabilities		
Provisions	997,736	792,515
Total Non-Current Liabilities	997,736	792,515
Total Liabilities	4,863,646	4,518,895
Net Assets	2,350,087	2,112,865
Equity		
Reserves	900,038	908,708
Retained Surplus	1,450,049	1,204,157
Total Equity	2,350,087	2,112,865

Through the seven client services units, Centacare now operates approximately 70 programs across metropolitan and regional South Australia. Turnover has increased to reach \$22.35M, up from \$21.9M recorded last financial year.

FINANCIAL SUMMARY

	2008	2007
	\$	\$
Income		
Government Grant Revenue	12,583,296	11,137,355
Other Grant Revenue	1,270,720	1,042,437
Total Grant Revenue	13,854,016	12,179,792
Fee for Service Revenue	6,110,376	2,628,776
Other Revenue	2,237,004	6,930,678
Interest Revenue	96,046	143,729
Gain on Disposal of Assets	51,706	64,986
Total Revenues	22,349,148	21,947,961
Expenses		
Employee Benefits Expense	14,672,843	14,622,968
Depreciation Expenses	717,623	620,146
Rent and Lease Expense	1,355,201	1,188,309
Motor Vehicle Expense	1,407,244	1,244,085
Operating Expenses	1,915,578	1,506,800
Other Expenses	2,043,433	2,510,531
Total Expenses	22,111,922	21,692,839



SERVICE SUMMARY

Family Relationship Services

Family Relationship Education and Skills Training provides opportunities for individuals, couples and families to build life giving connections to sustain them. Programs are child focused to promote healthy outcomes for future generations.

Men and Family Relationships program covering metropolitan Adelaide and local council areas of Murray Bridge, Mid Murray and the South East engages men toward building enriching connections with their families and their community. The goals of this program are to assist men in building and maintaining healthy relationships and providing strategies to assist in problem solving. Counselling, group work and community events are the services offered through this program.

Natural Fertility Services includes Family Life Education. Natural Family Planning offers instruction for couples in the use of a safe, natural and reliable method of family planning and assistance for people wishing to understand and manage their fertility. Family Life Education programs are available to schools and other groups dealing with sexuality, relationships, fertility, contraception and blood borne infections.

Parenting Peer Support is an early intervention program which promotes the wellbeing of children and their families through encouraging strong family relationships and functioning group education programs support parents and carers in their relationships with their babies, toddlers and children. Courses are delivered across metropolitan Adelaide and are generally free of charge.

Kindy for Kids is a Communities for Children initiative in Murray Bridge working with families with children aged 0-5 years in the Murray Bridge, Tailem Bend, Callington and Mannum areas. The program involves supporting and educating families with very young children in linking them into kindergartens and early childhood education and supports.

Family Relationship Counselling is offered through a number of sites by teams across the metropolitan area and the South East region to people without regard to age, sex, religion, cultural background, social or financial status.

Family Dispute Resolution assists couples that are separating or divorcing in resolving their disputes and arriving at arrangements in an environment of respectful mutual communication. This includes

Mediation where couples who are separating or divorcing are assisted in resolving their disputes and arriving at arrangements in an environment of respectful mutual communication. Practitioners will work with parties who are often in states of high conflict, to assist them in resolving parenting issues, through mediation and counselling. Central to this service is a child inclusive approach.

Regional Dispute Resolution is based in our Mount Gambier office offering services throughout the South East of South Australia, providing Community Education, Mediation and Conciliation.

School Counselling in partnership with the Catholic Education Office provides counselling for students at a range of Catholic primary schools in the metropolitan area and Murray Bridge, Berri, Renmark, Loxton and Barmera regions. Counsellors are based between 1-2 days at each of the 22 schools currently using this service.

Early Intervention Services with its main office based in Aldinga, incorporates counselling for individuals, couples, children and families, counselling and education services for men in families and relationship education for all family members. The aim of the program is to reduce family breakdown by strengthening relationships in families.

Wandana Community Centre situated in Gilles Plains, offers a range of low cost or free services, social, recreational and adult education activities for members of the local community, particularly those people experiencing disadvantage. The Centre works with new arrivals and refugees as well as long term residents of the area and has a strong connection to the local Muslim community. A strong volunteer team assists in delivering a range of programs.

Family Support Drought Response team provides a range of supports to family members throughout the Murray Mallee and Upper South East regions where there is significant family stress due to drought conditions.

Family Wellbeing Support services provides a range of supports to family members where an individual is experiencing mental health issues, with a special focus on working with Indigenous groups, culturally and linguistically diverse groups and young people aged 16-25 years across the Murray Bridge, Karoonda East Murray, the Coorong, Southern Mallee and Mid Murray council areas.

Clients receive individualised one-to-one support and are encouraged to identify particular needs/strengths to in turn develop their own goals to facilitate engagement in an enhanced quality of life and full citizenship.

SERVICE SUMMARY

Walking Together in partnership with Fraser Park Primary School addresses relationship and parenting skills within families with young children. Support is provided through parenting and life skills courses and sessions and also through one-to-one counselling.

Support Training and Intervention Services

Personal Support Program (PSP) is a pre-employment program, bridging the gap between crisis assistance and employment assistance programs, vocational rehabilitation, education and training. PSP provides counselling and support to help people tackle difficult personal circumstances and stay connected to the economic and social life of the community.

Reconnect Mental Health Services is an outreach early intervention service supporting families and young people where there is a risk of homelessness due to mental health issues. This service also works with children of parents impacted by mental health challenges.

Education Drug Diversion Intervention Team (EDDIT) provides outreach early intervention services to children and young people between the ages of 10 and 25 years where there is a risk of drug use. This includes families where the parent is drug using.

Community Connect links people with a psychiatric disability with social and recreational opportunities within the community. The aim of this service is to reduce isolation of people living with a mental health issue and support their successful integration into the community.

ASCEND Suicide Intervention Program provides a service to young people up to the age of 25 who are exhibiting depressive, suicidal or self-harming behaviours. Clinical consultation and assessment can be one-to-one with the young person at risk, or in a secondary capacity with the worker who is supporting the young person at risk. The program provides support for ongoing treatment through referral of individuals and families to appropriate services.

Student Matters (SMS) provides support to school counsellors and the broader school community to assist them when working with young people who are at risk of homelessness or have recently become homeless.

Mental Health Rehabilitation Services with offices based at Hindmarsh, Elizabeth, Morphett Vale and Clare, provides support to people living with a mental illness and operates within a recovery, client-centred approach. Clients receive individualised one-to-one support and are encouraged to identify particular needs/strengths to in turn develop their own goals to facilitate engagement in an enhanced quality of life and full citizenship.

ACCESS-OCAR is a leading provider of Employee Assistance Programs and consulting services to organisations. Services are provided on a fee-for-service basis and include confidential counselling, conflict resolution, training, management coaching and formal referral. In addition, ACCESS-OCAR provides trauma response services to employees affected by unforeseen events.

Navigate is an early intervention service that provides support for families where there is a young person aged 16-24 with an emerging mental health issue. The aim is to assist the family to successfully navigate available mental health services and to build on confidence and resilience in managing mental health issues within the family.

Registered Training Organisation Centacare Catholic Family Services is a Registered Training Organisation in accordance with the Training and Skills Development Act, 2003 and the Australian Quality Training Framework (provider number 1004) and is registered to deliver the nationally recognized TAA40104 Certificate IV in Training and Assessment qualification.

ASK Employment and Training Services

Job Network programs are responsible for the delivery of employment services to assist the longer term unemployed prepare for work, find a job and maintain employment under the Australian Government's Welfare to Work reform. Currently, Job Network services are offered through metropolitan offices in Adelaide, Gilles Plains and Prospect and, regional Whyalla.

Community Work Coordinator (CWC) provides relevant hands on work experience for clients, assisting in excess of 400 individuals each year through offices located in Port Pirie and Whyalla.

Training services offer a suite of customised training programs that meet specific needs of both industry and clients.

Reunification is the planned process of reconnecting children in alternative care with their families by means of a variety of services and supports to help each child and family to achieve and maintain, at any given time, their optimal level of reconnection.

SERVICE SUMMARY

Family Outreach Services

Northern Parent Resource Program offers a home visiting service to parents and families to enhance and develop parenting skills while supporting them toward developing positive relationships in a safe and caring environment. Parenting courses are conducted at schools and community venues in the Salisbury and Playford areas. Volunteers are recruited, trained and supported in providing a mobile crèche service for parenting groups and community agencies.

Child Sexual Abuse Counselling is provided by specialist workers for children, young people under 18 years and families in the Salisbury, Playford, Murray Mallee and Adelaide Hills regions.

Family Counselling Teams based in Salisbury, Woodcroft and Murray Bridge work with families where children or young people under 16 are experiencing difficulties, usually in their home. Counsellors work in the family home with parents and/or children and young people, addressing issues such as family stresses, change, behavioural problems, conflict and dealing with loss.

Parent Education/Family Zone Hub based at Ingle Farm Primary School, the parent educator/family worker provides sessions focussed on parenting and relationships. The service offers informal support to parents of children aged between 0-5yrs.

Wodlitanattoai HOME Advice is the only Indigenous-specific home advice program in the National Homelessness Strategy. Indigenous staff members, based in Salisbury work in partnership with Centrelink with accountability to the Indigenous community, offering an holistic early intervention service to families at risk of homelessness.

Homeless and Parenting Program Initiative (HAPPI) is a metropolitan wide home visiting program for families with children between the ages of 0-12 who are homeless or at risk of homelessness. The service aim is to increase family well-being through the provision of specialist counselling and support, parenting support and information for families and includes an Aboriginal specific focus.

Intensive Support Playgroups (The Bilby Bus) is a supported playgroups program for families with children under the age of five, who are homeless and/or disengaged from community services. The playgroups are run in public spaces, often adjacent to public housing or shopping centres. Workers are also able to offer support to families outside of the playgroup setting.

Reunification (The Corner Store) provides a range of services to birth families whose children are in Alternative Care. These services are provided in the home and referrals are only received from Families SA. Reunification is the planned process of reconnecting children in alternative care with their families by means of a variety of services and supports to help each child and family to achieve and maintain, at any given time, their optimal level of reconnection.

Little Engines offers intensive supported playgroups in conjunction with partnering agencies in the western suburbs. The program also supports community run playgroups, offering workshops, resource packs and other assistance as needed

Playgroups on the Move is an innovative program delivered in partnership with Hackham West, Woodcroft and Christie Downs community centres. A coordinator and three playgroup workers support 35 community run playgroups to provide sustainable playgroups in the area. The support varies according to the needs of playgroups.

Mobile Family Connections utilises the 'Bilby Bus' to provide 'street level' play experiences for families in the southern suburbs. The program aims to also provide information about community resources and link families to services.

Playgroups in the North operating out of Ingle Farm Family Hub, provides mobile intensive supported playgroups to the community. The program also supports the sustainability of community led playgroups by other as needed assistance, workshops and resource packs.

Intensive Family Intervention Services newly established in January 2008, refers to a variety of short-term, generally intensive, home based interventions which attempt to address child protection issues in a context of maintaining family integrity. The emphasis is on assisting families to develop self-sufficiency and problem solving skills, and preventing children from entering alternative care. Referrals are only received from the Onkaparinga Families SA office.

Youth Services Elizabeth provides outreach support services to young people who are homeless or at risk of homelessness.

SERVICE SUMMARY

Support and Accommodation Services

Louise Place is a service for young women who are pregnant or parenting, and their children. The 24-hour Supported Accommodation Service supports young parents, who are homeless or at risk of homelessness, during their pregnancy and in the early months of parenting. An outreach service is provided to young parents and their children accommodated in the community and in housing managed by Louise Place. Onsite secondary education to Year 12 is available via St Joseph's High School covering a broad range of subject areas. The Day Centre provides child minding for students and access to peer support and other group programs.

Youth Services Elizabeth provides outreach support services to young people who are homeless or at risk of homelessness. Workers are based at 'The Centa' where clients attend for assessment appointments and ongoing office appointments. Services are delivered to young people at home and in a family context. Centacare has 36 properties in the area from Elizabeth to Gawler that can be allocated to clients, as well as supporting young people to access and maintain a range of housing and support options. Carlow Place is a 24-hour supported core and cluster residential facility located in the Elizabeth area and includes emergency and intensive support for young people under 18 who are homeless.

Youth Services Barossa assists young people who are homeless or at risk of homelessness in the Barossa area with accommodation and support services.

Women's Supported Housing Program provides accommodation and support to women who are homeless and have recently been in prison or involved with the criminal justice system.

Murraylands Support and Accommodation Service provides support and accommodation to people who are homeless or at risk of homelessness in the Murraylands region. Clients include women and children experiencing domestic violence, young people, families and single adults. Support is provided in an outreach capacity and through properties located in Murray Bridge, Mount Barker and the Mallee area.

Youth Services Whyalla provides support and accommodation to young people, couples and families, aged 15 to 25 years, who are homeless or at risk of homelessness in Whyalla and the outlying regions of Cowell, Kimba, Cleve and Iron Knob. Support includes; transitional housing; outreach; emergency accommodation; crisis intervention including an after-hours response; family reconciliation; advocacy; information and referral.

Elouera Women's and Children's Service located in Whyalla, provides support and accommodation to women and children escaping domestic violence, and women who are homeless or at risk of becoming homeless and in crisis. Case management support is provided to women and their children in an outreach capacity.

Coolock House provides services to young women up to 25 years of age who are pregnant or parenting and their children, who are homeless or at risk of homelessness. 24-hour supported accommodation is provided in a core and cluster setting. Supported accommodation is also provided in outreach houses. Groups run through the service include an antenatal group, new mums and babies, parenting, playgroup, cooking, a crèche, reflection group and a local community centre information and referral group.

Malvern Place offers support and accommodation to young mothers and their children and pregnant young women who are homeless or at risk of homelessness. Services are provided through the 24-hour core and cluster residential facility located in the Blair Athol area, Outreach Housing and an Outreach Program in the community. Group sessions include parenting, healthy relationships, residents' meetings, craft, cooking and home life groups. Families are also assisted in linking in to community resources.

Kolbe Cottage provides weekend and school holiday respite for children and adolescents between 5 - 18 years of age with an intellectual disability.

SERVICE SUMMARY

Disability Services

Northern Respite Service based at Auricht House in Elizabeth North, provides respite for individuals with an intellectual disability, aged 13 to 40 years living with their family in the north and north-eastern suburbs of Adelaide. This service has a recreation focus, and operates Friday and Saturday evenings and overnight, as well as Saturday and Sunday during the day, with a weekend camp each month.

Kolbe Cottage provides weekend and school holiday respite for children and adolescents between 5 - 18 years of age with an intellectual disability. The service aims to provide safe and enjoyable stays for individuals in a holiday-like atmosphere by providing access to a variety of community activities.

Centanet day option service offers an activity-based daytime program to adults with an intellectual disability. Programs are based around individual needs, interests and lifestyle choices.

Lara Cottage is located in the north-eastern suburbs and provides high quality care and support for four women with an intellectual disability and high support needs.

Lumiere is a home in the western suburbs that provides high quality care and support for four women with severe multiple disabilities.

Yoorana is Centacare and Minda Incorporated providing a centre-based respite service for adults with an intellectual disability. The centre operates every day of the year from its Westbourne Park location.

Independent Living Program (ILP) supports individuals with an intellectual disability living in Whyalla in their own choice of accommodation. Individuals are supported several hours each week to manage household tasks and access the community. The service has a focus on skills development for independence.

Karinya Cottage provides high quality care and support for two men and one female with an intellectual disability in Whyalla.

Tamana House located in Whyalla, provides high quality care and support for four women and one man with an intellectual disability.

Adelaide Diocesan AIDS Centre (ADAC)

ADAC provides community services to people living with HIV/AIDS. The broad aim of its services is to assist people living with HIV/AIDS to remain living in the community independently, in safety and in the best possible health. The project is funded by the SA Department of Health.

Community Services include Home Based Care, Case Management and Counselling. Clients are assisted in dealing with issues such as housing, finances, relationships, loss and grief, changing health status and challenges to independence.

Cheltenham Place provides short-term residential care for people with medical, psychological or social issues. The facility operates in close association with the Royal District Nursing Service. Reasons for admission vary but commonly include facilitation of early discharge from hospital, alternative to hospital admission, respite for clients and their carers, monitoring and assessment.

Afghan Resettlement Program assists new arrivals from Afghanistan to settle into Australian Society. There are three main areas of the program – one to one case work, providing information to people, and assisting Afghan community groups to establish and function. The project is funded by the Federal Department of Immigration and Citizenship.

Corporate Services

Finance are responsible for the payroll services, accounting, financial advice, car fleet management and mobile communications within Centacare. Financial services and car fleet management are also provided to other independent organisations.

Systems Improvement supports Centacare in providing quality services to its clients in an environment which is safe, healthy and positive for its staff. The unit manages the Quality Accreditation process, Occupational Health and Safety and monitors the development, review and refinement of Centacare's policies and procedures.

IT and Infrastructure provides support for services in communications, information technology, building leasing, maintenance and environmental safety for Centacare and a number of independent entities.



General Enquiries: (08) 8210 8200

www.centacare.org.au

Please visit our website for up to date information about our programs, services and locations.

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Louise Place Support & Accommodation Services

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Gilles Plains

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Hindmarsh

Support Training & Intervention Services

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Mile End

Family Outreach Services

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Support Training & Intervention Services

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Mount Gambier

Family Relationship Services

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Murray Bridge

Family Relationship Services

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Murraylands

Support & Accommodation Services

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Plympton (The Corner Store)

Family Outreach Services

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Port Pirie

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Prospect

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Salisbury

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Whyalla

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Our purpose is to provide a range of human services to our clients which will **enhance** their quality of life and their participation within the **community**, as an expression of Catholic **Social Teaching**. Our vision is to be a human service **organisation** which values and **respects** clients through the delivery of responsive, **flexible** and **effective**

Statement regarding the traditional owners of the land.

For thousands of years Aboriginal people have walked on this land, in their own country. Their relationship with the land is at the centre of their lives. We acknowledge the Aboriginal people and their stewardship and spiritual connection with their lands.



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Archdiocese of Adelaide