

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



Director Dale P West

Assistant Directors Bernie Victory and Pauline Connelly

## Service Delivery

Megan Welsh	Paul Senior	Lachlan Purves	Robert Cox	Elizabeth O'Connor	Kirsty Drew	Wendy Warren
<ul style="list-style-type: none"> <li>Domestic Violence &amp; Homelessness Services</li> <li>Louise Place incorporating St Joseph's School</li> <li>Youth Services Elizabeth</li> <li>Women's Supported Housing</li> <li>Youth Services Barossa</li> <li>Adelaide Hills / Murraylands</li> <li>Domestic Violence &amp; Homelessness Service</li> <li>Youth Services Whyalla</li> <li>Elouera Women's &amp; Children's Service</li> <li>Coolock House</li> <li>Malvern Place</li> <li>Ex-Custodial Housing Program</li> </ul>	<ul style="list-style-type: none"> <li>Support Training &amp; Intervention Services</li> <li>Community Connect</li> <li>Mental Health Rehabilitation Services South</li> <li>Mental Health Rehabilitation Services North</li> <li>Reconnect Mental Health</li> <li>Student Matters</li> <li>EDDIT</li> <li>ASCEND Suicide Prevention</li> <li>Navigate</li> <li>ACCESS-OCAR Employee Assistance Programs</li> <li>Personal Support Program</li> <li>Registered Training Organisation</li> <li>Drug &amp; Alcohol Services</li> <li>Personal Helpers &amp; Mentors Program</li> </ul>	<ul style="list-style-type: none"> <li>Disability Services (Auricht House)</li> <li>Northern Respite Services (Kolbe Cottage Respite Services</li> <li>Quality/Client Services</li> <li>Centanet Day Options</li> <li>Lara Cottage</li> <li>Accommodation Service</li> <li>Lumiere</li> <li>Accommodation Service</li> <li>Yoorana Respite Service (Minda Inc)</li> <li>Whyalla</li> <li>Independent Living Program</li> <li>Karinya Cottage</li> <li>Accommodation Service</li> <li>Tamana House</li> <li>Accommodation Service</li> </ul>	<ul style="list-style-type: none"> <li>Adelaide Diocesan AIDS Centre/ Afghan Settlement Program</li> <li>Cheitenham Place</li> <li>Accommodation</li> <li>Home-based Care</li> <li>Community Support Programs</li> <li>HIV Education</li> <li>Afghan Settlement Program</li> </ul>	<ul style="list-style-type: none"> <li>Family Relationships Services</li> <li>Family Relationship Education &amp; Skills Training</li> <li>Men &amp; Family Relationship Counselling inc. 5th East region</li> <li>Natural Fertility Services</li> <li>Parenting Peer Support</li> <li>Kindy For Kids</li> <li>Walking Together</li> <li>Family Wellbeing Support</li> <li>School Counselling</li> <li>Family Dispute Resolution inc. Regional areas</li> <li>Family Relationship Counselling</li> <li>Wandana</li> <li>Community Centre</li> <li>Early Intervention Services</li> <li>Family Support Drought Response</li> <li>Intensive Support Playgroups (Aboriginal)</li> </ul>	<ul style="list-style-type: none"> <li>Family Outreach Services</li> <li>Northern Parent Resource Program</li> <li>Child Sexual Abuse Counselling</li> <li>Family Counselling Team</li> <li>Parent Education/ Family Zone Hub</li> <li>HOME – Woollitmattoai</li> <li>Reunification</li> <li>Intensive Family Intervention Services</li> <li>Playgroups on the Move</li> <li>Northern Playgroups</li> <li>Bilby Bus</li> <li>Little Engines</li> <li>HAPPI</li> <li>Mobile Family Connections</li> <li>Targeted Early Intervention Services</li> </ul>	<ul style="list-style-type: none"> <li>ASK Employment &amp; Training Services</li> <li>Adelaide</li> <li>Job Network</li> <li>Gilles Plains</li> <li>Job Network</li> <li>Prospect</li> <li>Job Network</li> <li>Port Pirie</li> <li>Community Work Coordinator</li> <li>Whyalla</li> <li>Job Network</li> <li>Community Work Coordinator</li> </ul>

## Corporate Services

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

# ***Centacare Catholic Family Services***

## *Archdiocese of Adelaide*

Annual Report 2008-09

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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.

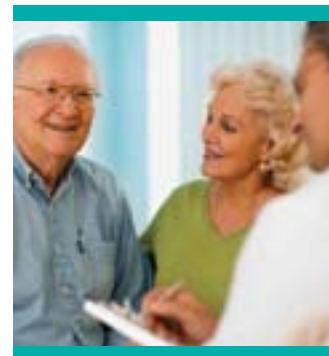
- **Care of God's Creation**

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





### 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.



## DIRECTOR'S REPORT



Upon reflection, the 68th Year for Centacare Catholic Family Services in the Archdiocese of Adelaide was marked by several significant events that have reassured us of our important role in the South Australian Community.

The process towards our Reconciliation Statement commenced during the last year and continues to be respectful, inclusive and, through wide consultation, we hope it will be embraced by all associated with Centacare and integrated into our future.

We have successfully tendered for several new services, as described in the pages that follow. The significant impact for us was to enable the joining of several separate offices into two larger centres at Murray Bridge and Seaton. While there are many challenges in bringing services together, it is crucial, if we are to remain viable in the world of competitive tendering, to benefit from the efficiencies larger offices afford.

Having taken responsibility for the Domestic Violence Service in Whyalla in July 2008, we were invited to work with the Domestic Violence Services of the Riverland and Mount Gambier, before they also became part of Centacare. It is always a privilege to be asked to work with other Organisations.

Another achievement was our continuing role, through ASK Employment, in the Job Services Australia Employment Network following an exhaustive Tender process. Our staff at the Gilles Plains site and the new Salisbury and Elizabeth offices, take on big challenges in establishing our services under the new three year contract, but we believe that the way we work with people who are unemployed is very important and worth the effort.

Internally, Centacare walks the pathway of continuous improvement in all we do, and having being accredited by the Quality Improvement Council for five years now, I am confident that our Quality Assurance Program is integrated into Centacare to the extent that all staff and clients benefit. Our work on Cultural Competence and Knowledge Management has been a particular focus this year.

*Our partnerships with the Federal and State Governments continue to be strong as evidenced by our continuing growth, meeting various accountability requirements and influencing the design of services.*

Thank you to all government departments that we work closely with for the benefit of our clients. We stay committed to our principles for deciding who we work with and how, thus ensuring decision-making is always appropriate.

Thank you to all Centacare Staff members and our volunteers for your work, often beyond what can reasonably be expected. Your knowledge, skills, experience and commitment to our Clients is the fabric of what makes us Centacare.

The Catholic Church provides support in many ways. Thank you to Archbishop Wilson for his leadership and guidance. Also, thanks to the members of the Executive of the Curia, led by Monsignor David Cappo, who ensure that we remain true to the values and principles offered by Catholic Social Teaching, as we engage with the wider community.

**Dale P West**, Director





The last year has been very difficult for the Staff members of ASK Employment and Training Services (ASK), as we needed to continue our improvement in service delivery against the background of a challenging tender process towards a new service model.

Foremost, I thank all Staff for their commitment to our job seeking clients in circumstances that could easily have seen them falter. To maintain the focus on our work in the context of certain, but unknown change, has been an enormous challenge.

When the tender results were released, they were received by us with mixed feelings. Against our own expectations, we had won sites at our existing premises at Gilles Plains, and new locations at Salisbury and Elizabeth.

However, this also meant we had lost the opportunity to continue our work in Whyalla, and in the metropolitan sites in Adelaide and at Prospect. Similarly our Work for the Dole programs in Whyalla and Port Pirie which had been very successful, were no longer a part of the service framework.

Fortunately for the staff at Whyalla, they were able to find work with the new service provider, and in Adelaide most of our staff either decided to go to other organisations or were able to continue with us. There is no doubt, however, that this has been a very disruptive time for our people, many who have been with ASK and then Centacare for many years.

The challenges we are called to meet include the smaller business potential, ending the old contract in parallel with starting a new one, relocating continuing staff to new premises, and from the demand for services viewpoint, the lowest unemployment rate for thirty years with the attendant reduced low skilled vacancy levels.

*The new service framework is designed to focus on collaboration with the community in ways that give renewed opportunity to meet the needs of individuals through flexible training and skills development.*

We also welcome the new social inclusion emphasis that closely aligns with the culture and services of Centacare more broadly. The opportunities for us to train our job seekers and improve their skills towards paid employment are many.

Moving into a new contract with varied expectations and a refined focus is exciting and we look forward to meeting the challenges that those opportunities bring.

**Wendy Warren**, Executive Manager



## DISABILITY SERVICES



Throughout 2008-09 Disability Services has continued to provide high quality, flexible and responsive services to individuals with a disability and their families. We move into 2009-10 with a commitment to ensuring that the services we provide make a real and significant difference to people's lives.

Our respite services, Kolbe Cottage and Northern Respite Service (operating from Auricht House) have continued to be extremely popular. These services are regularly booked to capacity, with camps being a particular favourite. Throughout 2008-09 we have been able to offer services to many families from our waiting lists, however ongoing new referrals have resulted in many families continuing to wait for services.

A new structure for both Kolbe Cottage and Northern Respite Service has included the introduction of a team leader for each service. This change has allowed us to ensure an individualised, flexible and responsive service for the families we support.

*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 both located in Whyalla, and Lara Cottage and Lumiere both located in Adelaide metropolitan area, have continued to provide exceptional services to those we support. A new team leader in Lumiere had brought new life and enthusiasm to the service, as well as the team leader group.



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 pro-active approach generated by the staff of this service has led to a culture of inclusion and participation for all concerned. We look forward to welcoming a new team leader to this service early in the 2009-10 financial year, and the energy and enthusiasm this person will bring.

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

- *The Royal Agricultural and Horticultural Society* who have again been generous in providing numerous tickets to the Royal Adelaide Show.
- *Catholic Charities* for their ongoing commitment to supporting our Respite Services.
- *Longford Cleaning* for their financial contribution towards our Respite Services.
- *The Stardust Circus* who have been generous in providing tickets to their performances.
- Many individual fundraisers who have raised funds through Kokoda Treks, Abseiling and other adventure activities.

Centacare Disability Services have embraced the changes and challenges, and enjoyed the successes that have occurred in the past year. We 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 is 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



## DOMESTIC VIOLENCE AND HOMELESSNESS SERVICES



The Domestic Violence and Homelessness Services (DVAHS) continues to provide innovative and accessible services to a wide range of people who are homeless or at risk of homelessness, and women and children who have experienced domestic violence.

This year staff have been inspiring in their work with some of the most marginalised and disadvantaged people in our community.

*Our programs are fielding higher than ever demand, with our team receiving positive feedback from clients who are engaging with their community and successfully moving into stable accommodation.*

A snapshot of achievements and activities of the team this year includes:

- Elizabeth Youth Services has introduced “Trading Money”, an innovative new venture that works with clients around budgeting and simple food preparation in the home and has been a great success.
- Louise Place has seen the opening of renovated accommodation units that have increased our housing capacity and quality of accommodation for young women who are pregnant or parenting.
- Coolock House and Malvern Place have had a productive year working with young women and their children through case management. The majority of supports requested by clients were around parenting, domestic violence issues and finding long term suitable affordable housing.
- The Women’s Program and Ex-Custodial Program’s provision of intensive case management saw a high success rate with many clients re-engaging with the community and re-establishing links with children and family after a period of incarceration.
- Barossa Youth Services are continuing to work closely with the community to provide a cohesive and valued service to the young people living in the region.
- Adelaide Hills/Murraylands Domestic Violence and Homelessness Service’s client centered, holistic case management model supported 418 clients. This included women and children experiencing domestic violence, families, youth and single adults in obtaining safer accommodation and improving some of the difficult circumstances that have impacted upon their lives.

- The response from the community to Whyalla Youth Services and Elouera Women’s and Children’s Service has continued to be positive. The team continues to develop partnerships in the community.

I would like to thank the Wyatt Benevolent Trust who continued to support the work we do through a Housing Partnership Grant. This grant is an invaluable support in addressing the barriers that our clients face and has assisted with many positive outcomes.

I would also like to take this opportunity to thank Kara Piltz for her leadership and commitment to the role as Executive Manager of the Domestic Violence and Homelessness Services unit over the past year. Acknowledgement and appreciation also needs to go to the staff of the DVAHS unit who work tirelessly and creatively to provide high quality programs within their communities.

This work is being undertaken against a backdrop of change in the Domestic Violence and Homelessness sectors that will influence the environment in which we work. With the release of the Federal Government’s White Paper on Homelessness in December, the National Affordable Housing Implementation Plan was born, and we have also seen the piloting of the Family Safety Framework. It is hoped the Government will continue to provide support in these much needed areas.

Centacare’s Domestic Violence and Homelessness Services unit will undergo significant development next year; this includes a larger involvement in the provision of domestic violence services and the beginning of a preferred provider and re-tendering process. The year ahead will give the DVAHS unit the opportunity to shape services towards the future. Our high quality and responsive programs continue our work towards providing for the needs of our growing client group.

**Megan Welsh**, Executive Manager



## FAMILY RELATIONSHIP SERVICES



With the fast pace of life and the demands of work that are placed on each one of us, an annual report is an opportunity to take stock of what has occurred, revisit the challenges we have faced and the achievements we are proud of in the past 12 months.

*The focus, as always, has been on strengthening family connections, whether that is through our education activities, counselling or community development.*

Whilst it is very difficult to focus on any one specific program, some developments come easily to mind - our early intervention services continue to provide quality counselling and family relationships education to people across metropolitan Adelaide, Fleurieu, Adelaide Hills, Murray Bridge and Murray Mallee regions and Upper and Lower South East. Being responsive to the needs of families has led to an increase in our outreach in rural and remote areas where it can be difficult to find appropriate accommodation. This has meant that we rely on our well developed partnerships, networks and relationships within the communities to be able to offer safe and reliable services.

Family and Regional Family Dispute Resolution services are located in Adelaide, Murray Bridge and Mount Gambier and offer a valuable mediation service to separating and separated families. This service provides parents who have separated an alternative way of resolving family and property issues with a child centred focus.

Wandana Community Centre, since moving into its new premises in March 2007, has gone from strength to strength. Although community centres are generally poorly funded and their value to the community underestimated, the levels of assistance provided through the Centre are countless - from one to one counselling, group work, adult learning, social inclusion and building healthy community involvement through a range of activities aimed at assisting the less well off. The relocation has meant that we are assisting more people from disadvantaged, diverse and excluded communities to connect back in with community.

Of note this year was the funding received in April through FaHCSIA for the Mobile Intensive Supported Playgroups in Murray Bridge - Po:rlar Ka:ngkun Tainkuwalun (Children Laughing and Playing).

The service is Aboriginal specific and has commenced playgroups with Aboriginal families in Murray Bridge, Raukkan and Meningie. In keeping with ethical and best practice, the goal has been to work with, rather than provide to the communities.

Ending on a high note, we were delighted to hear that 'Walking Together' in Murray Bridge was refunded through FaHCSIA for another 12 months. Although this is a small program, it delivers excellent parenting support to families with young children and is highly regarded in Murray Bridge.

We look forward to another year of working with families through the diversity of programs and the creativity of staff. I would like to acknowledge and thank the staff of the Family Relationship Services unit who so often go the extra mile for our clients. A special thanks to administrative staff across all sites and our corporate services, without whom we would be unable to serve our clients.

**Elizabeth O'Connor**, Executive Manager





Twenty years ago the Adelaide Diocesan AIDS Council (ADAC) commenced work with people who had very short life expectancies. They had debilitating AIDS illnesses and experienced high levels of unjust discrimination. Effective medications have brought about enormous changes for the better. The support and health care needs of people with HIV are now a lot different and part of the core of ADAC's work over the years has been to work intensively with people experiencing high health, care and grief needs. However the need for this work has now changed.

SA Health opened tenders for HIV services early in 2009. The tenders reflected the changing circumstances. We have retained our HIV respite care service, Cheltenham Place, but our Community Services program has ceased. Archbishop Faulkner, who was closely involved with the establishment of ADAC, responded to the cessation of the Community Services program. In his response he acknowledged and understood the feelings associated with the end of what was such an important program during his time as Archbishop. He made special mention of the contribution of our volunteers and also recognised the great improvements in the situations of people living with HIV in Adelaide.

*“Together with you I give thanks to God that times have changed for the better. Deo Gratias.”*

Cheltenham Place continues to provide HIV services. We are fortunate to have great staff - much to the benefit of our clients. This year, a special thanks to our volunteers.

### *afghan settlement program*

The Afghan Settlement Program is funded by the Department of Immigration and Citizenship. It started when newly arrived Afghan refugees were welcomed at the Otherway Centre. The program moved to Centacare and Wakefield Street in January 2008.

The central work of the service is to assist Afghan humanitarian entrants (refugees) settle into Australia and Adelaide. Settlement for our clients presents all sorts of challenges - too numerous and complex to list here! In 2008-09 the service assisted over 200 separate Afghan clients and has earned the trust and respect of the Afghan community in South Australia. The service works closely with Afghan community organisations, including women's groups.

An important part of the settlement work is to involve our clients in community activities such as sport and in particular our work with young adults through the Maiwand (Afghan) Soccer Club and Volleyball SA.

Working with people living with HIV/AIDS has been a privilege. Working with Afghan refugees is also a privilege.

**Robert Cox**, Executive Manager



## SUPPORT TRAINING & INTERVENTION SERVICES



The past year has been a year of mixed emotions for the Support Training and Intervention Services (STIS) unit; we have had the joys of starting new programs and the disappointment of losing programs, the excitement of organising service in innovative ways, and the latitude to restructure providing opportunities for growth.

As the State Government has continued with its reform agenda in the mental health sector so the landscape of service and service providers have changed. In this environment we have been able to build on the great outcomes and reputation for quality in the mental health recovery area by becoming one of only seven providers of Individual Psychosocial Rehabilitation Support Services.

The winning of Personal Helpers and Mentor Services in the Northern Metropolitan and Murray Bridge has further enhanced Centacare's reputation in the provision of mental health support. Unfortunately we were unable to sustain our mental health support service in the Clare and Barossa regions.

Co-morbidity service modelling and a commitment to 'no wrong door' have led to innovative ways of clustering services. Centacare Drug and Alcohol Service and Navigate Mental Health Service are now co-located and developing ways to collaborate on cases and practice. Research shows that for many people mental illness and substance abuse go hand in hand, focusing on co-morbidity works towards assisting young people to resolve both.

*At our Hindmarsh site we have drawn a focus on young people at risk of homelessness and disengagement from school. Services to young people directed at sustaining their engagement in education and vocational pathways continue to be drivers for Federal and State Governments.*



Recent research has called for the expansion of Reconnect services given their success in reducing chronic homelessness. Our Reconnect service has strong links with education settings as does Student Matters and we continue to build significant partnerships with the independent and state education systems.

Our partnerships are reflected through events like the Nunga Touch Carnival, presentations to families on dealing with mental illness, and training to education professionals on suicide risk assessment.

Suicide risk assessment is one aspect of our training service as we continue to deliver a broad range of accredited and non accredited training. Through the Registered Training Organisation we have provided training to Certificate IV in Training and Assessment. In the area of non-accredited training we partner with many private organisations and companies to deliver training such as Emotional Intelligence, Change Management and Conflict Resolution.

Research tells us that engaging people in help-seeking is highly effective if we connect with them through their workplace. We continue to deliver high quality, high value workplace support services to over 170 companies throughout South Australia. Achieving outputs and growth has been enhanced by strategically re-structuring ACCESS-OCAR Program along service and product lines. The fruits of this innovation will begin to flow through the coming year.

Throughout all of the transitions, growth and losses STIS staff have been focused on client need and driven to find new ways to do things. Within mental health support service fifteen of our staff graduated with a specialist Certificate IV in Mental Health. Recruitment of new managers that bring with them a range of energies and innovations has expanded our capacity which complements our existing leadership and workforce competencies.

The challenges of 2008-09 have provided opportunities which 'on review' we have been able to grab with both hands. Sustaining our innovation into 2009-10 will be the next challenge.

**Paul Senior**, Executive Manager



Family Outreach Services (FOS) supports the wellbeing of individuals and families and continues to respond to community needs. The last twelve months has been a period of both growth and consolidation.

This year has seen an increase in the number of families experiencing housing stress. Workers are engaging more and more with families who may be housed but are financially compromised due to high rents, families who live in more affordable but often inappropriate housing, and families who in the face of a highly competitive private rental market and a lack of public housing find themselves couch surfing with family and friends.

*This dearth of safe, secure, affordable, appropriate housing dictates a creative response from workers who are often faced with the challenge of supporting families with already complex needs amid the far-reaching impacts of housing instability.*

Workers in our services meet families in many settings including playgroups in public areas, community centres and educational hubs, emergency housing, share houses and caravan parks, and work hard to provide a voice for children whilst supporting parents and caregivers.

We are delighted to have renewed funding for our long standing programs, Family Counselling Team, Child Sexual Abuse Counselling, Northern Parent Resource Program, HOME Advice, HAPPI, Reunification and the Bilby Bus. The Communities for Children Programs were also refunded this year and are now badged under the Federal Government's Family Support Programs.

A highlight this year has been the opportunity to work closely with other Non Government Organisations and Families SA to increase practice knowledge and service quality. FOS staff have engaged in integrated practice that has involved a coordinated service delivery and enhanced the capacity of both families and agencies. Integrated practice ensures that the family receives a seamless service that addresses their needs and increases their capacity.

An addition to the FOS unit was the creation of the Targeted Early Intervention Services (TEIS) which became operational on 6th April 2009. TEIS is a state wide home-based service focused on keeping children and young people safe by providing vulnerable families with skills to deal with circumstances that impact on their ability to safely care for their children, reduce risk factors and build resilience.

Another highlight this year was the opening of our new Seaton office which combined programs from our Mile End and Corner Store offices as well as housing new programs.

I would like to take this opportunity to thank our Mobile Crèche service which has continued to grow this year with over 27 volunteers providing care to hundreds of children. Their support and commitment is invaluable in making this a successful service.

Over the last twelve months, staff within the FOS unit have continued to find original and inspiring ways to engage with families and I would like to thank them for their commitment, professionalism and integrity.

**Kirsty Drew**, Executive Manager



## CORPORATE SERVICES



### *trends and themes*

During a time of rapid growth for Centacare, the challenge exists for the agency to ensure that corporate services keep pace with the needs of our service delivery units. Equally important is the need to ensure we remain true to our strategic directions, informed by shifts in community needs.

Our strong induction and training program seeks to ensure our managers and staff adopt the values and culture that underpin our work and are well equipped to perform their duties at the highest standard. 127 new staff were inducted into the Agency whilst seven new managers attended our two-day managers induction. Our efforts to ensure we are a culturally competent organisation continued with another 113 staff members completing cultural competence training during the year.

The Aboriginal Leadership Committee has steadily worked towards achieving the goals of Aboriginal cultural awareness amongst all staff, best practice in serving the Aboriginal community and high quality care of Aboriginal staff. To this end the Committee, in consultation with management and staff, have written an Aboriginal policy which aims to address the barriers that Aboriginal staff may face in seeking and maintaining employment at Centacare. The policy was officially endorsed by the organisation in May 2009.

Another important task of the Aboriginal Leadership Committee has been the ongoing preparation of a reconciliation statement for the organisation. The process, assisted by Aboriginal facilitators, involves working collaboratively with managers and staff to embed the principles of reconciliation in the culture of Centacare. A completed statement is expected to be launched in December 2009.

*By implementing culturally appropriate strategies we have continued to improve our service delivery to Aboriginal clients, who now comprise 5.7% of our 30,000 clients.*

Our commitment to child inclusive practice meant that over one third of our clients last year were children. To ensure that Centacare remains a child safe organisation we are committed to our target for every staff member to complete Child Wise Training. During the year another 76 Centacare staff members attended this training.

During 2008-09 Centacare worked to increase the scope of its volunteer program. Centacare volunteers now work in most service delivery units. Their work is varied, ranging from assisting with administrative tasks, helping in crèches and preparing community lunches. This year we marked National Volunteers' Week with a volunteers' newsletter and a special dinner, to thank the volunteers for their generous and important work.

Centacare's fundraising program featured several major events including the Hilton Abseil 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 also to longstanding supporters including Catholic Charities, Adelaide Hilton, Chessell Adventures and Corporate Venture Recharge; and to our Corporate partners Longford Cleaning and Vince Santoro's Edwardstown Good Guys.

**Pauline Connelly, Bernie Victory, Assistant Directors**

### *it & infrastructure*

Throughout 2008-09 the demand for the services of the IT & Infrastructure team has continued to increase. With the growth of programs offered by Centacare and, as a result, increased staff numbers there arose a need for larger multifunctional client service offices enabling provision of a diverse range of programs in centralised locations. Existing offices were consolidated into larger offices in Murray Bridge and Seaton.





The IT & Infrastructure team have continued to provide external services to Catholic organisations such as Catherine House and St Vincent de Paul Society. The team project managed the refurbishment of Miriam Place for Catherine House and also upgraded the computer network. St Vincent de Paul Society undertook the renovation of their head office in 2008 and the IT & Infrastructure team was responsible for installing the new computer network and IT equipment for the new office. The final stage of computer installations for Catholic parishes as a result of funding from the Catholic Development Fund was successfully completed.

The IT & Infrastructure team worked in a unique partnership with the Department of Families and Communities in the redevelopment of accommodation units at Louise Place, an accommodation service for young women who are pregnant or parenting. The IT & Infrastructure team project managed the renovations which saw 2 two bedroom units converted into 4 one bedroom units. This project was completed on time and within budget.

As the financial year drew to a close, we commenced preparation for the opening of ASK Employment & Training Services offices in new employment service areas and subsequent closure of country offices in Port Pirie and Whyalla due to contractual changes commencing July 2009.

Growth continued of the Knowledge Management system within Centacare, with the focal point being the move toward the release of a new intranet using Microsoft SharePoint. Development and training for the IT staff has commenced with plans for organisation wide training and release in the latter part of 2009.

*Providing quality services, infrastructure and IT equipment has been, and will always remain a priority for Centacare as we continue to endeavour to assist our staff to provide excellent service to our clients.*

I wish to thank the IT & Infrastructure team for their ongoing dedication and professionalism as they manage the increasing demands of the organisation.

**Dominic Reppucci**, Executive Manager

### *systems improvement unit*

The Systems Improvement unit has continued to coordinate the Quality and OHS&W programs ensuring they are developed and implemented consistently across Centacare. A framework of quality teams, meeting forums and workgroups is in place which involves and engages all levels of staff from across the organisation continuous quality improvement processes. During this period approximately 150 staff participated in fifteen quality teams, eleven work groups, four meeting forums and two special interest committees resulting in the following improvements:

- The continued growth of systems to ensure Centacare operates as a culturally competent organisation including Cultural Competence policy; mandatory Cultural Competence training for all staff and an Aboriginal staff policy.
- The development of systems to maximize client and staff safety including Domestic and Family Violence policy including screening and risk assessment tools and Client Safety policy.
- Development of new and extensive review of existing Finance policies.
- The continued growth of the Knowledge Management systems including an interim central repository system established for capturing and warehousing identified information from across the agency and after extensive research the purchasing of Microsoft SharePoint, to provide an advanced IT solution for managing Centacare's knowledge.
- Significant improvement in the coordination of volunteer services across the organisation including systems for volunteer recognition and support. This has involved a successful inaugural dinner for volunteers and commencement of a regular newsletter.
- Improvement in OHS&W systems has included Review of Food Handling policy and practices to ensure compliance with updated legislation; development of vehicle safety systems including introduction of quarterly vehicle safety inspections and addition of fire blankets to all vehicles; introduction of mandatory training for all staff on managing aggression; and review of gas appliances with a program commenced for replacement with electrical appliances.

**Jenny Hanlon**, Executive Manager



The 2008-09 financial year has been another year of strong growth for Centacare.

This growth stems from successful tendering for both grant based and fee based service delivery programs. Centacare has continued to build on its excellent administration by taking on the provision of payroll services and motor vehicle services to the Catholic Church Endowment Society. This has meant the financial and client base of Centacare has, again, continued to grow.

Through the seven main client services arms, Centacare now operates close to eighty programs across metropolitan and regional South Australia. Turnover has increased 20% to reach \$26.8M, up from \$22.3M recorded last financial year.

Centacare's Finance and Administration sections spent 2008-09 consolidating a number of the structural and system improvements undertaken in 2007-08 and at the same time met a number of new challenges including the payroll bureau service and the development of the 'CarCenta'. Centacare continued to provide an existing range of administrative support and accounting services to Catherine House and Catherine House Trust through 2008-09.

Deloitte audited the Centacare Catholic Family Services general-purpose financial report for 2008-09 and provided an unqualified audit report.

The financial outcome for Centacare for the 2008-09 financial year resulted an operational surplus of \$197,978. Total equity has increased to \$2.55 million on a growing asset base of \$7.97 million.

**Andrew Doyle**, Executive Manager

	2009	2008
<b>CURRENT ASSETS</b>	\$	\$
Cash and Cash Equivalents	2,251,791	2,262,691
Receivables	1,089,281	964,986
Other	350,714	250,070
<b>Total Current Assets</b>	<b>3,691,786</b>	<b>3,477,747</b>
<b>NON-CURRENT ASSETS</b>	\$	\$
Property, Plant & Equipment	4,285,827	3,735,984
<b>Total Non-Current Assets</b>	<b>4,285,827</b>	<b>3,735,984</b>
<b>Total Assets</b>	<b>7,977,613</b>	<b>7,213,731</b>
<b>CURRENT LIABILITIES</b>	\$	\$
Trade & Other Payables	349,611	585,588
Provisions	1,288,847	1,176,762
Other	2,922,382	2,242,782
<b>Total Current Liabilities</b>	<b>4,560,840</b>	<b>4,005,132</b>
<b>NON-CURRENT LIABILITIES</b>	\$	\$
Provisions	868,707	858,508
<b>Total Non-Current Liabilities</b>	<b>868,707</b>	<b>858,508</b>
<b>Total Liabilities</b>	<b>5,429,547</b>	<b>4,863,640</b>
<b>Net Assets</b>	<b>2,548,066</b>	<b>2,350,091</b>
<b>EQUITY</b>	\$	\$
Reserves	891,003	900,038
Retained Surplus	1,657,063	1,450,053
<b>Total Equity</b>	<b>2,548,066</b>	<b>2,350,091</b>



## FINANCIAL SUMMARY



	2009	2008
<b>INCOME</b>	<b>\$</b>	<b>\$</b>
Government Grant Revenue	15,656,962	12,628,296
Other Grant Revenue	1,798,516	1,225,720
<b>Total Grant Revenue</b>	<b>17,455,478</b>	<b>13,854,016</b>
Fee for Service Revenue	6,978,177	6,110,376
Other Revenue	2,232,057	1,844,128
Interest Revenue	122,240	96,047
Discount on Acquisition	-	392,876
Gain on Disposal of Assets	40,983	51,705
<b>Total Revenue</b>	<b>26,828,935</b>	<b>22,349,148</b>



	\$	\$
<b>EXPENSES</b>		
Employee Benefits Expense	17,476,098	14,672,843
Depreciation Expenses	886,991	717,623
Rent and Lease Expenses	1,549,301	1,355,201
Motor Vehicle Expenses	1,668,479	1,407,244
Operating Expenses	2,422,988	1,917,464
Other Expenses	2,627,100	2,041,547
<b>Total Expenses</b>	<b>26,630,957</b>	<b>22,111,922</b>



## SERVICE SUMMARY



### *Support Training & Intervention Services*

**Personal Support Program (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 by 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. A key component of the program is the provision of training for government and non-government agencies to ensure that professionals learn how to correctly recognise, interpret and respond to suicidal and depressive behaviours.

**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** provides support to people living with a mental illness and operates within a recovery, client-centred approach. Clients receive individualised one-to-one support from a support worker 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 Training and Assessment qualification, TAA40104 Certificate IV in Training and Assessment.

**Drug and Alcohol Services (CDAS)** provides outreach services to individuals and family members where there is a young person who is a substance user either in the immediate family or related to those residing in the same dwelling. CDAS also offers home detoxification; drug and alcohol counselling to young people and young adults 10-30 years of age with a substance use problem.

**Personal Helpers and Mentors Program** is a new program that supports people whose lives are significantly affected by a severe mental illness. The program focuses on recovery, demonstrating that people with mental illness can lead a fulfilling life in the community with the same opportunities as other people. People who join the program work with their own Personal Helper and Mentor who supports them on their recovery journey.

### *Domestic Violence and Homelessness 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 appointments as arranged. 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 once they have been assessed, 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. The service 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.

**Adelaide Hills / Murraylands Domestic Violence and Homelessness Service** provides support and accommodation to people who are homeless or at risk of homelessness. 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 15-25 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 and their children, who are pregnant or parenting, who are homeless or at risk of homelessness. 24-hour supported accommodation is provided in a core and cluster setting and supported accommodation is also provided in outreach houses. The service is open to women up to 25 years of age.

**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.

**Ex Custodial Housing** provides accommodation and support to people who are homeless and have recently been in prison or involved with the criminal justice system.

### *Family Relationship Services*

**Family Relationship Education & 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 Fertility Services offers instruction for couples in the use of a safe, natural and reliable method of Natural Family Planning and assistance for people wishing to understand and manage their

## SERVICE SUMMARY



fertility. Family Life Education programs are available to schools and other groups dealing with sexuality, relationships, fertility awareness, 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. 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 and Lower South East, 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** assists individuals, families and communities, through counselling, group work and community forums, affected by changing weather patterns and the effects of drought in the Murray Mallee and Upper South East regions.

**Family Wellbeing Support** provides a range of support including counselling for individuals supporting a family member with mental health issues. There is 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. Group work incorporating family relationships is also provided within schools and community venues.

**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.

**Intensive Support Playgroups Program** (Aboriginal) Po:rlar Ka:ngkun Tainkuwalun (Children Laughing and Playing) located in the Murray Bridge region, provides opportunities for families with young children to meet and play. A family worker provides additional support for families as appropriate and requested. The program also includes visits from speech therapists, dieticians, occupational therapists and elders and others for storytime and craft. Playtimes visit Kalparrin, Murray Bridge, Raukkan, Meningie and other locations and events as requested by the communities.



## 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.

**Reunification** 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.

**Family Counselling Teams** based in Salisbury and Woodcroft 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** is based at the Family Zone Hub 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 0-5 years.

**Wodlittattoai HOME Advice Program** supports both Aboriginal and non-Aboriginal families to maintain their accommodation. The program assists families who face difficulty in maintaining tenancies or home ownership due to personal or financial circumstances and is based in Salisbury. The program also works in partnership with Centrelink and offers a 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 wellbeing

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 5, 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.

**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.

**Little Engines** offers intensive supported playgroups in conjunction with partnering agencies in the western suburbs. The program supports young mothers, families experiencing post-natal distress, African women and their children, and families involved in the Alternate Care system. Home visiting around play and parenting is also offered.

**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.

**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.

**Northern Playgroups** operates out of Ingle Farm Family Hub and provides intensive supported playgroups for targeted groups including African families and vulnerable families. Home visiting around play and parenting is also offered. The program also supports the sustainability of quality community led playgroups in the Salisbury Communities for Children by providing mentoring and workshops around early childhood.

**Intensive Family Intervention Services** 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-

## SERVICE SUMMARY



sufficiency and problem solving skills, and preventing children from entering alternative care. Referrals are only received from the Onkaparinga Families SA office.

**Targeted Early Intervention Services** incorporates practical, therapeutic and structured in-home support focussing on parenting skill development, relationship and life-skills training, attachment interventions and strengths-based parenting approaches. The program supports children and families in the early stages of their contact with the statutory child protection system by providing timely, appropriate interventions which ensure safety and wellbeing.

### *Disability Services*

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

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

**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.

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

**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.

**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.

**Northern Respite Service** based at Auricht House in Elizabeth North, provides respite for individuals with an intellectual disability, aged 13-40 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.

### *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.

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

### *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.

**Community Services** include Home Based Care, Case Management and Counselling. Our Case Managers assist clients to deal 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 from guest to guest, 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 four main areas of the program - one-to-one case work, providing information to people, linking clients with community services and assisting Afghan community groups to establish and function.



## General Enquiries: (08) 8210 8200

[www.centacare.org.au](http://www.centacare.org.au)

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

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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.



***Centacare Catholic Family Services***  
***Archdiocese of Adelaide***

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Archdiocese of Adelaide