



Centacare

2012-13 Annual Report

Centacare Catholic Family Services | Archdiocese of Adelaide

Dale P West – DIRECTOR						
Bernie Victory & Pauline Connelly – ASSISTANT DIRECTORS						
SERVICE DELIVERY						
Megan Welsh	Paul Senior	Lachlan Purves	Bernie Victory (acting)	Georgina Johnson (acting)	Georgina Johnson (acting)	Anthony Connelly
Domestic Violence & Homelessness Services	Support Training & Intervention Services	Disability Services	HIV Services	Family Relationship Services	Family Outreach Services	ASK Employment & Training Services
<ul style="list-style-type: none">• Community Reintegration Program• Coolock House• Findon Family Housing• Hannah Place• Limestone Coast Domestic Violence Service• Louise Place• Malvern Place• Murrylands & Murray Mallee Domestic Violence Services• Outer North Youth Service• Refugee Care• Whyalla Generic Homelessness Service (Youth Focus)• Whyalla Regional Domestic Violence Service	<ul style="list-style-type: none">• ACCESS Programs• Accommodation Support Program (Clare/Barossa)• ASCEND Suicide Intervention Program• Comorbidity Project• Drug & Alcohol Service• ICAN Services• Mental Health Rehabilitation• Navigate• Panic Anxiety, Obsessive Compulsive and Eating Disorders Service• Personal Helpers & Mentors Services• Murray Bridge• Northern Metropolitan• Reconnect Mental Health Services• Registered Training Organisation• Schools Assertive Outreach	<ul style="list-style-type: none">• Centanet Day Options• Kolbe Cottage Respite Service• Lara Cottage Supported Accommodation Service• Lumiere Supported Accommodation Service• Northern Respite Services Auricht House• Yoorana Respite Service (in conjunction with Minda Inc)• Whyalla Services• Independent Living Program• Karinya Cottage Supported Accommodation Service• Tamana House Supported Accommodation Service	<ul style="list-style-type: none">• Cheltenham Place	<ul style="list-style-type: none">• Counselling Services• Family Dispute Resolution• Family Relationship Education & Skills Training• Family Wellbeing Support• Intensive Support Playgroups (porlar)• Kids in Focus• Parenting Peer Support• Regional Dispute Resolution Services• School Counselling• Student Welfare Program• Valuing Fathers and Families• Walking Together• Wandana Community Centre	<ul style="list-style-type: none">• Bilby Bus• Building Family Opportunities• Dad's Business• Family Counselling Team• Making Moments Attachment Program• Mobile Family Connections• Northern Parent Resource Program• Reunification Service• Specialist Family Preservation Foster Care• Sun Dancing CSA Counselling• Targeted Intervention Services• Time for Family• Wodli - HOME Advice	<ul style="list-style-type: none">• Job Services Australia Elizabeth• Job Services Australia Gilles Plains• Job Services Australia Salisbury

CORPORATE SERVICES			
Jenny Hanlon	Damien Hern	Dominic Reppucci	Kathy Grieve
Systems Improvement	Finance & Administration	IT & Infrastructure	Catholic Safety Health & Welfare
<ul style="list-style-type: none">• Work Health & Safety• Policies & Procedures• Quality Assurance	<ul style="list-style-type: none">• Accounting Services• Car Centa• Financial Advice• Mobile Communications• Payroll• Salary Packaging	<ul style="list-style-type: none">• Building/Leasing Maintenance• Environmental Safety• Fixed Communications• Information Technology• IT & Infrastructure Consultancy	<ul style="list-style-type: none">• Catholic Safety Health & Welfare
			<ul style="list-style-type: none">• Aboriginal Services• Administration Services• Marketing & Communications Office• Shared Services

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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.



Centacare strives to support people in our community who have been marginalised and who are experiencing hardships and challenges in their lives. This support will be provided 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 each headed by an Executive Manager.

Our vision

We envision a community where people can experience the opportunity to reach their full potential.

Our purpose

We will provide relevant, authentic and effective services that will enhance the quality of life of our clients and will enable them to participate fully in the community.

Our values

Our work is informed by the values embedded in the principles of Catholic Social Teaching:

DIGNITY OF THE HUMAN PERSON

We uphold the dignity of all our clients regardless of their circumstances.

COMMUNITY & THE COMMON GOOD

We believe every social group must take account of the needs and legitimate goals of other groups and that being part of a 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 participate in democratic processes.

OPTION FOR THE SOCIALLY DISADVANTAGED & VULNERABLE

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 disadvantaged.

SUBSIDIARITY

We believe that decisions should be made at the lowest possible level and that those affected by decisions have an opportunity to contribute to the decision making process.

CARE OF GOD'S CREATION

We believe the earth is a gift, and as stewards and trustees we have a responsibility to respect that gift and strive for sustainable living.

TO UPHOLD THESE PRINCIPLES AS AN ORGANISATION WE STRIVE TO DEVELOP A CULTURE THAT:

Operates within a strong ethical framework informed by Catholic Social Teaching.

Respects the uniqueness of individuals.

Ensures we provide quality services through professional and committed staff.

Focuses our service delivery to meet the needs of the vulnerable and marginalised.

Works positively with governments, agencies, individuals and communities.

Expects integrity in all that we do.

Strategic Directions

In the period 2012-2015 we seek success through:



In the period 2012-2015 we seek success through:

CONTINUALLY IMPROVING OUR SERVICE TO CLIENTS BY:

Ensuring as a matter of priority, that we work with those who are marginalised and most in need in the community.

Striving for excellence in service delivery, leading to positive outcomes for our clients.

Seeking to broaden our range of programs in response to changing community needs.

Focusing on encouraging and enabling clients to attain independence.

Providing inclusive and accessible Aboriginal services.

Working collaboratively with other organisations to provide a wider range of services and support for clients.

Engaging and supporting new and emerging community groups.

INSPIRING OUR STAFF BY:

Ensuring staff receive quality training and induction to equip them to meet the needs of our clients.

Providing staff with high quality, regular supervision and professional development.

Ensuring managers and leaders are well equipped for their role.

Ensuring we are at the forefront of our sector in seeking to improve remuneration and working conditions for our staff.

Recognising the flexibility and diversity required for staff to manage the place of work within their life.

BEING A MORE EFFECTIVE ORGANISATION BY:

Ensuring our staff, structures and services are culturally competent.

Providing a safe and inclusive environment for children and vulnerable adults.

Recruiting and retaining skilled and dedicated staff.

Embedding environmental awareness in our planning and decision making.

Providing quality infrastructure for staff and clients.

Promoting ongoing active and effective collaboration between units.

Seeking and responding to feedback from our staff, clients and the community.

Ensuring our staff work in a safe environment and in a safe manner.

Utilising available and emerging technologies to streamline our systems.

ENGAGING WITH OUR COMMUNITY BY:

Increasing our public profile to strengthen our influence within the community.

Influencing community decision making, through the quality of our research and our advocacy.

Seeking and developing intra and inter agency collaborations and partnerships with a view to improving client outcomes.

Developing structures to enable meaningful client and stakeholder participation.

Director's Report

The Catholic Church provides the framework for the way we conduct our daily work, and the principles of Catholic Social Teaching are embraced by us.



At the end of our 72nd year, the staff members of Centacare Catholic Family Services can rightly feel proud of their work with our clients during the last twelve months.

The services we provide to the South Australian community are described in detail in this report with commentary from the Executive Managers that carry the major responsibility for their implementation. I hope you can find time to read about what we do and find it inspiring.

It is every individual staff member who has the opportunity to ensure each client, or group of people or particular community, receive the best support we can provide. Every staff member fulfilling their role, in harmony with their colleagues, determines the quality and success in what our organisation delivers.

Naturally, we have challenges in aiming for the optimum, and we can always do better. However, I believe we have a very positive standing in our community and that can only come from the accumulated skills and experience of each staff member in combination.

Thank you to all staff members for all you have done during the last twelve months in particular, but also for all of your time with Centacare.

I also thank Archbishop Wilson, Father Philip Marshall VG, and Mons David Cappel for their strong support, guidance and advice each day.

The Catholic Church provides the framework for the way we conduct our daily work, and the principles of Catholic Social Teaching are embraced by us.

Without various government funding we would not be able to do the extensive work we do. Our partnerships with our funders are strong and we respect their right to decide what it is they wish to support. We are grateful that as part of those relationships, we are respected to provide the services professionally in the context of our, sometimes unique, policies. I thank all government departments for their valuable support.

Centacare Catholic Family Services faces our fourth Quality Accreditation Audit early in the new financial year. Unlike what was our somewhat daunting first review, we look forward to the opportunity to showcase what we do, to discover what we can improve and set sail for our future in providing important services and advocacy to the South Australian community.



Dale P West
Director

ASK Employment & Training Services

ASK Work Experience Projects enable jobseekers to experience a real life example of a workplace environment and to acquire new skills.



The past year provided many challenges to ASK Employment & Training Services (ASK). This was mainly brought about by changes in demographics, the labour market industry and adjustments made to the contract by The Department of Education, Employment and Workplace Relations (DEEWR). The changes included a major slowing of the economy reflecting fewer opportunities for job seekers to enter the market. The Northern Employment Services Area in particular has been hit hard with redundancies at General Motors Holden along with closures of manufacturing plants. ASK continues to make changes in a bid to ensure we maximise our performance, remain effective and financially viable in what is a very tough market place.

ASK completed its Job Services Australia (JSA) Demonstration Pilot Program on 30th June 2013. The Pilot Project was designed to strengthen service delivery for job seekers in identified areas of disadvantage. ASK was one of four high performing JSA providers selected in South Australia to participate in the Pilot Project initiative and received funding of \$200,000. We found the additional funding allowed for greater engagement with vulnerable jobseekers resulting in progression

of the job seekers toward education/employment at a greater success rate. The ASK Pilot Project Team worked with internal employment consultants, external community service agencies and training providers to identify and address the needs of highly disadvantaged job seekers. ASK also worked with relevant in house Centacare units to support the job seekers into employment and education including ACCESS Programs and Personal Helpers and Mentors Service (PHaMs).

ASK internal training courses are tailored to suit the needs of our job seekers who, with the assistance of their employment consultants, identify suitable training courses in which to participate. The training courses cover varied employment related topics to assist them to meet their vocational and non-vocational needs. The feedback from the job seekers who attend the training continues to be very positive.

ASK Work Experience Projects enable jobseekers to experience a real life example of a workplace environment and to acquire new skills. ASK received a visit from DEEWR Contract Management during the year. The visit was to view a completed full kitchen renovation. It was obvious that the varied skills

acquired in these project work place environments are valuable for the job seeker.

ASK continues to work towards establishing best practice in service delivery and to improve education and employment for those jobseekers who are highly disadvantaged. Due to the hard working and dedicated staff ASK maintained a three star rating overall. ASK plan to continue to make a difference in the community by delivering effective and innovative services. As ASK moves forward we expect that success in employment services continues to hold us in good stead for the future of JSA 2015 and beyond.



Anthony Connelly
Executive Manager

Disability Services

Centacare Disability Services has embraced the opportunities we have been given to ensure the services we provide to our clients are of the highest standard, maximising independence, potential and freedom.



The past year was one of great change, with even greater change expected. The roll out of the State overnment's individualised funding model, and the Federal government's Disability Care has provided a great deal of excitement around future possibilities. The new model's delivery however has generated some confusion and uncertainty for individuals with a disability, families and service providers.

DisabilityCare comes with the promise of choice, control and certainty for consumers. Although optimistic, we proceed with caution in embracing the changes that will go hand in hand with this reform. One of the great challenges for Centacare and other Non-Government Service Providers is to ensure we can continue to provide the highest standard of support to our clients. We also need to ensure that the staff, who have gone above and beyond in their commitment to the people we support, are not forgotten in this process.

Centacare Disability Services has embraced the opportunities we have been given to ensure the services we provide to our clients are of the highest standard, maximising independence, potential and freedom. Our commitment is to ensure we are making a real and significant difference in the lives of those who choose us to provide their support.

The challenge ahead continues to be the need for more services, whilst ensuring we maintain the highest standard of service delivery. We continue to try to do more, with little extra money. Our waiting lists, especially for respite services continue to be a concern, and the unmet need around accommodation services is well documented. The process of competitive tendering will continue to be a challenge, as a quality service ensuring excellent outcomes and client safety, which values the individuals we support, will always cost more than a service that does not deliver these outcomes.

I would like to acknowledge the following for their involvement with Centacare Disability Services during 2012-2013.

- The Kokoda Trekkers for their tireless fund raising that enables Auricht House to deliver much needed respite services to clients and families.
- Catholic Charities for their ongoing commitment to Centacare Disability Services.
- The Royal Agricultural and Horticultural Society for a generous contribution of tickets to the Royal Adelaide Show.
- Longford Cleaning for their contributions to our respite services.
- Minda Incorporated for our close working relationship in the provision of respite service through Yoorana.

I acknowledge our staff and thank them for their dedication and contribution. A service will only ever be as good as the people who work within it.



Lachlan Purves
Executive Manager

Domestic Violence & Homelessness Services

Housing pathways, limited incomes, increased costs of living and complex needs continue to be barriers for clients accessing secure and sustainable housing. Staff in DVAHS work tirelessly alongside clients and within the community to address these barriers.



The past year has seen some changes to Domestic Violence and Homelessness Services (DVAHS) including the addition of Alban Place and the loss of the Community Reintegration Program (CRP).

CRP was a pilot program funded for 32 months by the Department of Correctional Services. During this time we provided advocacy, information, active referrals and face to face support to 4,120 clients who were in prisons or connected to community corrections.

Alban Place joined DVAHS in September, providing accommodation and support for young male refugees who have come to Australia without parents or guardians, as they wait for their applications to be processed to live in Australia. Alban Place assists the young men in continuing to develop their independent living skills and engagement in the community.

Our Young Family Support Program, Outer North Youth Service and Whyalla Generic Homelessness Service have seen an increase of clients especially those seeking emergency accommodation. Staff have responded to this increased demand with flexibility and creativity in meeting client needs within short timeframes. Housing pathways, limited incomes, increased costs of living and complex needs continue to be barriers for clients accessing secure and sustainable housing. Staff in DVAHS work tirelessly alongside clients and within the community to address these barriers. The Wyatt Benevolent Trust, through the Housing Partnership Grant is a significant support to DVAHS in overcoming these barriers and achieving outcomes.

Our staff at Hannah Place continue to provide a therapeutic and home like environment for young women who are pregnant and parenting with valuable opportunities to facilitate attachment and the mother/child relationship.

Our specialised Domestic Violence Services have had a year of collaboration in their communities. The Limestone Coast Domestic Violence Service initiated the Limestone Coast Violence Against Women Collaboration, a place for discussion and action that ensures all organisations share a consistent understanding of the gendered nature of domestic and family violence.

We saw the establishment of the Riverland Community Services Alliance. The Alliance brings twenty agencies together to address gaps in service provision and provide community education. Outcomes for our clients have already been improved due to this initiative.

Whyalla Regional Domestic Violence Service held a White Ribbon movie night with over 400 people attending. This opportunity raised awareness of domestic and family violence in the community.

We have seen the positive impact of the Family Safety Framework, an initiative of the State Government's Right to Safety strategy which has prioritised the safety of women and children, ensuring there is a consistent, holistic and immediate response to families deemed to be at high risk of harm through domestic violence.

I would like to take this opportunity to thank all of our staff and volunteers for their work and dedication over the past year.



Megan Welsh
Executive Manager

Family Outreach Services

A strong team of volunteers has continued to provide crèche support to an active parenting groups program, as well as crèches at Wandana Community Centre and other community agencies.



This year Centacare entered into the Out of Home Care sector for the first time in many years with the start of a new, Specialist Family Preservation Foster Care program funded by Families SA. The program recruits, assesses, trains and supports specialised foster carers who support children 1-12 years of age to reunify with their birth families.

The Bilby Bus and Mobile Family Connections programs continued to provide playgroups throughout the suburbs. The Mitchell Park playgroup has a regular attendance of mums and children from predominantly Middle Eastern countries, Afghanistan, India and China. Both Salisbury and Smithfield playgroups have welcomed new families, including a significant number from African countries. These local supported playgroups offered isolated families an opportunity to connect with others in their communities and gain a better understanding of the services available to them.

In the Playford region, Building Family Opportunities (BFO) continued to work successfully with long term unemployed families by building on strengths whilst at the same time addressing barriers to training and employment. The successful program, which officially ceased in July 2013, worked with over 400 families and built strong

collaborative partnerships with the government and non-government sector. Time for Family ran overnight camps for disadvantaged families from the southern suburbs providing a safe, fun and relaxing break away from the challenges of their everyday lives. Many families engaged in follow up sessions and home visiting to better equip parents and assist children to deal with their emotions and their world.

Working with families in the northern suburbs is the core work of programs run from Emmaus House. Many families seek help in managing children's troubled behaviour, often arising from the impact of trauma or domestic violence, sexual abuse, separation, bereavement or mental health issues. Affordable sustainable housing is also an acute issue for many families. The Wodli HOME Advice Program team work actively to provide support and advocacy for families whose housing is at risk. Wodli continues to have strong links with the Aboriginal community.

A strong team of volunteers has continued to provide crèche support to an active parenting groups program, as well as crèches at Wandana Community Centre and other community agencies.

Dad's Business continues to support fathers and their families in the Playford community. The program encourages the community to

recognise the importance of fathers and make family events more accessible and welcoming to dads. Making Moments Attachment Program worked with many mothers in the Playford area who were pregnant and had poor mental health. Activities included an infant massage group and the very successful Making Moments with Music attachment based playgroup.

The Targeted Intervention Service and Reunification Program continued to work in partnership with Families SA and supported many families affected by trauma, abuse and neglect.

Centacare's Family Fun Day at Fremont Park was a highlight of the year with over 500 people attending the event. Families enjoyed a free BBQ and fun activities, and were provided with community information and resources by staff from services that operate across the northern region.



Georgina Johnson
Acting Executive Manager

Family Relationship Services

Kids in Focus worked with the Australian Centre for Child Protection in delivering training to adult focussed services to become more family and child sensitive and reinforce the message that child protection is everybody's business.



Our services have been meeting the challenge set by the Federal Government and our own principles, to respond to those clients who are the most vulnerable and disadvantaged. In Family Dispute Resolution, Counselling and Education programs we have been focusing on reaching clients who may otherwise not have attended our services whilst continuing to still respond to the large numbers of people we have always served. Our Counselling Services continue to support couples, individuals and children to develop and enhance healthy respectful relationships. The service responds to the impact of complex factors including bereavement, mental illness, domestic violence, marginalisation, sexuality and family transition on relationships. Counselling services are provided in a number of Catholic Primary Schools and from Centacare offices in both metropolitan and regional areas.

Murray Bridge Family Relationship Services have continued to go from strength to strength. Porlar Ka:ngkun Tainkuwalun (PKT) has increased attendance numbers across all four Playtimes for Aboriginal families. The Walking Together program has consolidated its partnerships across the region enabling an expansion of service delivery. Family Well-being Support has cemented its links with the Aboriginal community and forged new connections with the Culturally and Linguistically Diverse (CALD) community in the region. Valuing Fathers and Families continues to use kayaking and other innovative practices to engage with and support disadvantaged families. Success in connecting with vulnerable and disadvantaged individuals and families in the community has included the delivery of a program to Mobilong Prison and the provision of two camps for families experiencing isolation.

The Student Welfare Program was rolled out in July 2012. This program aims to help school communities support the spiritual, social and emotional wellbeing of their

students. Currently we have eight schools involved in the program including both primary and secondary schools. Our Student Welfare Workers have been delivering one on one support as well as group workshops on issues such as bullying, cyber safety, and self-esteem.

Wandana Community Centre has continued to develop the Adult Community Education program this year. There has been a strong focus on delivering programs that meet the needs of people from diverse cultural and linguistic backgrounds and those experiencing hardship and disadvantage. Computing classes and individual tutoring have been well attended. A significant number of participants have developed their language and literacy skills and gained enough confidence to enrol in TAFE or other training.

The Kids in Focus program continued to work intensively with families living in the Northern suburbs who identified that substance misuse has impacted on their relationship with their children. One of the many highlights has been the collaboration with internal and external services to ensure the best possible outcomes for these families. Kids in Focus worked with the Australian Centre for Child Protection in delivering training to adult focussed services to become more family and child sensitive and reinforce the message that child protection is everybody's business.



Georgina Johnson
Acting Executive Manager

Support Training & Intervention Services

Centacare has been able to engage with a range of diverse stakeholders and funders as a direct result of the reform agenda in mental health.



A challenge Centacare currently faces is the constant state of reform across a number of sectors in which Support Training and Intervention Services (STIS) operates. Whilst in the area of mental health the recent reform agenda is slowing down or losing direction, we are at the early stages of a reform within the alcohol and other drugs sector.

Centacare has been able to engage with a range of diverse stakeholders and funders as a direct result of the reform agenda in mental health. Examples include the development of a new program area to assist those confronted with issues of anxiety, obsessive-compulsive and eating disorders.

We continue to deliver recovery support services across a wide range of geographical areas. Whilst we have been able to consolidate the delivery of the services, it appears that future reform for recovery and Non-Government Organisation delivered mental health services is waning with all sides of the political spectrum minimising the debate on mental health reform.

Not so with the Alcohol and Other Drugs sector. Recent activities within South Australia's services indicate there is a growing momentum

for change. Some of this change is directly related to the desire to maximise returns on current investment or where possible, reduce investment.

Reforms have provided us with an opportunity to develop innovative responses to not only program development and service models but to actively engage in workforce development. Through Centacare's Registered Training Organisation (RTO) we have delivered a range of accredited courses from diploma in comorbidity to certificates in disability. We have also been able to develop and grow a range of expertise in the area of a Peer Workforce.

We have sought to sustain our workforce development and innovation practices not only in training RTO participants but also in implementing a range of knowledge and support forums for internal staff as part of our ongoing sustainable practices.

Sustainability goes beyond workforce development, also focusing on maintenance of the underpinning quality processes to consolidate and expand our service models. A particular area that we can take pride in is our ongoing

commitment to meaningful and appropriate use of assessment and outcome tools. This commitment leads us to the opportunity to actively speak to our achievements as an organisation, and the impact that we have on those who have sought our services.

The challenges for the coming year are to further embed evidence based practices, exploring and maximising opportunities in sector reforms and consolidating those quality services that we currently deliver.



Paul Senior
Executive Manager

Corporate Services

Centacare recognised the valuable contribution its volunteers make to the agency at the annual Volunteer's Dinner during National Volunteer's week in May this year.



Directors Office

A highlight of the year was the Staff Information and Resource Expo (SIRE), which was held at AAMI Stadium, West Lakes. This expo showcased all of our 80 services, and provided an opportunity for staff and stakeholders to immerse themselves in all that Centacare offers.

Centacare continues to negotiate its way through the dynamic of Reconciliation and Cultural Competence. One measure of this work is the 20% increase of Indigenous clients and a similarly significant increase in CALD clients over the past year. This occurs through compulsory cultural training, staff surveys and continual evaluation and reflection. We are grateful for the work of the Aboriginal Leadership Committee and the guidance they offer.

Sadly, we are confronted by the biggest increase in our client numbers we have seen for a number of years in the areas of homelessness and domestic violence.

We are continually challenged by the level of abuse and neglect found in families with babies and young children, including a 10% increase in the number of children we saw compared to this time last year. This suffering of the most vulnerable weighs heavily upon us, as we determine how best we can protect these children, and discover the questions being asked of us in the Christian context.

We are also mindful of the impact on our staff of the serious issues they face with clients on a daily basis, and have put into place training and support around vicarious trauma, as well as ongoing debriefing and supervision.

Through the work of our dedicated staff at Cheltenham Place we continue to assist clients facing the challenges of HIV in a changing environment.

In order to glean better information about our clients and their needs we have begun using a new case management and reporting system, Athena Penelope, which we believe will improve our capacity to provide better services. Our Marketing and Communications Office has been involved in the roll-out of this new system while also ensuring the quality and consistency of our written and on-line presence.

Centacare has volunteers working in a number of its programs including working with babies and children at various crèche locations in the Salisbury and Playford Council areas and assisting in education programs, cooking, gardening and administration at our community centre in Gilles Plains. Centacare recognised the valuable contribution its volunteers make to the agency at the annual Volunteer's Dinner during National Volunteer's week in May this year.

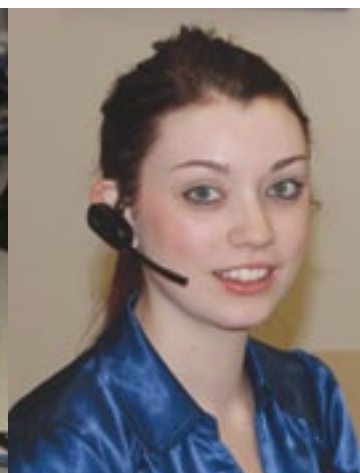
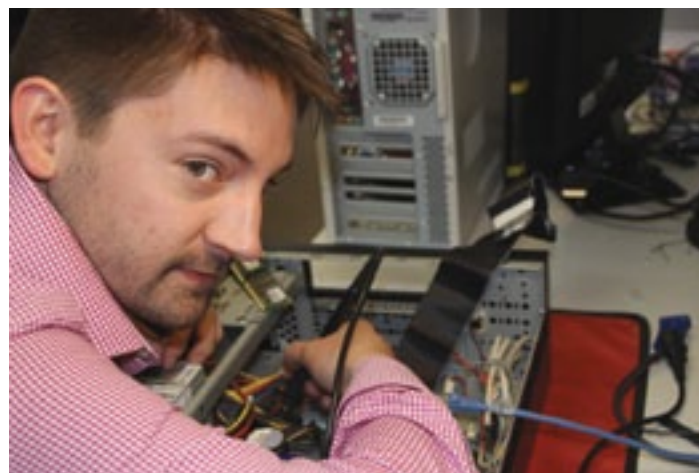
We also thank our fundraisers and donors whose generosity and adventurous spirit have contributed to our ability to fund important work. In this context we especially thank Catholic Charities and the Centacare Kokoda Trekkers.



Pauline Connelly & Bernie Victory
Assistant Directors

Corporate Services

During 2012-2013 the primary focus was on the development and introduction of communication software to ensure staff safety as part of our worker security application strategy.



IT & Infrastructure

In 2012-2013 the IT and Infrastructure team continued to develop Centacare's network infrastructure so as to ensure there is a strong backbone for the ever increasing demands of computer usage in today's virtual world.

During 2012-2013 the primary focus was on the development and introduction of communication software to ensure staff safety as part of our worker security application strategy.

Key software upgrades this year included Microsoft Office 2013 and Microsoft Lync 2013. This upgrade will improve communication between our metropolitan and country offices and enable us to connect with our clients via Lync video conferencing.

IT and Infrastructure have provided ongoing services to the staff of Centacare and to external Catholic organisations including Catherine House and St Vincent de Paul Society.

Due to increasing services being provided from our Seaton office we have made changes to the site to accommodate new staff members and increase our training spaces.

We have commenced developing an online contractor management and prequalification portal to help us meet our contractor obligations at all times.

I would like to take this opportunity to thank the IT and Infrastructure team for their commitment and professionalism as they are required to fulfil the many demands of the organisation.



Dominic Reppucci
Executive Manager



Systems Improvement

The Quality Program run by Systems Improvement provides the framework for the systems required for Centacare to effectively run all aspects of its business and ensure continuous quality improvement. Utilising a formal national standards framework, we ensure that we build a quality organisation which provides quality services while sustaining quality external relationships.

The Quality Program facilitates the necessary service and system development required to maintain national accreditation through the Quality Improvement Council. In doing so, we demonstrate compliance with a range of national standards and quality requirements of our funders.

Centacare is committed to the development of a best practice model of operation, which facilitates quality outcomes for clients.

The following significant improvements have been achieved during the past year:

- The review of Centacare's various meetings and the establishment of the Agency Forum structure which clarifies purpose and ensures transparency and information sharing.

- A review of the Feedback and Complaints system was completed ensuring accessibility.
- The recruitment system received a major overhaul to ensure consistent best practice recruitment processes.
- Extensive review of the Performance Management Framework.
- The Risk Management System was extensively reviewed, including the development of an electronic risk register to be rolled out in 2013-2014.
- The review of stakeholder participation systems including the development of Consumer, Carer and Community Advisory Groups (C³AG) with a specific sector focus. This provides a mechanism for stakeholders to provide meaningful input on the way Centacare's programs are delivered. The establishment of the C³AGs will occur in 2013-2014.



Jenny Hanlon
Executive Manager



The 2012-13 year has been one of steady growth for Centacare. As in previous years this growth stems from successful tendering for both grant and fee based service delivery programs. Of particular note is the growth from the services of Specialist Family Preservation Foster Care, Targeted Intervention Services, Panic Anxiety, Obsessive Compulsive and Eating Disorders and the Co-morbidity Project.

Across the organisation we have also experienced greater cost pressures which have required some challenging decisions. Great care has been taken with precious cash resources to ensure future infrastructure projects can be considered. Centacare has again built on its financial administration through the expansion of its fee based payroll, accounting bureau and fleet management services. This has meant both the financial and client base of Centacare has again, experienced solid growth.

Through the six main client services arms, Centacare now operates over eighty programs across metropolitan and regional South Australia.

Turnover has increased again to reach \$34.7M, up over \$1.2M from the previous financial year.

In the Finance and Administration team we have consolidated our operations and stabilised our new accounting system which was installed to manage the organisation's continued growth. The new accounting system is allowing the efficient capture and reporting of quality data to our stakeholders. We are always striving to further improve our processes and service.

Our payroll team has successfully implemented enormous industrial changes with the transition of modern awards as well as efficient timesheet process improvements. Our Human Resource Information System and payroll system is being increasingly utilised in the recording of HR information and reporting. The large majority of our staff have benefited from the Equal Remuneration Order which has and will continue to improve the pay scale of the Social, Community, Home Care and Disability Services Industry Award until 2020.

Deloitte audited the Centacare Catholic Family Services general-purpose financial report for 2012-13 and provided an unqualified audit report.

The financial outcome for Centacare for the 2012-2013 financial year resulted in an operating surplus of \$442,325. Total equity remains steady at \$3.25 million on an asset base of almost \$10 million.



Damien Hern
Executive Manager

2012 - 2013 Financials

Balance Sheet	2013	2012
CURRENT ASSETS	\$	\$
Cash and Cash Equivalents	4,700,586	2,815,799
Receivables	1,575,548	1,638,478
Other	298,159	267,383
TOTAL CURRENT ASSETS	6,574,293	4,721,660
NON-CURRENT ASSETS	\$	\$
Other Financial Assets	2,400	8,000
Property, Plant and Equipment	3,359,939	3,808,071
TOTAL NON-CURRENT ASSETS	3,362,339	3,816,071
TOTAL ASSETS	9,936,632	8,537,731
CURRENT LIABILITIES	\$	\$
Trade and Other Payables	617,074	534,922
Provisions	2,923,322	2,695,922
Revenue Received in Advance	2,028,129	1,375,367
Other	673,318	681,334
TOTAL CURRENT LIABILITIES	6,241,843	5,287,545
NON-CURRENT LIABILITIES	\$	\$
Provisions	444,309	438,431
TOTAL NON-CURRENT LIABILITIES	444,309	438,431
TOTAL LIABILITIES	6,686,152	5,725,976
NET ASSETS	3,250,480	2,811,755
EQUITY	\$	\$
Reserves	849,403	853,003
Retained Earnings	2,401,077	1,958,752
TOTAL EQUITY	3,250,480	2,811,755

Financial Summary	2013	2012
REVENUE	\$	\$
Government Grant Revenue	22,318,008	21,529,341
Other Grant Revenue	1,392,747	1,392,589
TOTAL GRANT REVENUE	23,710,755	22,921,930
Fee for Service Revenue	7,380,929	7,246,501
Other Revenue	3,472,749	3,220,983
Interest Revenue	90,937	83,392
Gain on Disposal of Assets	54,515	46,306
TOTAL REVENUE	34,709,885	33,519,112
EXPENSES	\$	\$
Employee Benefits Expense	23,396,638	22,781,758
Depreciation Expenses	810,376	992,557
Rent and Lease Expenses	1,936,218	1,970,309
Motor Vehicle Expenses	2,747,612	2,759,936
Operating Expenses	3,272,798	2,969,219
Other Expenses	2,103,918	2,106,568
TOTAL EXPENSES	34,267,560	33,580,347
SURPLUS	442,325	(61,235)

Service Summaries

ASK Employment & Training Services			
Program Name	Services Offered	Client Group	Location
ASK Employment & Training Services	Individual case management including job search support, training to gain or upgrade necessary skills and work experience.	Unemployed or underemployed clients. Clients are referred via Centrelink and can also self-refer if contract requirements met.	Northern suburbs

Disability Services			
Program Name	Services Offered	Client Group	Location
Centanet Day Options Service	Centre based and community activities.	Clients with an intellectual disability who have left school and have funding from Department for Communities and Social Inclusion.	Metropolitan Adelaide
Independent Living Program	Daily support enabling individuals with an intellectual disability to receive in-home support, while living in their own choice of accommodation.	Young adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Whyalla region
Karinya Cottage Supported Accommodation Service	Provides supported accommodation to three adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Whyalla region
Kolbe Cottage Respite Service	Provides weekend and school holiday respite for children and adolescents with an intellectual disability.	Children and adolescents between 5-18 years of age with an intellectual disability. Client may self-refer but must be registered with Department for Communities and Social Inclusion.	Metropolitan Adelaide
Lara Cottage Supported Accommodation Service	Provides supported accommodation to four adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Metropolitan Adelaide
Lumiere Supported Accommodation Service	Provides supported accommodation to four adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Metropolitan Adelaide
Northern Respite Services	Respite services at Auricht House which includes sleep overs, camp weekends, meals out, social interactions and community activities.	Adolescents and adults aged 13-40 years with an intellectual disability. Client may self-refer, but must be registered with Department for Communities and Social Inclusion.	Northern area
Tamana House Supported Accommodation Service	Provides supported accommodation to five adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Whyalla region
Yoorana Respite Service	Provides short term overnight respite for adults with an intellectual disability.	Adults with an intellectual disability. No self-referral. Clients must be registered with Minda. Some emergency referrals from Department for Communities and Social Inclusion.	Metropolitan Adelaide

HIV Services			
Program Name	Services Offered	Client Group	Location
Cheltenham Place	Respite, support and recuperation in which clients can recover from illness, hospitalisation, or adverse home or social circumstances.	People living with HIV/AIDS and/or their carers.	Inner Southern metropolitan area

Domestic Violence & Homelessness Services			
Program Name	Services Offered	Client Group	Location
Community Reintegration Program <i>Program ceased July 2013</i>	Information, advice, advocacy and referrals to relevant services over a range of issues.	People exiting custodial sentences (pre and post release) and individuals under community based supervision.	Prisons and Community Correction Centres state-wide
Coolock House	24 hour supported accommodation, emergency crisis accommodation, outreach housing program.	Women up to 25 years, who are pregnant and/or parenting, and their children, who are homeless or are at-risk of homelessness.	Southern metropolitan area
Findon Family Housing <i>Program commenced March 2012</i>	Case management support, advice and advocacy towards pregnancy and parenting.	Young families up to 25 years of age. Agency or self-referral.	Western suburbs
Hannah Place	Case management support, advice and advocacy towards pregnancy and parenting.	Young women 14-18 years of age, referred by Families SA - Placement Services Unit.	Northern suburbs
Intensive Tenancy Support Program	Early intervention and assessment, advocacy and support.	People 18 years and older, renting from and referred by Housing SA, private or community based landlords and at risk of eviction.	Whyalla region
Limestone Coast Domestic Violence Service	Supported accommodation, domestic violence counselling, support and group work.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness.	Limestone Coast region
Louise Place	Support, accommodation, education, future planning and preparation for independent living.	Onsite support and accommodation provided to young women 18 and under who are pregnant or parenting, and who are homeless or at risk of homelessness. Outreach accommodation and/or support program for up to 25 year olds.	Inner Southern metropolitan area
Malvern Place	24 hour supported accommodation, emergency crisis accommodation, outreach housing and program.	Young women up to 25 years of age who are pregnant and/or parenting, and their children and who are homeless or are at-risk of homelessness.	Inner Northern, Western and North East metropolitan area
Murraylands and Murray Mallee Domestic Violence Services	Counselling and support, emergency accommodation, advocacy and referrals.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness.	Riverland, Murray Mallee and Adelaide Hills regions
Outer North Youth Service	Information, advocacy, supported and emergency accommodation.	Young people 16-24 years who are homeless or at risk of homelessness. 15-18 years at the residential facility Carlow Place.	Playford, Gawler and Barossa areas
Refugee Care (Alban Place)	Provides accommodation and support for unaccompanied minors (young refugees who have come to Australia without parents or guardians) whilst they wait for their applications to stay in Australia to be processed.	Young men who are unaccompanied minors.	Eastern Adelaide
Whyalla Regional Domestic Violence Service	Supported transitional and crisis accommodation, advocacy and other related specialist support services.	Women and their children experiencing domestic and family violence or Aboriginal family violence and/or who may be homeless or at risk of homelessness.	Whyalla region

Service Summaries

Family Outreach Services			
Program Name	Services Offered	Client Group	Location
Bilby Bus Intensive Supported Playgroup Program	A mobile playgroup providing parenting support, child development support, education, home visiting, advocacy and referral.	Vulnerable families with children 0-5 years.	Metropolitan Adelaide
Building Family Opportunities <i>Program ceased July 2013</i>	Intensive case management support service to jobless families where social and economic disadvantage are experienced.	Families where dependent person(s) of 24 years or younger are living in the household.	Playford area
Dad's Business	Support for fathers and families including playgroups, ante natal and post natal information sessions, community events and parent education.	Fathers with children 0-12 years.	Playford area
Family Counselling Team	Family counselling, assessment, information, advocacy and referral for families.	Families with children up to 18 years who are experiencing family relationship difficulties and vulnerability through financial hardship.	Metropolitan Adelaide, Northern and North Eastern suburbs
Making Moments Attachment Program	Home visits and a range of community group work focusing on parenting and healthy attachment.	Pregnant women or women with children 0-4 years at risk/experiencing pre- and post natal depression or, where there is an attachment concern.	Playford area
Mobile Family Connections	Street level mobile resource service through play and chat sessions including referral, information and education.	Vulnerable families with children 0-5 years.	Southern suburbs
Northern Parent Resource Program	Home visiting and Parenting support. Also includes assessment, information, advocacy referrals and delivery of group parent programs.	Families with children up to 18 years who are experiencing family relationship difficulties.	Salisbury and Playford areas
Reunification Service	Practical and therapeutic home and office based services to address child protection concerns.	Families of children and young people in out of home care. Referrals received from Families SA only.	Metropolitan Adelaide
Specialist Family Preservation Foster Care Program <i>Program commenced January 2013</i>	Provides out of home care placements for vulnerable children with complex needs. The program supports the planned process of returning children to the care of their birth families.	Children 1-12 years placed under the Custody or Guardianship of the Minister for Education and Child Development.	Metropolitan Adelaide
Sun Dancing-Child Sexual Abuse Counselling	Provides specialised counselling, assessment, referral and advocacy to families, parenting support and education.	Families with children up to 18 years where a child has experienced child sexual abuse.	Salisbury and Playford areas
Targeted Intervention Services	Practical and therapeutic home based services to address child protection concerns.	Children and families notified to the Child Abuse Report line. Referrals received from Families SA only.	Metropolitan Adelaide and regional South Australia
Time for Family	Overnight camps, parenting sessions, children's sessions, home visiting, support and referrals.	Vulnerable families with children 5-12 years where there are concerns about child safety. Referral from government and non-government agencies including schools.	Hackham West, Hackham, Morphett Vale, Christie Downs, Aldinga, Aldinga Beach, Sellicks
Wodli HOME Advice Program	Culturally appropriate practical family support, assessment, information, advocacy and referral to stabilise housing.	Families at risk of homelessness. Referrals from government and non-government agencies including self-referrals.	Salisbury and Playford areas

Family Relationship Services			
Program Name	Services Offered	Client Group	Location
Counselling Services	Counselling to the individual, couple, family, and children with a strong emphasis on safe and respectful family interactions while maintaining a child focus.	Families, individuals, children and youth.	Metropolitan Adelaide, Murray Mallee, Southern regional and South East region
Family Dispute Resolution Services	Assists couples and family members who are separating/separated to resolve issues in dispute such as parenting/care and property arrangements. Child inclusive support approach.	Separating couples. Self referral or the courts/lawyers.	Metropolitan Adelaide, Murray Mallee and Southern regional areas
Family Relationships Education & Skills Training	Education programs designed to support strong, stable healthy relationships including pre-marriage education.	Couples, parents, young people and community groups.	Metropolitan Adelaide and regional areas (upon arrangement).
Family Wellbeing Support	A home visiting service providing support, counselling, education and referral.	Carers of someone experiencing a mental health challenge.	Murray Mallee region
Intensive Support Playgroups (Po:rlar)	Provides a mobile playtime. The service also has a family worker who can provide one on one support to families.	Aboriginal families.	Murray Mallee region
Kids in Focus	Therapeutic parenting interventions, case management, outreach and referrals.	Parents or primary caregivers with alcohol and/or other drug issues.	Northern suburbs
Parenting Peer Support	Parenting programs designed to assist parents develop skills and find ways to positively engage with their children.	Parents with particular focus given to vulnerable and at risk families.	Metropolitan Adelaide
Regional Dispute Resolution Services	Assists couples and family members who are separating/separated to resolve issues in dispute such as parenting/care and property arrangements. Child inclusive support approach.	Separating couples. Self referral or the courts/lawyers.	South East region
School Counselling	Confidential counselling to students. Referral options to children/parents, consultation with the school and some group work within schools.	Students of participating Catholic primary schools can be referred into the program.	Metropolitan Adelaide and regional SA
Student Welfare Program <i>Program commenced June 2012</i>	Assists school communities to provide general wellbeing, social and emotional comfort to all students.	Students	Metropolitan Adelaide and regional SA
Valuing Fathers and Families	Provides education, one on one support, and referral, to fathers who may or may not be living with their family.	Focus on families with children 12 years and under.	Murray Mallee region
Walking Together	Assists families with parenting support, education and counselling.	Carers of children aged between 0-12 years.	Murray Mallee region
Wandana Community Centre	Provides a range of social, educational, recreational and community services.	Local community of all ages and from all backgrounds.	North Eastern suburbs

Service Summaries

Support Training & Intervention Services			
Program Name	Services Offered	Client Group	Location
ACCESS Programs	Employee Assistance Program providing counselling, workplace training, consultancy, coaching and mediation.	Employees, managers, supervisors and human resources.	Metropolitan Adelaide
Accommodation Support Program	Assistance with: independent living, self and health care, accommodation, community resources, recreational and social activities.	Clients of community mental health teams who are living with a mental illness.	Northern regional area
ASCEND Suicide Intervention Program	Support and consultation for young people. Training for organisations to recognise, interpret and respond to suicidal and depressive behaviours.	Young people 0-25 years at risk of suicide or self-harm. Organisations and professional teams.	Metropolitan Adelaide
Comorbidity Project <i>Program commenced January 2013</i>	Addresses the unmet need in provision of services to people with co-occurring mental health and Alcohol and Other Drug (AOD) issues. Aims to increase the capacity of workers who are working with clients who have co-occurring mental health and AOD issues, and in turn increase positive outcomes for this client group.	Community services professionals internal to Centacare and the broader sector, targeting AOD services, and services targeting CALD and Aboriginal clients.	Metropolitan Adelaide
Drug and Alcohol Service	Support includes family work, education, individual counselling and in home detoxification.	Families of, and young people 10-30 years with a substance use issue.	Outreach service in Metropolitan Adelaide
Innovative Community Action Networks (ICAN)	Provides case management, advocacy, support and accredited alternative learning options for young people, who are disengaged or at risk of disengaging from mainstream schooling.	Youth 6-19 years or young women up to 25 years who are pregnant or parenting. Referral from community organisations and government agencies, targeted DECD schools and ICAN Program Managers.	Metropolitan Adelaide and regional South Australia
Mental Health Rehabilitation Services	One on one support to identify needs/ strengths to develop own goals.	Adults living with a mental illness. Referred to services by Mental Health.	Inner and outer Southern areas
Navigate	Provides assessment, support, referrals, education and information.	Families of a young person aged 12-24 years with an emerging mental health issue.	Metropolitan Adelaide
Panic Anxiety, Obsessive Compulsive and Eating Disorders Service <i>Program commenced January 2013</i>	Telephone support, brief face to face counselling, information and strategies, referral pathways, advocacy supports, access to lived experienced peer workers, recovery support groups, workshops and seminars.	Individuals living with panic anxiety, obsessive compulsive and eating disorders and those that support them.	Metropolitan Adelaide and regions
Personal Helpers and Mentors Service	Providing opportunities, support and services that help individuals reconnect with their community.	16 years and over, whose ability to manage their daily activities is severely limited by mental illness.	Northern suburbs and Murray Mallee area
Reconnect Mental Health Service	Therapeutic interventions include assessment, counselling, family work, referral and consultancy.	12-18 years and their families, where there is a risk of homelessness and emerging mental health concerns for the young person.	Outreach service in Metropolitan Adelaide
Registered Training Organisation	Accredited and non-accredited training across the Community Services packages in line with the Australian Quality Training Framework.	Centacare staff and external learners from a variety of sectors.	Metropolitan Adelaide
Schools Assertive Outreach	Case management, referral, advocacy and outreach support.	Youth 12-20 years who are homeless or at risk, wanting to maintain education or further training.	Metropolitan Adelaide

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Locations current at publication October 2013



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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.