



# Centacare

2011-12 Annual Report



Centacare Catholic Family Services | Archdiocese of Adelaide

Megan Welsh	Paul Senior	Lachlan Purves	Robert Cox	Kirsty Drew	Kirsty Drew	Anthony Connelly
<b>Domestic Violence &amp; Homelessness Services</b> <ul style="list-style-type: none"> <li>• Community Reintegration Program</li> <li>• Coolock House</li> <li>• Findon Family Housing Project</li> <li>• Hannah Place</li> <li>• Intensive Tenancy Support Program</li> <li>• Limestone Coast Domestic Violence Service</li> <li>• Louise Place</li> <li>• Malvern Place</li> <li>• Murray Mallee Domestic Violence Service</li> <li>• Whyalla Generic Homelessness Service (Youth Focus)</li> <li>• Whyalla Regional Domestic Violence Service</li> <li>• Youth Services Barossa</li> <li>• Youth Services Elizabeth</li> </ul>	<b>Support Training &amp; Intervention Services</b> <ul style="list-style-type: none"> <li>• ACCESS Programs</li> <li>• Accommodation Support Program</li> <li>• ASCEND Suicide Prevention</li> <li>• Drug &amp; Alcohol Service</li> <li>• Education Drug Diversion Intervention Team</li> <li>• ICAN Services</li> <li>• Man Alive!</li> <li>• Mental Health Rehabilitation Services</li> <li>• Mentor Services</li> <li>• Navigate</li> <li>• Nunga STARS</li> <li>• Personal Helpers and Mentors (Murray Bridge &amp; Northern metro)</li> <li>• Reconnect Mental Health Services</li> <li>• Registered Training Organisation</li> <li>• Schools Assertive Outreach Services</li> <li>• SE Drug and Alcohol Counselling Services</li> </ul>	<b>Disability Services</b> <ul style="list-style-type: none"> <li>• Centanet Day Options</li> <li>• Kolbe Cottage Respite Services</li> <li>• Lara Cottage Accommodation Service</li> <li>• Lumiere</li> <li>• Accommodation Service</li> <li>• Northern Respite Services</li> <li>• Auricht House</li> <li>• Yoorana Respite Service in conjunction with Minda Inc.</li> <li>• Whyalla Services</li> <li>• Independent Living Program</li> <li>• Karinya Cottage Accommodation Service</li> <li>• Tamana House Accommodation Service</li> </ul>	<b>Refugee Services</b> <ul style="list-style-type: none"> <li>• Afghan Settlement Services</li> <li>• Refugee Care</li> </ul> <p><b>Robert Cox</b></p> <p><b>HIV Services</b></p> <ul style="list-style-type: none"> <li>• Cheltenham Place</li> </ul>	<b>Family Relationship Services</b> <ul style="list-style-type: none"> <li>• Counselling Services South</li> <li>• Family Dispute Resolution Services</li> <li>• Family Relationship Counselling</li> <li>• Family Relationship Education &amp; Skills Training</li> <li>• Family Support Drought Response Team</li> <li>• Family Wellbeing Support</li> <li>• Intensive Support Playgroups (Aboriginal)</li> <li>• Keeping Children Connected</li> <li>• Kids in Focus</li> <li>• Men &amp; Family Relationship Services</li> <li>• Parenting Peer Support</li> <li>• Regional Dispute Resolution Services</li> <li>• School Counselling</li> <li>• Valuing Fatherhood</li> <li>• Walking Together</li> <li>• Wandana Community Centre</li> </ul>	<b>Family Outreach Services</b> <ul style="list-style-type: none"> <li>• Bilby Bus</li> <li>• Building Blocks for Families</li> <li>• Building Family Opportunities</li> <li>• Dad's Business</li> <li>• Family Counselling Team</li> <li>• Making Moments</li> <li>• Mobile Family Connections</li> <li>• Northern Parent Resource Program</li> <li>• Northern Playgroups</li> <li>• Reunification Service</li> <li>• Sun Dancing</li> <li>• CSA Counselling</li> <li>• Targeted Early Intervention Services</li> <li>• Time for Family</li> <li>• Wodli - HOME Advice</li> </ul>	<b>ASK Employment &amp; Training Services</b> <ul style="list-style-type: none"> <li>• Job Services Australia Elizabeth</li> <li>• Job Services Australia Gilles Plains</li> <li>• Job Services Australia Salisbury</li> </ul>

CORPORATE SERVICES

Jenny Hanlon	Dominic Reppucci	Damien Hern	Kathy Grieve	Dale P West
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**Centacare**

Centacare Catholic Family Services  
Archdiocese of Adelaide



## 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.

### 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.

### 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.

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:

### 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

When those interested in the work and service of Centacare Catholic Family Services in the Archdiocese of Adelaide, read the following pages of our Annual Report, they will be fully informed about that work and hopefully gain some insight as to the way we provide those services.

Less evident will be the challenges we have met to enable us to continue to serve 32,000 South Australians, via over eighty programs from more than thirty sites.

Fairly described, we have been successful in the vast majority of our work with our clients, if that is measured by meeting the many needs of those clients. We have failed others.

Combining the skills and experience of our staff members, reliance on principles for decision-making based upon Catholic Social Teaching and the financial support of the Catholic Church and the State and Federal Governments, provides the recipe for continuing success, and limiting disappointments.

However, as we often reflect in our General Staff Meetings, nothing stays the same.

Among others, I believe our primary challenge is to provide specialist services as a multi-program service provider. Not so much that we are unable to do that, but it is increasingly important to be seen to be doing that.

Whether it is services to people who are unemployed, those with a mental illness, those with disabilities or supporting families in their relationships, we need to be expert in each service we seek to undertake. Our competitors are increasingly single service organisations, enabling them to be seen to have particular expertise. Our challenge is to close that perception gap.

Centacare - Meeting the Challenge has been our handle for more than ten years and it will always be relevant.

Thank you to all of our staff members, many who do more than fulfil their paid roles.

There has been some positive movement in the salaries paid to those in our service sector, but we still have a long way to go, for salaries to reflect the importance of our work.

**Archbishop Wilson continues to provide guidance and crucial support for our work. With Mons David Cappo and Fr Philip Marshall we are blessed to have such strong support and example for our work.**

Our partnerships with State and Federal Governments are strong and we thank all government departments for the way they work with us in ensuring money granted, yields the most relevant, efficient and high quality services.

Next year will include an external audit for our Quality Assurance Program, and we look forward to learning what we are doing well and where we need to improve. For it is only by improving that we can be confident that each client seeking our support is receiving our best possible response.



**Dale P West**  
Director

## ASK Employment & Training Services

During 2012, ASK Employment and Training Services (ASK) delivered Job Services Australia (JSA) employment services from their sites in Salisbury, Gilles Plains and Elizabeth.

ASK worked with national and local partners, along with government agencies across employment and training services. ASK engaged with employers and industry to assist jobseekers into sustainable employment outcomes.

On 30 June, 2012 the Employment Services Deed for JSA expired. On 1 July, 2012 ASK was granted an extension of the JSA Employment Services deed. ASK transitioned smoothly into the new contract period which will end on 30 June, 2015.

ASK was challenged this year by changes in demographics and the labour market industry. The changes included slower client flows and shortages in suitable industry vacancies. ASK adopted new and flexible approaches to employment service delivery to remain effective and financially viable.

A project of importance was the launch of the JSA Demonstration Pilots in February. These Pilot Projects were an initiative of the Australian Government, who committed funds of \$4.7 million towards twenty high performing JSA providers, to strengthen service delivery for job seekers in identified areas of disadvantage.

The additional funding allowed for greater engagement with vulnerable jobseekers resulting in sustainable employment outcomes. ASK was one of four JSA providers selected in South Australia to participate in the Pilot Project initiative and received funding of \$200,000. ASK's Pilot Project, named 'Proactive Engagement Model', involves a team of specialist consultants and support staff who work with relevant in house Centacare units, external community service agencies and training providers, to identify and address the needs of highly disadvantaged job seekers, to optimise employment and education outcomes. The Pilot Project allowed for ASK to engage with Centacare programs such as ACCESS Programs and Personal Helpers and Mentors Service (PHaMs).

ASK introduced a series of new courses this year, tailored to meet job seeker vocational and non-vocational needs. Participation by job seekers in the courses has been exceptional with significant positive feedback. ASK job seekers were also referred to Centacare's training in the Certificate III Disability course.

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

are tailored to meet labour market demands. The varied skills acquired in these project workplace 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 that are highly disadvantaged. Due to the hard working and dedicated staff ASK maintained an above average 3 star rating overall. ASK plan to continue to make a difference in the community by delivering effective and innovative services. As ASK move forward they are hoping that their success in employment services and the current Pilot Project influence the government's decisions about the future shape and directions of employment services in Australia from 2015 and onwards.



**Anthony Connelly**  
Executive Manager





## Disability Services

Throughout 2011-2012 Disability Services has continued to provide high quality, flexible and responsive services to individuals with a disability and their families.

We move forward 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 Services (operating from Auricht House) continue to be extremely popular. These services are constantly booked to capacity with camps being a particular favourite. Throughout this year we have been able to offer services to many families on our waiting lists, however ongoing new referrals have resulted in many families continuing to be in need of services.

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

Our accommodation services, Karinya Cottage and Tamana House (located in Whyalla), and Lara Cottage and Lumiere (located in Adelaide), have continued to provide exceptional services to those we support. Our commitment is to support people to live life to the fullest and embrace opportunity.

The Independent Living Program based in Whyalla, supports a number of individuals to live in their own homes in the community. The support we provide 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 adults 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 would like to acknowledge the generous support that has been provided in 2011-2012 by the following:

- The Royal Agricultural and Horticultural Society who have again been generous in providing 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 Kokoda Trekkers for their generous fundraising for Auricht House.

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 are to be acknowledged for their dedication and outstanding contribution that often goes beyond their employed role as we all share the same vision for the people we support.



Lachlan Purves  
Executive Manager

## Domestic Violence & Homelessness Services

The Domestic Violence and Homelessness Services (DVAHS) continue 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 are experiencing domestic and family violence.

2011-2012 saw the establishment of Findon Family Housing, a program that is funded as part of the National Affordable Housing Agreement and National Partnership Agreement on Homelessness. The ten new apartments house young families who are homeless or at risk of homelessness. This support has linked these families into their community to foster education, employment and well-being opportunities.

For the other services in the Young Family Support Program – Malvern Place, Louise Place and Coolock House the year has focused on instilling a sense of community belonging for the families assisted. A snapshot of these activities include a vegetable garden and family drop-in sessions at Coolock House, collaborative connections with CaFE Enfield and the Centrelink Community Engagement officer at Malvern Place and a significant increase in refugee and migrant women connected to Louise Place.

The Community Reintegration Program funded by the Department of Corrections has also seen an overall increase in clients accessing the program. There has been a 50% increase in clients who are Aboriginal accessing the program, that provides

advocacy, information and referral to people exiting prison.

Hannah Place has moved into its second year of operation. During this time staff have worked in a therapeutic and home like environment with several young women, preparing them for the birth of their baby, parenthood and responsibility whilst traveling through adolescence.

Outer North Youth Accommodation Program covers the broad areas of Barossa, Gawler and Elizabeth. This program continues to provide assertive case management and has helped young people resume education, gain employment and long term housing. This in turn has provided outcomes such as reunification with children and promoting a sense of stability.

The Whyalla Generic Homelessness Service and Intensive Tenancy Support Program experienced an increase in demand. Steady growth of mining activity in the region, whilst positive for the community as a whole, has seen access to affordable housing emerge as a significant issue.

DVAHS's specialised Domestic Violence Services have had an active

year. The Limestone Coast Domestic Violence Service successfully held the United Against Domestic Violence: Engaging All Men in Prevention Conference. This attracted over 200 delegates from around Australia and Timor Leste. The Whyalla Regional Domestic Violence Service appointed a senior social worker with a domestic violence focus, enhancing the services capacity to engage and respond to domestic and family violence. The Murray Mallee and Adelaide Hills/ Murraylands Domestic Violence Services continue to work on inter-agency collaborations to service such an extensive geographical area with high service demand.

I would like to take this opportunity to thank the staff in DVAHS who work tirelessly and creatively to provide responsive and flexible services in their community.



Megan Welsh  
Executive Manager





## Family Outreach Services

This year has seen the commencement of three new programs funded through Communities for Children in the Onkaparinga and Playford areas: Making Moments Attachment Program, Dad's Business and Time for Family.

Making Moments Attachment Program supports women and their partners where the woman is experiencing ante natal anxiety or depression or is at risk of post natal depression. The aim is to reduce the impact of poor mental health on the attachment relationship. The Dad's Business program engages with men and their families in a range of contexts, including playgroups, ante natal sessions and community events. The program works predominantly, but not exclusively, with Aboriginal men and families.

The Time for Family program has hosted families from the Onkaparinga region on overnight camps at Warrawong Wildlife Sanctuary. Families have the opportunity for a positive and memorable experience in a natural and relaxing environment. Follow-up group sessions then provide the chance to reflect on this experience, and on the relationships within the family, with a view to increasing the safety of children within their families.

This year the Building Family Opportunities (BFO) program had a significant number of participants who experienced employment outcomes, whilst a growing number of participants have or are undertaking study or training. BFO initiated value added groups/programs provided through grants such as the Morialta Trust, Playford Council, Bendigo Bank, Universal Charitable Fund and in-kind support through Uniting Care Wesley.

Emmaus House, Salisbury has become a hub of activity with many services utilising the newly refurbished counselling, family therapy and group rooms. Sun Dancing-Child Sexual Abuse Counselling has continued to work

with many families through its specialised service delivery and has also successfully introduced 'The Music Circle', a therapeutic music and movement program. Northern Parent Resource Program has supported many families through its home visiting service, and the very popular 'Positive Parenting' group program. Our twenty-three highly valued volunteers have supported many families and young children through the provision of over 200 crèches. Family Counselling team have taken a key role in the delivery of the self-esteem enhancing 'Girls Talk' group and also Centacare's 'Seasons for Growth®' program, a grief and loss program for children and their parents/ caregivers. Wodli HOME Advice Program maintained a commitment to working with Aboriginal families and has supported many families to stabilise housing, improve family well-being and community participation.

The Bilby Bus and Mobile Family Connections continue to support vulnerable families who are socially isolated. Mobile Family Connections' playgroup at Aldinga grew into a large group which has resulted in better connectedness for parents of young children in that community.

The Reunification and Targeted Early Intervention Services continued to develop a strong partnership with Families SA promoting positive outcomes for children and families who are engaged with the Child Protection System. The Stronger Families Safer Children program finalised in April 2012 confirmed the benefits of early intervention and highlighted the programs' positive impact on families.



**Kirsty Drew**  
Executive Manager

## Refugee Services

### Afghan Settlement Program

The Afghan Settlement Program assisted Afghan humanitarian entrants during their first 5 years in Australia.

Clients were supported by connection with mainstream activities so that they could participate in the local community such as help with legal matters, employment agencies, sponsoring family members, explaining documents, accessing services and accommodation issues. The program ceased at the end of June 2012.

### Alban Place

Alban Place is a community detention program run from a house in the community for unaccompanied minors (less than 18 years of age) who are awaiting the outcome of their application for asylum in Australia.

Alban Place accommodates up to 5 young men at a time, and is staffed 24 hours a day, 7 days a week. Residents are assisted with their social, emotional and physical needs including enrolment in school, assisting with homework and learning English, taking them on outings to local parks and attractions, attending appointments and teaching independent living skills.

Alban Place also has a volunteer tutor visiting twice a week, to further develop the resident's written and oral English skills.

If residents are successful in obtaining a protection visa they transition out of the house and into either another residential care setting or if they have links within the community they may nominate to stay with them.

During the past year a total of 16 young men have been accommodated at Alban Place.

## HIV Services

The first reported case of AIDS was in 1981. In 2009, over 33 million children, young people and adults globally were living with HIV/AIDS. In 2011, 1.7 million people died of AIDS-related deaths.

Since 1997, Cheltenham Place working in collaboration with the Royal District Nursing Service, has provided a 24 hours a day, 7 days a week short stay respite care service to South Australian HIV positive people. Combined medical therapies now enable an increase in the life expectancy of people with HIV. However with this co-exist factors that impinge on quality of life; including higher rates of social stigma, discrimination and isolation, substance misuse, mental health challenges and increased risks of cancers and cardiovascular disease.

Cheltenham Place continues to provide a dedicated ongoing service, to meet both the current and future needs, of our clientele.



**Robert Cox**  
Executive Manager





## Family Relationship Services

This has been a period of both consolidation and growth for Family Relationship Services.

An internal review of services coupled with a more flexible Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) contract provided a welcome opportunity to restructure services to enhance our support to both clients and staff. This included the creation of a large counselling team consisting of both family relationship counsellors and school counsellors, who are now known as children's counsellors. The team consists of 24 counsellors operating from various sites in the metropolitan area, Aldinga, Murray Bridge, Mount Gambier and the Riverland.

In Murray Bridge two family camps were held at El Shaddai at Tailem Bend. The camps provided opportunities for families to experience positive interactions and promoted parenting skills. An innovative Kayaking Program aimed at Aboriginal men and their children, was also run using the analogy of the unpredictable river to overcome obstacles and work together.

The Family Relationship Education team has consolidated partnerships with various agencies, co-facilitating regular education sessions with Northern Domestic Violence Service, Communities for Children (Hackham),

Vietnamese Women's Association and working with the Turkistan community at Wandana Community Centre. New ventures have included opportunities to work with the DECD Children's Centres across the metropolitan region.

Centacare's commitment to ensuring staff engage in ongoing professional development has seen the opportunity for pre-marriage educators to be re-vitalised through attending workshops offered by the world renowned Gottman Relationship Institute. Conversations about marriage and relationship education across the sector have been quite animated and Centacare has played an integral role in the resurgence of Marriage and Relationship Educators Association of Australia (MAREAA) SA.

Family Dispute Resolution service delivery has been enriched through a dedicated child consultant role for facilitating child inclusive practice. The child consultant also offers a children counselling service and this is a valuable asset to the team given the amount of children who are seriously affected by separation.

The Aldinga counselling team has developed and run the Star Club program, an eight week program for mothers/caregivers and their children who have been traumatised by domestic violence.

The Kids In Focus program continues to work intensively with families living in the northern suburbs who

have identified their use of alcohol and/or other drugs as impacting on their parenting. Highlights from this year included clients being provided with free tickets and support to attend the Zoo and the cinema. Other highlights include the Kids In Focus Christmas party which was made very special with the kind donation of presents from the St Agnes Chiropractic Centre.

**Wandana Community Centre gained new funding to deliver accredited training under the State Government Adult Community Education Program. This increased the number of educational programs on offer at the centre and allowed participants to work towards a qualification.**

The Community Garden also continues to develop. It now has a small orchard as well as a vegetable garden and hundreds of indigenous plants, making the Centre environs very attractive and welcoming.



Kirsty Drew  
Executive Manager

## Support Training & Intervention Services

This past year has been one of both wonderful achievement mixed with some disappointment. Whilst suffering the loss of services in the Alcohol and Other Drug (AOD) field we have continued to develop, enhance and extend services in many other areas.

As is the practice with government, service funding is sustained through a regular cycle of tendering and contract renewal. This past year saw the AOD sector go to tender for the first time in a number of years. In that process the Government took the opportunity to restructure services and their purchasing model in a significant way. Whilst we lost existing AOD services and were unsuccessful in developing further services it is the purchasing model that is an indicator of what is to come.

Currently a number of our state funded Mental Health services are based on a price per hour intervention model, as are the new AOD services, and our youth school engagement program ICAN, is funded on a price per student-per term. The challenge for Centacare is to provide services that do not compromise our commitment to quality whilst ensuring sustainability and competitiveness.

**Central to competitiveness is service efficacy. Delivering services within a price frame alone fails the test of meaningfulness. Our capacity to show the impact of services in people's lives has been an ongoing focus of service evaluation and monitoring for the past three years and the fruits of that work are now becoming evident.**

This past year we have been able to draw on assessment and evaluation work undertaken at the client and program level to show the impact on people's lives. We have produced a number of reports that give a clear picture of the outcomes people experience. This evidence allows us to shape our services and to make a case for the value of our work, particularly in a procurement environment that seeks to reduce the purchase cost for government.

We have adapted to this changing environment in the way we organise our services and by exploring innovative partnerships, such as that which we have with Black Dog. By continuing to pay attention to the critical issues of innovation, partnership, and efficacy we will position ourselves well to provide service in the next wave of Mental Health reform, reclaim a stake in the AOD service sector and continue to be a leader in school engagement and corporate service areas.



Paul Senior  
Executive Manager





# Corporate Services

## Director's Office

A key theme for the past year has been the continued development of our staff so that they are equipped to offer the best possible services to our clients within the context of our core values.

The 140 new staff, students and volunteers and 13 new managers who joined Centacare during the year received a comprehensive induction and training program which will continue to be a feature of their time with the agency. As we responded to the needs of the 32,000 South Australians who sought services from Centacare last year we recognise that ongoing training is a key element in ensuring the quality of our response.

A crucial aspect of this has been the expansion of training to our Managers through regular Development Forums held at the Monastery. At these forums Managers have worked on designing more effective programs, better supervision and support of staff and workplace safety.

**To improve our service delivery a Cultural Competence questionnaire was sent to all staff. The excellent response received allows us to plan strategies to better equip our staff to work with the diversity of our client group.**

Centacare's commitment to reconciliation was recognised when Neville Highfold, Manager of Aboriginal Services, was asked to address two National conferences about the strategies we have adopted to improve conditions for Aboriginal workers and services to Aboriginal clients.

The attendance of over 250 Centacare staff at Child Wise and Child Safe trainings, our determination to maintain 100% compliance with staff police checking and our enthusiastic participation in Child Protection activities are indications of our commitment to the protection of the almost 6,000 children who are our clients.

To mark the occasion of the 10th anniversary of Archbishop Wilson's installation as Archbishop of Adelaide in December 2011, Dale West presented the Archbishop with a hand forged crucifix made by Adelaide blacksmith Chris Fuller. To symbolise our connection to the Archbishop and to Catholic Social teachings, identical crucifixes were subsequently installed in all Centacare venues and sites.

Our work is also supported by a committed group of volunteers who assist in providing services to clients or by fundraising and donating to support programs financially. To them we are very grateful.



**Pauline Connelly & Bernie Victory**  
Assistant Directors

# Corporate Services

## IT & Infrastructure

In 2011-2012 IT and Infrastructure has continued to develop Centacare's IT network infrastructure ensuring there is a strong backbone for the demands of computer usage in today's virtual world. The primary focus was the planning for communication software to ensure staff safety.

New fail over systems were introduced to ensure no down time at our offices, as well as backup system software as part of our disaster recovery plans. Microsoft Office 2010 was installed and the team upgraded computers which were becoming obsolete throughout the organisation.

IT and Infrastructure have provided ongoing services to the staff of Centacare and to external Catholic organisations including Catherine House where planning has commenced toward a major upgrade of their server hardware and software and also to the St Vincent de Paul Society with the establishment of new offices at Wingfield.

An audit by Catholic Safety Health & Welfare SA (CHSWA) on the agency's contractor management processes returned a finding of full compliance across all performance measured against sector procedures.

A proactive risk assessment was commissioned to reduce the danger of falling tree branches at sites.

The environmental forum utilised intranet news to deliver updates and tips reminding staff of the simple principles of recycling and maintaining its practical approach to waste management across the agency.



**Dominic Reppucci**  
Executive Manager

## Systems Improvement

The managers and staff across all units continue to be extensively involved in quality and OHS&W programs, including a variety of agency level meeting forums and unit level activities ensuring they play an active role in the continuous quality improvement process of the organisation.

It also provides staff with leadership opportunities creating a vibrant, skilled and knowledgeable group of potential leaders. The engagement and involvement of staff has ensured the continued imbedding of a culture of quality and safety throughout the organization. The following significant improvements have been achieved:

- The volunteer system was reviewed to ensure consistent processes to volunteer management.
- The client record system included the review of processes for ensuring standards of client records.
- A range of brochures, posters and DVD's were reviewed and/or developed which are more accessible for our current and emerging clients. All brochures have been converted to a new brand identity.
- An online system for the reporting of hazards and incidents (RAPID) was implemented.

Centacare was subject to audits conducted by Workcover and Catholic Health Safety & Welfare SA (CHSWA) as well as internal audits. We prepare for the next external quality audit in 2013 with confidence in our quality framework.



**Jenny Hanlon**  
Executive Manager





## Finance & Administration

2011-12 has been a year of steady growth for Centacare. As in previous years this growth stems from successful tendering for both grant based and fee based service delivery programs awarded this year. Of particular note is the growth from the services of Hannah Place, Alban Place, ICAN and Building Family Opportunities.

Growth has suffered slightly however by the decline in income from the Job Services contract (ASK Employment & Training Services) which has proved difficult in the current economic environment. Across the organisation we have also experienced greater cost pressures which have required some challenging decisions. Centacare has again built on its financial administration through the expansion of its fee based payroll, accounting bureau and fleet management services. Overall this has meant both the financial and client base of Centacare has again, experienced solid growth.

**Through the seven main client services arms, Centacare now operates over eighty programs across metropolitan and regional South Australia. Turnover has increased again to reach almost \$33.5M, up over \$2.6M 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. In the latter part of the year we installed scanning software linked to the accounting system to reduce our records storage, the impact on environment and improve the efficiency of enquiring on historical data. We are always striving to further improve our processes and service.

Deloitte audited the Centacare Catholic Family Services general-purpose financial report for 2011-12 and provided an unqualified audit report.

The financial outcome for Centacare for the 2011-2012 financial year resulted in an operating deficit of \$61,235. Total equity remains steady at \$2.8 million on an asset base of \$8.5 million.



**Damien Hern**  
Executive Manager

Balance Sheet	2012	2011
<b>CURRENT ASSETS</b>	\$	\$
Cash and Cash Equivalents	2,815,799	1,618,583
Receivables	1,638,478	2,332,443
Other	267,383	229,005
<b>TOTAL CURRENT ASSETS</b>	<b>4,721,660</b>	<b>4,180,031</b>
<b>NON-CURRENT ASSETS</b>	\$	\$
Other Financial Assets	8,000	41,600
Property, Plant & Equipment	3,808,071	4,456,466
<b>TOTAL NON-CURRENT ASSETS</b>	<b>3,816,071</b>	<b>4,498,066</b>
<b>TOTAL ASSETS</b>	<b>8,537,731</b>	<b>8,678,097</b>
<b>CURRENT LIABILITIES</b>	\$	\$
Trade and Other Payables	534,922	635,709
Provisions	2,695,922	2,372,757
Other	2,056,701	2,263,013
<b>TOTAL CURRENT LIABILITIES</b>	<b>5,287,545</b>	<b>5,271,479</b>
<b>NON-CURRENT LIABILITIES</b>	\$	\$
Provisions	438,431	500,028
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>438,431</b>	<b>500,028</b>
<b>TOTAL LIABILITIES</b>	<b>5,725,976</b>	<b>5,771,507</b>
<b>NET ASSETS</b>	<b>2,811,755</b>	<b>2,906,590</b>
<b>EQUITY</b>	\$	\$
Reserves	853,003	886,603
Retained Earnings	1,958,752	2,019,987
<b>TOTAL EQUITY</b>	<b>2,811,755</b>	<b>2,906,590</b>

Financial Summary	2012	2011
<b>REVENUE</b>	\$	\$
Government Grant Revenue	21,529,341	19,735,128
Other Grant Revenue	1,392,589	892,903
<b>TOTAL GRANT REVENUE</b>	<b>22,921,930</b>	<b>20,628,031</b>
Fee for Service Revenue	7,246,501	7,506,234
Other Revenue	3,220,983	2,405,005
Interest Revenue	83,392	85,668
Gain on Acquisition of Business	-	35,740
Gain on Disposal of Assets	46,306	220,532
Gain on Disposal of Shares	-	19,070
<b>TOTAL REVENUE</b>	<b>33,519,112</b>	<b>30,900,280</b>
<b>EXPENSES</b>	\$	\$
Employee Benefits Expense	22,781,758	20,572,771
Depreciation Expenses	992,557	960,027
Rent and Lease Expenses	1,970,309	1,887,377
Motor Vehicle Expenses	2,759,936	2,379,507
Operating Expenses	2,969,219	2,731,349
Other Expenses	2,106,568	2,360,102
<b>TOTAL EXPENSES</b>	<b>33,580,347</b>	<b>30,891,133</b>
<b>SURPLUS</b>	<b>(61,235)</b>	<b>9,147</b>





## Service Summaries

### Disability Services

Program Name	Services Offered	Client Group	Location
Centanet Day Options Service	Centre base 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

\* Department for Communities and Social Inclusion (formerly Disability SA).

### Refugee Services / HIV Services

Program Name	Services Offered	Client Group	Location
Afghan Settlement Program <i>Program ceased June 2012</i>	Case work and referral to assist refugees to settle into life in Australia by connecting clients with mainstream activities.	Afghan humanitarian entrants during their first 5 years in Australia.	Metropolitan Adelaide and Northern suburbs
Alban Place	Provides accommodation and support for unaccompanied minors whilst their application to stay in Australia is processed.	Young refugees who have come to Australia without parents or guardians.	Metropolitan Adelaide
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	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	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 children escaping family and domestic violence or women who are 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
Murray Mallee Domestic Violence Service	Counselling and support, emergency accommodation, advocacy and referrals.	Women and children experiencing domestic violence.	Murray Mallee region
Whyalla Generic Homelessness Service (Youth Focus)	Supported transitional and crisis accommodation, information, advocacy and referral.	Individuals, couples, families, youth. Specialized supported accommodation to young people aged 15-25 years who are homeless or at risk of homelessness.	Whyalla region
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
Youth Service Elizabeth and Barossa	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

### 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



## 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 Blocks for Families <i>Program ceased June 2012</i>	Information and education regarding child development and parenting.	Vulnerable families with children 0-12 years.	North Eastern suburbs
Building Family Opportunities	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 sessions, community events and information.	Fathers with children 5-12 years predominantly, but not exclusively, with Aboriginal men and families.	Playford area
Family Counselling Team	Family counselling, assessment, information, advocacy and referral.	Families with children up to 18 years who are experiencing family relationship difficulties.	Metropolitan Adelaide, Northern and North Eastern suburbs
Making Moments Attachment Program	Home visits and a range of community group work.	Pregnant women or women with children 0-4 years where the mother has mental health issues or there is a likely attachment issue.	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	Parenting support and education, assessment, information, advocacy and referral.	Families with children up to 18 years who are experiencing family relationship difficulties.	Salisbury and Playford areas
Northern Playgroups <i>Program ceased June 2012</i>	Playgroup program designed to deliver playgroups and home visiting support to families.	Vulnerable families with children aged from 0-5 years.	North and North Eastern suburbs
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
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 Early Intervention Service	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.	Southern suburbs
Wodli Home Advice Program	Culturally appropriate practical family support, assessment, information, advocacy and referral to stabilise housing.	Families at risk of homelessness.	Salisbury and Playford areas

### 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 Prevention	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
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
Education Drug Diversion Team <i>Program ceased June 2012</i>	Drug and alcohol counselling and education for individuals	10-17 years referred by the police or Magistrates Court.	Metropolitan Adelaide
ICAN Services	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
Man Alive! <i>Program ceased June 2012</i>	Family orientated festival promoting the health and well-being of men including health screening checks for men on the day.	General public, focus on families and men.	Metropolitan Adelaide
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
Mentor Service <i>Program ceased June 2012</i>	Social and recreational outings, community groups and resources, independent living skills, assisting with educational and/or employment.	6-30 years.	Metropolitan Adelaide, regional Northern, Southern and Murray Mallee 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
Nunga STARS <i>Program ceased June 2012</i>	Therapeutic intervention, referral and advocacy to reduce the use of alcohol and other drugs.	Young Aboriginal women who are involved in the Youth Justice System. Clients referred by Families SA Youth Justice Team.	Metropolitan Adelaide
Personal Helpers and Mentors	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
South East Drug and Alcohol Counselling Service <i>Program ceased June 2012</i>	Alcohol and other drug dependence assessment and treatment, counselling, advocacy, information and referral.	Individuals and families impacted by alcohol or other drugs.	South East region of South Australia
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



## Service Summaries

### Family Relationship Services

Program Name	Services Offered	Client Group	Location
Early Intervention Service	Personal and family, pre or post separation men's, financial, marriage and relationship education counselling.	Families looking to strengthen relationships, reduce family breakdown or experiencing separation issues.	Southern regional area
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 Relationship Counselling	Couple, family, individual and children's counselling. Post separation groups for women and children traumatised by domestic violence.	Families, individuals, children and youth.	Metropolitan Adelaide and South East region
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 Support Drought Response Team <i>Program ceased June 2012</i>	Education, counselling and support to individuals, families and communities.	Families and individuals experiencing emotional or financial hardship which is linked to the drought.	Murray Mallee region
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 (Aboriginal)	Provides a mobile playtime. The service has a family worker who provides one on one support to families.	Aboriginal families.	Murray Mallee region
Keeping Children Connected <i>Program ceased June 2012</i>	One on one support to families to keep children's involvement in school and education.	Families who have children experiencing educational challenges and are at risk of being isolated from school.	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
Men & Family Relationships	Counselling and relationship education.	Men and their families.	Metropolitan Adelaide, Murray Mallee and Southern regional areas
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
Valuing Fatherhood	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

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





# Centacare

## Centacare Catholic Family Services

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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.

