



Centacare

## 2016-2017 Annual Report

*Centacare Catholic Family Services  
Archdiocese of Adelaide*



Dale P West – DIRECTOR				
Bernie Victory & Pauline Connelly – ASSISTANT DIRECTORS				
SERVICE DELIVERY				
Megan Welsh	Kara Piltz	Lachlan Purves	Helene Nielsen	Lisa Osborne
Youth & Community Support Services	Domestic Violence & Homelessness Services	Disability Services	Support Training & Intervention Services	Family Outreach & Relationship Services
<ul style="list-style-type: none"> <li>Hannah Place</li> <li>Cheltenham Place – Individualised Support Program for People with HIV (ISP)</li> <li>Intensive Tenancy Support Program</li> <li>Outer North Youth Service</li> <li>Whyalla Generic Homelessness Service (Youth focus)</li> <li>Whyalla Regional Domestic Violence Service</li> </ul>	<ul style="list-style-type: none"> <li>Coollock House</li> <li>Findon Family Housing</li> <li>Limestone Coast Domestic Violence Service</li> <li>Louise Place</li> <li>Malvern Place</li> <li>Murray Mallee and Adelaide Hills Domestic Violence Service</li> <li>Riverland Domestic Violence Service</li> </ul>	<ul style="list-style-type: none"> <li>Auricht House Day Options Service</li> <li>Barker House Supported Accommodation Service</li> <li>Centanet Day Options Service</li> <li>Joseph Place Supported Accommodation Service</li> <li>Kolbe Cottage Respite Service</li> <li>Lara Cottage Supported Accommodation Service</li> <li>Lumiere Supported Accommodation Service</li> <li>Northern Respite Service (Auricht House)</li> <li>Sanctus House Supported Accommodation Service</li> <li>Xavier House Supported Accommodation Service</li> </ul> <p><b>Whyalla</b></p> <ul style="list-style-type: none"> <li>Elanora House Supported Accommodation Service</li> <li>Independent Living Program</li> <li>Karinya Cottage Supported Accommodation Service</li> <li>Tamana House Supported Accommodation Service</li> </ul>	<ul style="list-style-type: none"> <li>ACCESS Programs</li> <li>Accommodation Support Program (Clare/Barossa)</li> <li>ASCEND Suicide Intervention Program</li> <li>Comorbidity Project</li> <li>Drug &amp; Alcohol Services</li> <li>headspace</li> <li>ICAN Services</li> <li>Integrated Youth Substance Misuse Service (IYSMS)</li> <li>Mental Health Rehabilitation</li> <li>Panic, Anxiety, Obsessive Compulsive and Eating Disorders Service</li> <li>Personal Helpers and Mentors Service</li> <li>Police Drug Diversion Initiative (PDDI)</li> <li>Reconnect Mental Health Services</li> <li>Registered Training Organisation</li> <li>Schools Assertive Outreach</li> </ul>	<ul style="list-style-type: none"> <li>Bilby Bus</li> <li>Counselling Services</li> <li>Dad's Business</li> <li>Families and Fathers Support Program</li> <li>Family Connections Program</li> <li>Family Dispute Resolution Services</li> <li>Family Mental Health Support Service - SCY</li> <li>Family Preservation Services</li> <li>Kids in Focus</li> <li>Making Moments Attachment Program</li> <li>Mobile Family Connections</li> <li>National School Chaplaincy</li> <li>PKT- Journey to Learning</li> <li>Regional Family Dispute Resolution Services</li> <li>Relationship Education</li> <li>Reunification Services</li> <li>School Counselling</li> <li>Specialist Family Preservation Foster Care</li> <li>Sole Parent Program</li> <li>Sun Dancing - Child Sexual Abuse Counselling</li> <li>Targeted Intervention Services</li> <li>Wandana Community Centre</li> </ul>

CORPORATE SERVICES			
Susan Thomson	Damien Hern	Dominic Reppucci	Kathy Grieve
Systems Improvement	Finance & Administration	IT & Infrastructure	Catholic Safety Health & Welfare
<ul style="list-style-type: none"> <li>Work Health &amp; Safety</li> <li>Policies &amp; Procedures</li> <li>Quality Assurance</li> </ul>	<ul style="list-style-type: none"> <li>Accounting Services</li> <li>CarCentra</li> <li>Financial Advice</li> <li>Mobile Communications</li> <li>Payroll</li> <li>Salary Packaging</li> <li>Software Development</li> </ul>	<ul style="list-style-type: none"> <li>Building/Leasing Maintenance</li> <li>Environmental Safety</li> <li>Fixed Communications</li> <li>Information Technology</li> <li>IT &amp; Infrastructure Consultancy</li> </ul>	<ul style="list-style-type: none"> <li>Catholic Safety Health &amp; Welfare</li> </ul>
			<ul style="list-style-type: none"> <li>Aboriginal Services</li> <li>Administration Services</li> <li>Communications</li> <li>Otherway Centre</li> <li>Shared Services</li> <li>Centacare Work Ready Training</li> </ul>

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Centacare works to help people reach their full potential so they can participate in the community, regardless of their circumstances.



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# Who We Are

Centacare Catholic Family Services is an inclusive community service 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 is provided regardless of race, economic circumstance, ability, sexual orientation, 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 supportive 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 connect with and 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

All people are made in the image and likeness of God and the dignity of a person is not affected by their challenging circumstances.

### COMMUNITY AND THE COMMON GOOD

The human person, being both sacred and social, lives within a community that is relational. Participating in the development of a just and safe society is both a right and an obligation.

### RIGHTS AND RESPONSIBILITIES

Every person has a right to the means which are necessary and suitable for the proper development of life. Any denial of these rights harms people and wounds communities.

### DIGNITY OF WORK

We believe a person has a right to productive work, a just wage and to participate in democratic processes. Unemployment diminishes a person's skills, potential and sense of purpose in life.

### OPTION FOR THE SOCIALLY DISADVANTAGED AND VULNERABLE

We believe, for justice to be upheld, we must become compassionate voices in action for all. The disadvantaged and vulnerable must be seen not as an annoyance or burden, but as an opportunity for showing kindness.

### 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.

# Strategic Directions

We seek to identify those in the community most in need, ensuring that clients remain the focus of our efforts.



## To give effect to these principles 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, communities and individuals.

Expects integrity in all that we do.

Encourages reflective practice.

## In the period 2016-2019 we seek to:

*Identify those in the community most in need, ensuring that clients remain the focus of our efforts.*

*Encourage and support our staff to deliver the highest standard of service.*

*Adopt, develop and maintain the highest standards of management and governance to make the best use of the organisation's assets.*

*Be leaders in advocating on behalf of our clients through authentic and respectful community and government engagement.*



**Living Catholic**



# Director's Report

As we enter our 77th year as a Community Service Organisation, we feel confident that the importance of our work and its benefits will survive by meeting the challenges as they arise.



*Centacare – Meeting the Challenge* was coined for us in 2003. As time has passed, there are those who would feel that we need to move on from that theme.

However, after the 2016-17 year, it is clear to me that it is as relevant now as it was then.

We have met several major challenges during a year that asked us to reset some structural parameters, to accommodate the current income and expenditure realities, and ensure our viability for the next five years.

In addition, but related for our future planning, is how we respond to the NDIS rollout which impacts on many of our services.

*Throughout the year, the outstanding feature for us, was the resilience of our staff members.*

During last October we undertook our fifth Quality Audit, and not only achieved Accreditation, but exceeded seven standards. Our Auditors advised that this was a record result, breaking the previous best of three standards exceeded which was also set by Centacare here in the Archdiocese of Adelaide.

While we are careful to remain grounded, I can't let this result go unmentioned, as it is the hard work of our staff, how they work, and why they work with our clients that is the reason for this outcome. Our success represents 15 years of continuous Accreditation with the Quality Improvement Council.

Congratulations to every Centacare staff member for their role in ensuring we aim to improve and who remember that we exist to work with, support and provide opportunity for our clients.

Without the framework of Catholic Social Teaching, we would struggle to be clear in articulating why and how we do what we do, and make the best decisions in supporting our clients.

Thank you to Archbishop Wilson and Fr Philip Marshall for their guidance and support in discerning many critical issues in that context, and working with us to interpret and navigate complex challenges.

We also acknowledge the investments that the State and Federal Government make to support and strengthen various communities, by funding our work with the members of those communities. We employ more than 500 people as staff members, and would not be able to do so without the funding that Government provides. Thank you and please know that we are grateful.

As we enter our 77th year as a Community Service Organisation, we feel confident that the importance of our work and its benefits will survive by meeting the challenges as they arise.



Dale P West  
Director

# Disability Services

We will continue to ensure individuals have the opportunity to seek independence, social connection and a place within their own community.



Whilst Disability Services (DS) experienced the most challenging year in memory, our resolve remains unwavering to support the people we serve to help achieve their goals in life.

The roll out of the National Disability Insurance Scheme (NDIS) is well and truly upon us. We welcomed the premise of consumer driven, outcome orientated services for the people who entrust Centacare with their support. However we have faced challenges in managing the bureaucratic complexity, the funding levels and the evolving rules of the scheme.

Centacare has navigated the uncharted world of the NDIS with firm purpose. The greatest challenge will be continuing to provide our exceptional standard of service while advocating for appropriate funding to support that level of quality.

*We remain focussed on supporting individuals and their families to navigate and embrace the changes of a new funding and service provision regime. The non-government sector has taken the lead in supporting individuals to claim what they are rightfully entitled to.*

We remain committed to ongoing improvement and the provision of responsive, individually tailored services. We will continue to ensure individuals have the opportunity to seek independence, social connection and a place within their own community.

We continue to remain grounded in our purpose, our vision, our values, and our resilience. We empower clients with integrity and respect and we stand by our reputation as a service provider of quality and standards.

It is with great excitement that we closed the doors on Kolbe Cottage in order to commence a significant rebuild. The new building will be built for purpose, modern, and facilitate expansion of service delivery in both activities and participants. Both Kolbe Respite and Centanet have relocated throughout the renovation. My appreciation to the staff who have ensured continuity of service, and minimal disruption to participants and families during the transition.

Our staff are to be acknowledged for their dedication and commitment in ensuring we deliver the highest standard of service to those who choose us to provide their support. The culture that exists and unwavering belief in what we endeavour to do, has allowed us to become the service we are today, contributing to real and significant difference in people's lives.

We acknowledge and appreciate the generous contributions from the Royal Agricultural and Horticultural Society, providing entry tickets each year for our clients to attend the Royal Adelaide Show, an event in which our clients so thoroughly enjoy and look forward to every year. In addition to this the generous contributions of Centacare fundraisers, Catholic Charities Appeal, and the Roman Catholic Archdiocese of Adelaide Charitable Trust is most appreciated.



**Lachlan Purves**  
Executive  
Manager



# Domestic Violence and Homelessness Services

The aim to break the cycle of poverty, disadvantage and homelessness became more challenging for families to overcome.



Domestic Violence and Homelessness Services (DVAHS) experienced another year of rising demand for support from women and children experiencing domestic violence.

The year has seen particular challenges for our regional services. Practice strategies have been developed to meet the complex immigration and income status needs of emerging communities of culturally and linguistically diverse women identifying as experiencing domestic violence. Other hurdles in regional services were the accessibility to affordable health care and access to specialists. Unfortunately we have observed women and children not attending health services as they do not have the money to pay for services.

Young people found it increasingly difficult to access affordable housing in our regional areas, with those under eighteen not being able to access private rental and having limited safe options. This is coupled with a lack of drug and alcohol rehabilitation services.

To support us in delivering services to women in regional areas, Australia's National Research Organisation for Women's Safety provided grant funding to Flinders University who partnered with us to further explore women's coping experience in rural areas. The outcomes of this research will be utilised to inform our practice going forward in these communities.

In our programs supporting young families, presenting needs were of increased complexity. The aim to break the cycle of poverty, disadvantage and homelessness became more challenging for families to overcome. Sadly our staff began to see young women entering the service, who were once children themselves attending with their mothers. The importance of breaking the cycle has been more important than ever.

Our services have participated in many rewarding collaborations over the past twelve months. These include Bendigo Bank supporting women with financial matters, assisting women to achieve TAFE accredited cooking skills, support via Backpacks 4 SA Kids to provide children with basic toys and clothing, and our continued support from the Wyatt Trust to provide essential furniture to women fleeing their home.

A benevolent donation to Louise Place to build a nature play space has been accepted gratefully. Staff are passionate and excited about creating a textural space that will support children's development through play and exploration, as well as providing an opportunity for mum's to delight in their children. A kind donation from TRILITY in the Riverland supported us to upgrade our children's play space, providing a safe place for children, in a time of extreme stress for families. The Rural Women's Gathering assisted us in upgrading our emergency accommodation to provide a comfortable and welcoming home. Mumkind have once again supported our families with special packages of care, alongside Essentials 4 Women, supplying essential items that women and children leave behind when they flee a violent situation.

*Finally I would like to thank the staff who have once again worked tirelessly and passionately to support women in extreme circumstances to successfully and safely parent their children. It has been a humbling experience to honour the strengths of these women.*



**Kara Piltz**  
Executive  
Manager



# Family Outreach and Relationship Services

We are proud of our four staff who are now fully certified as trainers in Solution Based Casework.



Family Outreach and Relationship Services (FORS) acknowledges the importance of early intervention and prevention and has taken a collaborative approach to increase the capacity of children, families and communities. Using an evidence based approach we have strengthened our service delivery, at the same time incorporating best practice in the area of community and cultural diversity through a variety of inclusivity projects led by the Counselling Team and the FORS Consumer, Carer and Community Advisory Group.

The Family Dispute Resolution Team and Kids in Focus Team piloted the new Department of Social Services (DSS) Partnership Approach to gather additional data and this has now been adopted by all our DSS programs. Within our Department for Communities and Social Inclusion (DCSI) and Department for Education and Child Development (DECD) programs we have embedded Results Based Accountability and our Communities for Children (CfC) Programs are currently being assessed by the Australian Institute of Family Studies as emerging evidence based programs.

*2016 saw the Nyland Report recommendations, the establishment of the Child Development Council and the appointment of a Children's Commissioner which has created opportunities for the Unit.*

The DECD Family Support Services Framework Review initiated the restructure of our child protection programs including changes to the referral criteria for the Targeted Intervention Service (TIS). In addition to the Specialist Family Preservation Foster Care Service and our newest program, Adolescent Reunification Service, TIS, Reunification and Family Preservation are now stand alone programs providing specialised services meeting community needs.

As part of Centacare's approach to child protection Dr Jackie Amos, highly regarded child and adolescent psychiatrist, joined our Reunification Team as a consultant in Parallel Parent and Child Therapy.

Funding for Kids In Focus based in the North and the Supporting Children and Youth Program at Murray Bridge were both extended this year which ensured ongoing support to children and families.

Our mobile play programs continue to deliver innovative and creative programs to families across Metro Adelaide, Murray Bridge and the Limestone Coast with a strong focus on community development and Agency partnerships. This year we had five additional schools join the National School Chaplaincy Program.

FORS School Counselling Service, Parenting Education and Relationship Education have all seen a continual demand for services and we saw a significant increase in volunteers at the Wandana Community Centre enabling an expansion of the crèche.

Fifteen social work students undertook FORS placements and we are proud of our four staff who are now fully certified as trainers in Solution Based Casework.

Thanks to all our staff and volunteers for another busy and productive year!



**Lisa Osborne**  
Executive  
Manager

# Support Training and Intervention Services

Consumers choose what services they want and who delivers them.



This year has seen some fundamental changes in the way we design and deliver services. Services have been tailored to individual needs as part of preparation for the roll out of the National Disability Insurance Scheme (NDIS). Consumers choose what services they want and who delivers them. This will not only impact on our service delivery but also our staffing models and the marketing of our services. Workers in our current mental health services, Personal Helpers and Mentors, Individual Psychosocial Rehabilitation Support Service, and Accommodation Support Program are assisting consumers to understand, become comfortable with and test their eligibility for the scheme, with the aim of supporting smooth transitions to the NDIS.

After several years at Woodville, headspace has now moved to Port Adelaide. The increase in space and improved location has enabled the service to broaden its service offerings, including various consumer groups and the capacity for a GP service. In the first few months at Port Adelaide, headspace has seen an increase in client numbers, especially walk-ins.

ICAN has continued to deliver quality services for young people who are disengaging from school. Changes this year include the closure of the Renmark site, growth in the Independent Learning Centres and new group programs including an animal wellbeing program.

Towards the end of the year the decision was made to transition three programs, School Assertive Outreach, Reconnect – Mental Health and PACE (Panic, Anxiety, OCD and Eating Disorders) across to Youth and Community Support Services Unit.

Paul Senior resigned from his position as Executive Manager of Support Training and Intervention Services after 12 years in the role. We thank him for his significant contribution to Centacare, its programs and its clients.

*Workers across the unit continue to engage with our community to ensure that our services meet the needs of our clients.*

The Mental Health Consumer, Carer, Community Advisory Committee has continued to support the development of services, having a large role in advising on the NDIS transition. With so many changes happening across the sector to client services delivery and funding models, we have continued our close relationships with the Mental Health Coalition South Australia (MHCSA) and South Australian Network of Drug and Alcohol Services (SANDAS).

It is an exciting time to be supporting clients and ensuring that we can continue to offer good quality client centred services in such a changing landscape.



**Helene Nielsen**  
Executive  
Manager



# Work Ready Training

Our WFD program has assisted more than 30 NFP organisations improve and rejuvenate their premises and grounds.



Over the last 12 months Work Ready Training has successfully hosted 32 Group Based Work for the Dole (WFD) Activities along with 8 individual activities, and now employs 18 staff.

We've continued to foster and strengthen the relationships we've established with many not-for-profit (NFP) organisations over the year, and developed collaborative connections with a number of new ones along the way. Our WFD program has assisted more than 30 NFP organisations improve and rejuvenate their premises and grounds.

Our wood shed activity continues to build kitchens, wardrobes, bedside tables and ad-hoc cabinetry. Our metal shed has expanded on building BBQ trailers, to now building items such as tennis umpire chairs, bowling club shelters, horse lunging rings, general fencing and even art installations for the Charles Sturt Council. Our off-site activities continue to undertake a wide range of general building tasks, including pergola and shed construction, gyprocking, painting, landscaping, paving and tiling. Our sewing activities have proved very popular with 2 activities now running concurrently. As a result, the community has benefited from the large amount of clothing we've been able to donate.

It is pleasing to know the WFD activities we're undertaking for NFP organisations are both beneficial and appreciated.

Organisations we've supported over the past 12 months include Northern Domestic Violence Service, Fairview Animal Shelter, The Scouts, Girl Guides, Vietnam Veterans, XMRC, Charles Sturt Council and many sporting clubs who have received major upgrades to their facilities by our teams.

All of our activities are delivered to the NFP community at no cost.

Whilst it's important to see the improvements achieved for NFP organisations, the positive change in participant's motivation, attitude, socialisation skills and the lift in their self-esteem provides the greatest satisfaction. This also greatly assists their confidence in applying for, and gaining employment.

Because participants experience work-like environments and are provided access to new and relevant skills development opportunities, many gain sustainable employment as a result of participating in one of our WFD activities.

*Our success and growth has largely been due to the dedicated and skilled group of Activity Supervisors we're fortunate to have on the team. As a result, we've become the provider of choice to many Job Active Providers who value the quality and professionalism of our staff and activities.*

Although we've had a busy and successful year, we're aware that changes to the WFD program are imminent in the New Year. Whilst this may affect the number of group based activities we're able to deliver, we remain confident that the program will remain viable, and that we'll be able to explore new opportunities to complement the program.



**Anthony Connelly**  
Manager

# Youth and Community Support Services

...case managers are continually striving for the very best outcome for young people presenting for assistance and support.



During 2016-17 the Youth and Community Support Services Unit (YACSS) developed greater collaboration with our community stakeholders and our services showed flexibility to meet our clients' needs.

Cheltenham Place Individualised Support Program continued to establish itself within the new service model which is now in its second year. This saw an increase of clients engaging with in-home support and group activities to decrease social isolation. Group activities included cooking classes, art and craft, yoga, social events and outings. Cheltenham Place has become a venue for Positive Living SA Women's Group to support women living with HIV.

The Whyalla Generic Homelessness Service (Youth Focus) experienced steady demand across all specialised housing programs. The availability and affordability of private rental options as an exit point remains strong as does demand for the Intensive Tenancy Support Program. The increasing complexity of presentations has seen a growing need for service coordination with service partners to achieve positive outcomes.

The Whyalla Regional Domestic Violence Service experienced increasing demand for Domestic Violence counselling as a result of increasing community awareness. The 2016 White Ribbon Breakfast launched the "Whyalla says No to violence" campaign with the creation of a series of videos. These videos were developed in collaboration with the Whyalla Agencies Promoting Safer Families and are played at the local cinema prior to the main attraction.

We saw a challenging year at Hannah Place with low referrals to the program. With a prescriptive referral pathway the service was not being used to its full potential. A change of contract to open up referral pathways has already seen community

referrals coming through with the service quickly reaching capacity.

In the Outer North Youth Homelessness Service, Barossa and Elizabeth (ONYHS) case managers are continually striving for the very best outcome for young people presenting for assistance and support. With limited housing options, staff use their knowledge and skills to engage the young person in achieving some significant milestones. ONYHS teamed with Hope Central to provide case management support for young men living in a pair of two bedroom semi-detached properties. Hope Central own and lease these properties to young men aged 18-25 so they can live and work on skills required for their future.

*Carlow Place staff have been immersed in Trauma Informed Care training to provide a greater understanding on how trauma affects the young people we work with. Staff have been able to transfer this knowledge into practice which in turn gives the young people living onsite a place to call home.*

Thank you to the Wyatt Benevolent Trust for their continued support to our clients in the form of a Housing Partnership Grant. This grant enables the purchase of a range of household furniture and necessities for our clients, improving their quality of life and ability to leave homelessness. This support is greatly appreciated.

I would also like to take this opportunity to thank the staff in YACSS for their dedication and enthusiasm towards their work. We look forward to continuing this work over the coming year.



**Megan Welsh**  
Executive  
Manager



## Director's Office

Centacare is determined to keep the safety and well-being of children as our primary focus.



This year saw Centacare recognise our rural and regional staff through the holding of our inaugural Rural/Regional Workers Conference. It was held at the Wine Centre and provided a great opportunity for the staff to gather, enjoy high level presentations and share experiences. The expertise and stories were encouraging for all. The rural conference was part of Centacare's program of high quality training and support for its staff. This was also evidenced in the Staff Information and Resource Expo held in July 2016 and our ongoing commitment to comprehensive Induction and online and face-to-face training programs.

Once again Centacare highlighted its commitment to Child Protection with our annual morning tea. This year it was a marquee event held in the Mary MacKillop Plaza, with our theme being Children are Our Treasures. Through our work with children, we are aware that the nurturing and safety of our most vulnerable little people is something that many in our community are struggling with. Centacare is determined to keep the safety and well-being of children as our primary focus.

Centacare's partnership with the Port Adelaide Football Club in the delivery of the Power to End Violence Against Women Program run in secondary schools is continuing for another three years. Several hundred young male students in years 9 and 10, participate in this program, which is facilitated by players and staff from the Power Community Ltd.

Centacare has begun a research partnership with Flinders University to research and evaluate several areas of our work and its efficacy. The first project will be our Domestic Violence School program with Port Adelaide Football Club. A research project team and steering committee has been established and we look forward to several years of discovery with Flinders University.

We are proud to have launched our Reconciliation Action Plan at our Staff Expo this year with the support of our Aboriginal Leadership Committee. This group of valued Aboriginal staff, continue to be an important group within Centacare. Their cultural influence, under the leadership of Centacare's Manager for Aboriginal Services, is something we as an organisation continue to draw upon.

Our Aboriginal Cultural Awareness programs are at the centre of our commitment to Reconciliation. These are facilitated from the Otherway Centre, our Aboriginal Catholic Ministry, with the highlight being the smoking ceremony held in the Otherway Centre Chapel at the beginning of the program.

*Our team of volunteer workers allow us to offer enriched services to our client group and we are, as always, grateful for their generosity. 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 acknowledge the vital support we receive from the Roman Catholic Church Archdiocese of Adelaide Charitable Trust in making available the Kolbe and Yoorana properties, the financial support of the donors to Catholic Charities, corporate and school sponsors, and the generous individuals who raised funds through the Kokoda, Sky Diving and Ten Peak Challenges.



**Pauline Connelly  
& Bernie Victory**  
Assistant  
Directors

## Corporate Services

# Catholic Safety Health and Welfare SA

During 2016-17 CSHW SA made 350 visits to worksites and delivered 75 training sessions.



Catholic Safety Health & Welfare SA (CSHW SA) continues to be a Shared Service of the Catholic Church in South Australia and is located in the Corporate Services Unit of Centacare Catholic Family Services.

The Catholic Church Endowment Society (CCES) Self Insurance Registration is currently mid-way into a 4 year renewal period and continues to improve the safety system for all who work and visit the Church's worksites. The focus of work for CSHW SA has been the maintenance and implementation of the Church's Safety Management System.

Key priorities during 2016-17 have been to increase the Work Health and Safety (WHS) knowledge of our workers, to spread WHS information further in our organisation and to identify areas that may present a potential risk to workers, such as psychological injury, hearing impairment and slips, trips and falls.

Within the Centacare Registered Training Organisation (RTO), CSHW SA have commenced the delivery of Certificate IV in Work Health & Safety (WHS). This National Qualification provides information and knowledge of WHS principles, so that learners can enhance their WHS practice and skills in their current role and provide future employment opportunities.

CSHW SA staff have also delivered Units of Competency in other qualifications offered by the Centacare RTO and 3 staff continue to facilitate lectures and tutorials for the University of South Australia, School of Management, Business School.

A new CSHW SA website was launched in February 2017 along with printed materials to spread the health and safety message. A step into the social media area also occurred at this time, with CSHW SA releasing a Facebook Page, which enables the dissemination of information to a wider audience within the Church.

During 2016-17 CSHW SA made 350 visits to worksites and delivered 75 training sessions. Consultation and collaboration has been active with the Department of Education & Child Development, SafeWork SA, Return to Work SA and worker representative organisations.

*CSHW SA have continued to monitor safety performance in Centacare by conducting safety audits and inspections, delivering training and tracking trends in injury causation.*

The main causation of injury this year continues to be falls at the same level followed by hitting an object with the body. Safety performance in Centacare during 2016-17 has seen an increase in performance with an average of 26 days each month being injury free.



**Kathy Grieve**  
Executive  
Manager



# Communications Office

The website's key features make it easy for NDIS participants to find what they need and where, quickly and easily.



We have worked hard to consolidate Centacare's public profile, with a focus on generating quality content and media coverage across a broad range of issues.

Continuing improvements are being made to the website to highlight our role in the South Australian community, latest news, our services, careers, events and community partnerships.

A new NDIS-focussed website has been launched to provide an electronic gateway to Centacare's disability and psychosocial supports. The website's key features make it easy for NDIS participants to find what they need and where, quickly and easily.

We continue to build strong relationships with key print, electronic and sector media to deliver targeted messages and obtain positive, accurate and varied news coverage.

Led by Director Dale West, Centacare staff were regularly sought for in-depth analysis of issues impacting our work in homelessness, domestic violence, child protection, parenting, youth and community services, drugs and alcohol, disability and mental health services.

In addition to news coverage, Centacare employees have been featured in The Advertiser's Career One lift-out and SA Business Journal.

*Several local stories have attracted significant national press and television coverage this year which has positioned the organisation as a leading voice in community service provision, both here and interstate. Demand for content by regional media remains strong.*

Assistant Director Pauline Connelly has continued to consolidate her profile on ABC Adelaide with fortnightly segments on Sonya Feldhoff's afternoon program. Pauline's insight regularly results in extended news coverage by ABC journalists and other media.

Social media continues to be a valuable tool. We are increasing our monthly reach and engagement through regular and diverse posts on Facebook and Twitter, including written, video and audio material. Our focus is on generating original content, and at all times remaining true to our core mission, values and social justice objectives.

Using social media to activate news campaigns and increase awareness of issues has helped to grow community partnerships, especially in regional South Australia, with information regularly shared between service providers, schools, and other community organisations.

In partnership with Port Adelaide Football Club, Centacare continues to influence young men about respectful relationships, through the Power to End Violence Against Women Program.

In addition to affecting positive change in the classroom, the program is driving community awareness of domestic violence. It is a privilege to work with Power Community Ltd and the playing group who continue to demonstrate their commitment to standing up against violence towards women and children. This year, the program has been featured on Today Tonight twice and in three films produced by the Club.

Communications continues to handle many writing and editing assignments, including media releases, opinion pieces, program reports, marketing materials and public presentations. The office also provides strategic advice and media training.



**Elizabeth Rowe**  
Communications  
Manager

## Corporate Services

# Information Technology (IT) and Infrastructure

New IT Infrastructure, fibre internet and a Skype for Business phone system were implemented.



The past year has been another busy year for the Infrastructure team with the completion of five major projects.

*A major undertaking was the move of all corporate staff from Fennessey House into bright and functional new offices on the first floor at 45 Wakefield Street. New IT Infrastructure was installed to ensure that all staff had the resources required for a smooth transition.*

With the move from Fennessey House, new meeting rooms were built to accommodate meetings, Inductions and training for Centacare Staff and external organisations. The meeting rooms features state-of-the-art communication and audio visual resources.

The Port Adelaide headspace office had a completely new office fitout with a modern fresh feel.

New IT Infrastructure, fibre internet and a Skype for Business phone system were implemented.

Kolbe Cottage, used by Disability Services respite and day-options programs, also had a major upgrade which included new bedrooms, bathrooms and living areas.

Centacare IT staff planned and executed the transfer of the Adelaide Archdiocese to come under the Centacare IT umbrella. Centacare IT now supports the Adelaide Archdiocese with all their Information Technology and communication requirements.

An important focus has been around Cyber Security with new hardware and software installed and configured to increase the security of all Centacare computers and IT systems. New policies and procedures were developed as well as Information Security Awareness training successfully being rolled out to all staff.

The Workers Safety Application was again an integral part of our outreach workers routine. Workers recorded 15,300 home visits to clients using the application during the reporting period. The application was again successful in maintaining the safety of Centacare Outreach staff.

The IT department recorded over 3600 Help Desk tickets and 600 Maintenance tickets which were responded to in a timely and professional manner.

IT and Infrastructure staff have continued to provide services to other organisations including Catherine House, Otherway Centre, Adelaide Cathedral Parish and the Catholic Diocesan Centre. The team now supports the operation of 135 virtual and physical servers as well as 240 mobile devices and 800 desktops.

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



**Dominic Reppucci**  
Executive Manager



# Systems Improvement Unit

...we successfully maintained national accreditation against the Quality Improvement Council (QIC) Health and Community Services Standards...



Centacare undertook its sixth external Quality Accreditation Review toward the end of 2016. The Systems Improvement Unit (SIU) worked in collaboration with managers and staff over the last three years to prepare for the review, and as a result we successfully maintained national accreditation against the Quality Improvement Council (QIC) Health and Community Services Standards for a further three years. Significantly, we received exceed ratings against seven of the QIC Standards.

*The result gives our clients, funders' and other stakeholders' confidence in Centacare as a provider of choice for high quality services to the community. It is also an acknowledgement of the efforts of all staff within Centacare who embrace the culture of quality and continually strive to ensure our clients are at the centre of everything we do.*

The accreditation was also significant because it was the final accreditation for the Unit Executive Manager Jenny Hanlon. Jenny began her career at Centacare in 1994 and retired in July 2017. Over her 23 years with Centacare, Jenny played a pivotal role in ensuring that as the organisation grew, our systems evolved accordingly to cater for the growth. Jenny leaves a lasting legacy, one the Unit will continue to build on moving forward.

Throughout 2017 the SIU team worked to facilitate policy and procedure development and review, including managing legislative compliance. This continues to be a collaborative effort, not only involving various quality forums and our Consumer, Carer and Community Advisory Groups, but also valuable input from staff members from across our diverse services.

The team has been working on a number of other projects that are both challenging and interesting. This included preparation for our first assessment against the National Standards for Mental Health Services and the implementation and on-going development of SurveyGizmo. SurveyGizmo is an advanced online survey software tool that allows us versatility and flexibility in gathering and analysing feedback from internal and external stakeholders.

The team is also now responsible for the management of our online training platform, provided by e3Learning. We are currently implementing upgrades to the system which will further enhance and consolidate organisational training opportunities and streamline training related processes.

We are looking forward to continuing on our quality journey and working with all staff to ensure we remain a quality, client focused organisation.



**Susan Thomson**  
Executive  
Manager

# Finance and Administration

The Accounting team are always striving to further improve our business processes and services.



The 2016-17 financial year has been another year of steady growth for Centacare Catholic Family Services. As in previous years this growth stems from successful tendering for grant based service delivery programs. Additional programs during the financial year include the Supporting Sole Parent Program and Adolescent Reunification. The funding model for the new Adolescent Reunification program represents a turning point in the way government supports NGOs in the delivery of human services. Funds are provided according to milestones or outcomes achieved rather than quarterly grant funds paid in advance. The National Disability Insurance Scheme (NDIS) also continued to rollout over the year across Centacare's disability area and will be ongoing into 2017-18, followed by mental health related funding into 2017-18 and beyond.

The year was also marked by a lift in capital projects and investment with headspace Woodville moving to new offices in Port Adelaide, Fennessey House staff moving to new offices on Level 1 and new conference rooms on Level 2, 45 Wakefield Street. The greatest infrastructure improvement however, came from the redevelopment of the Kolbe Cottage respite service and Centanet day options service at Plympton. Kolbe and Centanet have supported our disability services clients and families for several decades and is now well placed to continue for many more.

The Accounting team are always striving to further improve our business processes and services. During the year significant improvements have been implemented to the financial systems including reporting improvements to the Finance One software. These changes allow the efficient capture and reporting of quality data to our stakeholders. Accounts Payable automation is on the agenda for 2017-18 to assist with tracking invoices and reducing paper and time in the payments process. NDIS funds

claiming and invoicing also represented a marked increase in workload for the team.

Our Payroll team has increased efficiency during the financial year. Improvements to the HRIS and payroll system continued with further projects planned into the following year. The large majority of Centacare staff have enjoyed pay increases due to the Equal Remuneration Order (ERO). The ERO will continue to improve the pay scale of the Social, Community, Home Care and Disability Services Industry Award until 2020.

Our Software Solutions team has achieved exceptional improvements in functionality with Centacare's SharePoint environment and Penelope Case Management software. The team works closely with the Accounting team to develop data warehouses combining case management, financial and payroll data, utilising reporting tools and dashboards for management information, as well as reporting staff KPIs and automation of quarterly service reporting to our funders.

*Centacare now operates over eighty programs from five service delivery units across metropolitan and regional South Australia. Annual turnover has increased to reach \$44.7M, a change of 4.4% compared to the previous financial year.*

The financial outcome for Centacare for the 2016-17 financial year resulted in an operating surplus of \$800,081. Total equity increased to \$6.3 million on a total asset base of over \$14 million.

KPMG audited Centacare's general-purpose financial report and provided an unqualified audit report for 2016-17.



**Damien Hern**  
Executive  
Manager



# Financials 2016-2017

The financial outcome for Centacare for the 2016-17 financial year resulted in an operating surplus of \$800,081.



Balance Sheet	2017	2016
<b>CURRENT ASSETS</b>	\$	\$
Cash and Cash Equivalents	1,007,359	2,545,365
Investment	5,000,000	5,000,000
Trade and Other Receivables	2,243,954	2,194,902
<b>TOTAL CURRENT ASSETS</b>	<b>8,251,313</b>	<b>9,740,267</b>
<b>NON-CURRENT ASSETS</b>	\$	\$
Property, Plant and Equipment	5,763,133	4,325,361
<b>TOTAL NON-CURRENT ASSETS</b>	<b>5,763,133</b>	<b>4,325,361</b>
<b>TOTAL ASSETS</b>	<b>14,014,446</b>	<b>14,065,628</b>
<b>CURRENT LIABILITIES</b>	\$	\$
Trade and Other Payables	1,274,609	1,019,287
Current Provisions	4,334,656	4,128,725
Revenue Received in Advance	840,622	2,916,863
<b>TOTAL CURRENT LIABILITIES</b>	<b>6,449,887</b>	<b>8,064,875</b>
<b>NON-CURRENT LIABILITIES</b>	\$	\$
Non-Current Provisions	385,788	384,850
Borrowings	854,049	91,262
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>1,239,837</b>	<b>476,112</b>
<b>TOTAL LIABILITIES</b>	<b>7,689,724</b>	<b>8,540,987</b>
<b>NET ASSETS</b>	<b>6,324,722</b>	<b>5,524,641</b>
<b>EQUITY</b>	\$	\$
Reserves	848,603	848,603
Accumulated Surplus	5,476,119	4,676,038
<b>TOTAL EQUITY</b>	<b>6,324,722</b>	<b>5,524,641</b>

Financial Summary	2017	2016
<b>REVENUE</b>	\$	\$
Government Grant Revenue	31,993,044	31,728,808
Other Grant Revenue	1,996,593	1,350,845
<b>TOTAL GRANT REVENUE</b>	<b>33,989,637</b>	<b>33,079,653</b>
Fee for Service Revenue	5,890,031	6,011,008
Other Revenue	4,464,654	3,407,199
Interest Revenue	199,917	185,302
Gain on Disposal of Assets	154,632	124,012
<b>TOTAL REVENUE</b>	<b>44,698,871</b>	<b>42,807,174</b>
<b>EXPENSES</b>	\$	\$
Employee Benefits Expense	32,775,579	31,595,895
Depreciation Expenses	991,122	1,013,895
Accommodation / R&M Expenses	2,173,890	1,993,085
Motor Vehicle Expense	2,069,962	2,298,357
Operating Expenses	2,675,821	2,604,275
Other Expenses	3,212,416	2,710,638
<b>TOTAL EXPENSES</b>	<b>43,898,790</b>	<b>42,216,145</b>
<b>SURPLUS</b>	<b>800,081</b>	<b>591,029</b>

# QUICK FACTS



**Centacare**  
Catholic Family Services



*clients supported*

**32,643**



**7%**  
INCREASE



**51%**  
INCREASE

**507** *staff*

**98** MALE  
**409** FEMALE



**375** FULL-TIME  
EQUIVALENTS



**45** YEARS  
AVERAGE AGE



**5.6** AVERAGE YEARS  
OF SERVICE



**543**  
VEHICLES  
UNDER  
MANAGEMENT

**%**

**1.28**  
CURRENT RATIO  
ASSETS V  
LIABILITIES



**95** STAFF JOINED



**111** STAFF LEFT

**2016**  
**2017**



INCOME (\$M) **44.7**

NET ASSETS (\$M) **6.3**

ANNUAL PAYROLL (\$M) **32.8**



# Service Summaries

Significantly we received exceed ratings against seven of the QIC Standards.



Disability Services			
Program Name	Services Offered	Client Group	Location
Auricht House Day Options	Assistance with social and community participation, operating from a centre based site.	Clients with an intellectual disability who have left school and have funding for Day Options.	Northern Region
Barker House Supported Accommodation Service	Assistance with daily life. Supported accommodation in a duplex home to two young men with disabilities.	Children/adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Metropolitan Adelaide
Centanet Day Options Service	Assistance with social and community participation, operating from a centre based site.	Clients with an intellectual disability who have left school and have funding for Day Options.	Metropolitan Adelaide
Elanora House Supported Accommodation Service	Assistance with daily life in shared supported accommodation in a duplex home to four young men with disabilities and health care needs.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Whyalla Region
Independent Living Program	Assistance with daily life for individuals with an intellectual disability to receive in-home support while living in their own choice of accommodation.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Whyalla Region
Joseph Place Supported Accommodation Service	Assistance with daily life in shared supported accommodation in a duplex home to four young men with disabilities and health care needs.	Children/adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Northern Region
Karinya Cottage Supported Accommodation Service	Assistance with daily life. Supported accommodation to three adults with intellectual and physical disabilities.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Whyalla Region
Kolbe Cottage Respite Service	Provides short term accommodation and assistance at Kolbe Cottage for children and adolescents with an intellectual disability. Stays include weekend and school holiday respite with a focus on social and community development.	Children and adolescents between 5-18 years of age with an intellectual disability. Individuals must be registered with the Department for Communities and Social Inclusion or have National Disability Insurance Scheme funding.	Metropolitan Adelaide
Lara Cottage Supported Accommodation Service	Assistance with daily life. Supported accommodation to four women with intellectual and physical disabilities.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Metropolitan Adelaide
Lumiere Supported Accommodation Service	Assistance with daily life. Supported accommodation to four women with intellectual and physical disabilities.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Metropolitan Adelaide

## Disability Services (continued)

Program Name	Services Offered	Client Group	Location
Northern Respite Service	Provides short term accommodation and assistance at Auricht House for adults with an intellectual disability. Stays include sleep overs, camp weekends, meals out, social interactions and community activities.	Adolescents and adults between 13-40 years of age with an intellectual disability. Individuals must be registered with the Department for Communities and Social Inclusion or have National Disability Insurance Scheme funding.	Northern Region
Sanctus House Supported Accommodation Service	Assistance with daily life. Supported accommodation in neighbouring Julia Farr Houses to five adults with intellectual and physical disabilities and multiple health care needs.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Southern Region
Tamana House Supported Accommodation Service	Assistance with daily life. Supported accommodation to five individuals with intellectual and physical disabilities.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Whyalla Region
Xavier House Supported Accommodation Service	Assistance with daily life. Supported accommodation to three adults with varying levels of intellectual, physical and mental health needs.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Northern Region
Yoorana Respite Service	Provides short term accommodation and assistance and overnight respite for adults with an intellectual disability.	Adults with an intellectual disability. Some emergency referrals from Department for Communities and Social Inclusion.	Metropolitan Adelaide

## Domestic Violence and Homelessness Services

Program Name	Services Offered	Client Group	Location
Coolock House	24 hour supported accommodation, emergency crisis accommodation, outreach housing program.	Women up to 25 years of age, who are pregnant and/or parenting, and their children, who are homeless or are at-risk of homelessness.	Southern Metropolitan Area
Findon Family Housing	Supported accommodation, case management support, advice and advocacy towards pregnancy and parenting.	Young families up to 25 years of age. Agency or self-referral.	Western Suburbs
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 as a result of domestic violence.	Limestone Coast Region
Louise Place	Support, accommodation, education, future planning and preparation for independent living.	Onsite support and accommodation provided to young women 18 years of age 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 and outreach housing program.	Young women up to 25 years of age who are pregnant and/or parenting, and their children who are homeless or are at-risk of homelessness.	Inner Northern, Western and North East Metropolitan Area
Murray Mallee Adelaide Hills Domestic Violence Service	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 as a result of the domestic violence.	Murray Mallee and Adelaide Hills Regions
Riverland Domestic Violence Service	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 as a result of the domestic violence.	Riverland



## Family Outreach and Relationship Services

Program Name	Services Offered	Client Group	Location
Bilby Bus Intensive Supported Playgroup Program	A mobile playgroup providing parenting support, child development support, education, advocacy and referral.	Vulnerable families with children 0-5 years of age.	Metropolitan Area
Counselling Services	Counselling for the individual, couple, family and children with a strong emphasis on safe and respectful family interactions while maintaining a child focus and child inclusive approach. Family members who are separating can also access support through Family Law Counselling.	Families, individuals, children and youth.	Metropolitan Adelaide, Murray Mallee, Southern Regional and South East Region
Dad's Business	Support for fathers and families including play sessions, antenatal and information sessions, community events and parent education.	Fathers with children 0-12 years of age.	Playford Area
Families and Fathers Support Program	Seeks to build men's capacity within their families so their experience of fatherhood is enriching for both themselves and their families. Also builds strong relationships with other services and community in order to support men and families in various settings.	Fathers and families with children 0 – 12 years of age.	Murray Bridge and Callington Areas
Family Connections Program	Families are engaged in a relaxed and friendly environment through free fun and educational play experiences such as playgroups, parent groups, workshops, family activities, peer groups and events.	Families with children 0-12 years of age.	The South East via Mount Gambier, Millicent, Penola and the Wattle Range Area
Family Dispute Resolution Services	Assists couples and family members who are separating or separated to resolve issues in dispute such as parenting, care and property arrangements. Child focused and child inclusive supported approach.	Separating couples. Self-referral or the courts/lawyers.	Metropolitan Adelaide, Murray Mallee and Southern Regional Areas
Family Mental Health Support Service - Supporting Children and Youth (SCY)	Works with children and young people who are showing early signs or are at risk of developing mental illness, to improve their wellbeing and enable them to better participate in their communities to reach their full potential.	Children, young people and their families or carers.	Murray Bridge and Mallee Areas
Family Preservation 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 SA Department of Child Protection only.	Metropolitan Adelaide
Kids in Focus	Therapeutic parenting interventions, case management, outreach, referrals and some group work.	Parents or primary caregivers with alcohol and/or other drug issues.	Northern 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 young babies at risk/experiencing pre and postnatal depression or other mental health issues, and 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 of age.	Southern Suburbs
National School Chaplaincy	Aims to support schools in promoting the wellbeing of students. The program is in collaboration with existing wellbeing services provided within the school community.	Available to DECD schools.	Metropolitan Adelaide and Regional Areas
Po:rlar Ka:ngkun Tainkuwalun (PKT) - Journey to Learning	PKT is a family focused outreach service that provides opportunities in a non-threatening environment for Aboriginal families/ caregivers to learn about children's physical, intellectual and emotional development and the role it plays in school readiness.	Aboriginal families with children 0-6 years of age.	Murray Bridge and Coorong Areas
Regional Family Dispute Resolution Services	Assists couples and family members who are separating or separated to resolve issues in disputes such as parenting, care and property arrangements. Child focused and child inclusive supported approach.	Separating couples. Self-referral or the courts/lawyers.	Mount Gambier

## Family Outreach and Relationship Services (continued)

Program Name	Services Offered	Client Group	Location
Relationship Education	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)
Reunification Service	Intensive therapeutic intervention with families; individualised work with families to meet their holistic needs.	Children under age of 18 and their families. (Referrals from DCP only)	Metro Wide
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
Specialist Family Preservation Foster Care	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 0–12 years of age placed under the Custody or Guardianship of the Department of Child Protection.	Metropolitan Area
Sole Parent Program (Commenced Sept 2016)	Provides workshops and classes with a range of self-development and parenting topics. Confidential counselling and art therapy available to adults and children. Play therapy also available for children.	Sole parents and their children.	North Eastern Suburbs (conducted at Wandana Community Centre)
Sun Dancing - Child Sexual Abuse Counselling	Provides specialised counselling, assessment, referral and advocacy for families, parenting support and education.	Families with children up to 18 years of age 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
Wandana Community Centre	Provides a range of social, educational, recreational and community services including a Family Support Program for families from diverse backgrounds	Local community of all ages and from all backgrounds.	North Eastern Suburbs





## Support Training and 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 and Statewide
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 up to 25 years of age at risk of suicide or self-harm. Organisations and professional teams.	Metropolitan Adelaide
Comorbidity Project	Working alongside an existing worker, provides a specialist brief intervention to clients who have complex co-occurring mental health and Alcohol & Other Drug (AOD) issues. Primary consultations can also include attendance at case conferences and appropriate referrals to relevant agencies.	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 Services	Support includes family work, education, individual counselling and in home detoxification.	Families of, and young people 10-30 years of age with a substance use issue.	Outreach service in Metropolitan Adelaide
headspace	headspace Port Adelaide is a free mental health service for young people and their families and can help with; mental health, general health, relationship support, alcohol and other drug services, education, employment and training.	Young people aged from 12-25 years of age and their families.	Port 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 of age or young women up to 25 years of age 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
Integrated Youth Substance Misuse Service (IYSMS)	Provision of residential rehabilitation services, sobering up services and outreach counselling and support services.	Young people 12-25 years of age with a substance abuse disorder from across South Australia.	Metropolitan Adelaide and regions
Mental Health Rehabilitation Services	One on one support to identify needs and/or strengths to develop own goals.	Adults living with a mental illness. Referred to services by Mental Health.	Inner and outer Southern Areas
Panic Anxiety, Obsessive Compulsive and Eating Disorders Service	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.	People 16 years of age and over, whose ability to manage their daily activities is severely limited by mental illness.	Northern Suburbs and Murray Mallee Area
Police Drug Diversion Initiative (PDDI)	The Police Drug Diversion Initiative (PDDI) diverts people detected by the police for simple possession drug offences to a health intervention instead of the justice system.	Individuals who are referred directly from SAPOL.	Metropolitan Adelaide and Riverland, Murray land and Limestone Coast Regions
Reconnect Mental Health Service	Therapeutic interventions include assessment, counselling, family work, referral and consultancy.	Youth 12-18 years of age 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 of age who are homeless or at risk, wanting to maintain education or further training.	Metropolitan Adelaide

## Work Ready Training

Program Name	Services Offered	Client Group	Location
Work Ready Training	Provides the community with access to relevant 'work like' training opportunities, with the objective of developing employability skills and assisting clients to improve their overall work readiness.	Registered jobseekers who are in the Work For the Dole phase.	Metropolitan Adelaide

## Youth and Community Support Services

Program Name	Services Offered	Client Group	Location
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
Cheltenham Place - Individualised Support Program for people living with HIV	Outreach support, respite accommodation, information and advocacy.	People who are HIV positive and their carers.	Eastern Adelaide
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
Outer North Youth Service	Information, advocacy, supported and emergency accommodation.	Young people 16-24 years of age who are homeless or at risk of homelessness. 15-18 years at the residential facility Carlow Place.	Playford, Gawler and Barossa Areas
Whyalla Generic Homelessness Service (Youth focus)	Provides supported transitional and crisis accommodation and other related services including information, advocacy and referral to individuals, couples and families who are homeless or at risk of homelessness.	All people including families who are homeless with a focus on young people under 25 years of age.	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 who may be homeless or at risk of homelessness.	Whyalla Region





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## MALVERN (CHELTENHAM PLACE) HIV SERVICES

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## MORPHETT VALE

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## MORPHETT VALE – COOLOCK HOUSE

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## MOUNT GAMBIER – LCDVS

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## WHYALLA

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## Centacare

## General Enquiries:

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

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

Locations current at publication November 2017



# Centacare

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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.

