



# Centacare

## 2009-10 Annual Report

Centacare Catholic Family Services | Archdiocese of Adelaide

# Service Structure

Dale P West – DIRECTOR

Bernie Victory & Pauline Connolly – ASSISTANT DIRECTORS

## SERVICE DELIVERY

Megan Welsh	Paul Senior	Lachlan Purves	Robert Cox	Elizabeth O'Connor	Kirsty Drew	Dale West (acting)
Domestic Violence & Homelessness Services	Support Training & Intervention Services	Disability Services	HIV Services / Afghan Settlement Services	Family Relationship Services	Family Outreach Services	ASK Employment & Training Services
<ul style="list-style-type: none"><li>• Louise Place</li><li>• Youth Services Elizabeth</li><li>• Youth Services Barossa</li><li>• Adelaide Hills/Murraylands Domestic Violence and Homelessness Services</li><li>• Riverland Domestic Violence Service</li><li>• Limestone Coast Domestic Violence Service</li><li>• Youth Services Whyalla</li><li>• Elouera Women's &amp; Children's Service</li><li>• Coolock House</li><li>• Malvern Place</li><li>• Ex-Custodial Housing Program</li><li>• Women's Supported Housing Program</li></ul>	<ul style="list-style-type: none"><li>• Mental Health Rehabilitation Services</li><li>• Reconnect Mental Health</li><li>• Student Matters</li><li>• EDDIT</li><li>• ASCEND Suicide Prevention</li><li>• Navigate</li><li>• ACCESS-OCAR – Employee Assistance Programs</li><li>• Registered Training Organisation</li><li>• Centacare Drug &amp; Alcohol Services</li><li>• Innovative Community Action Networks (ICAN)</li><li>• Centacare Mentoring Services</li><li>• Personal Helpers &amp; Mentors</li></ul>	<ul style="list-style-type: none"><li>• Northern Respite Services (Auricht House)</li><li>• Kolbe Cottage Respite Services</li><li>• Centanet Day Options</li><li>• Lara Cottage Accommodation Service</li><li>• Lumiere Accommodation Service</li><li>• Yoorana Respite Service in conjunction with Minda Inc</li><li>Whyalla Services<ul style="list-style-type: none"><li>• Independent Living Program</li><li>• Karinya Cottage Accommodation Service</li><li>• Tamana House Accommodation Service</li></ul></li></ul>	<ul style="list-style-type: none"><li>• HIV Services (Cheltenham Place)</li><li>• HIV Education</li><li>• Afghan Settlement Services</li></ul>	<ul style="list-style-type: none"><li>• Family Relationship Education &amp; Skills Training</li><li>• Men &amp; Family Relationship Services</li><li>• Family Relationship Counselling</li><li>• Natural Fertility Services</li><li>• Parenting Peer Support</li><li>• Walking Together</li><li>• Family Wellbeing Support</li><li>• School Counselling</li><li>• Family Dispute Resolution</li><li>• Regional Dispute Resolution</li><li>• Wandana Community Centre</li><li>• Early Intervention Services</li><li>• Family Support Drought Response Team</li><li>• Intensive Support Playgroups (Aboriginal)</li><li>• Valuing Fatherhood</li><li>• Keeping Children Connected</li></ul>	<ul style="list-style-type: none"><li>• Northern Parent Resource Program</li><li>• Child Sexual Abuse Counselling</li><li>• Family Counselling Team</li><li>• Parent Education/Family Zone Hub</li><li>• Wodli – HOME Advice</li><li>• Reunification Service</li><li>• Intensive Family Intervention Services</li><li>• Northern Playgroups</li><li>• Bilby Bus</li><li>• Little Engines</li><li>• HAPPI</li><li>• Mobile Family Connections</li><li>• Targeted Early Intervention Services</li><li>• Building Family Opportunities</li></ul>	<ul style="list-style-type: none"><li>• Job Services Australia, Salisbury</li><li>• Job Services Australia, Gilles Plains</li><li>• Job Services Australia, Elizabeth</li></ul>

## CORPORATE SERVICES

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

# Contents

---

<b>02</b>	Who We Are
<b>03</b>	Strategic Directions
<b>04</b>	Director's Report
<b>05</b>	ASK Employment and Training Services
<b>06</b>	Disability Services
<b>07</b>	Domestic Violence and Homelessness Services
<b>08</b>	Family Relationship Services
<b>09</b>	HIV Services / Afghan Settlement Services
<b>10</b>	Support Training and Intervention Services
<b>11</b>	Family Outreach Services
<b>12</b>	Corporate Services
<b>14</b>	Finance and Administration
<b>16</b>	Service Summary

[inside front cover](#) Service Structure

[inside back cover](#) Contact Us



**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.

*We strive to support people in our community who have been marginalised and who are experiencing hardships and challenges in their lives. This support will always occur regardless of race, economic circumstance, sexual preference, religious belief or ethnic background.*

## How we are structured

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

## Our purpose

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

## Our vision

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



## Our values

We acknowledge the Catholic Social Teaching principles of:

- **Dignity of the Human Person**  
We uphold the dignity of our clients regardless of disability, age, poverty or race.
- **Community and the Common Good**  
We believe every social group must take account of the needs and legitimate goals of other groups, and that sustaining society is both a right and an obligation.
- **Dignity of Work**  
We believe a person has a right to productive work, a just wage and to form and join unions.
- **Option for people in our communities experiencing poverty, powerlessness and vulnerability**  
We believe for justice to be upheld, we must become compassionate voices in action for all.
- **Solidarity**  
We believe all humankind is interdependent, that we need one another and that we are called to stand with the powerless and the poor.
- **Subsidiarity**  
We believe whatever can be done at the local or grass roots level should be done at that level and not subsumed by higher authority.
- **Care of God's Creation**  
We believe the earth is a gift, and as stewards and trustees we have a responsibility to care for and share what the earth offers, and give back to the earth what we take from it.

We also continue to adhere to our organisational values of:

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







#### Targeting growth by:

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

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

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

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

- Ensuring all staff are able to articulate the scope of our work, and the values that underpin that work.
- Striving to use formal structures and workforce campaigns to maximise remuneration to staff in a responsible manner.
- Providing high quality and targeted training opportunities.

- Ensuring adequate supervision, mentoring and induction to allow staff to perform their duties at the highest standard.
- Facilitating the clear transmission of information, feedback and decision making, through the establishment of efficient knowledge management systems.

#### Sustaining leading performance by:

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

#### Working towards achieving cultural competency by:

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

# Director's Report



*"Centacare acknowledges Aboriginal peoples past, present and future as the traditional custodians of the land and recognises the right of Aboriginal peoples to self-determination... Centacare acknowledges there have been Church based policies and practices that have resulted in subsequent injustices, disempowerment of and disadvantage to Aboriginal people."* Centacare Catholic Family Services Reconciliation Statement 2010.

The year that was 2009-10 had many challenges for us to meet, but our greatest achievement was the launch of our Reconciliation Statement, which followed two years of consultation and reflection. Our next challenge is to continuously live it!!

As is our practice, the following pages describe our work with the South Australian community, through the eyes and keyboards of our Executive Managers.

Challenges they face daily include matching the resources we have with the staff we employ to most effectively and efficiently meet the increasing needs of clients and customers who seek our support.

It was once asked "how hard can it be to get government money, spend it and break even?" Safe to say that the questioner was not an Executive Manager in a Human Service Organisation.

Thank you to all our Staff Members. Some have endured the stress of employment uncertainty in the reality of short term funding and re-tendering, while many have served our clients for many years.

In combination we have been able to provide quality services that meet the expectations of our funders and for the majority, the needs of our clients.

Thank you also for those Staff members who ensure the business strength required to be viable in our future is excellently managed.

We are always grateful to all Governments for their support of our work and believe that our partner relationships are increasingly respectful. The stronger our relationships with Government, the better it will be for our clients.

The guidance of Archbishop Philip Wilson and Mons David Cappel has been crucial in ensuring we are true to our Catholic Social Teaching Principles and continue to develop and implement their practical expression. Thank you to them and the members of the Executive of the Curia for their important support.

Our "Meeting the Challenge" theme seems as relevant now as it was when we embraced it ten years ago. Over that time we have significantly increased the range and volume of our service delivery capacity. Sadly though, the complexity and volume of needs for people in our community continues to grow.

In that context, we continue to advocate for services that are designed to prevent the breakdown of family life and community structures aware that, for government, it is politically expedient to be seen to repair what is broken.

Our belief in, and adherence to the principles of Catholic Social Teaching, will ensure that we continue to support each individual we engage with, ever mindful that what we do can be vital for them. We look forward to continuously improving the ways we use our resources to optimise that support.

**Dale P West**, Director



# ASK Employment and Training Services



Our new Job Services Australia Contract (JSA) commenced on 1st July 2009, and we had the challenge of establishing two new sites and continuing with one that has been a part of ASK Employment and Training Services (ASK) for many years.

Our existing site at Gilles Plains started the year strongly and continued to improve! By the end of the financial

year we had achieved five star ratings across all the government measures for Gilles Plains.

At Salisbury and Elizabeth it required several months to establish our offices, employ some new staff to work with others who had continued with us and build relationships with the local stakeholders. Thank you to Centacare's IT and Infrastructure Team for their tireless work in ensuring we were open for business on time.

By January it was clear that the hard work of all our staff had seen the new sites performing well above expectations. It was also emerging that our viability was improving and the financial projections from the modeling of our administrative staff indicated we were on the right track.

When the interim star ratings were provided to us at the end of March, we had achieved an overall indicative five star rating across our Employment Services Area (ESA).

It was no surprise then, that in the first public release of star ratings we received a strong four star rating across the ESA. Department of Education, Employment and Workplace Relations (DEEWR) recognised, in particular, the strength in our work with stream four job seekers, as we were rated at five stars across the three sites for that rating category.

People who are classified as stream four job seekers, face the greatest barriers to gaining employment.

*While we work hard for any job seeker who registers with us, our philosophy of focusing on the most disadvantaged job seekers, was validated by this result and is evidence that the way we are working is appropriate.*

ASK has also been a strong provider of Work Experience programs and has offered that service to other organisations. Our partners in this work have included Habitat for Humanity, Red Cross and the Strathmont Centre.

Within Centacare, we have engaged programs like ACCESS-OCAR, Personal Helpers and Mentors (PHaMs) and Building Family Opportunities to assist us with our most disadvantaged job seekers.

Our ability to offer a wide range of professional services from a single agency is a major advantage to both ASK and our job seekers. Thank you to the staff from those services for their support.

None of these results would have been possible without every ASK team member performing their role, being willing to adjust from previous approaches to our work, and embracing new systems. Many staff members put in time beyond their requirements and have developed a strong job seeker focus in the context of an extremely competitive work environment.

Thank you to all ASK staff members. We look forward to opportunities to expand our work through the quality of our performance for the remainder of our JSA contract.

**Anthony Connelly**, Manager





# Disability Services



Throughout 2009-10 Disability Services has continued to provide high quality, flexible and responsive services to individuals with a disability and their families. We move into 2010-11 with a commitment to ensuring that the services we provide make a real and significant difference to people's lives, and look forward to seeing developments from the work of Monsignor Cappo and the Social Inclusion Unit.

Our respite services Kolbe Cottage and Northern Respite Service (operating from Auricht House) have continued to be extremely popular. These services are continually booked to capacity with camps being a particular favourite, thanks to the generous support of Anthony Smith Australasia. Throughout 2009-10 we have been able to offer services to many families from our waiting lists, however ongoing new referrals have resulted in many families continuing to be in need of services.

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

Our accommodation services, Karinya Cottage and Tamana House (located in Whyalla), and Lara Cottage and Lumiere (located in Adelaide), have continued to provide exceptional services to those we support. Lara Cottage this year celebrated its tenth year of service with a high tea for clients, families and staff.

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

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

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

- [The Royal Agricultural and Horticultural Society](#) who have again been generous in providing numerous tickets to the Royal Adelaide Show.
- [Catholic Charities](#) for their ongoing commitment to supporting our Respite Services.
- [Longford Cleaning](#) for their financial contribution towards our Respite Services.
- [Anthony Smith Australasia](#) for their generous support towards the provision of camping weekends through Northern Respite Service.
- [ABC](#) for allowing us the opportunity to run Car Park Capers as a significant fundraising opportunity.
- [Toyota](#) for football tickets for clients and staff to attend a Crows game.
- [The Arthritis Foundation of South Australia](#) for their donation of Kidsflix movie tickets for our Respite Services.
- [The Kokoda Trekkers](#) for their generous fund raising for Auricht House.

Centacare Disability Services have embraced the changes and challenges, as well as enjoying 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 and Homelessness Services



The Domestic Violence and Homelessness Services (DVAHS) have continued to provide accessible and innovative services and support to people experiencing or at risk of homelessness, and to women and children who are experiencing domestic violence. The past year has seen much hard work across all our programs, culminating in some inspiring outcomes for our staff and clients.

There have been some significant changes to policy over the last year, with Stage 1 of the National Affordable Housing Agreement (NAHA) reform being released just prior to the end of the financial year. The hard work of our teams in Murray Bridge, Women Exiting Prison and Ex-Custodial Programs was greatly appreciated throughout this process. As a result, our domestic violence services continue to maintain a presence in Murray Bridge. Unfortunately we were not successful in retaining the Homelessness service in Murray Bridge, nor our Women Exiting Prison and Ex-Custodial Programs. We were, however, extremely pleased to successfully tender for the re-funding of the Whyalla, Elizabeth and Barossa Youth Services, Malvern Place, Coolock House and Louise Place.

*Our positive relationship with Wyatt Benevolent Trust has continued this year. The support they provide in the form of a \$75k Housing Partnership Grant enables the purchase of a range of household necessities for clients, making a big difference to their quality of life. This support is greatly appreciated.*

Our programs have grown this year as we have welcomed both the Limestone Coast Domestic Violence Service and the Riverland Domestic Violence Service to Centacare, meaning greater opportunities for us to connect with and assist our rural and regional communities. The Riverland Domestic Violence Service has achieved a significant milestone this year, celebrating their 25th year of service. The Limestone Coast Domestic Violence Service has also seen an increase in their accommodation facilities.

Other highlights include the creation of a garden at the front of Coolock House. This was developed and created by mums and children working together and has been extremely well received. We are also expanding our Elizabeth office to cater for the increasing need for programs in the community.

As always, our staff have worked extremely hard in the past year, dealing with increased demand across all our services. The partnerships we are able to build with communities, clubs and other agencies are invaluable in enabling us to continue to support our clients and achieve positive outcomes. We look forward to continuing with this work over the coming year.

**Megan Welsh**, Executive Manager



# Family Relationship Services



It is difficult to capture the many voices of the Family Relationship Services (FRS) staff members and accordingly the voices of the many diverse clients who have accessed our services in the past 12 months. However the following is a snapshot of what was important and significant within the unit in 2009-10.

There has been an increasing number of clients being referred into our programs as evidenced by the Early Intervention Services in Aldinga, which has tripled its client numbers since its commencement in 2007. The unprecedented population growth in the Southern region combined with poor infrastructure planning means that we are seeing an increasing number of families who are struggling with issues such as homelessness, isolation, mental health, alcohol and other drugs, parent/child relationships, family breakdown and domestic violence.

*Centacare staff and staff in other services work collaboratively and creatively to provide the best possible options for families. Housing alone does not equal family, or provide children and young people with safe and secure homes.*

Similarly in Murray Bridge, engaging the community, particularly the Aboriginal community can be slow, a reminder of the importance of long term funding reflecting the need for time to build relationships and trust. Relationship building is a significant feature of working in rural and remote areas.

However, staff continue to be creative eg. the link with Save the Children, a certificated course for young people in babysitting and First Aid and Camp Connect which was a welcome one off funded program from FaHCSIA which was a notable example of collaboration between programs, external services, the Aboriginal communities and families. In both of these examples, we were able to step outside traditional methods of engaging with people to build resilience, connection and skills in families and in young people. Intra program and agency collaborative practices such as the parenting seminar Mum's House, Dad's House between the Education and Family Dispute Resolution staff means we can bring a child focus to separating families.

A challenge for staff which is far reaching is the impact of shared care/court/mediation on families where domestic violence is present. The prevalence of domestic violence has increased, or perhaps we have become more attuned to its tactics – either way, it continues to pose a major threat to the well being of women and children. Amidst all the successes of programs, it is a reminder that our work is far from done.

The contribution of volunteers at Wandana Community Centre has meant that many people are assisted in a variety of ways in the neighbouring community. It is always difficult to measure success, but one only has to visit the Centre to see success in action.

This is just a snapshot of programs, people and events of the past year. There has been much more, and I am grateful for having been a part of it all, and thank the wonderful staff for all that they do.

**Elizabeth O'Connor**, Executive Manager







Cheltenham Place opened in 1997, and since then, has reliably provided short term respite care to people living with HIV/AIDS. The stories of the people who have received our care are many and remarkable, as are the stories of Cheltenham Place itself.

*One of the central themes of Cheltenham Place is the care provided to people in great need.*

Another theme is the small and large triumphs of people facing all sorts of challenges.

During 2009-10 we had 84 admissions to Cheltenham Place. Most stayed with us for two to three weeks. One of the recurring topics of conversation was the 'capacities' of the service. We can provide safe, professional care for people who have a certain level of physical impairment, but there are limits. Similarly, we can care for people needing nursing care, but again, there are limits. Our staff can work with clients whose behaviours may be challenging, but the safety of our staff and residents is our highest priority. Inevitably the limits are defined by safety considerations, and our ability to provide professional and effective service.

We have had another year with no staff turnover. The average length of service of our permanent staff is a remarkable eight years. The effectiveness of the Cheltenham Place HIV Service is largely due to the work of our staff and our service partner, the Royal District Nursing Service. As usual, a big thanks to our volunteers.

Early in 2010 our funder, SA Health, commenced a review of the model of HIV Respite Care in SA. The review will provide recommendations about models for HIV Respite Care into the future. It will have a significant impact on the future of Cheltenham Place.

## Afghan Settlement Services

In recent years the number of Afghan humanitarian entrants ('refugees') coming to South Australia has increased.

Our case worker who is skilled in understanding the culture, background, knowledge and skills of Afghan people, worked with 235 separate clients during the year. More than half were women and many of the women clients are here as 'Women at Risk' refugees. For many of these, their husbands died in Afghanistan.

*Our work centres on helping Afghans settle into Australian life. Much of this is about helping people understand systems and processes which Australian born people understand and negotiate without a second thought.*

The Afghan Settlement Service is funded by the Department of Immigration and Citizenship.

**Robert Cox**, Executive Manager



# Support Training and Intervention Services



Throughout the year, the Support Training and Intervention Services (STIS) teams have delivered, developed and expanded services, in line with consumer and client needs. Many of the developments have aligned with both the Federal and State Government reform agendas in areas of mental health, co-morbidity, youth and school retention initiatives.

In particular we have extended our program delivery to include ICAN Services (Innovative Community Action Networks), Youth Mentoring Services and the 2010 Man Alive! Festival.

*Service development has been through the establishment of programs in response to identified gaps, whilst continuing to give consideration to new government initiatives and responding to requests for tender.*

Our current programs have a diversity of Federal Government, State Government and commercial funding sources. These sources include Department of Health and Ageing, Families Housing Communities Services and Indigenous Affairs, Mental Health Unit, Department of Education, and Families and Communities. Commercially, programs provide fee for service work in the areas of employee assistance programs, training, mentoring services, e-Learning and clinical supervision.

Emerging areas of reform that our programs touch on include disability, particularly in the area of mental health, co-morbidity and carer support. Staff have been involved with the State Government's Stepping up Report and have provided support to submissions for the Social Inclusion Unit's and Productivity Commission's reviews into disability.

Staff contributions to the sector through participation in a broad range of industry peaks, clinical networks, steering committees and interagency collaboration are significant. We are involved in Mental Health Coalition of South Australia, South Australian Drug and Alcohol Network, Employee Assistance Professional Association Australia, mental health consumer groups, carer and respite networks, mental health de-stigmatisation campaigns and rural consumer networks amongst others.

Participation in community capacity building activities and sector networking is a key area of professional development. Throughout the year professional development continues to be a focus with a further 12 staff achieving their Certificate IV in Mental Health as part of our ongoing mental health workforce development project. The unit's clinical supervision project has been operating for two years and is in the beginning phases of evaluation which will provide information on how we might continue to enhance our support to staff undertaking clinical and client work.

Staffing across the unit reflects a growing diversity in age, culture and professional discipline whilst recruiting has continued to be a significant investment. This diversity along with ongoing quality innovations has impacted on the way we go about providing services. This ensures that the clients and consumers of our services are not disadvantaged and that service delivery is conducted in respectful, inclusive and effective ways. Evaluating the success of our programs and interventions against these measures has been an ongoing focus throughout the year with implementation of a range of evaluative activities incorporating validated and reviewed inventories and tools. It is planned that the outcomes of these evaluations will be available in the coming year and will provide a basis for further innovation and program development.

**Paul Senior**, Executive Manager







The year 2009-10 has been exciting for Family Outreach Services (FOS), filled with challenges, good practice, new services and projects, as well as sharing of skills and program development.

*It has been a very exciting time in the Playford region with the addition of the Building Family*

*Opportunities (BFO) program which is co-located with Elizabeth Youth Services office at Elizabeth Park.*

The program, working in partnership with DFEEST and the Social Inclusion Unit, provides outreach support to families who are interested in gaining training and employment.

As a result of the co-location of the two programs, the Yorketown office has recently undergone a major refurbishment creating additional space for staff which will maximise service delivery to clients in the region.

The Targeted Early Intervention Service celebrated its first year of operation in April 2010. Servicing 226 children this financial year, referred solely by Families SA as part of the Stronger Families Safer Children program, the service has been successful in preventing placements of children into alternative care, and keeping them safe.

Mobile Family Connections has been extremely busy in connecting families into their local community. At a recent family event during the school holidays, 81 people turned up, to share in a 'Teddy Bear Picnic'. This year also brought us our new Bilby Bus, which continues to be a presence at community events and local parks, delivering playgroups to targeted families. Reunification and the Intensive Family Intervention Service, also continue to work in family homes to support parents to provide safe and secure environments for children, keeping them out of the alternative care system.

Programs at Emmaus House, the Family Counselling Team, Northern Parents Resource Program and Wodli - HOME Advice have all had increased referrals this year and are experiencing a demand for their specialist services. We have been successful in several grant applications including Community Benefit Grants for a Holiday Program for children and adolescents, a Housing SA grant for a Garden Tools loan program, and a Morialta Trust Grant for the equipping of a child therapy room. The two specialist programs at the Family Zone Hub in Ingle Farm - Northern Playgroups and the Parent Education program have also done well this year with all playgroups and parent workshops being well attended.

I would like to take this opportunity to thank all our staff, both paid and volunteers whose commitment and professionalism have enabled us to deliver high-quality, flexible and effective services. Without the skill and ethical practice of our staff, we would not be able to deliver the services and achieve the outcomes that it has for families and children this year.

**Kirsty Drew**, Executive Manager



## Trends & Themes



In 2009 – 10 Centacare staff members provided services to nearly 30,000 South Australians. In light of the needs and challenges our clients are faced with, supporting staff who work with our clients is a key focus. Through training, supervision and support structures, staff operate within a culture reflective of Catholic Social Teaching Principles.

We have maintained a commitment ensuring that our 415 staff are enabled to operate within our core values and culture. Accordingly 111 new staff and 20 managers attended our Induction programs, 74 attended Cultural Competence training and 96 attended Child Wise training.

A highlight of the year was the culmination of two years work resulting in the launch of Centacare's Reconciliation Statement. The essence of Reconciliation is something for which we will continually strive. Our Aboriginal Leadership Committee continues to guide and inform the Reconciliation process.

Providing a Child Safe environment is at the forefront of our work and the Child Protection Committee is constantly planning and evaluating ways to manage this risk.

The transition from Cultural Awareness to Cultural Competence is our current goal, and the work of the Cultural Competence Committee in overseeing this important initiative is both challenging and vital in order for Centacare to walk the cultural walk.

Centacare's fundraising program featured several major events including the ABC Car Park Caper and Kokoda Trek. Many individuals and organisations contributed to these fundraising efforts which led to significant financial support for the respite program at Auricht House. Special thanks to our supporters including Catholic Charities, Chessell Adventures, 891ABC Local Radio, Kokoda Trekkers and to our longstanding Corporate partners Longford Cleaning and Vince Santoro's Edwardstown Good Guys.

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

## Information Technology & Infrastructure



The past year has seen the IT and Infrastructure team continue to provide services to the staff of Centacare and to other Catholic organisations such as Aboriginal Catholic Ministry, Catherine House and St Vincent de Paul Society. IT and Infrastructure assisted in the move of the Otherway Centre from its Pirie Street city site to its new location at St Peters.

As a result of ASK Employment and Training Services being successful in winning the Federal Government's Job Services Australia contract in northern Adelaide employment service area, IT and Infrastructure were required to set up two new office locations in Salisbury and Elizabeth for commencement of the new contract in July 2009.

*As part of our environmental strategy, solar panels were installed at one of the organisation's accommodation sites in Fullarton. This will not only help in reducing the cost of electricity and our carbon footprint, it also assists in educating our clients in environmental awareness for the future.*

Over past years significant planning and research was undertaken into the organisation's IT network architecture and the decision was made to move to a platform using virtualisation technology which will enable integrated software solutions to be implemented so that our staff are assisted to efficiently and effectively provide vital services to our clients.

The organisation saw a successful rollout of Microsoft SharePoint which provides centralised access to crucial business information and applications that connects staff, our teams and our knowledge. This enables staff to share appropriate information across the organisation and extensive training was provided to a broad range of employees which has increased the staff's IT knowledge and efficiency in use of the organisation's systems.

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

**Dominic Reppucci**, Executive Manager



## Systems Improvement



Centacare's Quality Framework which involves and engages all levels of staff from across the organisation in continuous Quality Improvement processes, has proven effective and sustainable in imbedding a culture of quality. During this period approximately 150 staff participated in fourteen quality teams, sixteen workgroups, seven special interest groups and four key agency meeting forums resulting in the following improvements:

- The continued growth of Centacare's Knowledge Management systems including:
  - The implementation of SharePoint, which is an advanced IT solution for managing and sharing Centacare's knowledge. To date this has included the Centacare intranet which is accessible for all staff at all sites, which in addition to the previous intranet features now includes document libraries for capturing and warehousing identified information from across the agency and work flows for managers tasks and policy implementation.
  - The research and trialing of a range of electronic systems to replace paper based models including:
    - Case management
    - Personnel files
    - Timesheets
- A formalisation of our environmental systems with the development of an Environmental and Waste Management policy.
- Further development of the Staff Training and Development systems including:
  - The implementation of the much awaited Training Records System which is part of the Catholic Church initiated Human Resource Information System (HRIS).
  - Trialing of E-Learning modules for staff development.
- Continued growth of our Cultural Competency systems, most particularly the development of a Reconciliation Statement involving extensive consultation across the organisation.
- Improvements in OHS&W systems including:
  - The development of a Bushfire policy and trial implementation of the system.
  - Extensive review of the home visiting and isolated work policies, including the development of specific risk assessment tools.
  - The establishment of a Rehabilitation and Return to Work Coordinator as per new legislation.
  - Increasing the number of Contact Officers available for staff.

There is evidence to support that quality is integrated and incorporated into the operations and working life of the organisation and this will be tested during Centacare's third accreditation review scheduled for mid 2010.

**Jenny Hanlon**, Executive Manager

## Volunteers

Centacare's 'Hidden Workforce' is its volunteers. There are about 80 workers in five separate programs who perform many jobs, some examples are working in the crèche and community centre, helping with administration tasks, and simple but important tasks such as grocery shopping for client accommodation sites. Our annual volunteers' dinner was held in May as a demonstration of our appreciation. Many thanks to all our volunteers.



# Finance and Administration



2009–10 has been a year of steady growth for Centacare. As in previous years this growth stems from quality based tendering for both grant funded and fee for service programs awarded for the 2009–10 financial year. The new Job Services Australia contract through the Federal Department of Education, Employment and Workplace Relations that has replaced the previous Job Services Contract, and the Targeted Early Intervention Services program through the South Australian Department of Families and Communities, are two significant programs which commenced in 2009–10.

Centacare has again built on its financial administration through the expansion of its fee based payroll and accounting bureau services. 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 now reach \$30.2M, up from the \$26.8M recorded last financial year, mainly through sustaining existing programs and being awarded a number of new grant based programs.

Centacare's Finance and Administration sections spent the majority of last year consolidating a number of structural and system improvement initiatives. Due to the organizations continued growth, 2009–10 has seen the exploration and implementation of new systems and processes to assist with the capture and reporting of quality data from our operations. This improvement will continue through 2009–11 with the implementation of a new finance and reporting system.

The annual financial audit process was completed in September by our external auditors Deloitte Touche Tohmatsu, who provided an unqualified audit report.

The financial outcome for Centacare for the 2009-10 financial year resulted in an operating surplus of \$353,777 due mainly to one off business acquisitions and ongoing operational efficiencies. Total equity has increased to \$2.90 million on an asset base that has increased to \$8.18 million.

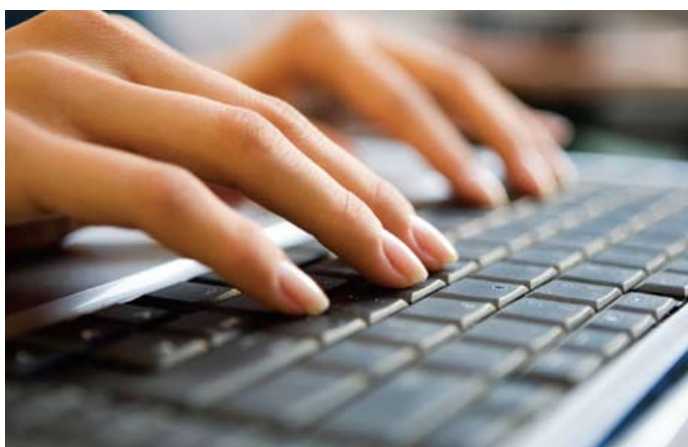
**Andrew Doyle**, Executive Manager





BALANCE SHEET	2010	2009
<b>CURRENT ASSETS</b>	<b>\$</b>	<b>\$</b>
Cash and Cash Equivalents	3,031,951	2,251,791
Receivables	1,143,131	1,089,281
Other	169,852	350,714
Total Current Assets	4,344,934	3,691,786
<b>NON-CURRENT ASSETS</b>	<b>\$</b>	<b>\$</b>
Property, Plant & Equipment	3,839,775	4,285,827
Total Non-Current Assets	3,839,775	4,285,827
Total Assets	8,184,709	7,977,613
<b>CURRENT LIABILITIES</b>	<b>\$</b>	<b>\$</b>
Trade & other payables	547,664	349,611
Provisions	1,453,571	1,288,847
Other	2,231,262	2,922,382
Total Current Liabilities	4,232,497	4,560,840
<b>NON-CURRENT LIABILITIES</b>	<b>\$</b>	<b>\$</b>
Provisions	1,050,369	868,707
Total Non-Current Liabilities	1,050,369	868,707
Total Liabilities	5,282,866	5,429,547
Nett Assets	2,901,843	5,429,547
<b>EQUITY</b>	<b>\$</b>	<b>\$</b>
Reserves	891,003	891,003
Retained Surplus	2,010,840	1,657,063
Total Equity	2,901,843	2,548,066

FINANCIAL SUMMARY	2010	2009
<b>INCOME</b>	<b>\$</b>	<b>\$</b>
Government Grant Revenue	19,419,187	15,656,962
Other Grant Revenue	1,092,501	1,798,516
Total Grant Revenue	20,511,688	17,455,478
Fee for Service Revenue	6,199,851	6,978,177
Other Revenue	3,059,697	2,232,057
Interest Revenue	92,092	122,240
Gain on Acquisition	290,500	-
Gain on Disposal of Assets	71,137	40,983
Total Revenue	30,224,965	26,828,935
<b>EXPENSES</b>	<b>\$</b>	<b>\$</b>
Employee Benefits Expense	19,283,864	17,476,098
Depreciation Expenses	936,778	886,991
Rent and Lease Expenses	1,870,604	1,549,301
Motor Vehicle Expenses	2,111,884	1,668,479
Operating Expenses	2,993,874	2,422,988
Other Expenses	2,674,184	2,627,100
Total Expenses	29,871,188	26,630,957



# Service Summary

## Support Training & Intervention Services

**Reconnect Mental Health Services** is an outreach early intervention service supporting families and young people where there is a risk of homelessness due to mental health issues.

**ASCEND Suicide Intervention Program** provides a service to young people up to the age of 25 who are exhibiting depressive, suicidal or self-harming behaviors. Clinical consultation and assessment can be one-to-one with the young person at risk, or in a secondary capacity with the worker who is supporting the young person at risk. The program provides support for ongoing treatment through referral of individuals and families to appropriate services. A key component of the program is the provision of training for government and non-government agencies to ensure that professionals learn how to correctly recognise, interpret and respond to suicidal and depressive behaviors.

**Mental Health Rehabilitation Services** provides support to people living with a mental illness and operates within a recovery, client-centered approach. Clients receive individualised one-to-one support from a support worker and are encouraged to identify particular needs/strengths to in turn develop their own goals to facilitate engagement in an enhanced quality of life and full citizenship.

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

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

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

**Centacare Drug and Alcohol Services (CDAS)** assists families confronted by alcohol and other drug problems. The program provides outreach services across the metropolitan area, to individuals and family members where there is a young person who is a substance user either in the immediate family or related to those residing in the same dwelling. The program also offers a supported home detoxification service and drug and alcohol counselling to young people and young adults 10-30 years of age with a substance use problem.



**Education Drug Diversion Intervention Team (EDDIT)** provides outreach early intervention services to children and young people between the ages of 10-25 years where there is a risk of drug use. There are two main components to the EDDIT team's work. Police Drug Diversion Initiative (PDDI) - where young people aged between 10-30 years are referred by the police as a result of a minor drug offence for counselling, support and information and Court Assessment & Referral Drug Scheme (CARDS). This scheme targets defendants who appear before the Magistrates Court, Youth Court or Family Conference Team and enables them, where eligible, to access support to deal with drug and/or alcohol issues as part of the Justice process.

**Personal Helpers and Mentors (PHaMs)** program supports people whose lives are significantly affected by a severe mental illness. The program focuses on the person's recovery, providing them with opportunities, support and services that help them reconnect with their community. The PHaMs service is offered in the northern suburbs and throughout the Murray Mallee.

**Innovative Community Action Networks (ICAN)** provides case management and accredited alternative learning options for young people aged 10-19 years who are disconnected from education or at risk of becoming so. The focus is on supporting young people to more successfully engage in their communities, and in learning that is offered flexibly and directed at their needs. The service is offered across the metropolitan area and in some regional locations.

**Student Matters (SM)** provides related support services to help young people aged 12-20 years who are homeless or at imminent risk of homelessness, achieve the maximum possible degree of self reliance and independence. The program assists young people to access support pathways to further education, training and employment opportunities so they can reach their full potential.



**Centacare Mentoring Services (CMS)** provides one on one and group based outreach support to young people aged 12–24 years across the Adelaide metropolitan area. The program aims to address a broad range of key issues and barriers and develop positive relationships outside the family unit through a range of structured activities.

## Domestic Violence & Homelessness Services

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

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

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

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

**Adelaide Hills / Murraylands Domestic Violence and Homelessness Services** provide support and accommodation to people who are homeless or at risk of homelessness in the Murraylands region. Clients include women and children experiencing domestic violence, young people, families and single adults. Support is provided in an outreach capacity and through properties located in Murray Bridge, Mount Barker and the Mallee area.

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

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

**Coolock House** provides services to young women and their children, who are pregnant or parenting, who are homeless or at risk of homelessness. 24-hour supported accommodation is provided in a core and cluster setting. Supported accommodation is also provided in outreach houses. The service is open to women up to 25 years of age.

**Malvern Place** offers support and accommodation to young mothers and their children and pregnant young women who are homeless or at risk of homelessness. Services are provided through the 24-hour core and cluster residential facility located in the Blair Athol area, Outreach Housing and an Outreach Program in the community.

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

**Limestone Coast Domestic Violence Service and the Riverland Domestic Violence Service** provide services to women and children experiencing domestic and family violence and homelessness. These services include access to accommodation, including emergency accommodation, case management, information and referral, and group work.

## Family Relationship Services

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

**Men & Family Relationships Services** engages men toward building enriching connections with their families and their community. The goals of this program are to assist men in building and maintaining healthy relationships and providing strategies to assist in problem solving. Counselling, group work and community events are the services offered through this program.

**Family Relationship Counselling** is offered through a number of sites by teams across the metropolitan area and the South East region. All family members are supported through this program including children and young people and a range of issues affecting individual and family functioning can be addressed through counselling.

**Natural Fertility Services** offers instruction to couples in the use of a safe, natural and reliable method of Natural Family Planning, and assistance for people wishing to understand and manage their fertility. It also offers Family Life Education programs to schools and other community groups, in the areas of sexuality, relationships, fertility awareness, contraception and STI's.

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

**Family Dispute Resolution** assists couples and family members who are separating/separated in resolving their disputes and arriving at arrangements in an environment of respectful mutual communication. Practitioners will work with parties who are often in states of high conflict, to assist them in resolving parenting issues, through mediation and counselling. Central to this service is a child inclusive approach.

**Regional Dispute Resolution** is based in our Mount Gambier office offering services throughout the South East of South Australia, providing community education, mediation and conciliation.

**School Counselling** in partnership with the Catholic Education Office provides counselling for students at a range of Catholic primary schools in the metropolitan and Lower South East, Berri, Renmark, Loxton and Barmera regions. Counsellors are based between 1-2 days at each of the 21 schools currently using this service.

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

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

**Family Support Drought Response Team** assists individuals, families and communities, through counselling, group work and community forums, affected by changing weather patterns and the effects of drought in the Murray Mallee and Upper South East regions.

**Family Wellbeing Support** provides a range of support including counselling for individuals supporting a family member with mental health issues. There is a special focus on working with Indigenous groups, culturally and linguistically diverse groups and young people aged 16-25 years across the Murray Bridge, Karoonda East Murray, the Coorong, Southern Mallee and Mid Murray council areas. Group work incorporating family relationships is also provided within schools and community venues.

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

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

**Valuing Fatherhood** is a Communities for Children activity with an early intervention and prevention focus for families with children 12 years and under, across the Callington, Murray Bridge, Tailem Bend and Mannum area. This program seeks to build men's capacity within their families so that their experience of fatherhood is enriching for themselves and their families. In addition the program also provides support for men who do not live with their families to support them to have a productive and meaningful role in the lives of their children.



**Keeping Children Connected** is a Communities for Children activity with an early intervention and prevention focus for families with children 12 years and under. The program seeks to build family capacity to support children's involvement in school and education and works closely with schools and families in the Callington, Murray Bridge, Tailem Bend and Mannum areas.

## Family Outreach Services

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

**Child Sexual Abuse Counselling** is provided by specialist workers for children and young people under 18 years and families in the Salisbury and Playford region.

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

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

**Wodli - HOME Advice** staff members, based in Salisbury, work in partnership with Centrelink with accountability to the Indigenous community, offering a holistic early intervention service to families at risk of homelessness.

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

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

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

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

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

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

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

**Targeted Early Intervention Services** is a state wide initiative of the South Australian Government that comes under the 'Stronger Families, Safer Children' Program. The service incorporates practical, therapeutic and structured in-home support focussing on parenting skill development, relationship and life skills training, attachment interventions and strengths based parenting approaches. The program supports children and families in the early stages of their contact with the statutory child protection system by providing timely, appropriate interventions which ensure safety and wellbeing.

**Building Family Opportunities** is a voluntary employment program with a focus of breaking the cycle of intergenerational joblessness. The team work with families in the Playford area to address barriers that prevent them from participating in employment. Barriers to workforce participation may be vocational or non vocational. In addition to this families are assisted to engage with the community, government organisations, businesses and employers to achieve employment outcomes. The team is multi-disciplinary in nature including Aboriginal workers and a community health nurse.

# Service Summary

## Disability Services

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

**Kolbe Cottage** provides weekend and school holiday respite for children and adolescents between 5-18 years of age with intellectual disability. The service aims to provide fun activities for individuals in a holiday-like atmosphere.

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

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

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

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

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

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

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



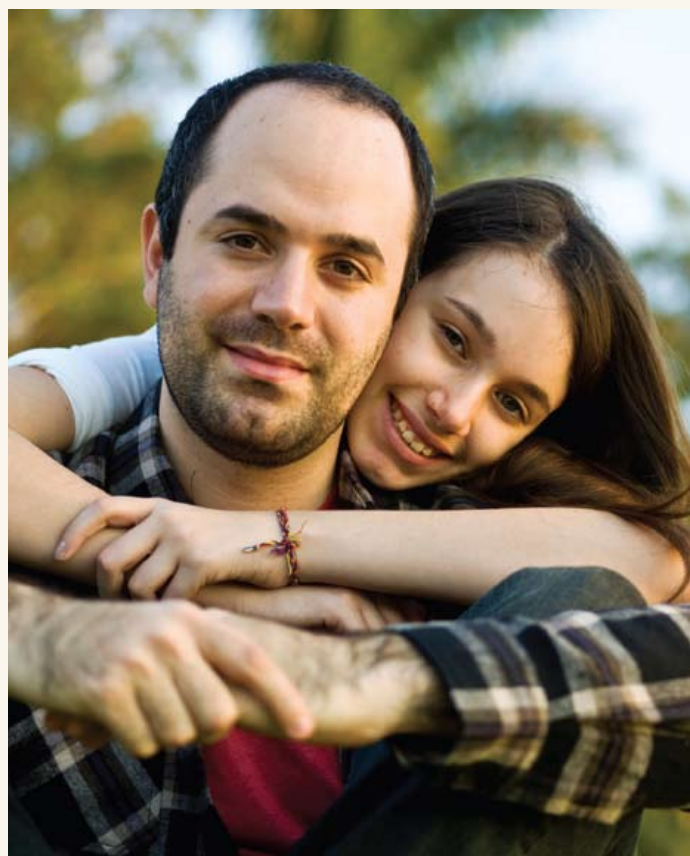
## ASK Employment & Training Services

**ASK Employment and Training Services (ASK)**, under the Federal Government's Job Services Australia system, provide employment services to eligible job seekers to assist them to find and sustain employment. Services provided include employers recruitment, training and work experience.

## HIV Services / Afghan Settlement Services

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

**Afghan Settlement Services** assists new arrivals from Afghanistan to settle into Australian society. There are four main areas of the program: one to one case work, providing information to people, linking clients with community services and assisting Afghan community groups to establish and function.



General Enquiries: (08) 8210 8200

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

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

---

## ADELAIDE

Fennescey House  
33 Wakefield Street  
Adelaide SA 5000  
Phone: 08 8210 8200  
Email: [cfs@centacare.org.au](mailto:cfs@centacare.org.au)

## ADELAIDE

Client Services  
45 Wakefield Street  
Adelaide SA 5000  
Phone: 08 8210 8200  
Email: [cfs@centacare.org.au](mailto:cfs@centacare.org.au)

## ADELAIDE

ACCESS Programs  
45 Wakefield Street  
Adelaide SA 5000  
Phone: 08 8210 8102  
Email: [enquiries@access-programs.com.au](mailto:enquiries@access-programs.com.au)

## ADELAIDE

Snack Centa  
39 Wakefield Street  
Adelaide SA 5000  
Phone: 08 8210 8757  
Email: [snackcenta@centacare.org.au](mailto:snackcenta@centacare.org.au)

## ALDINGA

Cnr Quinliven and How Roads  
Aldinga SA 5173  
Phone: 08 8557 9050  
Email: [aldinga@centacare.org.au](mailto:aldinga@centacare.org.au)

## ELIZABETH

ASK Employment and Training Services  
6 Langford Drive  
Elizabeth SA 5112  
Phone: 08 8255 4894  
Email: [askelizabeth@centacare.org.au](mailto:askelizabeth@centacare.org.au)

## ELIZABETH

The Centa  
34 Yorktown Road  
Elizabeth Park SA 5113  
Phone: 08 8252 2311  
Email: [elizabeth@centacare.org.au](mailto:elizabeth@centacare.org.au)

## FULLARTON

Louise Place  
5 Randolph Avenue  
Fullarton SA 5063  
Phone: 08 8272 6811  
Email: [louiseplace@centacare.org.au](mailto:louiseplace@centacare.org.au)

## GILLES PLAINS

ASK Employment & Training Services  
48 Wandana Avenue  
Gilles Plains SA 5086  
Phone: 08 8369 0414  
Email: [askgillesplains@centacare.org.au](mailto:askgillesplains@centacare.org.au)

## GILLES PLAINS

Wandana Community Centre  
14 Blacks Road  
Gilles Plains SA 5086  
Phone: 08 8261 8124  
Email: [wandanacc@centacare.org.au](mailto:wandanacc@centacare.org.au)

## HINDMARSH

252 Port Road  
Hindmarsh SA 5007  
Phone: 08 8241 7022  
Email: [hindmarsh@centacare.org.au](mailto:hindmarsh@centacare.org.au)

## MORPHETT VALE

Kelly House  
9 Bains Road  
Morphett Vale SA 5162  
Phone: 08 8326 7769  
Email: [morphettvale@centacare.org.au](mailto:morphettvale@centacare.org.au)

## MOUNT GAMBIER

3 Helen Street  
Mount Gambier SA 5290  
Phone: 08 8723 6599  
Email: [mountgambier@centacare.org.au](mailto:mountgambier@centacare.org.au)

## MURRAY BRIDGE

55 Adelaide Road  
Murray Bridge SA 5253  
Phone: 08 8531 8888  
Email: [murraybridge@centacare.org.au](mailto:murraybridge@centacare.org.au)

## SALISBURY

Emmaus House  
33 Carey Street  
Salisbury SA 5108  
Phone: 08 8250 3694  
Email: [salisbury@centacare.org.au](mailto:salisbury@centacare.org.au)

## SALISBURY

20 Gawler Street  
Salisbury SA 5108  
Phone: 08 8209 6200  
Email: [asksalisbury@centacare.org.au](mailto:asksalisbury@centacare.org.au)

## SEATON

415 Grange Road  
Seaton SA 5023  
Phone: 08 8159 1400  
Email: [seaton@centacare.org.au](mailto:seaton@centacare.org.au)

## WHYALLA

5-7 Colebrook Street  
Whyalla Stuart SA 5608  
Phone: 08 8645 3655  
Email: [cysw@centacare.org.au](mailto:cysw@centacare.org.au)

**Statement regarding the traditional owners of the land.**

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



**Centacare Catholic Family Services**  
Archdiocese of Adelaide

45 Wakefield Street  
Adelaide South Australia 5000  
T 08 8210 8200 F 08 8224 0930  
E [cfs@centacare.org.au](mailto:cfs@centacare.org.au)  
[www.centacare.org.au](http://www.centacare.org.au)



Archdiocese of Adelaide