

Centacare

2010-11 Annual Report



Centacare Catholic Family Services | Archdiocese of Adelaide



Service Structure

Dale P West – DIRECTOR

Bernie Victory & Pauline Connelly – ASSISTANT DIRECTORS

SERVICE DELIVERY

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

CORPORATE SERVICES

Jenny Hanlon EXECUTIVE MANAGER	Dominic Reppucci EXECUTIVE MANAGER	Damien Hern EXECUTIVE MANAGER	Kathy Grieve EXECUTIVE MANAGER	Dale P West
Systems Improvement <ul style="list-style-type: none"> Occupational Health & Safety Policies & Procedures Quality Assurance 	IT & Infrastructure <ul style="list-style-type: none"> Building Maintenance Environmental Safety Fixed Communications Information Technology IT & Infrastructure Consultancy Site Leasing 	Finance <ul style="list-style-type: none"> Accounting Services Car Centa Financial Advice Mobile Communications Payroll Salary Packaging 	Catholic Safety Health & Welfare <ul style="list-style-type: none"> Catholic Safety Health & Welfare 	Director's Office <ul style="list-style-type: none"> Aboriginal Services Administration Services Shared Services Snack Centa

Contents

- 02** Who We Are
- 03** Strategic Directions
- 04** Director's Report
- 05** ASK Employment and Training Services
- 06** Disability Services
- 07** Domestic Violence and Homelessness Services
- 08** Family Relationship Services
- 09** HIV Services / Refugee Services
- 10** Support Training and Intervention Services
- 11** Family Outreach Services
- 12** Corporate Services
- 14** Finance and Administration
- 16** 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 .



Strategic Directions

Targeting growth by:

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

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

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

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

- Ensuring all staff are able to articulate the scope of our work, and the values that underpin that work.
- Striving to use formal structures and workforce campaigns to maximise remuneration to staff in a responsible manner.
- Providing high quality and targeted training opportunities.
- Ensuring adequate supervision, mentoring and induction to allow staff to perform their duties at the highest standard.
- Facilitating the clear transmission of information, feedback and decision making, through the establishment of efficient knowledge management systems.

Sustaining leading performance by:

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

Working towards achieving cultural competency by:

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





Director's Report

Upon reflection, the theme of the past year for Centacare Catholic Family Services could be 'complexity'.

We often hear organisations that provide financial assistance along with food and clothing to their clients announcing the size of increase in the demand for their services. There is no doubt that demand is increasing rapidly. Similarly, we know that the stresses engulfing families, sometimes in a context of drugs, alcohol, mental health issues or violence, are also increasing. The complexity is on the increase anecdotally, but it is hard to measure. It is known that incidents involving children being abused need to be more 'serious' now than, say, ten years ago, to get a response from support services.

Further reflection enables us to recognise the changing roles of our Staff members in response to the complexities and the skills required for them to meet the challenges of each new circumstance they encounter. We remain hopeful that remuneration for our Staff is likely to be more appropriate following commitments from various governments. Again those processes towards outcomes are caught in complexity.

It is important that complexity doesn't provide an excuse for not tackling the harder challenges our communities face. However, it seems likely that when we work with those most disadvantaged, we are likely to be disadvantaged by that association.

While we have continued to grow, our emphasis remains firmly focussed on the quality of the work we do. This was recognised in our successful accreditation for the third time through the Quality Improvement Council, in November 2010.

The work of our individual service units is highlighted in the pages that follow. I ask you to take some time to read each section if you are interested in what we do and the way we do it.

Thank you to Archbishop Wilson for his leadership and guidance. As an agency of the Catholic Church we are privileged to have his support and the frameworks provided by Catholic Social Teaching.

Also, thanks to Monsignor David Cappo and the Executive of the Curia for their support and ensuring that we remain true to our values and principles.

Thank you to all government departments that we work with for the benefit of our clients. We enjoy strong partnerships in



each of our more than eighty programs, and believe they are mutually beneficial.

Finally, a massive thanks to all Centacare Catholic Family Services Staff members. Many of you do much more than fulfil your role, and it is your skills that enable us to work through the complexities.

Our clients are why we are an Organisation, but you are our Organisation.



Dale P West, Director



ASK Employment and Training Services

Centacare ASK Employment and Training Services has celebrated yet another successful year in the Job Services Australia (JSA) program funded by the Department of Education Employment and Workplace Relations. Since the commencement of the JSA program in July 2009, ASK has delivered employment services from Salisbury, Gilles Plains and Elizabeth sites in the Northern Employment Services Area with exceptional results.

Two years into the contract, ASK remains dedicated to providing streamlined and personalised employment services to job seekers, in particular to those who are highly disadvantaged, in crisis and most in need. ASK's success is attributed to delivering tailored employment services that provide job seekers with skills that meet employer's needs and emerging skills or labour market shortages.

Over this past year ASK has worked with job seekers with various barriers and assisted them to secure sustainable employment. ASK's holistic approach has resulted in successful outcomes, which has been acknowledged through continued high JSA star rating performance in the northern Adelaide area.

Training continues to be developed around real employer and industry needs. Job seekers are trained in a range of vocational and non vocational skills through internal and external training and through work experience. ASK also utilises services available within Centacare and other community organisations to personalise our service for every job seeker. These opportunities assist our job seekers to secure long term employment.

Instrumental in achieving job readiness is the Work Experience Program which provides job seekers with the necessary skills required for employment. These projects are carefully selected and tailored to meet industry skill shortages in the northern Adelaide area.

This year we worked very closely with employers establishing mutually beneficial relationships. We acknowledge these employers for their dedication and commitment in assisting job seekers reach their full employment potential.

Our success and reputation in the employment service delivery has attracted long term quality staff. The hard work and dedication of ASK staff makes a positive impact on job seekers, employers and the community in general.

ASK is part of a wider network of JSA providers who implement workforce participation, a key component of the



Australian Government's productivity agenda. ASK is proud to be playing an important role in the Australian Government's labour force participation, productivity and social inclusion policies.

Looking to the future, the current Employment Services Deeds for Job Services Australia will expire on 30 June 2012. Centacare ASK has worked hard to achieve good results that have placed them in the best possible position to secure a contract extension guaranteeing a future beyond 30 June 2012.



Anthony Connelly, Manager



Disability Services

Throughout 2010-2011 Disability Services has continued to provide high quality, flexible and responsive services to individuals with a disability and their families. We move forward with a commitment to ensuring that the services we provide make a real and significant difference to people's lives.

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

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

Our accommodation services, Karinya Cottage and Tamana House (located in Whyalla), and Lara Cottage and Lumiere (located in Adelaide), have continued to provide exceptional services to those we support.

Our commitment is to support people to live life to the fullest, and embrace opportunity.

The Independent Living Program, based in Whyalla, supports a number of individuals to live in their own homes in the community. 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 in 2010-2011 by the following:

- **The Royal Agricultural and Horticultural Society** who have again been generous in providing tickets to the Royal Adelaide Show.
- **Catholic Charities** for their ongoing commitment to supporting our Respite Services.

- **Longford Cleaning** for their financial contribution towards our Respite Services.
- **Anthony Smith Australasia** for their generous support towards the provision of weekend camps through Northern Respite Service.
- **The Kokoda Trekkers** for their generous fund raising for Auricht House.

Disability Services have embraced the changes and challenges, and enjoyed the successes that have occurred in the past year. We look forward to continuing in our efforts to ensure we deliver an outstanding level of service to people with a disability and their families.

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



Lachlan Purves, Executive Manager





Domestic Violence and Homelessness Services

This year saw the establishment of Hannah Place, a service funded by Families SA to support young women who are pregnant and/or parenting and who are under the Guardianship of the Minister. In six purpose built units, staff are exploring a new model of service delivery underpinned by our understanding of mother-child attachment and the impact of trauma on adolescent development. We are very excited about this opportunity to work with young women and nurture their relationship with their child.

We also commenced the delivery of the Community Reintegration Program. Funded by the Department for Correctional Services, this program provides advocacy, information and referral to people exiting prison, and screening and intervention for critical reintegration needs.

The Limestone Coast Domestic Violence Service continued to experience an increasing demand for their accommodation, counselling and support services. Group programs were facilitated with women and children who had been affected by family and domestic violence. Collaboration with the Aboriginal Health Service and the Migrant Resource Centre provided opportunities to provide educative and supportive services. The service continued to lead and foster community engagement in domestic and family violence activism and awareness in the Limestone Coast region.

The Murray Mallee and Adelaide Hills Domestic Violence Service now encompasses the Riverland, Murray Bridge, Adelaide Hills and Coorong regions. With a population of 116,000 and an area of 50,166 square kilometres to cover, it presented a challenge to our staff in ensuring that regional women and children escaping domestic violence are responded to promptly and appropriately. New and improved inter-agency collaboration has been a key factor in our ability to respond.

A focus for the Young Family Support Program (Malvern Place, Louise Place and Coolock House) was engaging young women in education as a pathway out of homelessness. Successful reunifications with children previously removed from the care of their mothers occurred for young women in each of these programs.

The Outer North Youth Homelessness Service continued to provide a responsive service to young people who were homeless. Staff challenges were characterised by significant socio-economic factors such as poverty and inter-generational unemployment, and other services closing waiting lists due to overwhelming requests for assistance.



In Whyalla we expanded service provision with the establishment of the Whyalla Generic Homelessness Service and the Intensive Tenancy Support Program. The Whyalla Regional Domestic Violence Service hosted a one day conference aimed at raising awareness of the impact of domestic violence on children. The 'Building the Future: Challenging Family Violence' conference offered professional development, learning and networking opportunities to over 100 regionally based human service providers.

The past year has been a difficult one for staff, with a number of client deaths as a result of homelessness and domestic violence. Whilst we grieve, it is heartening to see staff respond to people in need with real human responses.



Kara Piltz, Executive Manager



Family Relationship Services

Family Relationship Services continually strives to provide quality services to the community with a strong focus on the best interests of children whilst reaching out to the most marginalised and disadvantaged.

One of the highlights in the past year was a project establishing a group for children whose parents are not living together. The aim of the group was to support children to manage and enhance their changed family relationships. Interactive drawing therapy, narrative therapy and play therapy were used to help children explore and cope with their feelings and the changes in their lives.

In this period Family Relationship Services in Murray Bridge exceeded funding body targets, expanded into previously un-serviced geographical locations and built strong collaborative working relationships with other agencies in the area. A highlight of the year was the provision of a Valuing Fatherhood camp for dads and their children and two Kurang Wukkin (Coorong Rising Camps) at Camp Coorong which acknowledged the negative impact of drought on the Ngarrindjeri people who are the spiritual custodians of the land.

The Early Intervention Service has continued to grow from its small beginnings in 2007 with referral numbers increasing each year. During 2010–2011 inter-agency collaboration increased as agencies looked to assist each other with the growing complexity of clients needs. The service was successful in attracting Uni SA Occupational Therapy students to work with mums and sons following domestic violence. More vulnerable families sought counselling this year possibly because of the change in law around mediation before court and the increased knowledge of the effects of trauma on children following domestic violence.

Kids In Focus, which commenced in July 2010, is a unique outreach parenting program where alcohol and other drugs impact on the primary caregiver's ability to relate positively with their child. This program is based in the northern suburbs, where research has identified children being at high risk of poor health, education and social outcomes. Since its inception there has been a great response to the program from families and services in the area.

Family Relationship Education continues to support parents, couples and young people to develop and maintain strong, healthy relationships. Particularly exciting this year was the opportunity to work with Wandana Community Centre in offering 2 two day family programs in December and January. The focus was



on helping parents connect with their children and engaged over 40 people, many from the local Muslim community.

Wandana Community Centre has increased the range of Adult Community Education programs it offers. The centre was successful in obtaining funding for a pilot project for the new Foundation Skills Grant offered by the Department of Further Education, Employment, Science and Technology. Staff and volunteers were involved in developing and conducting new programs with a focus on language, literacy and numeracy for people in Gilles Plains and surrounding areas.

I would like to take this opportunity to thank all staff working within Family Relationship Services for their dedication and commitment throughout the past year.



Kirsty Drew, Executive Manager



HIV Services / Refugee Services

Cheltenham Place is now starting to work with clients who have been HIV positive for over 25 years. The 'Grim Reaper' campaign was in 1987. In those early days, many people died within five years of being infected with HIV. Some survived long enough to receive HIV medications and are alive today. There is no vaccination to prevent HIV infection and no cure for those living with the virus. However medications are now very effective in controlling the virus for long periods of time. In Australia there is a great deal of talk about the 'aging' effects of long term HIV infection. Broadly speaking, people with long term infection sometimes develop conditions and diseases that are more common in older people. In the early days of the Adelaide Archdiocese's response to HIV, much of the emphasis was on providing care for relatively young adults, many of whom were facing death. Projections over the next five to ten years show that there will be a marked increase in people aged in their 50's and 60's who have been HIV positive for more than 25 or 30 years. These people will have chronic conditions with associated illness and disability. If the projections are correct, they will need our respite care service.

The Cheltenham Place respite care model was established 14 years ago. It has adapted to change and will adapt to the aging HIV population.

Over the past 10 years, we have progressed and adapted whilst at the same time being consistent and reliable.

Consistency and reliability are important for our staff, clients, funder and related services.

A special thank you to our long standing partner organisation - the Royal District Nursing Service.

Refugee Services

Afghanis remain the largest group of refugees settling in South Australia. The aim of our Afghan Settlement Program is to help them settle into Australian society. The challenges for them are predictable - finding housing and jobs, learning about Australian culture and ways, finding acceptance in local communities and generally establishing a secure environment with prospects for the future.

Generations of new Australians have faced the same challenges and journey to settlement and acceptance.

Our program provides help along the way.

During June 2010 we commenced work to establish a Refugee Care Program to provide community care for unaccompanied minors. This is part of the Department of Immigration and Citizenship's much welcomed move to reduce the number of minors in detention centres such as Christmas Island.



Robert Cox, Executive Manager





Support Training and Intervention Services

The past year has seen our continued development of new and innovative services along with the ongoing implementation of new ideas into existing services.

A key area of development has been the provision of services to young people who have difficulty with mainstream educational settings. The focus on disengaged young people has been a growing area of focus and activity by governments of recent years. Our services include case management, sport activities, alternative learning centres and mentoring. Significant outcomes were achieved through strong client centred and directed engagement, assessment and innovative practices.

Assessment and evaluation has been a focus of program development over the past two to three years and the results of this focus are beginning to bear fruit. Services have been able to present strong research outcomes in a number of national, state and funder based forums. Our capacity to outline the impact our services have in terms of outcomes for clients is at the core of our ability to advocate for ongoing service provision and the development of new services. We are able to demonstrate with a high degree of authority our proven experience and expertise in areas of practice when tendering for new services.

Responding to government policy directions through tender bids continues to be the main source of new service development. Working through government procurement processes brings with it a range of challenges and frustrations, not least of which is the resource commitment required to develop a competitive tender. Other challenges include restrictive timeframes, pricing expectations and contract renewal. Renewal uncertainty impacts on the stability and sustainability of our workforce.

Workforce development is an ongoing focus using the resource of our Registered Training Organisation. Centacare managers have had the opportunity to participate in a structured leadership development program. Those completing the program will be awarded an Advanced Diploma in Community Services Management. Other programs have resulted in staff achieving Certificates in Disability and Mental Health. Emerging and new practitioners and students are also an important part of growing a workforce that is engaged with Centacare, not only now but in the future. Further to this is the identification of key areas of professional development that will lead Centacare to being seen as a source of expertise in areas of practice.



One such area is the provision of services in the ‘alcohol and other drug’ sector. We continue to grow our expertise and presence in this very critical area of service delivery. We have achieved this influence by developing a workforce with knowledge and experience, participating in sector forums and peaks, and through taking on existing services with strong knowledge and skills such as the South East Drug and Alcohol Counselling Service.

As with the ‘alcohol and other drug’ sector we continue to involve ourselves in a range of sectors such as mental health, employee assistance programs and accredited training by taking on leadership roles in peak bodies, participating in reform and review forums and sector activities such as Mental Health Week. These activities are central to Centacare’s commitment to community capacity building and our contribution to professional and community life.

Our challenges in the coming years will be to balance the cost of supporting our services whilst maximising our service capacity.



Paul Senior, Executive Manager



Family Outreach Services

The Ingle Farm Family Zone Hub was extremely busy in 2010-2011 with a diverse range of groups for parents and children. At The Hub, Centacare works in close collaboration with the Salvation Army and Lutheran Community Care to ensure that the services provided meet the needs of the many different cultures of this diverse community.

This year the Bilby Bus took on the challenge of establishing a playgroup in the South Parklands. This playgroup is aimed at establishing contact with transient families with young children, providing them with linkages to services and the opportunity to spend time with their children in a safe, relaxed and welcoming environment. Bilby Bus clients again benefitted from the generosity of Liquid Property who hosted Cinema by Stars, the profits of which will go towards purchasing literacy packs for children.

A report on the early outcomes of the Stronger Families Safer Children Program, received in May 2011, highlighted the generally positive outcomes for clients who had engaged with Centacare's Targeted Early Intervention Service. For example, 72% of families who had successfully engaged with the program, had not been re-notified to the child protection system at the time of data collection.

In its first 12 months of operation the Building Family Opportunities Program (BFO) provided outreach support to over 100 families in the Playford area who wish to gain training and employment. At the end of the financial year nearly 30% of families had gained employment, whilst a significant number have/are currently undertaking training. BFO have been busy connecting families into their local community and in April held its first Family Fun Day at Fremont Park with over 300 people (including children) in attendance.

A highlight for the year was the major refurbishment of Centacare's office at Elizabeth Park. The additional space has led to the co-location of several Centacare programs including Building Family Opportunities Program, the Elizabeth Youth Service, Community Reintegration Program and ICAN Services. This has maximized Centacare's presence in the Playford region and provided a fresh new environment for visiting clients.

Emmaus House has experienced a major building renovation that has afforded Centacare staff the use of well equipped counselling and family therapy rooms. The Child Sexual Abuse Counselling Team has adopted the child friendly name Sun Dancing. The volunteer crèche continues to be well utilised by community service groups and the dedication of the volunteer staff is highly valued. Wodli HOME Advice has focused on strengthening community partnerships and has supported many families to stabilise their housing. Families supported by Emmaus House programs appreciated the generosity provided via the St Agnes Chiropractic Centre Wishing Tree at Christmas time.

The Reunification team continues to work in partnership with Families SA to ensure the best outcomes for the children and families with whom we work. During the year Centacare successfully reunified 16 children. We also introduced a children's welcome pack so that Centacare workers can introduce themselves to children in a way that makes the children feel safe and included. It was very disappointing that the Intensive Family Intervention Service funding has not been continued. This was a very successful piloted program operating in the south.

Looking back, the year has been an exciting time for Family Outreach Services and we look forward to continuing to deliver high quality service to children and families. I would like to take the opportunity to thank all of our staff and volunteers for their hard work and commitment throughout the past year.



Kirsty Drew, Executive Manager



Corporate Services

Trends & Themes

In the light of the constant need to respond to those who seek our assistance, or those whose needs go unannounced, we continue to examine what it means for us to be a Christian organisation. Our work, in many cases counter-cultural, needs to be all embracing, working with people, for the benefit of humanity.

Over 30,000 South Australians received a service from the 80 programs provided by Centacare in the past year. More than 20% of our clients are children. Our strategies to make Centacare a more effective provider of services to Aboriginal people continues to bear fruit with 7% of our clients (up from 5.5% last year) identifying as Aboriginal.

We have maintained a commitment to ensure our 472 staff, 70 volunteers and numerous students, are supported and enabled to operate within the agencies core values and culture. Our Induction programs provided such training to 130 new staff and 19 new Managers during the last year, and 74 staff attended Cultural Competence training and 65 attended Child Wise training.

A highlight of the year was the Staff Information and Resource Expo held in April 2011, where programs and services were displayed and showcased. This provided a wonderful opportunity for staff to demonstrate their commitment and creativity of the work they do, to the wider agency and external supporters present.

Many individuals and organisations contributed to Centacare's fundraising efforts supporting a number of programs including Auricht House. Special thanks to our major supporter, Catholic Charities, our Kokoda trekkers and to our long standing corporate partners Longford Cleaning and Vince Santoro's Edwardstown Good Guys.

Since the launch of our Reconciliation Statement we have continued to seek ways to ensure that Reconciliation remains a dynamic and authentic experience for all. In conversations with our Aboriginal staff we are continually sharing ideas and stories on the challenges and reality of honouring and respecting each person's place.

We are often aware of the need for restructure or reorganising, but our challenge is to remain open to the opportunity to reimagine how we can be as an organisation. To think about what has not been before and the courage and wisdom required to work towards it.



Pauline Connelly & Bernie Victory, Assistant Directors



Jenny Hanlon, Executive Manager

Systems Improvement

In July Centacare undertook its third external Quality Accreditation Review and was successful in receiving national accreditation against the Quality Improvement Council (QIC) standards for a further 3 years. The final report identified that Centacare had met all the Health and Community Services Core Standards and Community Services Standards including providing leading practice in three standards; Leadership & Management, Ensuring Cultural Safety & Appropriateness and Community & Professional Capacity Building.

Within Centacare's Quality Framework, the quality teams continue to play an active role in the continuous quality improvement process of the organisation and they provide staff with opportunities to be involved in leadership within the organisation. The work of the quality teams and various other meeting forums has involved addressing recommendations identified from the external audit and internal assessments with significant improvements achieved in the following systems:

- Students on placement
- Management of larger multi unit/program sites
- Information sharing guidelines
- Client induction
- Electrical guidelines
- Emergency flip charts
- Maintenance and contractors

A very high standard Staff Information and Resource Expo was again held this year. This is an invaluable way to showcase and share the variety of services and developments occurring within Centacare.



Information Technology & Infrastructure

The IT and Infrastructure team have continued their significant role in supporting Centacare staff to provide vital services to clients. The team also provided ongoing services to other Catholic organisations such as the Aboriginal Catholic Ministry, Catherine House and St Vincent de Paul Society.

As a result of a two year project a new user friendly, client focussed Centacare website was developed and implemented during 2010. In addition, individual websites were developed and released for; ACCESS Programs (Centacare's Employee Assistance Program); two newly funded programs - Community Reintegration which supports people exiting prison and Kids in Focus SA which targets parents/carers who are misusing alcohol and other drugs; the shared service CarCenta and, as a result of collaboration with CatholicCare in Northern Territory, a website for Kids in Focus NT.

Another significant achievement this year has been the introduction of a new server farm using virtualisation technology which has provided a reliable platform for the operations of Centacare to work from and has warranted the time, planning and research invested over the past three years.

A new finance system has been installed and a client database software system. As a result, this has streamlined processes by amalgamating many smaller client databases and allowing remote web based access for the user. Desktops and notebook

computers have received a major upgrade throughout the organisation including new computer suites at ASK Employment and Training Services' three sites, which enabled the provision of more efficient job search and training facilities for clients.

IT and Infrastructure managed several projects including office extensions for the Elizabeth (The Centa) site as program growth and expansion of our presence in the north has inspired and promoted the need once again for larger multifunctional client services sites. Renovations commenced for Emmaus House in March and the results of the extensive refurbishment have seen new counselling rooms, child and family therapy rooms and a newly remodelled meeting area at the Salisbury site. New site Hannah Place at Pooraka comprising six self-contained purpose built units and an on-site office, received a complete fit out from furnishings to whitegoods and were fully equipped to house our clients.



Dominic Reppucci, Executive Manager

Volunteers

Centacare is fortunate to have 70 volunteers, working in four separate programs. During the past year we have reviewed and updated our Volunteering Policy and Procedures. We have particularly aimed to help volunteers feel that they are an important part of Centacare. We have also worked to improve the way Centacare engages its volunteers from the point of first enquiry to the way in which they are inducted and trained when they commence working for Centacare.

We have continued to recognise volunteers' contributions through activities within each program, as well as through National Volunteers' Week activities. Our sincere thanks to our volunteers for their contribution to our clients.

Robert Cox, Coordinator





Finance and Administration

The year 2010-2011 has been one of steady growth for Centacare. As in previous years this growth stems from successful tendering for both grant based and fee based service delivery programs this year and at the latter part of 2009-10. Of particular note are the new services of Hannah Place and Alban Place. Centacare has again built on its financial administration through the expansion of its fee based payroll, accounting bureau and fleet management services. This has meant both the financial and client base of Centacare has again experienced solid growth.

Through the seven client services units, Centacare now operates over eighty programs across metropolitan and regional South Australia. Turnover has increased to reach almost \$31M, up over \$0.6M from the previous financial year.

Due to the organisation's continued growth, it has become necessary to implement a new accounting system. As expected this process produced many challenges and required long hours and dedication from our Finance and Administration staff. I thank them all for their hard work and support. The new accounting system is allowing the efficient capture and reporting of quality data to our stakeholders. We are striving now to further improve our processes and service.

Deloitte audited the Centacare Catholic Family Services general purpose financial report for 2010-2011 and provided an unqualified audit report.

The financial outcome for Centacare for the 2010-2011 financial year resulted in an operating surplus of \$9,147. Total equity remains steady at \$2.9 million on an asset base that has increased to \$8.6 million.



Damien Hern, Executive Manager



BALANCE SHEET	2011 (\$)	2010 (\$)
CURRENT ASSETS		
Cash and Cash Equivalents	1,618,583	3,031,951
Receivables	2,332,443	1,143,131
Other	229,005	169,852
Total Current Assets	4,180,031	4,344,934
NON-CURRENT ASSETS		
Other Financial Assets	41,600	-
Property, Plant & Equipment	4,456,466	3,839,775
Total Non-Current Assets	4,498,066	3,839,775
Total Assets	8,678,097	8,184,709
CURRENT LIABILITIES		
Trade and Other Payables	635,709	547,664
Provisions	2,372,757	1,453,571
Other	2,263,013	2,231,262
Total Current Liabilities	5,271,479	4,232,497
NON-CURRENT LIABILITIES		
Provisions	500,028	1,050,369
Total Non-Current Liabilities	500,028	1,050,369
Total Liabilities	5,771,507	5,282,866
Net Assets	2,906,590	2,901,843
EQUITY		
	\$	\$
Reserves	886,603	891,003
Retained Earnings	2,019,987	2,010,840
Total Equity	2,906,590	2,901,843

FINANCIAL SUMMARY	2011 (\$)	2010 (\$)
REVENUE		
Government Grant Revenue	19,735,128	19,419,187
Other Grant Revenue	892,903	1,092,501
Total Grant Revenue	20,628,031	20,511,688
Fee for Service Revenue	7,506,234	6,199,851
Other Revenue	2,405,005	3,059,697
Interest Revenue	85,668	92,092
Gain on Acquisition of Business	35,740	290,500
Disposal of Assets	220,532	71,137
Gain on Disposal of Shares	19,070	-
Total Revenue	30,900,280	30,224,965
EXPENSES		
Employee Benefits Expense	20,572,771	19,283,864
Depreciation Expenses	960,027	936,778
Rent and Lease Expenses	1,887,377	1,870,604
Motor Vehicle Expenses	2,379,507	2,111,884
Operating Expenses	2,731,349	2,993,874
Other Expenses	2,360,102	2,674,184
Total Expenses	30,891,133	29,871,188
SURPLUS	9,147	353,777

Service Summary

ASK Employment & Training Services

ASK Employment & Training Services deliver employment and training services under the Federal Government Job Services Australia (JSA) Employment Services Deed 2009-2012. Clients are referred to JSA following assessment via Centrelink. Clients receive individual case management including job search support; training to gain or upgrade necessary skills; and work experience. The aim of the service is for clients to gain sustainable and meaningful employment.

Disability Services

Centanet provides a day options service for adults with intellectual disabilities. The program is based around individual needs, interests and lifestyle choices. It consists of a combination of centre based and community activities.

Independent Living Program enables individuals with an intellectual disability living in Whyalla to receive in-home support, while living in their own choice of accommodation. Clients receive individualised flexible quality care that assists them with all the tasks of daily living, so the client can live life as a valued and contributing member of their community. There is a strong focus on skill development for increased independence.

Karinya Cottage located in Whyalla, provides supported accommodation and high quality care to two male adults and one female adult with intellectual disability and some physical disability.

Kolbe Cottage provides weekend and school holiday respite for children and adolescents aged 5-18 years with intellectual disability. The service aims to provide safe and enjoyable stays for individuals in a holiday-like atmosphere.

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

Lumiere located in the western suburbs of metropolitan Adelaide, provides high quality care and support for four women with severe multiple disabilities.

Northern Respite Service based at Auricht House in Elizabeth North, offers respite services for clients aged 13-40 years with intellectual disabilities. Opportunities that are offered by the service include sleepovers, weekend camps, meals out, social interactions and activities.

Tamana House located in Whyalla, provides supported accommodation and high quality care to five clients with intellectual disabilities.

Yoorana Respite in conjunction with Minda Inc., provides short term overnight respite for adults with intellectual disability. Services provided include transport to placements and jobs, and weekend recreation.

Family Relationship Services

Early Intervention Services (EIS) provides counselling for individuals, couples, children and families; counselling and education services for men in families; and relationship education for all family members. The service aims to reduce family breakdown by strengthening relationships in families and also has a special emphasis on reducing the impact of conflict/separation on the children. In addition, EIS offers information and referrals to other services which may be of use to the family.

Family Dispute Resolution conducted by qualified Family Dispute Resolution Practitioners, assists couples and family members who are separating or separated, to resolve issues in dispute such as parenting/care and property arrangements. The practitioner guides the process of discussion, remains impartial and facilitates those in dispute to reach their own agreements. Central to this service is a child inclusive approach and the needs and interests of the child/ren are paramount in any agreements reached.

Family Relationship Counselling is offered through a number of sites across the Adelaide metropolitan area and the south east of South Australia. Couples, children, young people and other family members, facing a range of issues affecting individual and family functioning, are supported through a variety of counselling modalities.

Family Relationship Education & Skills Training offers a variety of education programs designed to support strong, stable healthy relationships. This includes pre-marriage education programs, parenting programs and work in schools with young people.

Family Support Drought Response Team delivers personal and family counselling and support services to individuals, families and communities experiencing social and emotional hardship in the Murray Bridge, Murray Mallee and Alexandrina areas. The service uses a whole family approach to strengthen families and minimise damage to family relationships resulting from drought.

Family Wellbeing Support offered in the Murray Bridge, Karoonda East Murray, Southern Mallee, Coorong and Murray Mallee areas, is focused on assisting families and individuals to develop a range of skills and strategies to help support a family member with a mental health challenge. The program aims to increase community awareness and understanding of mental health challenges and the impact of those challenges on family members.

Intensive Support Playgroups (Aboriginal) - Po:rlar Ka:ngkun Tainkuwalun (Children Laughing and Playing) is an intensive supported mobile playtime for Aboriginal families in the Murray Bridge and Coorong areas. The service is based on a targeted early intervention approach aimed at promoting positive family functioning, safety and childhood development outcomes, for children and their families. The service has a family worker who provides one on one support to families attending the playtime.

Keeping Children Connected is a *Communities for Children* activity. It focuses on families with children up to 12 years of age, where the child is struggling with their school environment and at risk of being isolated from school. The program provides one on one support to families and seeks to build the family's capacity to support their child's involvement in school and education. The service area is Murray Bridge, Taillem Bend, Mannum, Mypolonga, Jervois and Callington.

Kids in Focus is a program which targets parents/carers who are misusing alcohol and other drugs. In addition to a range of child focused interventions, the service utilises an in-home program (Parents under Pressure) to increase parenting capacity, build healthy relationships with their children and provide safe family environments. Staff work intensively with the families in the early stages and reduce support as the parents develop and sustain their ability to parent effectively.

Men and Family Relationship Services covering metropolitan Adelaide and local council areas of Murray Bridge, Mid Murray and the South East, engages men toward building enriching connections with their families and their community. The goals of the program are to assist men in building and maintaining healthy relationships and providing strategies to assist in problem solving. Counselling, group work and community events are the services offered through this program.

Natural Fertility Services provides instruction to individuals and couples in the use of a healthy, 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 offers parenting programs designed to assist parents develop skills and find ways to positively engage with their children. A particular focus of these programs is to work with vulnerable families and to assist parents to connect with other parents to share skills and knowledge.

Regional Family Dispute Resolution based at our Mount Gambier office, offers Family Dispute Resolution Services throughout the south east of South Australia. Through mediation and counselling, the practitioner facilitates those in dispute to reach their own agreements on issues such as parenting/care and property arrangements. Central to this service is a child inclusive approach and the needs and interests of the child/ren are paramount in any agreements reached.

School Counselling in partnership with the Catholic Education Office (CEO) provides confidential counselling to students attending Catholic Primary Schools across South Australia. There are currently 18 schools using the program. Schools that join the program contract with CEO for a counsellor from one day per week. Centacare then recruits, supervises and manages these counsellors. Counsellors also provide referral options to children/parents, consultation regarding students to school staff and some group work within schools.

Valuing Fatherhood is a *Communities for Children* activity offered in the Murray Bridge, Mannum, Callington and Tailem Bend areas, with an early intervention and prevention focus for families with children 12 years and under. Valuing Fatherhood seeks to build men's connection, knowledge and understanding within their families so that their experience of fatherhood is enriching for themselves and their families. Valuing Fatherhood also provides support for fathers who do not live with their families in having a productive and meaningful role in their children's lives.

Walking Together supports families with young children up to 12 years of age. The program aims to achieve positive outcomes for families identified through the Learning Together program at Fraser Park Primary School and the wider community. Support is provided through a range of services including counselling and facilitating parenting and lifestyle groups. The program covers the geographical region of Murray Bridge, Tailem Bend, Jervois, Callington and Mannum.

Wandana Community Centre (WCC) provides a range of social, educational, recreational and community services for people in the local community of Gilles Plains and surrounding suburbs. Working collaboratively with other service providers, WCC has developed numerous programs that meet the needs and interests of local people in all their diversity. WCC organises and provides adult learning classes and groups including; English, literacy and numeracy, computing and cooking; and provides services that include information and referral, counselling, individual assistance and advocacy, and special projects.

Family Outreach Services

Bilby Bus Intensive Supported Playgroup program offers a mobile intensively supported playgroup and engages with vulnerable families in a relaxed and friendly environment through fun and educational play. During the playgroup sessions the workers have the opportunity to offer a range of support services including: parenting support, child development support and education, home visiting, support and advocacy with other services, and referral. Specialised service providers may also be invited to join a playgroup to provide information and advice to participants.

Building Blocks for Families is an initiative of the *Salisbury Communities for Children* program and provides a parent educator through the Family Zone Hub at Ingle Farm. The educator works with families with children aged up to 12 years of age, focusing on improving physical health and development, parenting competence and style, and child social, emotional and cognitive development. Sessions are delivered around a wide range of issues and are planned in response to community needs and requests and are tailored to meet the attendee's needs.

Building Family Opportunities program provides an intensive support service to jobless families in the Playford region. Using a partnership model, the program works collaboratively with the client and referring agency, to deliver strength based intensive family case management with a focus on increasing educational attainment and employment. The program is a home visiting service and aims to provide practical and professional support, encouraging families to access and utilise programs and services within the area. In addition the program works to address barriers such as; homelessness, drug and alcohol dependence, financial and mental health issues.

Family Counselling Team provides short to medium term support to families with children up to 18 years of age, experiencing family relationship difficulties and hardship such as financial, housing, health, and mental health issues etc. This child and family focussed outreach and home visiting service, provides family counselling, assessment, information, and referral and advocacy to families as well as on occasion individuals within the family.

Service Summary

Family Outreach Services

Intensive Family Intervention Service is an intensive, home based intervention for families referred by Onkaparinga Families SA who have had one or more notifications of child abuse and/or neglect. Interventions include family counselling, practical home management skill development, parenting skill development, strengthening relationships and parent/child attachment and linking families to community resources and networks. The emphasis is on assisting families to develop self sufficiency and problem solving skills to maintain family integrity and to provide a safe, stable home environment.

Mobile Family Connections is an initiative of the Onkaparinga *Communities for Children* program. It utilises the Bilby Bus to provide a street level mobile resource service through play and chat sessions. It works to provide families with children up to 5 years of age with information about the range of support services and other family orientated resources within their local community. It provides increased opportunities for parents and children to access early learning opportunities for children's cognitive, social and emotional development, and aims to generally benefit and foster parent/child relationships and family functioning.

Northern Parent Resource Program provides short to medium term support to vulnerable families with children requiring parenting support and education. This child and family focussed outreach and home visiting service, provides assessment, referral and advocacy to families, as well as parenting support and education. The program also delivers 4 six week Positive Parenting courses each year, delivering parenting education via this mode to up to 80 parents a year. Parents attending the course can then be referred to the outreach home visiting service if individual ongoing parenting support is required.

Northern Playgroups is an Intensive Supported Playgroup program designed to deliver playgroups and home visiting support to families with children up to 5 years of age. The program is funded by Salisbury *Communities for Children*, and is situated at the Family Zone Hub, Ingle Farm. The program enables families to access learning environments which improve their child's cognitive, social and emotional development and provides education regarding children's play and its importance in child development. It also fosters parent/child relationships and provides other informal supports for families and increases parent support networks.

Reunification is a planned process of reconnecting children in out-of-home care, with their birth families through a variety of services and supports. It aims to achieve and maintain the optimal level of reconnection, from full re-entry to other forms of contact. Reunification does not always mean that the child will be returned to the birth parents, but may mean working to improve and strengthen relationships, and improve the overall wellbeing of the children, young people and parents.

Sun Dancing - CSA Counselling is a child and family focussed program, providing specialised counselling to children who have experienced child sexual abuse and their families. It also provides assessment, referral and advocacy to families, parenting support, and education. Although the program is primarily an outreach and home visiting service, due to the sensitive nature of the service, it is often delivered in a child friendly clinical setting on site.

Targeted Early Intervention Service (TEIS) is a multi disciplinary team that provides practical and therapeutic home based services to address child protection concerns. The target group is families who have been notified to Families SA, where there are serious child protection concerns, but before Families SA are considering removal of the children from the family home. TEIS can only receive referrals from Families SA and work in partnership with 11 Families SA district offices across country and metropolitan Adelaide.

Wodli-HOME Advice program is an early intervention service that works with a partnership model between Centacare and Centrelink. Family support workers and the Centrelink social worker, work with families to stabilise their housing situation through addressing financial difficulties, health and family wellbeing and strengthening community participation. This is accomplished through family support, education, advocacy and referral to appropriate services.

HIV Services /Refugee Services

HIV Services operates Cheltenham Place which provides 24 hour short term live-in respite accommodation for people living with HIV/AIDS, including carers. The program provides a supportive respite environment in which clients can recover from illness, hospitalisation, or adverse home or social circumstances. The Royal District Nursing Service visits regularly. Clients may be referred to other services as appropriate.

Afghan Settlement Program assists Afghan humanitarian entrants (refugees) to settle into life in Australia. Services include assisting clients to access, understand and negotiate services independently, as well as referring clients to appropriate services. The program also aims to connect individuals with mainstream community activities such as volunteering, employment and membership of organisations.

Support Training & Intervention Services

ACCESS Programs is a leading provider of Employee Assistance Programs, training 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 Programs provides trauma response services to employees affected by unforeseen events.

Accommodation Support Program based in the Gawler and Wakefield regions, provides outreach support to people living with a mental illness and operates within a recovery, client-centred approach. Clients receive individualised support including assistance with independent living, maintaining self and health care, establishing and maintaining accommodation and links with community resources, and linking into recreational and social activities.

ASCEND Suicide Intervention Program offers support to young people up to 25 years of age who might be at risk of suicide or self-harm. This is done through primary and secondary consultation with young people and/or their parents/carers. A key component of the program is the provision of training for government and non-government agencies to ensure that professionals learn how to correctly recognise, interpret and respond to suicidal and depressive behaviours.

Centacare Drug and Alcohol Service (CDAS) provides an outreach service across metropolitan Adelaide supporting the families of young people aged 10-30 years, who have a substance use issue. The program offers family work, counselling and education around alcohol or drug issues impacting on the family and young person, drug and alcohol counselling for individual young people, and a home detoxification service with support from a CDAS Registered Nurse.

Centacare Mentor Service (CMS) provides one on one and group based outreach support to young people aged 6-30 years. The program aims to address a broad range of issues and barriers and develop positive relationships outside the family unit through a range of structured and goal directed activities. Mentoring activities include social and recreational outings, accessing community groups and resources, teaching independent living skills, assisting with educational and/or employment, or just spending time together informally.

Education Drug Diversion Intervention Team (EDDIT) provides outreach early intervention services to children and young people aged 10-25 years where there is a risk of drug use. There are three main components to the EDDIT program: Police Drug Diversion Initiative where people are referred by the police as a result of a minor drug offence for counselling, support and information. Early Intervention Pilot Programme for young people aged 10-17 years who have been detected by police for an offence involving alcohol and is designed to keep people out of the criminal justice system. Court Assessment & Referral Drug 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.

Innovative Community Action Networks (ICAN) provides case management and accredited alternative learning options for young people aged 10-19 years; with an exemption of up to 25 years of age for young women who are pregnant or parenting, 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.

Man Alive! is a family orientated day celebrating the contributions of men in our community and promoting men's health and wellbeing. The festival aims to increase access and awareness to available health and community services and promotes early intervention on a variety of health issues for the overall benefit of individuals, families and employers.

Mental Health Rehabilitation Services provides one on one support to people living with a mental illness and operates within a recovery, client-centred approach. Clients receive individualised support from a worker and are encouraged to identify their own particular needs and strengths in order to develop goals to facilitate an enhanced quality of life. Clients receive assistance with independent living, maintaining self and health care, establishing and maintaining accommodation and links with community resources, and linking into recreational and social activities.

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. The service offers support including an early intervention assessment and referral service (home visiting included), education, and young person's mentoring program.

Personal Helpers and Mentors (PHaMs) program operating in Salisbury and Murray Bridge supports people aged 16 years and over 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 program aims to facilitate mental health recovery and self determination through individualised support that is both holistic and strength based.

Reconnect Mental Health Service is an outreach early intervention service, supporting young people aged 12-18 years and their families, where there is a risk of homelessness and emerging mental health concerns for the young person. Therapeutic services provided include assessment, counselling, family work, referral, and consultancy.

Registered Training Organisation (RTO) delivers accredited and non accredited Community Services Packages training in line with the Australian Quality Training Framework. The RTO delivers some in-house training to Centacare staff, and also offers training for Employee Assistance Program clients.

Schools Assertive Outreach Services (SAO) supports young people aged 12-20 years who are homeless or at risk of homelessness, to maintain their connection with education or further training. It is recognised that supporting young people to establish and maintain connections with education is crucial to minimising the impact of homelessness and vice versa. Services include case management, referral, and advocacy.

South East Drug and Alcohol Counselling Service (SEDACS) provides drug and alcohol counselling services in Mount Gambier and surrounding regional areas. Services provided include alcohol and other drug dependence assessment and treatment; individual, family and group counselling; information, advocacy and referral; illicit Drug Diversion Programs; and community education.

Service Summary

Domestic Violence & Homelessness Services

Community Reintegration Program provides information, referral and support to people exiting custodial sentences (pre and post release) and individuals under community based supervision. The staff offer information, advice, advocacy and referrals to relevant services over a range of issues related to accommodation, drug and alcohol services, mental health support, food and material assistance, employment and training, parenting support and specialised counselling services. One on one and group support is delivered at community corrections locations and prisons state wide, or can be accessed by individuals contacting the service directly.

Coolock House is part of the *Young Family Support Program*, and provides 24 hour supported accommodation, emergency crisis accommodation, outreach housing and an outreach program to young women up to 25 years of age, who are pregnant and/or parenting, and their children, and who are homeless or are at-risk of homelessness. Coolock House provides one on one support using a case management model and offers groups and activities to support young women in their parenting, independent living skills, education, and in their own personal development.

Hannah Place provides support and accommodation to young women aged 14-18 years, who are pregnant and/or parenting and who are under the Custody or Guardianship of the Minister. The service is located in purpose built self contained accommodation in Pooraka, and provides a safe and secure place for each young woman to learn about parenting and nurturing. The young women are offered case management support, advice and advocacy towards pregnancy and parenting, and daily living skills whilst working towards independence.

Intensive Tenancy Support Program in Whyalla provides early intervention for tenants at risk of eviction from public, community and/or private rental accommodation. Services include: assessment of issues contributing to tenancy breakdown, developing an agreed action plan based on the tenant's needs and goals, negotiating with Housing SA and Private Landlords regarding tenancy issues, practical assistance including arranging for rubbish removal/cleaning etc., and advocating for and linking to other services where appropriate.

Limestone Coast Domestic Violence Service provides support, counselling and accommodation to women and children experiencing family and domestic violence, and to women who are homeless or in crisis and at risk of becoming homeless. Services include accommodation, case management, reconnection, crisis support, outreach, assistance with legal services, Family Court support, assistance with parenting and support groups based on empowerment.

Louise Place provides onsite support and accommodation to young women aged 18 years and under who are pregnant or parenting, and who are homeless or at risk of homelessness. There are eight self contained units on site which the young women rent. Louise Place also provides accommodation and/or support as an outreach program for women up to 25 years of age.

Whilst at Louise Place the young women can continue their education through the ICAN program and a Day Care Centre on site provides childminding.

Malvern Place is part of the *Young Family Support Program*, and provides 24 hour supported accommodation, emergency crisis accommodation, outreach housing and an outreach program to young women up to 25 years of age, who are pregnant and/or parenting, and their children, and who are homeless or are at risk of homelessness. Malvern Place provides one on one support using a case management model and offers groups and activities to support young women in their parenting, independent living skills and education, and in their own personal development.

Murray Mallee Domestic Violence Service provides support and supported accommodation for women and children experiencing domestic violence. Services are provided to the Riverland, Murray Bridge, Adelaide Hills and Coorong regions. Services include counselling, information, building support networks, in house women's groups, outreach services, emergency accommodation in the Riverland and access to other housing networks.

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. The service also provides specialised services, including supported accommodation, to young people aged 15-25 years who are homeless or at risk of homelessness.

Whyalla Regional Domestic Violence Service provides supported transitional and crisis accommodation, advocacy and other related specialist support services to individuals and families experiencing domestic and family violence or Aboriginal family violence, and who may be homeless or at risk of homelessness. Services provided include crisis intervention, emergency and short term accommodation, parenting support, after-hours support, referral to health and legal services and accessing income support.

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

Youth Services Elizabeth provides information, advocacy and supported accommodation to young people aged between 16-24, who are unable to live with family or friends and are homeless or at risk of homelessness. The service also provides a residential facility called Carlow Place. Carlow Place provides 24 hour emergency and medium term accommodation for young people aged 15-18 years, who have left home due to family and interpersonal conflicts.

Contact Us

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

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Archdiocese of Adelaide

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.