



Centacare

2013-14 Annual Report

Centacare Catholic Family Services |
Archdiocese of Adelaide



Service Structure

SERVICE DELIVERY

Megan Welsh	Kara Piltz	Lachlan Purves	Paul Senior	Kirsty Drew	Anthony Connelly
Youth & Community Support Services <ul style="list-style-type: none"> Hannah Place HIV Services Intensive Tenancy Support Program Outer North Youth Service Refugee Care Whyalla Generic Homelessness Service (Youth focus) Whyalla Regional Domestic Violence Service 	Domestic Violence & Homelessness Services <ul style="list-style-type: none"> Coolock House Findon Family Housing Limestone Coast Domestic Violence Service Louise Place Malvern Place Murraylands Domestic Violence Service Murray Mallee Adelaide Hills Domestic Violence Service 	Disability Services <ul style="list-style-type: none"> Auricht House Day Options Service Barker House Supported Accommodation Service Centanet Day Options Service Joseph Place Supported Accommodation Service Kolbe Cottage Respite Service Lara Cottage Supported Accommodation Service Lumiere Supported Accommodation Service Northern Respite Service (Auricht House) Sanctus House Supported Accommodation Service Xavier House Supported Accommodation Service Yoorana Respite Service (in conjunction with Minda Inc) 	Support Training & Intervention Services <ul style="list-style-type: none"> ACCESS Programs Accommodation Support Program (Clare/Barossa) ASCEND Suicide Intervention Program Comorbidity Project Drug & Alcohol Service Healing, Optimism, Pride, Endurance (HOPE) ICAN Services Mental Health Rehabilitation Navigate Panic Anxiety, Obsessive Compulsive and Eating Disorders Service Personal Helpers and Mentors Service Reconnect Mental Health Service Registered Training Organisation Schools Assertive Outreach 	Family Outreach and Relationship Services <ul style="list-style-type: none"> Bilby Bus Counselling Services Dad's Business Family Counselling Team Family Dispute Resolution Services Family Preservation and Reunification Service Family Relationships Education & Skills Training Family Wellbeing Support Intensive Support Playgroups (Porlar) Kids in Focus Making Moments Attachment Program Mobile Family Connections Northern Parent Resource Program 	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	Damien Hern	Dominic Reppucci	Kathy Grieve
Systems Improvement <ul style="list-style-type: none"> Work Health & Safety Policies & Procedures Quality Assurance 	Finance & Administration <ul style="list-style-type: none"> Accounting Services CarCentra Financial Advice Mobile Communications Payroll Salary Packaging 	IT & Infrastructure <ul style="list-style-type: none"> Building/ Leasing Maintenance Environmental Safety Fixed Communications Information Technology IT & Infrastructure Consultancy 	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 Marketing and Communications Office Shared Services



Who We Are **02**

Strategic Directions **03**

Director's Report **04**

ASK Employment & Training Services **05**

Disability Services **06**

Domestic Violence and Homelessness Services **07**

Family Outreach and Relationship Services **08**

Youth and Community Support Services **09**

Support Training and Intervention Services **10**

Corporate Services **11**

Finance and Administration **14**

Service Summaries **16**

Service Structure **inside front cover**

Contact Us **inside back cover**

Contents

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Who We Are

Centacare Catholic Family Services is a Catholic welfare organisation delivering a range of services across the Catholic Archdiocese of Adelaide. We are a not-for-profit organisation with a strong focus on social justice.

Centacare strives to support people in our community who have been marginalised and who are experiencing hardships and challenges in their lives. This support will be provided regardless of race, economic circumstance, sexual preference, religious belief or ethnic background.

How we are structured

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

Our vision

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

Our purpose

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



Our values

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

DIGNITY OF THE HUMAN PERSON

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

COMMUNITY AND THE COMMON GOOD

We believe every social group must take account of the needs and legitimate goals of other groups and that being part of a sustaining society is both a right and an obligation.

DIGNITY OF WORK

We believe a person has a right to productive work, a just wage and to participate in democratic processes.

OPTION FOR THE SOCIALLY DISADVANTAGED AND VULNERABLE

We believe for justice to be upheld, we must become compassionate voices in action for all.

SOLIDARITY

We believe all humankind is interdependent, that we need one another and that we are called to stand with the powerless and the disadvantaged.

SUBSIDIARITY

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

CARE OF GOD'S CREATION

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

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

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

Respects the uniqueness of individuals.

Ensures we provide quality services through professional and committed staff.

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

Works positively with governments, agencies, individuals and communities.

Expects integrity in all that we do.



In the period 2012-2015 we seek success through:

CONTINUALLY IMPROVING OUR SERVICE TO CLIENTS BY:

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

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

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

Focusing on encouraging and enabling clients to attain independence.

Providing inclusive and accessible Aboriginal services.

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

Engaging and supporting new and emerging community groups.

INSPIRING OUR STAFF BY:

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

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

Ensuring managers and leaders are well equipped for their role.

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

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

BEING A MORE EFFECTIVE ORGANISATION BY:

Ensuring our staff, structures and services are culturally competent.

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

Recruiting and retaining skilled and dedicated staff.

Embedding environmental awareness in our planning and decision making.

Providing quality infrastructure for staff and clients.

Promoting ongoing active and effective collaboration between units.

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

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

Utilising available and emerging technologies to streamline our systems.

ENGAGING WITH OUR COMMUNITY BY:

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

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

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

Developing structures to enable meaningful client and stakeholder participation.

Strategic Directions

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





Director's Report

The Catholic Church provides the framework for the way we conduct our daily work and the principles of Catholic social teaching, embraced by us, are as relevant now as they were in 1893.

Centacare Catholic Family Services in the Archdiocese of Adelaide has now been providing services to the South Australian community for 73 years. Many challenges, many great outcomes for our clients, many happy times and many struggles.

Reflecting on my time as Director with Centacare, I can recall commencing responsibility with 19 staff members, an income of \$480,000, and 8 programs operating from less than 5 locations.

As we close the 2013/14 financial year we now have more than 500 staff members, 89 programs providing services from 37 locations and have provided support in the last twelve months to more than 36,000 people.

The one constant as we have carefully grown is the quality of our staff members, and their commitment to our clients.

We were all very pleased to have had the quality of our work externally assessed in our fourth Quality Accreditation Audit during the year, before again being awarded QIC Accreditation.

As I have said previously, it is every staff member who has the opportunity to ensure each client, receives the best support we can provide. Every staff member fulfilling their role, in harmony with their colleagues, determines the quality and success for that which our organisation delivers.

Thank you to all staff members for all you have done during your time with us.

I also thank Archbishop Wilson and Fr Philip Marshall for their strong support, guidance and advice whenever it is needed.

We continue to have strong and respectful partnerships with our government funding bodies and we thank all individuals involved in those relationships for their support.

The Catholic Church provides the framework for the way we conduct our daily work and the principles of Catholic social teaching, embraced by us, are as relevant now as they were in 1893.

It is our staff members who work with us that are the custodians of our reputation as we traverse the next 27 years towards our first century. On the quality of current staff member performances, we are in good hands.



Dale P West
Director



ASK Employment & Training Services (ASK) faced many challenges throughout the year. This was mainly due to a poor labour market, industry shut downs and further adjustments made to the contract by the Department of Employment (DOE). A major slowing of the economy coupled with manufacturing plants closing their doors in the Northern Suburbs resulted in fewer employment opportunities for job seekers. The Northern Employment Services Area in particular has been hit hard with the announcement of the closure of General Motors Holden. ASK continues to make changes in a bid to ensure we maximise our performance, remain effective and financially viable in what is a very tough market place.

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

ASK Work Experience Projects enable job seekers to experience a real life example of a workplace environment and to acquire new skills. Through our Work Experience Activities we continue to be at the forefront of offering job seekers the opportunity to develop new skills in fields where they are able to find employment opportunities. We work closely with many not-for-profit organisations assisting them with projects to improve their surroundings through the program. Projects include building and installing new kitchens, gyprocking, painting, landscaping, paving and cementing.

ASK has been successful in gaining a Pilot Project tender for the new Work for the Dole (WFD) as introduced by the current Government. The Pilot Projects were available across 20 Employment Service Areas across Australia. South Australia was identified as having one area under the WFD Pilot Project. To win a Pilot Project in such a competitive atmosphere was a highlight for the service and particularly the staff.

ASK continues to strive to achieve best practice in service delivery and to improve education and employment for those job seekers who are highly disadvantaged.

ASK will continue to make a difference in the community by delivering effective and innovative services. Due to the hard work and commitment of ASK staff the service has managed to maintain its 3 Star Rating. That is a great achievement given many providers have not been able to do so thus have been removed from Job Service Australia (JSA). As ASK moves forward we expect that success in employment services continues to hold us in good stead for the future of JSA 2015 and beyond.

ASK Employment & Training Services

Through our Work Experience Activities we continue to be at the forefront of offering job seekers the opportunity to develop new skills in fields where they are able to find employment opportunities.



Anthony Connelly
Executive Manager



Disability Services

In embracing growth and change, Disability Services remains grounded in our purpose, our vision and our values.

The past year has provided Disability Services (DS) with significant opportunity for both growth and change.

Growth has come in the form of success in tendering for a number of new services. Of 9 tenders submitted, DS were successful in gaining 4. All are accommodation services for individuals with intellectual disabilities and dual diagnosis. The services are in various locations between Noarlunga and Elizabeth, and compliment our existing service delivery.

Although establishing these new services has presented significant challenges, we are now privileged to be in a position to provide security, stability, consistency and opportunity to the individuals we support. The progress and achievements for the individuals who have transitioned into these services has been beyond our expectations. In addition to this, we have been able to establish a new Day Options Service operating from Auricht House, which continues to grow in popularity.

Change has also come in the form of the National Disability Insurance Scheme (NDIS). Although in its infancy, this scheme does impact on our current service provision, with greater change to come in the next couple of years. This will ultimately impact upon all service delivery. The challenge continues to be around accessing accurate information in order to inform both organisational preparation, and ensuring the accurate dissemination of information to clients and families.

In embracing growth and change, DS remains grounded in our purpose, our vision and our values.

We remain committed to ensuring our services provide a basis from which people can build and grow, through valued social networks, personal experiences and the dignity and joy that comes with truly living life.

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

Again, this year the generosity of the community is to be applauded. 2013-2014 has included generous contributions from Catholic Charities, the Kokoda Trekkers, the Royal Agricultural and Horticultural Society, and the extraordinary generosity of various private donors. In addition to this, it is important to acknowledge the strong working relationship we maintain with Minda Incorporated in the delivery of services through Yoorana Respite Service.



Lachlan Purves
Executive Manager



Domestic Violence and Homelessness Services have continued to experience a high demand from young families experiencing homelessness, and women and children escaping domestic violence.

At Findon Family Housing a steady increase in referrals have been responded to with an open door policy. A number of these clients have gained safe, affordable private rentals after receiving references from Housing SA and Findon Family Housing. The program has experienced valuable support working collaboratively with other agencies as we adapt our service delivery to support increasing referrals from migrant and refugee women.

Coolock House has continued to deliver high quality and caring support to increasing numbers of young women and children who are homeless. The past year has been a very busy one, supporting families with high and complex needs to work through their personal challenges.

The Murraylands Domestic Violence Service has experienced a very high work load and in response has been consulting with government and local agencies towards a new model of working together. Funding was received to assist in the facilitation of "Shine a Light" workshops aimed at raising self-esteem and confidence.

The Murray Mallee and Adelaide Hills Domestic Violence Service participated in a number of vigils to mark the deaths of women and children due to domestic violence. A new collaboration with Victim Support Services saw the development of therapeutic groups for women. "Road to Wellbeing" a seven week programme was delivered with positive feedback.

Louise Place staff continued to focus on supporting young women to develop strong attachment with their children. Our data highlighted that over a third of the young women who received support came from an African nation. Louise Place appreciated the support of Unley City Council who funded a school holiday program, keeping young women engaged during the breaks between term.

Malvern Place staff continued to develop positive working relationships with Aboriginal specific services and this led to more sustainable outcomes for Aboriginal families.

The Limestone Coast Domestic Violence Service, in collaboration with the Violence Against Women Collaboration, developed a series of television advertisements aimed at men and boys in their communities, with messages about the causal links between gender inequity and domestic violence.

I again wish to thank the Wyatt Benevolent Institution for their financial support which enabled us to provide essential furnishings for young families who are homeless, and women and children escaping domestic violence.

To each staff member, your strong belief in these families and your commitment to social justice has enabled better outcomes that will continue through generations. I thank you for this gift to the most disadvantaged.

Domestic Violence and Homelessness Services

Domestic Violence and Homelessness Services have continued to experience a high demand from young families experiencing homelessness, and women and children escaping domestic violence.



Kara Piltz
Executive Manager



Family Outreach and Relationship Services

We are proud of our improvement in connecting with the most vulnerable people in our society.

This year the Family Outreach and Relationship Services (FORS) Unit has focussed on development and quality improvement. A number of innovations have improved our service delivery and commitment to those accessing our programs, including an online post separation parenting course to encourage a child focus prior to commencing Family Dispute Resolution.

Our sector experienced significant change this year with Government priorities and therefore funding opportunities shifting. The Child protection sphere has been under the spotlight, with responses such as the Royal Commission and Select Committee as well as proposals for a Children's Commissioner.

We are proud of our improvement in connecting with the most vulnerable people in our society. In Murray Bridge, for example, we have had a sixfold increase in the number of clients accessing our services that identify as coming from a Culturally and Linguistically Diverse background. Our newly established Specialist Family Preservation Foster Care program has been a huge achievement with seven approved foster carers as well as ongoing assessments. We also saw growth in our school counselling program this year. Reunification services have been at capacity supporting children under the Guardianship of the Minister to return safely to their birth families. The service also entered in to the Family Preservation space. The Kids In Focus program continued to support families that identified that their substance misuse was impacting on their capacity to parent.

The National Chaplaincy and Student Welfare Program was under significant public and constitutional focus during 2013-2014 and ceased in June 2014. However, prior to this student welfare

workers continued to provide valuable and individualised support to their school communities.

In December 2013 the Northern Parent Resource Program (NPRP) celebrated 30 years of outstanding service to the northern suburbs community. NPRP started as an independent community organization, becoming part of Centacare in 2003. In early 2014 Wandana Community Centre achieved the milestone of 20 years of service to the community. The community centre has developed a number of well-regarded programs targeted to meet the needs of disadvantaged people in the local community.

We are strongly committed to our future workforce and this year developed a coordinated student program, placing 21 students across the FORS Unit.

To ensure a high quality service, we have a deep commitment to professional development for our staff. Highlights for training and development this year included; Family Dispute Resolution Practitioners undertaking training in both children's and property issues; staff attended training with International presenter David Mandel in the area of Domestic Violence and child protection and Centacare entered in to a partnership with psychologist Colby Pearce, with staff training in the Triple A Model of Therapeutic Care.

I would like to take this opportunity to thank and acknowledge our staff and volunteers. They are the key to our success in community engagement and service delivery. They are supported and led through a highly skilled team of managers whose stewardship and commitment impresses me daily, thank you to all.



Kirsty Drew
Executive Manager



The Youth and Community Support Services Unit (YACSS) was created in November 2013 from existing programs based across Adelaide and Whyalla.

The Whyalla Generic Homelessness Service (Youth Focus) marked 10 years of service delivery in the community. The program continues to experience increasing demand for service. Remodelling of the Intensive Tenancy Support Program has achieved improved outcomes for those at imminent risk of eviction from public and private rental housing.

The Whyalla Regional Domestic Violence Service is also seeing an increase in referrals due to improved awareness of the service in the community. The roll out of Family Safety Framework to the region in August 2013 impacted positively on clients and support agencies.

The Outer North Youth Services has had a focus on developing and strengthening relationships in the Northern area of Adelaide, including starting an outreach service in Gawler. The aim of this is to ensure a service that is linked into the community, reaching the young people who need the service the most. This becomes particularly relevant with changes to welfare payments, high unemployment rates and the rising cost of housing continuing to affect the young people we work with.

Alban Place has had steady client numbers over the past year with no new referrals due to the change in Federal Government and subsequent changes in policies related to Immigration. Staff continued to work with the young men focussing on developing their independent living skills and engagement in the community. This included the implementation of a 'Things I Need to Know' resource, covering health, housing, finances and information, to refer to when leaving the program and

living independently. Having consistent, dedicated staff during these uncertain times, has also helped in providing some sense of security for these clients.

Cheltenham Place has provided a much needed respite service for people who are HIV positive. Cheltenham's home like environment and consistent staffing achieves prevention of acute hospital admissions and avoidance. This rewarding work has seen numerous improvements in people's medical, physical and psychological wellbeing. Working closely with the Royal District Nursing Society and Royal Adelaide Hospital is crucial to achieving outcomes at Cheltenham Place.

Hannah Place's model of service delivery, underpinned by a knowledge of attachment, trauma and adolescent development, continued to engage young women and nurture their relationship with their child. Staff at Hannah Place maintain this therapeutic home like environment with the privilege of seeing young women move on from the service with increased abilities to live independently, parent and have a strengthened relationship with their child.

Although diverse in regions YACSS programs have all seen an increasing demand for services. Staff have worked tirelessly and innovatively to address this demand. They have built on partnerships with their communities and stakeholders to provide the best possible programs in their sectors. I would like to take this opportunity to thank the staff in YACSS for this dedication to their work. We look forward to continuing this work over the coming year.

Youth and Community Support Services

Staff have worked tirelessly and innovatively to address this demand. They have built on partnerships with their communities and stakeholders to provide the best possible programs in their sectors.



Megan Welsh
Executive Manager



Support Training and Intervention Services

Developing innovative ways to meet a more market driven funding model, that ensures sustainability with the continued delivery of high quality services that reach consumers where and when they are most relevant to them is our task.



Paul Senior
Executive Manager

This past year has seen a significant shift in the focus and size of investment in the areas of mental health, both at the Federal and State government levels. A particular shift at the Federal level is the focus on support for young people in the age ranges of 12 to 24 years, with a heavier investment in services such as 'Headspace' an early intervention centre that has a strong primary health focus rather than outreach community support services. Centacare has been able to take a prominent role in service consortiums throughout our region in these services, ensuring we continue to develop and deliver services to this cohort of young people.

Further, the Federal Government's introduction of the National Disability Scheme (NDIS) and the National Disability Agency (NDIA) with the inclusion of psychiatric disability support, further changes the landscape, placing many challenges before us in the way we offer support and services to our clients and consumers. The realisation of a long held vision of universal national support scheme for people with a disability with citizenship at its heart is to be welcomed. Its implementation though has not been without its challenges.

Whilst South Australia is still working its way through the infant trial site process, planning for the transition of services such as our Personal Helpers and Mentors in the NDIA, continues to produce concern for the way people are supported and the very real risk of reduction of available support.

Within the State jurisdiction a clear commitment to reduction in health expenditure has seen an impact on both mental health and substance misuse investments, with the sector being asked to make savings with 3% grant reductions and 'efficiency savings'. Within such a tight

fiscal environment and competition for the service investment, there has been pressure on the mental health reform gains made over the last 8 years with significant professional interest voices calling for a reinvestment in hospital beds rather than community based interventions.

Services in the mental health and substance misuse sector are not alone in being impacted upon by change. In the Vocational Education Training (VET) sector we have seen the South Australian Skills for All scheme, an initiative to bring an open and managed market funding to the sector, impacted by over servicing and gouging. This has resulted in the oversubscribing of courses leading to a reduction of funded courses which has included Disability and Educational Skills Development, qualifications that are central to our clients.

These changes become the challenge for the coming year. Developing innovative ways to meet a more market driven funding model, that ensures sustainability with the continued delivery of high quality services that reach consumers where and when they are most relevant to them is our task.

Meeting these challenges so far was made possible by the skills, knowledge and commitment of staff evident in the way they have gone about delivering services to those who have sought our support.



At the Centacare Expo in May this year staff and stakeholders were able to view in one place the rich diversity and scale of the services offered by Centacare to the South Australian community. One measure of that scale is that over 36,000 South Australians received a service from Centacare during the year. Sadly 1 in 6 of those clients were children, highlighting the increasing child focus of the agency.

As an agency we have always worked to provide appropriate and relevant training to our staff to allow them to carry out their work effectively. In particular this year we have investigated increased use of online training while still recognising the importance of face to face training in areas such as child protection, induction and cultural competence.

We have received valuable insights from our Manager of Aboriginal Services John Lochowiak and members of the Aboriginal Leadership team on ensuring culturally appropriate service delivery strategies for clients and appropriate working conditions for Aboriginal staff.

With revelations about the incidence of child abuse in the community we have worked to ensure our practices and processes are well ahead of community expectations.

Our Police Check systems, Child Safe Environments and Child Wise Training are part of a suite of strategies we have in place to ensure that our staff are alert to the absolute need for children to be safe within Centacare.

Attention to ensuring reliable measures of client outcomes has led to the implementation of a new database, Penelope, across many agency programs. The challenge of ensuring that our corporate services provide good, effective and seamless support to our service delivery units is ongoing.

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

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

Corporate Services

Director's Office



Pauline Connelly & Bernie Victory
Assistant Directors



Corporate Services

IT & Infrastructure

This past year has seen continued development of Centacare's IT network infrastructure to ensure a strong foundation for the ever increasing demands on computer usage in today's virtual world.

During 2013-2014, we supported the rollout of e-learning and the Athena Penelope case management system. A How-To web based portal called 'VideoCenta' was developed where staff can go for useful, instructive videos offering help and training on a range of topics. Video conferencing has become a vital tool to the organisation allowing both regional and metropolitan based staff to join meetings off-site and our regional clients to access counselling sessions with staff based in the metropolitan area.

Centacare's Workers Security Application was released in 2013. Acceptance of the new system was extremely high, resulting in reduction of risk and improved safety for staff particularly in higher risk and isolated work environments.

Our online contractor management and prequalification portal also went live in 2013 and has been well received by our contractors.

Due to increasing demand for services provided through our FORS Mount Gambier office and Centacare's commitment to providing quality services to regional areas, a new office location was sourced. Once the new fit out and modifications were completed the office received very positive responses from staff, stakeholders and clients. It will be officially opened in August.

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

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



Dominic Reppucci
Executive Manager



During this period Centacare undertook its fourth external Quality Accreditation Review and was successful again in receiving national accreditation against the Quality Improvement Council (QIC) Health and Community Services Standards for a further 3 years. Our accreditation program is based on a continuous quality improvement model and the Review Team identified the strengths of the organisation as well as areas to improve. The following are excerpts from the Accreditation Review report.

SUMMARY

Centacare Catholic Family Services is one of the leading service providers in South Australia offering a wide range of services and support to those most vulnerable and marginalised. The organisation is highly respected for its work with people and the compassion of the committed management and staff. There is a strong leadership shown from the Catholic Archdiocese of Adelaide, the Executive, and management team in carrying out the organisation's mission and serving the community.

The strengths of the organisation include its inclusive approach, focus and professionalism, creativity, integrity, strong internal systems and processes, responsiveness, and advocacy role. The feedback from consumers and stakeholders was exemplary in terms of the services provided, supportive role, advocacy, and communication.

Centacare Catholic Family Services management and staff are to be congratulated on their open and committed approach to the QIC Accreditation Review and for the commitment they are demonstrating through the continued implementation of a range of system improvements across the organisation.

Among Centacare's strengths which the review team identified were a strong culture and a belief in a purpose which had the client at the centre, support for the most marginalised in the community and a commitment to staff development.

Corporate Services

Systems Improvement



Jenny Hanlon
Executive Manager



Finance and Administration

Centacare now operates over 80 programs from 6 service delivery Units across metropolitan and regional South Australia. Turnover has increased again to reach \$36.2M, up over \$1.5M from the previous financial year.

2013-14 has been another year of steady growth for Centacare. As in previous years this growth stems from successful tendering for both grant and fee based service delivery programs awarded this year. Of particular note is the growth in our Disability Services unit where four new accommodation services were added. Specialist Family Preservation Foster Care continues to gain momentum and will be provided until at least 2017. Centacare has again built on its financial administration through the expansion of its fee based payroll, accounting bureau and fleet management services. Aboriginal Catholic Ministry was added to Centacare's bureau work during the financial year.

Centacare now operates over 80 programs from 6 service delivery Units across metropolitan and regional South Australia. Turnover has increased again to reach \$36.2M, up over \$1.5M from the previous financial year.

During the year the Accounting Team has made improvements to the accounting systems and reporting improvements to the Finance One software. These improvements allow the efficient capture and reporting of quality data to our stakeholders. We are always striving to further improve our processes and services.

Our Payroll team has increased efficiency during the financial year. Improvements to the HRIS and payroll system continued during the year with further projects planned during 2014-2015. Modern Awards reached the end of their transition periods at 30 June 2014 creating further efficiencies. Growth in wages has been enjoyed by the large majority of staff due to the Equal Remuneration Order. The Order will continue to improve the pay scale of the Social, Community, Home Care and Disability Services Industry Award until 2020.

Following a tender for external audit services, KPMG were appointed as Centacare's new auditors during March 2014. I thank Deloitte for their 12 years of audit services. KPMG audited the Centacare Catholic Family Services general-purpose financial report for 2013-14 and provided an unqualified audit report.

The financial outcome for Centacare for the 2013-2014 financial year resulted in an operating surplus of \$574,248. Total equity remains steady at \$3.82 million on an asset base of \$11 million.

CarCenta enjoyed a solid year, turning over 81 vehicles for Centacare and 216 in total across the Catholic fleet. The purchasing preference of SUVs continued, totalling 50% of all acquisitions across all fleets. Centacare had a considerably large take up of SUVs around 64%, with particular growth in compact SUVs. Growth in this segment is positive for our fleets due to the excellent resale and fuel efficiency.

During this year, CarCenta identified the growing average age of some sections of the fleet and the potential financial and warranty risk this poses. The team have been able to reduce the average age of the vehicles by 12%.

Early in 2014, Centacare re-negotiated and signed a new mobile phone contract. CarCenta took on an extensive exercise of rolling out a larger and more capable handset. Detailed handset training sessions were well received by staff with the team visiting almost all Centacare sites across the state.



Damien Hern
Executive Manager

Financials 2013 - 2014

Balance Sheet	2014	2013
CURRENT ASSETS	\$	\$
Cash and Cash Equivalents	5,820,699	4,700,586
Trade and Other Receivables	1,896,924	1,873,707
TOTAL CURRENT ASSETS	7,717,623	6,574,293
NON-CURRENT ASSETS	\$	\$
Other Financial Assets	1,600	2,400
Property, Plant and Equipment	3,361,840	3,359,939
TOTAL NON-CURRENT ASSETS	3,363,440	3,362,339
TOTAL ASSETS	11,081,063	9,936,632
CURRENT LIABILITIES	\$	\$
Trade and Other Payables	1,383,096	1,290,392
Provisions	3,475,908	2,923,322
Revenue Received in Advance	2,050,707	2,028,129
TOTAL CURRENT LIABILITIES	6,909,711	6,241,843
NON-CURRENT LIABILITIES	\$	\$
Provisions	347,424	444,309
TOTAL NON-CURRENT LIABILITIES	347,424	444,309
TOTAL LIABILITIES	7,257,135	6,686,152
NET ASSETS	3,823,928	3,250,480
EQUITY	\$	\$
Reserves	848,603	849,403
Retained Earnings	2,975,325	2,401,077
TOTAL EQUITY	3,823,928	3,250,480

Financial Summary	2014	2013
REVENUE	\$	\$
Government Grant Revenue	24,191,010	22,318,008
Other Grant Revenue	1,446,199	1,392,747
Total Grant Revenue	25,637,209	23,710,755
Fee for Service Revenue	7,165,696	7,380,929
Other Revenue	3,191,641	3,472,749
Interest Revenue	155,082	90,937
Gain on Disposal of Assets	105,070	50,068
Total Revenue	36,254,698	34,705,438
EXPENSES	\$	\$
Employee Benefits Expense	24,751,559	23,396,628
Depreciation Expenses	772,167	810,424
Accommodation/R&M Expenses	2,793,809	3,141,885
Motor Vehicle Expenses	2,735,714	2,747,609
Operating Expenses	2,715,105	2,062,681
Other Expenses	1,912,096	2,103,886
TOTAL EXPENSES	35,680,450	34,263,113
SURPLUS	574,248	442,325

Centacare has again built on its financial administration through the expansion of its fee based payroll, accounting bureau and fleet management services.

Service Summaries

ASK Employment & Training Services

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

Disability Services

Program Name	Services Offered	Client Group	Location
Auricht House Day Options Service	Centre based and community activities, focused upon both recreational activities and skill development.	Clients with an intellectual disability who have left school and have funding from Department for Communities and Social Inclusion.	Northern Region
Barker House Supported Accommodation Service	Provides supported accommodation in a duplex home for two young men with disabilities.	Children/adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Metropolitan Adelaide
Centanet Day Options Service	Centre based and community activities, focused upon both recreational activities and skill development.	Clients with an intellectual disability who have left school and have funding from Department for Communities and Social Inclusion.	Metropolitan Adelaide
Independent Living Program	Daily support enabling individuals with an intellectual disability to receive in-home support, while living in their own choice of accommodation.	Young adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Whyalla Region
Joseph Place Supported Accommodation Service	Provides supported accommodation in a duplex home for four young adults with intellectual disabilities and health care needs.	Children/adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Northern Region
Karinya Cottage Supported Accommodation Service	Provides supported accommodation for three adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Whyalla Region
Kolbe Cottage Respite Service	Provides weekend and school holiday respite for children and adolescents with an intellectual disability, with a recreational and skill development focus.	Children and adolescents between 5-18 years of age with an intellectual disability. Client may self-refer but must be registered with Department for Communities and Social Inclusion.	Metropolitan Adelaide
Lara Cottage Supported Accommodation Service	Provides supported accommodation for four adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Metropolitan Adelaide
Lumiere Supported Accommodation Service	Provides supported accommodation for four adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Metropolitan Adelaide
Northern Respite Service	Respite service at Auricht House which includes sleep overs, camp weekends, meals out, social interactions, community activities and skill development.	Adolescents and adults aged 13-40 years with an intellectual disability. Client may self-refer, but must be registered with Department for Communities and Social Inclusion.	Northern Area
Sanctus House Supported Accommodation Service	Provides supported accommodation in neighbouring houses for five adults with intellectual & physical disabilities, and multiple health care needs.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Southern Region
Tamana House Supported Accommodation Service	Provides supported accommodation for five adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Whyalla Region
Xavier House Supported Accommodation Service	Provides supported accommodation for three adults with varying levels of intellectual, physical and mental health needs.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Northern Region
Yoorana Respite Service	Provides short term overnight respite for adults with an intellectual disability.	Adults with an intellectual disability. No self-referral. Clients must be registered with Minda. Some emergency referrals from Department for Communities and Social Inclusion.	Metropolitan Adelaide

Domestic Violence and Homelessness Services

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

Family Outreach and Relationship Services

Program Name	Services Offered	Client Group	Location
Bilby Bus Intensive Supported Playgroup Program	A mobile playgroup providing parenting support, child development support, education, home visiting, advocacy and referral.	Vulnerable families with children 0-5 years.	Metropolitan Adelaide
Counselling Services	Counselling to the individual, couple, family, and children with a strong emphasis on safe and respectful family interactions while maintaining a child focus.	Families, individuals, children and youth.	Metropolitan Adelaide, Murray Mallee, Southern Regional and South East Region
Dad's Business	Support for fathers and families including playgroups, ante natal and post natal information sessions, community events and parent education.	Fathers with children 0-12 years.	Playford Area
Family Counselling Team	Family counselling, assessment, information, advocacy and referral for families.	Families with children up to 18 years who are experiencing family relationship difficulties and vulnerability through financial hardship.	Metropolitan Adelaide, Northern and North Eastern Suburbs
Family Dispute Resolution Services	Assists couples and family members who are separating or separated to resolve issues in dispute such as parenting, care and property arrangements. Child inclusive support approach.	Separating couples. Self-referral or the courts/lawyers.	Metropolitan Adelaide, Murray Mallee and Southern Regional Areas
Family Preservation and Reunification Service	Practical and therapeutic home and office based services to address child protection concerns.	Families of children and young people in out of home care. Referrals received from Families SA only.	Metropolitan Adelaide
Family Relationship Education & Skills Training	Education programs designed to support strong, stable healthy relationships including pre-marriage education.	Couples, parents, young people and community groups.	Metropolitan Adelaide and Regional Areas (upon arrangement)

Service Summaries

Family Outreach and Relationship Services (continued)

Program Name	Services Offered	Client Group	Location
Family Wellbeing Support	A home visiting service providing support, counselling, education and referral.	Carers of someone experiencing a mental health challenge.	Murray Mallee Region
Intensive Support Playgroups (Po:rlar)	Provides a mobile playtime. The service also has a family worker who can provide one on one support to families.	Aboriginal families.	Murray Mallee Region
Kids in Focus	Therapeutic parenting interventions, case management, outreach and referrals.	Parents or primary caregivers with alcohol and/or other drug issues.	Northern Suburbs
Making Moments Attachment Program	Home visits and a range of community group work focusing on parenting and healthy attachment.	Pregnant women or women with children 0-4 years at risk/experiencing pre- and post natal depression or other mental health issue, and an attachment concern.	Playford Area
Mobile Family Connections	Street level mobile resource service through play and chat sessions including referral, information and education.	Vulnerable families with children 0-5 years.	Southern Suburbs
Northern Parent Resource Program	Home visiting and Parenting support. Also includes assessment, information, advocacy referrals and delivery of group parent programs.	Families with children up to 18 years who are experiencing family relationship difficulties.	Salisbury and Playford Areas
Parenting Peer Support	Parenting programs designed to assist parents develop skills and find ways to positively engage with their children.	Parents with particular focus given to vulnerable and at risk families.	Metropolitan Adelaide
Regional Dispute Resolution Services	Assists couples and family members who are separating or separated to resolve issues in disputes such as parenting, care and property arrangements. Child inclusive support approach.	Separating couples. Self-referral or the courts/lawyers.	Mount Gambier
School Counselling	Confidential counselling to students. Referral options to children/parents, consultation with the school and some group work within schools.	Students of participating Catholic primary schools can be referred into the program.	Metropolitan Adelaide and Regional SA
Specialist Family Preservation Foster Care	Provides out of home care placements for vulnerable children with complex needs. The program supports the planned process of returning children to the care of their birth families.	Children 1-12 years placed under the Custody or Guardianship of the Minister for Education and Child Development.	Metropolitan Area
Student Welfare Program	Assists school communities to provide general wellbeing, social and emotional comfort to all students.	Students	Metropolitan Adelaide and Regional SA
Sun Dancing-Child Sexual Abuse Counselling	Provides specialised counselling, assessment, referral and advocacy to families, parenting support and education.	Families with children up to 18 years where a child has experienced child sexual abuse.	Salisbury and Playford Areas
Targeted Intervention Services	Practical and therapeutic home based services to address child protection concerns.	Children and families notified to the Child Abuse Report line. Referrals received from Families SA only.	Metropolitan Adelaide and Regional SA
Time for Family	Overnight camps, parenting sessions, children's sessions, home visiting, support and referrals.	Vulnerable families with children 5-12 years where there are concerns about child safety. Referral from government and non-government agencies including schools.	Hackham West, Hackham, Morphett Vale, Christie Downs, Aldinga, Aldinga Beach, Sellicks
Valuing Fathers and Families	Provides education, one on one support, and referral, to fathers who may or may not be living with their family.	Focus on families with children 12 years and under.	Murray Mallee Region
Walking Together	Assists families with parenting support, education and counselling.	Carers of children aged between 0-12 years.	Murray Mallee Region
Wandana Community Centre	Provides a range of social, educational, recreational and community services.	Local community of all ages and from all backgrounds.	North Eastern Suburbs
Wodli HOME Advice Program	Culturally appropriate practical family support, assessment, information, advocacy and referral to stabilise housing.	Families at risk of homelessness. Referrals from government and non-government agencies including self-referrals.	Salisbury and Playford Areas

Support Training and Intervention Services

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

Service Summaries

Youth and Community Support Services			
Program Name	Services Offered	Client Group	Location
Hannah Place	Case management support, advice and advocacy towards pregnancy and parenting.	Young women 14-18 years of age, referred by Families SA - Placement Services Unit.	Northern Suburbs
HIV Services	Respite accommodation, support, information and advocacy.	People who are HIV positive and their carers.	Eastern Adelaide
Intensive Tenancy Support Program	Early intervention and assessment, advocacy and support.	People 18 years and older, renting from and referred by Housing SA, private or community based landlords and at risk of eviction.	Whyalla Region
Outer North Youth Service	Information, advocacy, supported and emergency accommodation.	Young people 16-24 years who are homeless or at risk of homelessness. 15-18 years at the residential facility Carlow Place.	Playford, Gawler and Barossa Areas
Refugee Care	Provides accommodation and support for unaccompanied minors whilst they wait for their applications to stay in Australia to be processed.	Young men who are unaccompanied minors.	Eastern Adelaide
Whyalla Generic Homelessness Service (Youth focus)	Provides supported transitional and crisis accommodation and other related services including information, advocacy and referral to individuals, couples and families who are homeless or at risk of homelessness.	All people including families who are homeless with a focus on young people under 25 years of age.	Whyalla Region
Whyalla Regional Domestic Violence Service	Supported transitional and crisis accommodation, advocacy and other related specialist support services.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness.	Whyalla Region

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



Centacare

**Centacare Catholic
Family Services**

Archdiocese of Adelaide

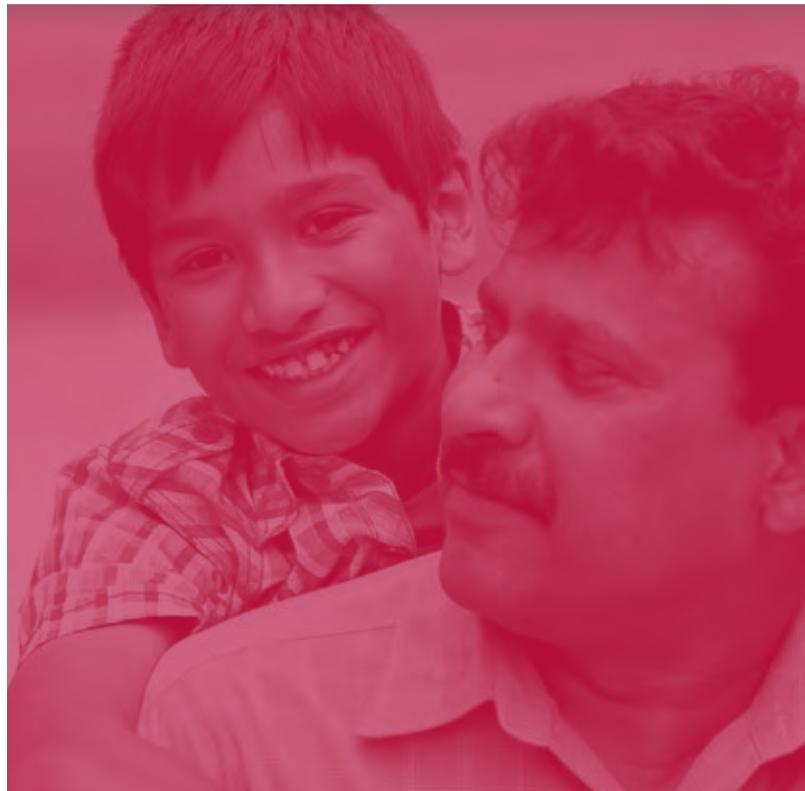
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**Statement regarding the
traditional owners of the land.**

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

