



Centacare

2014-2015 Annual Report

*Centacare Catholic Family Services
Archdiocese of Adelaide*



Service Structure

Dale P West – DIRECTOR

Bernie Victory & Pauline Connelly – ASSISTANT DIRECTORS

SERVICE DELIVERY				
Megan Welsh	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 	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 Services (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 Services headspace 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 Services Registered Training Organisation Schools Assertive Outreach 	Family Outreach & Relationship Services <ul style="list-style-type: none"> Bilby Bus Counselling Services Dad's Business Family Connections Program Family Counselling Team Family Dispute Resolution Services Family Preservation and Reunification Service Family Relationship 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 WFD Co-ordinator Services
Domestic Violence & Homelessness Services <ul style="list-style-type: none"> MEGAN WELSH (Acting) <ul style="list-style-type: none"> Limestone Coast Domestic Violence Service Murraylands Domestic Violence Service DESI ALEXANDRIDIS (Senior Manager reporting to the Director) <ul style="list-style-type: none"> Coolock House Findon Family Housing Louise Place Malvern Place Murray Mallee and Adelaide Hills Domestic Violence Service 	Whyalla <ul style="list-style-type: none"> Elanora House Independent Living Program Kariya Cottage Supported Accommodation Service Tamana House Supported Accommodation Service 			

CORPORATE SERVICES		
Jenny Hanlon	Damien Hern	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 CarCenta Financial Advice Mobile Communications Payroll Salary Packaging Software Development 	Catholic Safety Health & Welfare <ul style="list-style-type: none"> Catholic Safety Health & Welfare
IT & Infrastructure <ul style="list-style-type: none"> Building/Leasing Maintenance Environmental Safety Fixed Communications Information Technology IT & Infrastructure Consultancy 	Director's Office <ul style="list-style-type: none"> Aboriginal Services Administration Services Shared Services 	

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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.

Strategic Directions



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

In the period 2012-2015 we seek success through:

CONTINUALLY IMPROVING OUR SERVICE TO CLIENTS BY:

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

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

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

Focusing on encouraging and enabling clients to attain independence.

Providing inclusive and accessible Aboriginal services.

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

Engaging and supporting new and emerging community groups.

INSPIRING OUR STAFF BY:

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

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

Ensuring managers and leaders are well equipped for their role.

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

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

BEING A MORE EFFECTIVE ORGANISATION BY:

Ensuring our staff, structures and services are culturally competent.

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

Recruiting and retaining skilled and dedicated staff.

Embedding environmental awareness in our planning and decision making.

Providing quality infrastructure for staff and clients.

Promoting ongoing active and effective collaboration between units.

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

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

Utilising available and emerging technologies to streamline our systems.

ENGAGING WITH OUR COMMUNITY BY:

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

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

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

Developing structures to enable meaningful client and stakeholder participation.



Director's Report



The reason we exist is to support people who seek or are asked to be our clients.



Dale P West
Director

Centacare Catholic Family Services has now been providing services in support of people in the South Australian Community for 74 years.

It is unlikely that we have experienced a more challenging year than 2014/15, and certainly no year has brought greater change.

Overall, we have continued our steady growth, but in the process we have needed to farewell many long serving staff members as the result of a changing service profile.

In particular we closed the Family Counselling Team and the Northern Parent Resource Program, which had operated for 35 years.

We also had to relinquish the work of ASK Employment and Training Services which had a long and successful history and several long serving staff members.

I thank every staff member who leaves Centacare for the contribution they have made to our clients, but it is always more difficult when Staff have to leave, rather than by their own choosing.

By June 2015, we had farewelled about 40 staff members from programs lost, but also welcomed a greater number of new staff members to programs won in successful tender processes.

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

Again we relied upon these principles during the uncertain times.

I sincerely thank Archbishop Wilson and Fr Philip Marshall for their guidance, unwavering support and advice at all times.

The reason we exist is to support people who seek or are asked to be our clients. The challenges each person brings to their relationship with us, and across a broad range of issues and struggles, require skill, compassion and tenacity.

How appropriately we respond is the responsibility of each paid staff member and volunteer staff member. Our success is the outcome of the combination of the work of each.

Thank you to every staff member for your commitment to our clients and your work during the last twelve months.

As the year closes, we look forward to continuing our work with the expected 30,000 people we will have contact with in the next twelve months, in the hope we can meet their challenge, together.

ASK Employment and Training Services



ASK Work Experience Projects continued to lead the way in their field.

ASK Employment & Training Services (ASK) entered the final year of our six year Job Services Australia (JSA) contract in 2014-2015. The year was characterised by a very difficult labour market, resulting in a particularly challenging period for the ASK team to deliver sustainable employment opportunities for our job seekers.

Industry closures in the northern suburbs have been well documented, and continue to hit the local employment market hard. The impending closure of General Motors Holden in particular has rocked the confidence of business houses and residents throughout the area. ASK continued its efforts to adapt to the labour market, focussing heavily on employer engagement to optimise opportunities for our job seekers. ASK's performance throughout the year ensured we remained operationally effective and financially viable. ASK maintained a 3 Star Rating, which in the current business climate was a good result.

ASK's internal training courses continued to provide opportunities for our job seekers to upskill and re-skill. Our employment consultants worked closely with the job seekers to identify suitable

training courses. The training courses cover varied employment related topics to assist job seekers meet their vocational and non-vocational needs.

ASK Work Experience Projects continued to lead the way in their field. The activities we ran enabled job seekers to access and experience a variety of relevant 'work-like' environments, and importantly, provided job seekers with opportunities to develop new skills.

We continued to build our relationships with many not-for-profit organisations assisting with projects which improved and beautified their surroundings. Many new kitchens were built and installed, along with general building, gyprocking, painting, landscaping, paving and cementing.

Our successful tender for the new Work for the Dole (WFD) Pilot Project was commenced and completed in the period, during which our WFD Co-ordinators were able to identify and secure in excess of 400 WFD quality placements.

Unfortunately, ASK was unsuccessful in gaining an Employment Services contract in the recent Job Active model which commenced on July 1 2015. It was a very competitive tender process, particularly as the Government had an objective to significantly reduce the number of providers within the market. Within the northern area for which we tendered, the original thirteen organisations were reduced to six. Along with this, the majority of successful tenders were won by international and national providers. I take this opportunity to thank all staff involved with ASK over the contract period of 2009-2015. ASK managed to remain successful both in Star Rating performance as well as financially. ASK staff who wished to remain within the Employment Services sector were all successful in gaining employment.

We will maintain a footprint in the Employment Services industry by creating Centacare Work Ready Training Centre, which initially will focus on Centacare hosting Work for the Dole activities. This will allow us to continue providing value for the community and Centacare work sites, by undertaking a range of development and refurbishment projects.



Anthony Connelly
Executive
Manager

Disability Services



The past year has provided Disability Services with significant opportunity, challenge and change.



Lachlan Purves
Executive
Manager

In establishing six new services across the past 18 months, the challenges have been significant. However the rewards have been beyond what we knew we could achieve. The personal growth and development of the individuals we have had the privilege to support has been inspirational. We look forward to many more years of being a part of these individuals' lives, with the capacity to facilitate opportunity and growth, at the same time as providing stability, security and consistency.

The Disability sector as a whole continues to undergo significant and major reform with the full roll out of the National Disability Insurance Scheme (NDIS) scheduled to commence in 2016. Although in its infancy, this scheme currently impacts on our existing service provision, with greater change to come with the full roll out across the next few years. This will ultimately impact upon all Disability Services operations.

The NDIS challenge continues to be around accessing accurate information in order to inform both organisational preparation, as well as ensuring the accurate dissemination of information to clients and families. In addition to this the new funding model will require a major restructure of our systems and business practices.

The NDIS will also require that we move from a humble, client focused approach, to one that requires prominent self-promotion. We will move into a marketplace of selling our services, rather than simply being there for people. Our resolve however, will not waver from our client focused approach. Disability Services will remain grounded in our purpose, our vision and our values.

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.

Generous contributions from Catholic Charities, The Catholic Women's League, the Royal Agricultural and Horticultural Society, and the extraordinary generosity of various private donors, has made an immense difference to the lives of those we support. This has included the building of an inclusive, accessible playground at Auricht House, and the purchase of outdoor musical sculptures at Kolbe Cottage.

Domestic Violence and Homelessness Services



Domestic Violence and Homelessness Services staff strive daily to achieve positive outcomes for young families and women and children escaping domestic violence.

Domestic Violence and Homelessness Services (DVAHS) staff strive daily to achieve positive outcomes for young families and women and children escaping domestic violence, by providing high quality services. In addition to core client work staff formed partnerships, worked with relevant collaborations and participated in extracurricular activities, events and training. This enhanced their skill, outcomes for clients and benefited the community. DVAHS were involved in important advocacy, awareness raising and policy influence work, in both child protection and domestic and family violence arenas. Multiple submissions and oral evidence were provided to State Parliamentary Inquiries, particularly highlighting child protection issues and the uniqueness of regional and rural DVAHS programs.

The financial year began with great uncertainty of funding for all DVAHS programs. However strong advocacy and lobbying by staff and sector-wide services saw a two year extension of Service Agreements. Significant changes in accommodation management also occurred. Our Transitional Housing is now owned and managed by other agencies. Their different models of operation required patience and collaboration as we developed new modes of working.

Limestone Coast DV Service staff travel vast distances to provide support to clients. Their collaboration with a local DV activist group, produced the “Walk in My Shoes” installation celebrating the courage of women walking out of domestic violence, and inspiring others.

Murray Mallee & Adelaide Hills DV Service was given individual status by DCSI, resulting in accurate data gathering and KPI achievement. Client empowerment was the catalyst for a support group and staff redeveloped an important DV resource with the regional Violence Against Women (VAW) Collaboration.

Strong political advocacy and community awareness raising is a strength of the Riverland DV Service. It deservedly won the Inaugural FOCUS Award for Organisation Outstanding Achievement and the Manager winning the Premier’s Award for Individual Outstanding Achievement.

Louise Place staff initiated the program “Bringing up Great Kids” and in partnership with the Unley Council Gardening Group developed a vegetable and herb garden for client use.

Coolock House continued to support families seeking accommodation and support. Many of them are affected by DV and drug issues. The effects of these and homelessness cause serious problems for families, especially the children, with a multi-agency support approach often instigated.

Client work highlights gaps in service and processes. Bail processes were highlighted during support with a high and complex needs client at Malvern Place. Meetings with the Attorney General provided an opportunity for strong advocacy for positive changes.

Findon Family Housing (FFH) exemplifies collaborative partnerships between Government and Non-Government agencies. Operational meetings between FFH, Housing SA and Department of Communities and Social Inclusion, become a conduit for problem solving, aimed at best practice client outcomes.

Partnerships are key in most DVAHS client outcomes. None more important than our partnership with Wyatt Trust that provides money for essentials without which clients could not move on. We offer our sincere appreciation.



Desi Alexandridis
Senior
Manager

Family Outreach and Relationship Services



Family Preservation & Reunification Service continues to achieve positive results for children and their families.



Kirsty Drew
Executive
Manager

We have worked hard this year at further developing partnerships including collaborative Family Dispute Resolution and Counselling forums with other Non-Government Organisations. We have also forged a partnership with the Department of Defence, Correctional Services and Uni SA.

Family Preservation & Reunification Service continues to achieve positive results for children and their families, working in partnership with Families SA and birth parents toward successful Reunification. We have also seen an increase in our service delivery of Family Preservation, again working in partnership with Families SA and parents, where children have been identified as at high to imminent risk of removal.

The sector has seen a significant change in funding over the past 12 months. Our Foster Care Program was refunded for a further three years, with 73% of children being reunified or in the process. An Aboriginal support worker has been recruited to ensure cultural needs within placements are

fully supported. Likewise our Kids in Focus and Communities for Children programs were all refunded. We have also seen a significant change in programs across our Murray Bridge, Mt Gambier and Salisbury offices, with the constant being the dedication of the team members to ensure families were supported.

Family Relationship Counselling continues to be offered from a number of sites. In addition to more traditional models of counselling, we are exploring ways of engaging people in the community who are reluctant to seek counselling. Our Aldinga office is conducting Young Parents' groups, and strong connections are being developed with the Muslim Women's group that meets at the Wandana Community Centre. Through building trust and rapport in less formal settings counsellors are able to utilise their skills to assist a broader cross-section of our community. Wandana Community Centre recently marked 21 years of service. Strongly supported by volunteers, the centre provides adult education, counselling and other services to a diverse local community.

We have a dedicated team of School Counsellors in a number

of Catholic Primary Schools who work with increasingly complex circumstances confronting young school children. The work can be daunting and distressing so there is a strong emphasis on providing support and professional development opportunities.

The FORS Unit has supported 28 social work/social science students from Uni SA and Flinders University. The partnership between these universities and Centacare has proven to be an effective model for placement, ensuring that students have a positive and beneficial experience. Not only do the students enrich our programs with enthusiasm and new skills but we have also successfully recruited several students into the Agency.

This year the State's child protection system has been under the spotlight and is a difficult space that many of our staff work within. We participated in the current Royal Commission into the State's Child Protection System and were able to provide experiences and suggestions based on our significant experience in this area.

I would like to take this opportunity to thank our staff, volunteers, partnering agencies and funding bodies.

Youth and Community Support Services



We are excited to be given the opportunity to continue our work with people living with HIV.

This year has been productive and eventful with lots of hard work and successful client outcomes achieved across all programs. The creative ideas, compassion and energy given by the Youth and Community Support Services (YACSS) teams to work with clients in achieving positive outcomes in their lives is admirable and to be commended.

Outer North Youth Homelessness Service (ONYHS) and Whyalla Domestic Violence and Homelessness Service (WDVHS) have both seen structural changes with the management of transitional properties outsourced to a community provider. This transition has presented some challenges, but working in partnership continues to see the mutual development of service delivery methods that will ensure positive outcomes for our clients.

The ONYHS continues to provide a responsive service to young people who are homeless. The challenges staff faced in providing this program were characterised by significant socio-economic factors such as high unemployment, closing industry, a lack of

affordable housing and inter-generational poverty. The ONHYS staff are creative in addressing these barriers and utilise well established community links.

Hannah Place has had a year of rewarding but challenging times in providing intense developmental, trauma and attachment focused intervention for the young women and their children. The team at Hannah Place have turned challenges into opportunities through engaging, encouraging and advocating for the young women and children they work with.

The Whyalla Generic Homelessness Service (Youth Focus) continues to experience strong demand across the Crisis Housing Program, Transitional Housing Program and Supported Housing Program. The Intensive Tenancy Support Program has witnessed an increased number of referrals from private rental agencies seeking assistance for tenancies that have become at risk as a result of hardship.

The Whyalla Regional Domestic Violence Service continues to see strong demand across the Crisis Housing Program and Transitional Housing Program. Family Safety Framework meetings continue to positively impact the safety and wellbeing of women and

their children through increased information sharing and service co-ordination.

The Crisis Housing Program properties have received a security and furnishings upgrade thanks to a benevolent donation from a community member. A financial donation from Mellor Olsson Lawyers was also used to purchase 20 linen and bedding packages for women and children escaping Domestic Violence.

Cheltenham Place was the program that had the most significant changes during the year. After running as a 24/7 respite facility for the past 17 years our model of working at Cheltenham Place changed to address the shifting needs of people living with HIV and their carers. Centacare secured funding for an Individualised Support Program for people living with HIV. This gives us greater flexibility to operationalise a psycho social rehabilitative model either at Cheltenham Place during overnight respite three nights a week or with clients in their own homes and communities. We are excited to be given the opportunity to continue our work with people living with HIV.



Megan Welsh
Executive
Manager

Support Training and Intervention Services



...uncertainty should not deter us from seeking to empower clients and consumers with choices around what services they use...



Paul Senior
Executive
Manager

This past year has again seen a large part of our services put to tender by funders. On this occasion it was predominantly State Government funded services that were tendered; including intensive psychosocial support services for those who are struggling with a mental illness and the whole of the Alcohol and Other Drug (AOD) services. We were extremely fortunate in being successful in both sectors substantially increasing the amount of service delivery we provide in the mental health arena and taking on exciting new areas of service delivery in AOD.

Our challenge is to reconcile participation in a competitive procurement process that allows Centacare to be successful, increasing its levels of service, and our underlying commitments to partnership and collaboration. Similarly for funders there is a tension to finding procurement process that deliver savings whilst rewarding service design innovation and partnership. Contested procurement has become a critical focus for discussion across the social services sector with a number of national forums and Peak Bodies openly challenging its efficacy and a Senate enquiry into the processes.

Procurement processes is an emerging issue for Non-Government Organisations.

User held funds or individual packages are one of the responses to delivering flexible service models and growing procurement methods. This is apparent in the establishment of the National Disability Insurance Scheme (NDIS). The NDIS is inclusive of psychiatric disability and psychosocial disability supports. However there remains significant uncertainty over not only what will be covered for those with a mental illness, but who will be covered with a predicted shortfall in services. Our capacity to adapt to user held funds in our service design is a challenge for the coming period particularly in light of the uncertainties.

However uncertainty should not deter us from seeking to empower clients and consumers with choices around what services they use, who provides those services and where they might be delivered.

Existing service models that utilise user held funds or individual packages of support exists in our Innovative Community Action Networks (ICAN) and training services, and we continue to adapt to them.

This year we have taken responsibility for running 'headspace Woodville' a youth mental health service, which leads us to working with yet another funding model; third party funding. Third party funding models are becoming prevalent and are designed to assist government to target their funding without having to be involved in the day to day oversight of funded services.

Balancing innovation, accountability and client need in this shifting landscape remains our ongoing challenge particularly in the Mental Health and AOD sectors.

Corporate Services Director's Office



An important part of our work is ensuring a stable and rewarding workplace for our dedicated staff to deliver quality services to our clients.

Almost 30,000 South Australians received a service from Centacare during the year. In what has been a steadily increasing trend, one in five of those clients was a child.

The safety of children remains our highest priority and with this increase in the number of child clients we have worked with this year, the nature of their environment is something we have focussed on.

To that end we were fortunate to be able to bring David Mandel, international expert and creator of the Safe and Together Model, to Australia from the USA, to spend several days training our staff. David's focus is that perpetrating Domestic Violence is a parenting choice, and he unpacks the concept of mother blaming in a world where both the mother and her children are powerless.

We are maintaining the highest commitment to quality induction and training with staff in order to facilitate the most effective intervention with our clients. In particular in the areas of Child Protection, Cultural Competence and Aboriginal Cultural Training.

We have just completed a ten year partnership with Child Wise, who worked closely with us to establish an excellent foundation both in policy and knowledge across the organisation in making Centacare child safe. Our new partnership is with CACET, a local provider who will assist us in remaining vigilant in all aspects of keeping our organisation a safe one for all.

Our Manager of Aboriginal Services John Lochowiak has been facilitating our Aboriginal cultural training at the beautiful premises of the Otherway Centre, Aboriginal Catholic Ministry with whom we have a close working relationship.

We are grateful to our Aboriginal artists Rosslyn Richards, Lynnette Niemz and Natasha Sumner who provided the beautiful canvas for the National FRSP conference held in Adelaide. The conference attendees were given an opportunity to contribute to the painting of this piece of art which has become for Centacare a dynamic symbol of Reconciliation.

Our team of volunteer workers and volunteer fundraisers allow us to offer enriched services to our client group and we are, as always, grateful for their generosity. We also acknowledge the important contributions from Catholic Charities and from private donors which allow for enhanced opportunities for our clients.

An important part of our work is ensuring a stable and rewarding workplace for our dedicated staff to deliver quality services to our clients. Our challenge continues to be providing the necessary infrastructure, frameworks and cultural environment for this to occur.



**Pauline Connelly
& Bernie Victory**
Assistant
Directors

Corporate Services IT and Infrastructure



This past year has seen continued development of Centacare's IT network infrastructure.



Dominic Reppucci
Executive
Manager

This past year has seen continued development of Centacare's IT network infrastructure so as to ensure a strong backbone to bear the increasing demands on computer usage in Centacare's service delivery and support services.

During 2014-2015 we rolled out Cisco wireless access points to all Centacare offices to enable our mobile staff a seamless experience when moving between offices and also for our clients to have access to the internet as an important educational tool.

StorageCraft backup solution was implemented this year as part of our disaster recover strategy. This gives us a more time efficient and granular solution to recovering lost data and servers.

Centacare's Workers Security Application was a finalist in the National Safety Awards of Excellence 2014 in Category 2B: Best Solution of a WHS Risk (Medium to Large Business Category). With over 15,000 calls to WSA it has proved to be a valuable tool to enhance our goal of keeping staff safe in an ever challenging work environment.

This year was a busy year for the infrastructure team. There were four new sites setup for our Disability Services Unit, the closure of two ASK Employment sites and extensive remodelling for a new service at Alban Place.

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.

Corporate Services Systems Improvement



...partnerships and networks are a significant resource and are evidence of the organisations involvement in and influence within the community.

In collaboration with managers and staff, the Systems Improvement Unit has ensured that the systems and processes required for Centacare to effectively run the many aspects of its business were in place and complied with the plethora of standards, legislation and funding body requirements.

Centacare's quality culture focuses on client centred service delivery, continuous improvement and the commitment to providing foundational systems and resources to achieve our quality objectives. The managers and staff of the individual service delivery units must be acknowledged for their continued engagement with and practical integration of the quality program. Their commitment to and success in listening, understanding and meeting the needs of their clients is evidenced by sound feedback and evaluation data.

Centacare managers and staff are also involved in an enormous number of diverse and varied relationships with external individuals and agencies. These partnerships and networks are a significant resource and are evidence of the organisations involvement

in and influence within the community, its community and professional capacity building and its collaboration and strategic positioning activities. This proactive involvement with stakeholders ensures we are advocating at all levels for our clients and ultimately ensuring the best outcomes for them. A recently developed partnership register identifies over 50 active partnerships and networks in place.

The Consumer, Carer and Community Advisory Group established to represent the Mental Health sector within Centacare had significant input into and shaped the review of our Peer Work Policy and procedures. This represents the positive contribution and meaningful input stakeholders can have on our service delivery.

Extensive review of our Privacy Policy has occurred to ensure compliance with the amendments made to the Privacy Act 1988 which includes the new Australian Privacy Principles.

A review of Centacare's planning framework simplified the planning process at the service delivery level to reduce stress on managers caused by the competing requirements from funding or external sources. This has been welcomed as it provides flexibility in planning based on requirements.

Centacare is committed to ensuring new workers begin a positive engagement with the agency and that they have the resources to undertake their role when they commence. To support this an electronic on-boarding notification process was developed which has improved the effectiveness and efficiency of communication in relation to requirements of the worker.

Work Health & Safety systems continues to have a high priority with the development of a policy and framework for how Centacare manages and ensures the safety of the fleet of privately owned vehicles used by our workers for work purposes (our Grey Fleet) and the introduction of a system to ensure the safety of child car restraints.



Jenny Hanlon
Executive
Manager

Corporate Services

Finance and Administration



2014-2015 financial year has been another year of steady growth for Centacare Catholic Family Services.



Damien Hern
Executive
Manager

2014-2015 financial year has been another year of steady growth for Centacare Catholic Family Services. As in previous years this growth stems from successful tendering for grant based service delivery programs. Of particular note, is the growth in our Mental Health, Substance Abuse and Disability Services. Specialist Family Preservation Foster Care continues to gain momentum and will be provided until at least 2017.

With a large tender process occurring during the financial year, several long running Department of Social Services (DSS) programs were completed on 30 June 2015. However there were also a number of new DSS programs ready to begin from July 1 2015.

ASK Employment and Training Services was completed on 30 June 2015 and several staff will continue in a new program called Centacare Work Ready Training.

Centacare also continued to provide fee based payroll, accounting bureau and fleet management services.

Centacare now operates over eighty programs from six service delivery units across metropolitan and regional South Australia. Annual turnover has increased to reach \$39.3M, a change of almost 9% compared to the previous financial year.

The finance team are always striving to further improve our business processes and services. During the year significant improvements have been implemented to the financial systems including reporting improvements to the Finance One software. These changes allow the efficient capture and reporting of quality data to our stakeholders.

Our Payroll team has increased efficiency during the financial year. Improvements to the HRIS and payroll system continued with further projects planned during 2015-2016. The large majority of Centacare staff have enjoyed pay increases due to the Equal Remuneration Order (ERO). The ERO will continue to improve the pay scale of the Social, Community, Home Care and Disability Services Industry Award until 2020.

Our Software Solutions team was formed during 2014-2015 and became part of the Finance and Administration unit. The Software Solutions staff manage Centacare's SharePoint environment and Penelope Case Management software. This arrangement provides synergy with Centacare's financial operations particularly in the area of reporting and financial performance.

The financial outcome for Centacare for the 2014-2015 financial year resulted in an operating surplus of \$1,109,684. Total equity increased to \$4.9 million on a total asset base of almost \$14 million.

KPMG audited Centacare's general-purpose financial report and provided an unqualified audit report for 2014-2015.

Financials 2014 - 2015

During the year significant improvements have been implemented to the financial systems including reporting improvements to the Finance One software.

Balance Sheet	2015	2014
CURRENT ASSETS	\$	\$
Cash and Cash Equivalents	7,830,977	5,820,699
Trade and Other Receivables	2,842,399	1,896,924
TOTAL CURRENT ASSETS	10,673,376	7,717,623
NON-CURRENT ASSETS	\$	\$
Other Financial Assets	-	1,600
Property, Plant and Equipment	3,285,917	3,361,840
Capital Work in Progress	34,216	-
TOTAL NON-CURRENT ASSETS	3,320,133	3,363,440
TOTAL ASSETS	13,993,509	11,081,063
CURRENT LIABILITIES	\$	\$
Trade and Other Payables	1,444,962	1,383,096
Current Provisions	3,667,452	3,475,908
Revenue Received in Advance	3,662,085	2,050,707
TOTAL CURRENT LIABILITIES	8,774,499	6,909,711
NON-CURRENT LIABILITIES	\$	\$
Non-Current Provisions	285,398	347,424
TOTAL NON-CURRENT LIABILITIES	285,398	347,424
TOTAL LIABILITIES	9,059,897	7,257,135
NET ASSETS	4,933,612	3,823,928
EQUITY	\$	\$
Reserves	848,603	848,603
Accumulated Surplus	4,085,009	2,975,325
TOTAL EQUITY	4,933,612	3,823,928

Financial Summary	2015	2014
REVENUE	\$	\$
Government Grant Revenue	28,118,901	24,191,010
Other Grant Revenue	1,180,739	1,446,199
TOTAL GRANT REVENUE	29,299,640	25,637,209
Fee for Service Revenue	7,468,961	7,165,696
Other Revenue	2,280,759	3,191,641
Interest Revenue	183,898	155,082
Gain on Disposal of Assets	125,011	105,070
TOTAL REVENUE	39,358,269	36,254,698
EXPENSES	\$	\$
Employee Benefits Expense	27,980,629	24,751,559
Depreciation Expenses	846,692	772,167
Accommodation / R&M Expenses	2,339,231	2,793,809
Motor Vehicle Expense	2,498,507	2,735,714
Operating Expenses	2,409,234	2,715,105
Other Expenses	2,174,292	1,912,096
TOTAL EXPENSES	38,248,585	35,680,450
SURPLUS	1,109,684	574,248

Service Summaries

ASK Employment and Training Services

Program Name	Services Offered	Client Group	Location
ASK Employment & Training Services <i>(ceased June 2015)</i>	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	Centre based and community activities.	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 to 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.	Clients with an intellectual disability who have left school and have funding from Department for Communities and Social Inclusion.	Metropolitan Adelaide
Elanora House Supported Accommodation Service <i>(commenced Jan 2015)</i>	Provides supported accommodation to four adults with intellectual disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Whyalla Region
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 to 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 to three adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Whyalla Region
Kolbe Cottage Respite Service	Provides weekend and school holiday respite for children and adolescents with an intellectual disability.	Children and adolescents between 5-18 years of age with an intellectual disability. Client may self-refer but must be registered with Department for Communities and Social Inclusion.	Metropolitan Adelaide
Lara Cottage Supported Accommodation Service	Provides supported accommodation to four adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Metropolitan Adelaide
Lumiere Supported Accommodation Service	Provides supported accommodation to four adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Metropolitan Adelaide
Northern Respite Service	Respite service at Auricht House which includes sleep overs, camp weekends, meals out, social interactions and community activities.	Adolescents and adults aged 13-40 years with an intellectual disability. Client may self-refer, but must be registered with Department for Communities and Social Inclusion.	Northern Area

Disability Services (continued)

Program Name	Services Offered	Client Group	Location
Sanctus House Supported Accommodation Service	Provides supported accommodation in neighbouring Julia Farr Houses to 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 to five adults with intellectual and physical disabilities.	Adults with an intellectual disability. Clients are referred by Department for Communities and Social Inclusion.	Whyalla Region
Xavier House Supported Accommodation Service	Provides supported accommodation to 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	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, antenatal and prenatal information sessions, community events and parent education.	Fathers with children 0-12 years.	Playford Area
Family Connections Program (commenced March 2015)	The program provides free family friendly playgroups, activities and groups, workshops, education sessions and peer group programs.	Families with children aged 0 to 12 years.	The South East via Mount Gambier, Millicent, Penola and the Wattle Range Area
Family Counselling Team (ceased June 2015)	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 and Salisbury Area
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).
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 issues, and an attachment concern.	Playford Area
Mobile Family Connections	Street level mobile resource service through play and chat sessions including referral, information and education.	Vulnerable families with children 0-5 years.	Southern Suburbs
Northern Parent Resource Program (ceased June 2015)	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 and Murray Bridge
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

Family Outreach and Relationship Services (continued)

Program Name	Services Offered	Client Group	Location
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 South Australia
Time for Family	Overnight camps, parenting sessions, children's sessions, home visiting, support and referrals.	Vulnerable families with children 5-12 years where there are concerns about child safety. Referral from government and non-government agencies including schools.	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 (ceased Feb 2015)	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 and Statewide
Accommodation Support Program	Assistance with: independent living, self and health care, accommodation, community resources, recreational and social activities.	Clients of community mental health teams who are living with a mental illness.	Northern Regional Area
ASCEND Suicide Intervention Program	Support and consultation for young people. Training for organisations to recognise, interpret and respond to suicidal and depressive behaviours.	Young people 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 Services	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
headspace (commenced April 2015)	headspace Woodville is a free mental health service for young people and their families and can help with; mental health, general health, relationship support, alcohol and other drug services, education, employment and training.	Young people aged from 12 -25 years and their families.	Woodville

Support Training and Intervention Services (continued)

Program Name	Services Offered	Client Group	Location
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 South Australia
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 South Australia
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 (ceased June 2015)	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

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 (ceased Dec 2014)	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

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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.

