



Centacare

Catholic Family Services



2015-2016 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	Kara Piltz	Lachlan Purves	Paul Senior	Kirsty Drew	
Youth & Community Support Services	Domestic Violence & Homelessness Services	Disability Services	Support Training & Intervention Services	Family Outreach & Relationship Services	
<ul style="list-style-type: none">Hannah PlaceCheltenham Place – Individualised Support Program for People with HIV (ISP)Intensive Tenancy Support ProgramOuter North Youth ServiceWhyalla Generic Homelessness Service (Youth focus)Whyalla Regional Domestic Violence Service	<ul style="list-style-type: none">Coolock HouseFindon Family HousingLimestone Coast Domestic Violence ServiceLouise PlaceMalvern PlaceMurray Mallee and Adelaide Hills Domestic Violence ServiceRiverland Domestic Violence Service	<ul style="list-style-type: none">Auricht House Day Options ServiceBarker House Supported Accommodation ServiceCentanet Day Options ServiceJoseph Place Supported Accommodation ServiceKolbe Cottage Respite ServiceLara Cottage Supported Accommodation ServiceLumiere Supported Accommodation ServiceNorthern Respite Service (Auricht House)Sanctus House Supported Accommodation ServiceXavier House Supported Accommodation ServiceYoorana Respite Service (In conjunction with Minda Inc) <p>Whyalla</p> <ul style="list-style-type: none">Elanora House Supported Accommodation ServiceIndependent Living ProgramKariya Cottage Supported Accommodation ServiceTamana House Supported Accommodation Service	<ul style="list-style-type: none">ACCESS ProgramsAccommodation Support Program (Clare/Barossa)ASCEND Suicide Intervention ProgramComorbidity ProjectDrug & Alcohol ServicesheadspaceHealing, Optimism, Pride, Endurance (HOPE)ICAN ServicesIntegrated Youth Substance Misuse Service (IYSMS)	<ul style="list-style-type: none">Bilby BusCMH-Drought Assistance ProgramCounselling ServicesDad's BusinessDrought Assistance CounsellingFamilies and Fathers Support ProgramFamily Connections ProgramFamily Dispute Resolution ServicesFamily Mental Health Support Service - SCYFamily Preservation and Reunification ServiceFamily Relationships Education & Skills TrainingKids in FocusMaking Moments Attachment ProgramMobile Family ConnectionsNational School Chaplaincy	<ul style="list-style-type: none">PKT - Journey to LearningRegional Dispute Resolution ServicesSchool CounsellingSpecialist Family Preservation Foster CareSun Dancing - Child Sexual Abuse CounsellingTargeted Intervention ServicesWandana Community Centre

CORPORATE SERVICES

Jenny Hanlon	Damien Hern	Dominic Reppucci	Kathy Grieve
Systems Improvement	Finance & Administration	IT & Infrastructure	Catholic Safety Health & Welfare
<ul style="list-style-type: none">• Work Health & Safety• Policies & Procedures• Quality Assurance	<ul style="list-style-type: none">• Accounting Services• CarCenta• Financial Advice• Mobile Communications• Payroll• Salary Packaging• Software Development	<ul style="list-style-type: none">• Building/Leasing Maintenance• Environmental Safety• Fixed Communications• Information Technology• IT & Infrastructure Consultancy	<ul style="list-style-type: none">• Catholic Safety Health & Welfare
			<ul style="list-style-type: none">• Aboriginal Services• Administration Services• Communications• Otherway Centre• Shared Services• Centacare Work Ready Training
			Director's Office

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Who We Are

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



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

How we are structured

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

Our vision

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

Our purpose

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

Our values

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

DIGNITY OF THE HUMAN PERSON

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

COMMUNITY AND THE COMMON GOOD

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

RIGHTS AND RESPONSIBILITIES

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

DIGNITY OF WORK

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

OPTION FOR THE SOCIALLY DISADVANTAGED AND VULNERABLE

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

SOLIDARITY

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

SUBSIDIARITY

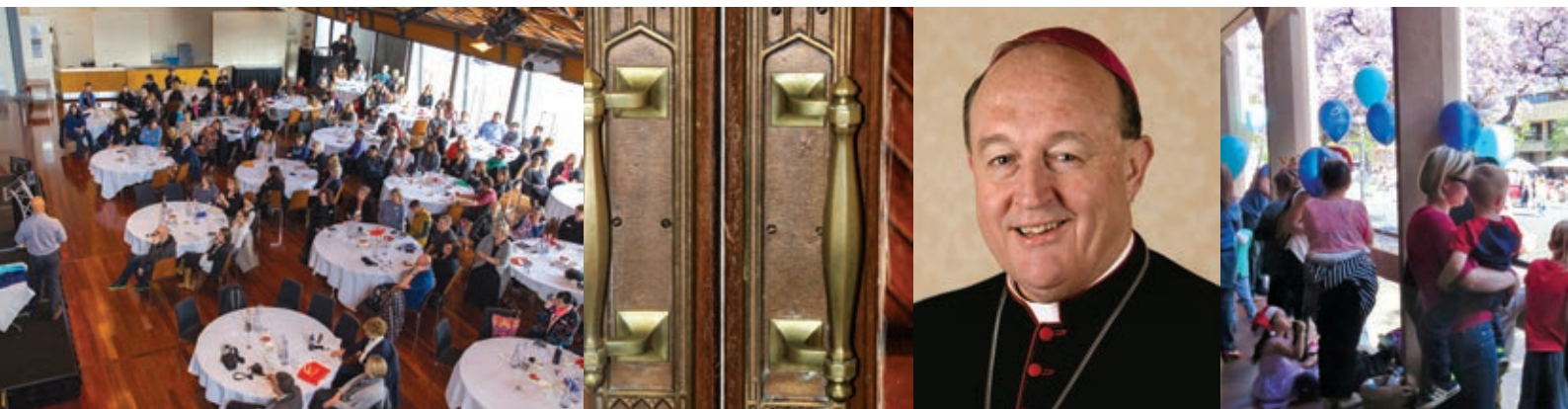
We believe that decisions should be made at the lowest possible level and that those affected by decisions have an opportunity to contribute to the decision making process.

CARE OF GOD'S CREATION

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

Strategic Directions

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



TO GIVE EFFECT TO THESE PRINCIPLES WE STRIVE TO DEVELOP A CULTURE THAT:

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

Respects the uniqueness of individuals.

Ensures we provide quality services through professional and committed staff.

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

Works positively with governments, agencies, communities and individuals.

Expects integrity in all that we do.

Encourages reflective practice.

In the period 2016-2019 we seek to:

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

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

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

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



Living Catholic

Director's Report

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.



Dale P West
Director

Reflecting on our experiences with Centacare Catholic Family Services over the 2015/16 year, it feels like we successfully made the transition from the challenges of the previous year, while establishing several important new initiatives.

The resilience of our Staff members has allowed us to ensure that we maintain the focus on our clients, which is the reason we exist. Their unwavering focus has ensured we have been able to look to the future and plan with renewed confidence.

Several new programs, including our Police Drug Diversion Initiative and the Work Ready Program, have been outstanding in their development in short timeframes.

Our achievements in the new partnership with the Port Adelaide Football Club, aimed at preventing violence against women through a targeted schools program, will be extended, such was its success.

We also established a three year partnership with Flinders University to conduct six research projects in areas relevant to work with our clients.

Overall, as we approach our fifth Quality Accreditation Audit since 2001, in September 2016, I am confident that our improvement as an Organisation across a wide range of measures, is consistent, continuous and client focussed.

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.

Thank you to Archbishop Wilson and Fr Philip Marshall for their guidance, support and advice throughout the year. Their wisdom is an important ingredient in the way we shape our various roles in the South Australian Community.

When the year came to a close we had 538 people who are staff members with Centacare, and more than 100 people who volunteer their time for the benefit of our clients.

Each person brings different skills, motivations and experiences to enable them to undertake their roles. Those differences are important in ensuring that we have the best chance to be able to respond to the range of challenges our clients bring. However, it is the challenge of successfully working in combination that enables optimum outcomes.

Thank you to each staff member and volunteer for all that you have individually contributed to the more than 30,000 clients who have engaged with Centacare in the last twelve months.

As we look forward, it is clear that the challenges around child protection and all that includes, will require us to stick to our principles and endeavour to be clear thinking with appropriate compassion, to ensure we are part of change that is child focussed.

Disability Services

We continue to remain grounded in our purpose, our vision and our values, empowering our clients with integrity and respect.



The past year has been an important time for reflection on our strong foundation and relationships with staff, stakeholders, clients and families. In particular, this reflection is needed to ensure we remain on track towards our ultimate vision within the National Disability Insurance Scheme (NDIS) market as being both an 'employer of choice' and a 'provider of choice'.

With the roll out of an unpredictable NDIS model, Centacare has responded to the needs of our clients and has directed its focus and resources towards supporting our existing clients and their families, to effectively and confidently transition into this unfamiliar environment.

Disability Services maintain great confidence moving forward into the full roll out of the NDIS. We are committed to a business model that fosters sustainable growth, whilst meeting the needs and demands of the community. Our successfully designed service model continues to provide families with flexibility and reassurance, with the individuals we support being central to our planning. With Centacare's commitment

to ongoing improvement, we continue to provide responsive services to meet the individual need, and more broadly, support our clients' development towards independence and to build stronger connections with their community.

The personal growth and development of the individuals we are privileged 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.

As we continue to find our feet in the new NDIS environment and grasp the challenge of now being 'competitors' within the market, we have confidence in being a service provider of choice through our resilience and reputation. We continue to remain grounded in our purpose, our vision and our values, empowering our clients with integrity and respect.

Going forward, the idea that the NDIS will create greater employment opportunities and increased demand for staff within

the industry poses challenges for recruitment and retention of quality staff. Meeting the demands of this growth by attracting staff of the calibre we demand presents difficulties. Our fundamental value lies in securing quality, passionate and motivated individuals that the industry so desperately calls upon.

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

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



Lachlan Purves
Executive
Manager

Domestic Violence and Homelessness Services

Domestic and family violence experienced unprecedented attention both nationally and within South Australia.



Kara Piltz
Executive
Manager

In 2015-2016 the Domestic Violence and Homelessness Services Unit (DVAHS) responded to increasing need from women and children, as domestic and family violence experienced unprecedented attention both nationally and within South Australia.

The work of domestic violence advocates and campaigners, including Rosie Batty who we were honoured to have visit the Limestone Coast Domestic Violence Service (LCDVS) this year, has directly resulted in more women and children seeking assistance to escape violent and controlling relationships.

Staff have toiled over high caseloads, to deliver a safety first approach to women and their children in high risk situations. Children who have witnessed their mother being assaulted, kicked and throttled were given the best opportunity to live without fear. The DVAHS staff worked tirelessly to provide a safe and supportive environment for these children, being aware that while the family may be physically

safe, witnessing violence towards their mother would have long term consequences on their development.

In addition to the everyday battle to keep families safe, staff have been able to support a number of positive initiatives. DVAHS partnered with Professor Sarah Wendt, and with a grant from Australia's National Research Organisation for Women's Safety, we worked together to identify and explore the barriers that are particular to rural women experiencing domestic and family violence.

In an attempt to provide peaceful play opportunities for children, nature playgrounds were installed at two sites. In designing these areas, staff paid particular attention to creating a space where children felt safe and could explore and challenge themselves.

A pilot program delivered at LCDVS, Pathways to Education Pilot Program funded by the Office for Women, recognised the barriers to the pursuit of education for women experiencing domestic violence. During Adult Learners week the service was awarded the Adult Community Learners Award.

Opportunities were also taken to work on preventing violence against women. Currently in Australia on average 657 domestic violence matters are seen every day by Police, and every week one woman is murdered by her partner or former partner. Staff adopted and shared with others the "Our Watch" shared framework to prevent violence against women and children. This model identifies that violence against women is driven by gender inequality and gendered drivers of violence against women such as condoning of violence, controlling behaviour, stereotypes of men and women and disrespect towards women.

Finally I would like to thank The Wyatt Trust for their ongoing support via our Housing Partnership and acknowledge the staff of the DVAHS Unit who worked with limited resources to keep safe an overwhelming number of women and children escaping domestic and family violence.

Family Outreach and Relationship Services

I am impressed every day by the dedication and commitment of our staff, foster carers, volunteers and students.



This year Federal Government funding was made available to provide counselling for farming communities affected by drought in the Coorong, Alexandrina and Onkaparinga, Adelaide Hills and Mount Barker areas. The program provided opportunities for creative engagement including presenting five Health Plays aimed at informing, and supporting the community around Mental Health challenges. We facilitated over 240 community members to complete Mental Health First Aid Training.

The area of child protection has been at the forefront of many of our services this year. Centacare provided feedback to the Child Protection Systems Royal Commission and are looking forward to the inevitable changes to the sector and community.

In a state-first for non-government organisations, Centacare appointed Dr Jackie Amos, a child and adolescent psychiatrist, to train and support staff in working with mothers impacted by intergenerational trauma.

The Targeted Intervention, Family Preservation and Reunification services continued to provide multidisciplinary care team support

to hundreds of vulnerable families who were involved with child protection. The Specialist Family Preservation Foster Care program reached its target placements and will expand in 2016-2017. The support of Aboriginal staff has ensured culturally competent and sensitive placements and ongoing support of foster care workers with Aboriginal children.

We welcomed new funding for; Supporting Children and Youth, Families and Fathers, and Po:rlar Ka:ngkun Taikuwalun Journey to Learning. There was a significant increase in the number of schools engaged in Centacare's National School Chaplaincy Program.

With the addition of the Family Connections Program in the South East, we have been able to establish a sustained presence at over twenty community service partnerships and networks. The Family Connections program in the South East provided outreach contact to over 2000 clients at large family oriented community events. Wandana Community Centre obtained additional funding from the Department for Communities and Social Inclusion to expand its services. A part time, bilingual Family Support Worker was employed and initiated new programs including a supported playgroup targeting families from diverse backgrounds.

Parenting and Relationship Education and Family Dispute Resolution, have been promoted again at RAAF Edinburgh. During the year 174 Parenting Education courses were delivered. The successful program 'The Inside and Out of Parenting Relationships' was completed and a new program, 'Building Better Skills in Relationships' was delivered in the High Dependency Unit of Yatala Labour Prison. The 'Don't Forget the Children' website is now completed and ready for a pilot group to provide feedback.

Our Student Social Work Placement model has had another successful year working in partnership with Uni SA and Flinders University. A consistent and planned approach to placement across programs with a single point of contact, has proven to be an efficient way of managing student placements.

I am impressed every day by the dedication and commitment of our staff, foster carers, volunteers and students. Their professionalism and integrity coupled with a genuine desire to achieve the best possible outcome for families and individuals is inherent in their practice. I would like to take this opportunity to thank the leadership team and staff within the unit.



Kirsty Drew
Executive
Manager

Support Training and Intervention Services

...substantial growth in our Alcohol and Other Drugs services with the rollout of our youth residential rehabilitation and sobering up programs.



Paul Senior
Executive
Manager

The past year has been marked with a number of significant achievements both in the establishment of new services and the development of community consultation processes that have happened alongside the ongoing delivery of current services.

Centacare's Mental Health Consumers, Carers and Community Advisory Group (CCCAG), a primary vehicle for consultation with stakeholders and consumers, has developed into a significant resource over the past year. The group has been instrumental in reviewing a range of client focused materials, providing feedback as to usefulness of information and appropriateness of language.

Additionally the CCCAG has undertaken a substantial project in the development, trial and implementation of the Service Experience Questionnaire (SEQ). The SEQ is a tool to gather our clients' and consumers' views on how they experienced our services with a focus on issues such as respect, confidentiality and dignity. Results from our initial survey have been quite heartening.

The past year has seen a substantial growth in our Alcohol and Other Drugs (AOD) services with the rollout of our youth residential rehabilitation and sobering up programs.

Both programs are targeted to young people between 12 and 24 years of age. The residential service provides a six week live-in rehabilitation program for up to four young people at a time with ongoing counselling support post six week live-in. The sobering up service provides two short term (up to 18 hours) beds in a safe and monitored environment for young people to sober up.

In addition to these two new services we have become a major provider of Police Drug Diversion Initiative (PDDI) services. PDDI services provide counselling to people who are diverted to the service by Police, creating an opportunity for engagement with treatment and helping services that may not otherwise occur.

Whilst we have seen the establishment of new services we have also seen other programs come to an end. One such program is Healing, Optimism, Pride, Endurance (HOPE). HOPE was a program where we worked alongside Aboriginal communities to build capacity to reduce the risk

of suicide. A contributor to the loss of HOPE is restructuring of suicide support services to indigenous communities rather than a discontinuation of services.

The restructuring of federal primary health programs has been undertaken through the introduction of Primary Health Networks (PHNs). In South Australia we have two PHNs, one for the Adelaide metropolitan region and one for country SA. This change significantly changes the dynamics of how federal funded health programs are designed, structured and funded with a strong focus on local co-design. This shift creates new opportunities and challenges for Centacare to become engaged in responding to community needs.

Staying in touch with community needs, service trends, and contributing to ongoing community conversations is central to our involvement in a number of peak bodies and consultation bodies including the South Australian Network of Drug and Alcohol Services (SANDAS) and the Mental Health Coalition of South Australia (MHCSA), both of which are chaired by Centacare employees. This is also central to our ongoing stakeholder engagement activities across the community.

Youth and Community Support Services

It has been an exciting and challenging year for Cheltenham Place with significant changes to the service model.



This year has been productive with services adapting to client need and positive client outcomes seen across the Youth and Community Support Services (YACSS) programs. The rapid downturn in mining activity and recent uncertainty around the future of the Whyalla Steelworks has impacted the community at all levels. Community agencies have come together to work towards building capacity and resilience of community and service systems to respond to changes occurring in Whyalla.

The Whyalla Generic Homelessness Service (Youth Focus) experienced steady demand across its housing programs throughout the reporting period. Access to long term housing outcomes have improved due to an increase in availability and affordability of Private Rental options. Demand for the Intensive Tenancy Support Program remains strong with increasing referrals from Housing SA.

The Whyalla Regional Domestic Violence Service witnessed an increase in referrals for Domestic Violence (DV) counselling. The 2015 White Ribbon Corporate Breakfast delivered the White Ribbon message and advocated DV workplace policy and procedures.

The Whyalla Site Office completed a renovation to be more inviting, family friendly and increase office safety for staff and community members who come to our service.

Outer North Youth Homelessness Service has continued to grow its service in the North and has many young people coming to the service from word of mouth. This is a great reflection that people are happy with the services received and share this with their friends. Staff are continually impressed with young people who come to the service ready and willing to engage in support.

Hannah Place is a dynamic program with staff who care for young women and their babies and at times, their extended families. Hannah Place's philosophy takes out the authority and puts in care, support and guidance through positive role modelling, positive thinking and always putting the strengths of the young women in the forefront of our work.

It has been an exciting and challenging year for Cheltenham Place with significant changes to the service model, as well as major changes to the HIV sector landscape. After running as a 24/7 respite facility for the past

seventeen years, 2015/16 has been the first year of operating the Individualised Support Program. The program offers respite as a short-stay over three nights per week, with the major focus on providing in-home/ outreach support. This broadening of our scope of work has provided opportunities to support a wider range of people affected by HIV in a variety of ways that were not possible within the previous model. In addition, Cheltenham Place has developed ongoing group activities in order to provide a space for people living with HIV and their carers to connect with others and reduce social isolation in a fun and relaxed environment.

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

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



Megan Welsh
Executive
Manager

Work Ready Training

We focus on ensuring participants experience work-like activities whilst gaining new and relevant skills that assist their transition back into the workforce.



Anthony Connelly
Manager

Recent changes within the Employment Services sector has provided Centacare with a new opportunity to develop a footprint within the industry, through hosting multiple and varied Work for the Dole activities, and so Centacare *Work Ready Training* was born on July 1st 2015.

What started out as a modest program hosting two Work for the Dole activities 12 months ago, has grown quickly to us now hosting 13 group based activities, along with two individual activities in Hospitality & Administration. Centacare Work Ready Training now employs a total of 14 staff to supervise and administer the activities.

Centacare Work Ready Training developed relationships with many not for profit organisations, assisting with projects that have upgraded and beautified their surroundings. For example, within the blue collar sector, we've built and installed many new kitchens, along with general building, gyprocking, painting, landscaping, paving and tiling, and have even built a number of BBQ trailers in our metal workshop. Within the white collar sector we've developed

websites, delivered marketing activities, written and developed training material, commenced a sewing class activity and delivered hospitality services via the opening of our own Centa-cafe.

The hospitality crew make and provide free morning teas to our on-site participants at Wandana Avenue, as well as offering very affordable and quality lunchtime meals. The sewing crew produce high quality garments for children which are distributed by Centacare services to those in need. Additionally, Centacare's Emmaus House has had a recent backyard makeover, which included landscaping and the building of a Gazebo and carport.

Outside of Centacare, many other organisations have been supported, such as Northern Domestic Violence Service, who were assisted in record time with the making and delivery of many wardrobes and bedside cupboards which were gratefully received. Additionally, the Scouts, Girl Guides and Vietnam Veterans have also seen their halls receive major upgrades by our teams.

All of our activities are delivered to the not for profit community at no cost.

We focus on ensuring participants experience work-like activities whilst gaining new and relevant skills that assist their transition back into the workforce. Our experience is that a substantial number of participants have gained employment whilst participating in activities.

The key to successful activities is having dedicated supervisors combined with interesting and varied activities. Given our success to date, we're confident that we have these two ingredients in good proportion, and look forward to further developing the program in the coming years.

Corporate Services

Director's Office

We were delighted to complete our Reconciliation Action Plan, the product of several years of consultation and respectful listening.



Centacare's Strategic Plan calls us to encourage and support our staff to deliver the highest standard of service to our clients. The development of a culture which places clients and their needs at the centre of our thinking is the core focus of the Director's Office.

The year began with a Centacare Staff Conference at which we explored our work within the social, political and community context of South Australia. The aim was to inspire staff to find new ways to deliver responsive, flexible and effective services to the South Australian community.

We maintain a rigorous Employment Screening Process as part of a suite of measures to ensure child safety within Centacare. We continued our partnership with CACET, child safety consultants and trainers, who assisted us in remaining vigilant in all aspects of keeping our organisation a safe one for all.

In Child Protection Week in September we reflected on David Mandel's message on Domestic Violence, of needing to move away from the 'gender double standard-driven, "blame the mother" failure to protect paradigm', which labels

the mother the responsible one in keeping their children safe. David speaks of the need to describe in detail the perpetrator pattern-based approach, in supporting the safety and well-being of children and families, and at Centacare we are committed to training our staff in this model of practice.

Our commitment to providing services in a culturally appropriate manner is informed by the training and consultation provided by Sophie Diamandi from UniSA. We are continually assessing the cultural safety of our organisation and discovering the importance of our individual staff cultural approach. Aboriginal cultural training is provided by our Manager of Aboriginal Services, John Lochowiak in the beautiful surrounds of the Otherway Centre. Staff acknowledge the positive, inclusive and spiritual message inherent in this training, and the knowledge and understanding of culture they gain from this experience.

We were delighted to complete our Reconciliation Action Plan, the product of several years of consultation and respectful listening. It gives effect to our commitment to continue to strive towards Reconciliation in the knowledge that for us at Centacare, it is a daily walk for both Aboriginal

and non-Aboriginal staff and is something never taken for granted.

Our Induction program for new staff stresses the importance of grounding our service delivery in Catholic Social Teaching and in the history and culture of Centacare.

Equipped with this background our staff provided high quality services to 30,450 South Australians. That almost 6,000 of these clients were children continues a trend of Centacare working with the most vulnerable members of our community.

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. 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 acknowledge the important contributions from Catholic Charities and from private donors which allow for enhanced opportunities for our clients.

We also thank the trustees of the Roman Catholic Archdiocese of Adelaide Charitable Trust for their support of the programs offered to families who have a son or daughter with an intellectual disability.



**Pauline Connelly
& Bernie Victory**
Assistant
Directors

Corporate Services

Catholic Safety Health and Welfare

...development, implementation and management of the Catholic Church's Safety Management System.



Kathy Grieve
Executive
Manager

Catholic Safety Health and Welfare SA (CSHW) is a Shared Service of the Archdiocese of Adelaide. It is located within the Corporate Services Unit of Centacare Catholic Family Services. CSHW is responsible for the development, implementation and management of the Catholic Church's Safety Management System.

Centacare is part of the Catholic Church Self-Insured Employer Registration with ReturnToWorkSA (RTWSA). The Self-Insured Registration is held by the Catholic Church Endowment Society Inc. (CCES) on behalf of itself and 37 separately incorporated entities. In total the Registration consists of 240 worksites with multiple locations, over 11,000 paid workers and 33,000 volunteers. The registration covers four industries, Education, Health, Social Services and Parishes.

CSHW employs six qualified Work Health and Safety professionals and one Administrative person. These professionals provide advice and support to the worksites.

During 2015-2016 CSHW made 420 visits to worksites and delivered 111 training sessions. Staff have facilitated training in the Centacare Registered Training Organisation (RTO), delivering two Units of Competency within Diploma and Certificate IV qualifications. CSHW staff have also facilitated tutorials for the University of South Australia, School of Management, Business School. The latter supports the WHS professionals within CSHW by being at the front of current teachings and research in health and safety and business practices. It also provides professional development in return for the exchange of knowledge.

In delivering an injury prevention service to Centacare, CSHW have conducted safety audits, delivered emergency management training and monitored safety performance and trends in injury causation. Safety performance throughout the financial year of 2015-2016 has been consistent with an average of 23-25 days each month being injury free. The main causation of injury is falls at the same level followed by being hit by an object.

In August 2015 CCES participated in an Evaluation of the Self-Insured Registration. This process is conducted by ReturnToWorkSA and it is pleasing to report that the outcome is a 4 year renewal of registration for CCES, with the registration due for renewal on March 31 2020.

Communications Office

We have pro-actively built strong relationships with key print, electronic and sector media to deliver targeted messages to regional and metropolitan South Australia.



This year a concerted effort was made to increase Centacare's public profile with the appointment of a Communications Manager.

The aim was to develop, implement and maintain an effective public relations strategy, with a focus on social and mainstream media.

This was undertaken in conjunction with the launch of Centacare's new website to support and highlight our role in the South Australian community.

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

This has positioned Director Dale West and executive management as eminent spokespeople in such areas as homelessness, domestic violence, child protection, parenting education and support, training and intervention services.

Dale has consistently had opinion editorials published in The Advertiser. This has proven a powerful platform for in-depth analysis of issues impacting our core areas of work.

In some instances, Dale's editorials have led to wider print and television news coverage, both in SA, interstate and nationally.

Assistant Director Pauline Connolly has continued to consolidate her profile on ABC radio with fortnightly segments on Sonya Feldhoff's afternoon program.

Our regional media presence also has expanded. For example, Centacare services in Mount Gambier and across the Murraylands have been at the forefront of domestic violence news coverage throughout the year. This has simultaneously increased the profile of service managers in their local communities.

The implementation of a social media strategy saw Centacare establish Facebook and Twitter profiles for the first time.

Our following has grown on the back of creative written, audio and video material. Expanding our social media reach, which consistently tops 20,000 people a month, is a key focus going forward, at all times in line with our core mission, vision, values and social justice objectives.

In partnership with the Port Adelaide Football Club, we successfully promoted the Power To End Violence Against Women campaign to educate young men about respectful relationships with women.

The program has been featured on television, radio and in print, and is widely acknowledged as being instrumental in shaping attitudes in the wider community.

Through our sponsorship of community events, such as the inaugural Riverland NO:RI Music Festival, we have promoted Centacare's commitment to cultural diversity.



Elizabeth Rowe
Communications
Manager

Corporate Services IT and Infrastructure

The IT team have responded and consulted with managers and staff to assist in determining the most appropriate technological solutions...



Dominic Reppucci
Executive
Manager

The past year has been a busy year for the Infrastructure team with a major redevelopment of the first floor at 45 Wakefield Street, Adelaide to accommodate a number of staff including service delivery workers, managers and support staff. Following consultation with staff, the end result is a comfortable, colourful and functional office space.

The Whyalla office reception area was also redeveloped to provide better security and safety for our workers.

Other infrastructure works undertaken in the last year included the setup of a new office and sleepover room at Sanctus House, Noarlunga, and the Bilby Bus kitchen at Seaton. This has been refurbished including the installation of stainless steel benches and dishwasher.

We have continued to upgrade and improve our IT, phone and computer systems to ensure staff are able to work and respond to the needs of our clients. Upgrades to the Skype For Business phone system were carried out at our

Seaton, Wakefield Street, Whyalla, Gilles Plains, Aldinga and Alban Place sites. Telstra infrastructure connections were also upgraded at the Wakefield Street and Seaton sites. The team now oversee the operation of 83 virtual and physical servers.

The Workers Safety App recorded 14,974 Home Visits during the reporting period, and 3,100 Help Desk IT tickets and 526 Maintenance tickets were responded to, providing an insightful measure of the outreach work that we support, and volume of work the team respond to on a daily basis.

During 2015-2016 Centacare's Skype System was showcased by Microsoft on their Connected Leaders Webinars series highlighting our innovation and drive for improvement.

Centacare's Business Continuity Plan was also developed in consultation with CCI, and will be a valuable resource to draw on when needed.

The IT team have responded and consulted with managers and staff to assist in determining the most appropriate technological solutions to use to respond to the needs of their clients. We now provide significant support for tablet devices and smart phones for our increasingly mobile workforce. This can be seen in the fact that we now support 240 mobile as well as 452 desktop computers.

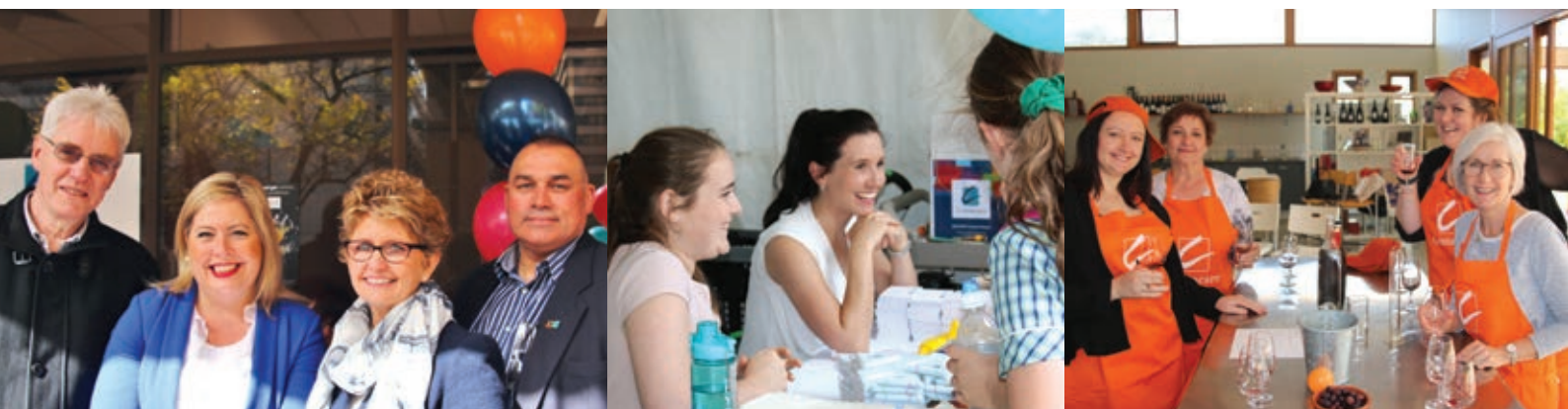
IT and Infrastructure have continued to provide services to other organisations including Catherine House, Otherway Centre and the Cathedral Parish. Planning has also commenced for us to take responsibility for the provision of IT support to the Diocesan Centre.

I would like to take this opportunity to thank the IT and Infrastructure team for their hard work and professionalism in supporting and responding to Centacare staff, and in carrying out the many varied tasks and demands of their roles.

Corporate Services

Systems Improvement

...a quality, client focussed organisation and the extent to which this is achieved will be measured at the external accreditation review in September 2016.



During the 2015-2016 period, the Systems Improvement team worked in collaboration with managers and staff to complete a range of projects within our Quality Work plan and also undertook a self-assessment against the National QIC Health and Community Services standards in preparation for the 2016 external review.

Several projects involved improvements to our Human Resource systems, including review and update of the Induction Framework to ensure all new workers are provided an organised, structured and informative induction program to understand and perform their role in Centacare. The range of E- Training modules related to WHS and other legislative requirements continue to expand. This ensures all staff have access to compulsory training in a cost and time efficient manner. There are future plans to convert appropriate aspects of induction to an electronic format.

The framework for the management of Volunteers also underwent change with the appointment of an Agency Volunteer Coordinator to work across all programs and provide support and guidance to managers and volunteers.

This position ensures a consistent approach to volunteer engagement across the agency with the systems and processes extensively reviewed and updated. The Volunteer Coordinator has supported and promoted a positive culture towards volunteering and as a result there has been an expansion in the use of volunteer workers across the agency.

To support Centacare's commitment to the provision of a safe, healthy and productive place of work, the issue of fitness for work was explored and a policy and procedure developed to provide guidance around this sensitive area.

A large component of the work of the Systems Improvement Team continued to be facilitating the policy and procedure development and review, which provides the foundation to our systems and how we operate. During the last 12 months there have been 11 new documents developed and 81 documents reviewed to ensure they are current, compliant and appropriate to meet the needs of the agency. These documents include policies and procedures, guidelines, frameworks, forms, templates, hand books, terms of references and safe operating procedures.

The continuous improvement of all our documents, systems and processes would not be possible without the commitment of the managers and staff, particularly those who generously give their time, knowledge and expertise to be involved in the various quality forums operating across the agency.

Ensuring Centacare is compliant with the plethora of standards and legislation requirements was improved through the in-house development of an electronic compliance register.

The client firmly remains at the centre of service delivery at Centacare and an open, accessible and responsive complaints and feedback system is a fundamental right of the client. Centacare has introduced an electronic feedback register to improve the capture and analysis of this feedback and enhance our learning.

Centacare remains committed to being a quality, client focussed organisation and the extent to which this is achieved will be measured at the external accreditation review in September 2016.



Jenny Hanlon
Executive
Manager

Corporate Services

Finance and Administration

...achieved exceptional improvements in functionality with Centacare's SharePoint environment and Penelope Case Management software.



Damien Hern
Executive
Manager

2015-2016 financial year has been another year of steady growth for Centacare Catholic Family Services. As in previous years, this growth stems from successful tendering for grant based service delivery programs. Additional programs during the financial year include, headspace Youth Mental Health at Woodville, one-off Drought Counselling programs (one with Family focus and another with Mental Health focus in Adelaide and Murray Mallee). Others were the Indigenous Advancement Strategy, which involves keeping children in school, and adults in work, as well as health and wellbeing programs in the Murray Mallee. Our Stepney site now provides Youth Substance Misuse Services and Police Drug Diversion Program as well as the Aboriginal Catholic Ministry (Otherway Centre).

Ongoing is the Specialist Family Preservation Foster Care program which continues to gain momentum and will be provided until at least 2017. ASK Employment and Training Services finished on 30 June 2015 and several staff continued in a new Work for the Dole fee for service 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 \$42.8M, a change of almost 9% compared to the previous financial year.

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

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 which formed in the previous year has achieved exceptional improvements in functionality with Centacare's SharePoint environment and Penelope Case Management software. This team is working with the accounting team to develop data warehouses combining case management, financial and payroll data, utilising reporting tools and dashboards for management information, as well as reporting staff KPIs and automation of quarterly service reporting to our funders.

The financial outcome for Centacare for the 2015-2016 financial year resulted in an operating surplus of \$591,029. Total equity increased to \$5.5 million on a total asset base of over \$14 million.

KPMG audited Centacare's general-purpose financial report and provided an unqualified audit report for 2015-2016.

Financials 2015-2016

Balance Sheet	2016	2015
CURRENT ASSETS	\$	\$
Cash and Cash Equivalents	2,545,365	7,830,977
Investment	5,000,000	-
Trade and Other Receivables	2,194,902	2,842,399
TOTAL CURRENT ASSETS	9,740,267	10,673,376
NON-CURRENT ASSETS	\$	\$
Property, Plant and Equipment	4,325,361	3,285,917
Capital Work in Progress	-	34,216
TOTAL NON-CURRENT ASSETS	4,325,361	3,320,133
TOTAL ASSETS	14,065,628	13,993,509
CURRENT LIABILITIES	\$	\$
Trade and Other Payables	1,019,287	1,444,962
Current Provisions	4,128,725	3,667,452
Revenue Received in Advance	2,916,863	3,662,085
TOTAL CURRENT LIABILITIES	8,064,875	8,774,499
NON-CURRENT LIABILITIES	\$	\$
Non-Current Provisions	384,850	285,398
Loan	91,262	-
TOTAL NON-CURRENT LIABILITIES	476,112	285,398
TOTAL LIABILITIES	8,540,987	9,059,897
NET ASSETS	5,524,641	4,933,612
EQUITY	\$	\$
Reserves	848,603	848,603
Accumulated Surplus	4,676,038	4,085,009
TOTAL EQUITY	5,524,641	4,933,612

Financial Summary	2016	2015
REVENUE	\$	\$
Government Grant Revenue	31,728,808	28,118,901
Other Grant Revenue	1,350,845	1,180,739
TOTAL GRANT REVENUE	33,079,653	29,299,640
Fee for Service Revenue	6,011,008	7,468,961
Other Revenue	3,407,199	2,280,759
Interest Revenue	185,302	183,898
Gain on Disposal of Assets	124,012	125,011
TOTAL REVENUE	42,807,174	39,358,269
EXPENSES	\$	\$
Employee Benefits Expense	31,595,895	27,980,629
Depreciation Expenses	1,013,895	846,692
Accommodation / R&M Expenses	1,993,085	2,339,231
Motor Vehicle Expense	2,298,357	2,498,507
Operating Expenses	2,604,275	2,409,234
Other Expenses	2,710,638	2,174,292
TOTAL EXPENSES	42,216,145	38,248,585
SURPLUS	591,029	1,109,684

QUICK FACTS

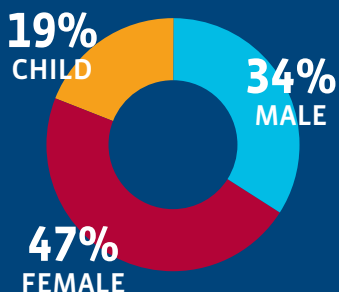


Centacare
Catholic Family Services



clients supported

30,455



524 *staff*



101 MALE

423 FEMALE



393 FULL-TIME
EQUIVALENTS



44.2 YEARS
AVERAGE AGE



5.3 AVERAGE YEARS
OF SERVICE



563

VEHICLES
UNDER
MANAGEMENT

%

1.21

CURRENT RATIO
ASSETS V
LIABILITIES

132 STAFF JOINED

83 STAFF LEFT

INCOME (\$M)

42.8

NET ASSETS (\$M)

5.5

ANNUAL PAYROLL (\$M)

31.6

2015
2016

Service Summaries

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

Disability Services (continued)

Program Name	Services Offered	Client Group	Location
Northern Respite Service	Provides short term accommodation and assistance at Auricht House for adults with an intellectual disability. Stays include sleep overs, camp weekends, meals out, social interactions and community activities.	Adolescents and adults between 13-40 years of age with an intellectual disability. Individuals must be registered with the Department for Communities and Social Inclusion or have National Disability Insurance Scheme funding.	Northern Region
Sanctus House Supported Accommodation Service	Assistance with daily life. Supported accommodation in neighbouring Julia Farr Houses to five adults with intellectual and physical disabilities and multiple health care needs.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Southern Region
Tamana House Supported Accommodation Service	Assistance with daily life. Supported accommodation to five individuals with intellectual and physical disabilities.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Whyalla Region
Xavier House Supported Accommodation Service	Assistance with daily life. Supported accommodation to three adults with varying levels of intellectual, physical and mental health needs.	Adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Northern Region
Yoorana Respite Service	Provides short term accommodation and assistance and overnight respite for adults with an intellectual disability.	Adults with an intellectual disability. 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 of age, who are pregnant and/or parenting, and their children, who are homeless or are at-risk of homelessness.	Southern Metropolitan Area
Findon Family Housing	Case management support, advice and advocacy towards pregnancy and parenting.	Young families up to 25 years of age. Agency or self-referral.	Western Suburbs
Limestone Coast Domestic Violence Service	Supported accommodation, domestic violence counselling, support and group work.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness as a result of domestic violence.	Limestone Coast Region
Louise Place	Support, accommodation, education, future planning and preparation for independent living. Includes parenting and pregnancy support.	Onsite support and accommodation provided to young women 18 years of age and under who are pregnant or parenting, and who are homeless or at risk of homelessness. Outreach accommodation and/or support program for up to 25 year olds.	Inner Southern Metropolitan Area
Malvern Place	24 hour supported accommodation, emergency crisis accommodation and outreach housing program.	Young women up to 25 years of age who are pregnant and/or parenting, and their children who are homeless or are at-risk of homelessness.	Inner Northern, Western and North East Metropolitan Area
Murray Mallee Adelaide Hills Domestic Violence Service	Counselling and support, emergency accommodation, advocacy and referrals.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness as a result of the domestic violence.	Murray Mallee and Adelaide Hills Regions
Riverland Domestic Violence Service	Counselling and support, emergency accommodation, advocacy and referrals.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness as a result of the domestic violence.	Riverland

Family Outreach and Relationship Services

Program Name	Services Offered	Client Group	Location
Bilby Bus Intensive Supported Playgroup Program	A mobile playgroup providing parenting support, child development support, education, advocacy and referral.	Vulnerable families with children 0-5 years of age.	Metropolitan Area
Community Mental Health - Drought Assistance Program (July 2015-June 2016)	Raised awareness and provided early intervention, outreach support and community based mental health services to individuals and their families in drought affected communities.	Individuals, families and communities affected by drought.	Coorong, Adelaide Hills and Mount Barker Areas
Counselling Services	Counselling for the individual, couple, family and children with a strong emphasis on safe and respectful family interactions while maintaining a child focus and child inclusive approach. Family members who are separating can also access support through Family Law Counselling.	Families, individuals, children and youth.	Metropolitan Adelaide, Murray Mallee, Southern Regional and South East Region
Dad's Business	Support for fathers and families including play sessions, antenatal and information sessions, community events and parent education.	Fathers with children 0-12 years of age.	Playford Area
Drought Assistance Counselling (July 2015-June 2016)	Support to families and individuals impacted by either current or past drought conditions including counselling for individuals, couples, families, and children with a strong emphasis on safe and respectful family interactions whilst maintaining a child focus.	Families, individuals, children and youth.	Onkaparinga, Coorong and Alexandrina Local Government Areas.
Families and Fathers Support Program	Seeks to build men's capacity within their families so their experience of fatherhood is enriching for both themselves and their families. Also builds strong relationships with other services and community in order to support men and families in various settings.	Fathers and families with children 0-12 years of age.	Murray Bridge and Callington Areas
Family Connections Program	Families are engaged in a relaxed and friendly environment through free fun and educational play experiences such as playgroups, parent groups, workshops, family activities, peer groups and events. The program works in collaboration with a range of local community support services and groups.	Families with children 0-12 years of age.	The South East via Mount Gambier, Millicent, Penola and the Wattle Range Area
Family Dispute Resolution Services	Assists couples and family members who are separating or separated to resolve issues in dispute such as parenting, care and property arrangements. Child focused and child inclusive supported approach.	Separating couples. Self-referral or the courts/lawyers.	Metropolitan Adelaide, Murray Mallee and Southern Regional Areas
Family Mental Health Support Service - Supporting Children and Youth (SCY) (Commenced July 2015)	Works with children and young people who are showing early signs or are at risk of developing mental illness, to improve their wellbeing and enable them to better participate in their communities to reach their full potential.	Children, young people and their families or carers.	Murray Bridge and Mallee Areas
Family Preservation 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)
Kids in Focus	Therapeutic parenting interventions, case management, outreach, referrals and some group work.	Parents or primary caregivers with alcohol and/or other drug issues.	Northern Suburbs
Making Moments Attachment Program	Home visits and a range of community group work focusing on parenting and healthy attachment.	Pregnant women or women with young babies at risk/experiencing pre and postnatal depression or other mental health issues, and an attachment concern.	Playford Area

Family Outreach and Relationship Services (continued)

Program Name	Services Offered	Client Group	Location
Mobile Family Connections	Street level mobile resource service through play and chat sessions including referral, information and education.	Vulnerable families with children 0-5 years of age.	Southern Suburbs
National School Chaplaincy	Aims to support schools in promoting the wellbeing of students. The program is in collaboration with existing wellbeing services provided within the school community.	Available to DECD schools.	Metropolitan Adelaide and Regional Areas
Po:rlar Ka:ngkun Tainkuwalun (PKT) – Journey to Learning	PKT is a family focused outreach service that provides opportunities in a non-threatening environment for Aboriginal families/ caregivers to learn about children's physical, intellectual and emotional development and the role it plays in school readiness.	Aboriginal families with children 0-6 years of age.	Murray Bridge and Coorong Areas
Regional Dispute Resolution Services	Assists couples and family members who are separating or separated to resolve issues in disputes such as parenting, care and property arrangements. Child focused and child inclusive supported approach.	Separating couples. Self-referral or the courts/lawyers.	Mount Gambier
School Counselling	Confidential counselling to students. Referral options to children/parents, consultation with the school and some group work within schools.	Students of participating Catholic primary schools can be referred into the program.	Metropolitan Adelaide and Regional SA
Specialist Family Preservation Foster Care	Provides out of home care placements for vulnerable children with complex needs. The program supports the planned process of returning children to the care of their birth families.	Children 0-12 years of age placed under the Custody or Guardianship of the Minister for Education and Child Development.	Metropolitan Area
Sun Dancing - Child Sexual Abuse Counselling	Provides specialised counselling, assessment, referral and advocacy for families, parenting support and education.	Families with children up to 18 years of age where a child has experienced child sexual abuse.	Salisbury and Playford Areas
Targeted Intervention Services	Practical and therapeutic home based services to address child protection concerns.	Children and families notified to the Child Abuse Report line. Referrals received from Families SA only.	Metropolitan Adelaide and Regional South Australia
Wandana Community Centre	Provides a range of social, educational, recreational and community services including a Family Support Program for families from diverse backgrounds.	Local community of all ages and from all backgrounds.	North Eastern Suburbs



Support Training and Intervention Services

Program Name	Services Offered	Client Group	Location
ACCESS Programs	Employee Assistance Program providing counselling, workplace training, consultancy, coaching and mediation.	Employees, managers, supervisors and human resources.	Metropolitan Adelaide and Statewide
Accommodation Support Program	Assistance with independent living, self and health care, accommodation, community resources, recreational and social activities.	Clients of community mental health teams who are living with a mental illness.	Northern Regional Area
ASCEND Suicide Intervention Program	Support and consultation for young people. Training for organisations to recognise, interpret and respond to suicidal and depressive behaviours.	Young people up to 25 years of age at risk of suicide or self-harm. Organisations and professional teams.	Metropolitan Adelaide
Comorbidity Project	Working alongside an existing worker, provides a specialist brief intervention to clients who have complex co-occurring mental health and Alcohol & Other Drug (AOD) issues. Primary consultations can also include attendance at case conferences and appropriate referrals to relevant agencies.	Community services professionals internal to Centacare and the broader sector, targeting AOD services, and services targeting CALD and Aboriginal clients.	Metropolitan Adelaide
Drug and Alcohol Services	Support includes family work, education, individual counselling and in home detoxification.	Families of, and young people 10-30 years of age with a substance use issue.	Outreach service in Metropolitan Adelaide
headspace	headspace 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 of age and their families.	Woodville
Healing, Optimism, Pride, Endurance (HOPE) (ended June 2016)	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 of age or young women up to 25 years of age who are pregnant or parenting. Referral from community organisations and government agencies, targeted DECD schools and ICAN Program Managers.	Metropolitan Adelaide and Regional South Australia
Integrated Youth Substance Misuse Service (IYSMS)	Provision of residential rehabilitation services, sobering up services and outreach counselling and support services.	Young people 12-25 years of age with a substance abuse disorder.	Metropolitan Adelaide
Mental Health Rehabilitation Services	One on one support to identify needs and/or strengths to develop own goals.	Adults living with a mental illness. Referred to services by Mental Health.	Inner and outer Southern Areas
Panic Anxiety, Obsessive Compulsive and Eating Disorders Service	Telephone support, brief face to face counselling, information and strategies, referral pathways, advocacy supports, access to lived experienced Peer Workers, recovery support groups, workshops and seminars.	Individuals living with panic anxiety, obsessive compulsive and eating disorders and those that support them.	Metropolitan Adelaide and Regions
Personal Helpers and Mentors Service	Providing opportunities, support and services that help individuals reconnect with their community.	People 16 years of age and over, whose ability to manage their daily activities is severely limited by mental illness.	Northern Suburbs and Murray Mallee Area
Police Drug Diversion Initiative (PDDI) (Commenced July 2015)	The Police Drug Diversion Initiative (PDDI) diverts people detected by the police for simple possession drug offences to a health intervention instead of the justice system.	Individuals who are referred directly from SAPOL.	Metropolitan Adelaide and Riverland, Murray land and Limestone Coast Regions
Reconnect Mental Health Service	Therapeutic interventions include assessment, counselling, family work, referral and consultancy.	Youth 12-18 years of age and their families, where there is a risk of homelessness and emerging mental health concerns for the young person.	Outreach service in Metropolitan Adelaide
Registered Training Organisation	Accredited and non-accredited training across the Community Services packages in line with the Australian Quality Training Framework.	Centacare staff and external learners from a variety of sectors.	Metropolitan Adelaide
Schools Assertive Outreach	Case management, referral, advocacy and outreach support.	Youth 12-20 years of age who are homeless or at risk, wanting to maintain education or further training.	Metropolitan Adelaide

Youth and Community Support Services

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

Work Ready Training

Program Name	Services Offered	Client Group	Location
Work Ready Training (Commenced July 2015)	Provides the community with access to relevant 'work like' training opportunities, with the objective of developing employability skills and assisting clients to improve their overall work readiness.	Registered jobseekers who are in the Work For the Dole phase.	Metropolitan Adelaide



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

Locations current at publication November 2016



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.

