



Centacare

Catholic Family Services

Annual Report 2018-2019





View 'Manager's Commissioning
and Smoking Ceremony'
youtu.be/oryEpiO_sQA

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

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We believe everyone has the right to be treated with dignity and respect, regardless of their circumstances and the challenges they face.

For justice to be upheld, we must be compassionate voices in action for all.

Our responsibility is to provide safe and inclusive environments for children, young people and adults who choose to walk with us.

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.



Watch 'Our Story'
youtu.be/Mow7uud0h0Q



Meeting the Challenge

Centacare Catholic Family Services exists to give South Australians an opportunity to reach their full potential, regardless of their circumstances.

Catholic Social Teaching principles underpin this core value. They guide our work and our approach to the community's most vulnerable people, often in the face of complex challenges.

While this commitment never wavers, it is regularly tested by decisions beyond our control which point to a challenging future.

Upon reflection, our greatest challenge for the last twelve months came when the Government of South Australia made the unexpected decision to close Cheltenham Place, our support service for people with blood borne diseases.

For more than 30 years we had supported those living with HIV/AIDS and later, with other blood borne diseases, in various ways.

Cheltenham Place provided a range of support and became a place away from stigma and discrimination, structured to meet psychosocial and medical needs.

Losing this service is a poignant, albeit painful, reminder of how easily those most marginalised in our community can quickly lose what they need, when the economic and political imperatives demand a different focus.

Our principles ask us to remember the individual, while our environment seeks to establish a one size fits all response. Increasingly, the programs that are most at risk are those that specialise in targeting particular needs.

Our response to caring for staff continues to be equally as important as our care for clients. If that diminishes, the human element of our work does as well.

In recent months, we have worked closely with UniSA's The Australian Alliance for Social Enterprise on a ground breaking study, commissioned by Centacare.

The research explores cumulative stress, fatigue, trauma and resilience in our workplace and how a developed understanding of vicarious resilience among staff can be harnessed to improve overall staff wellbeing.

As we embark upon a new year, it is imperative that we primarily focus on the needs of the individual client, but in the context of the reality of staff needs.

I thank every staff member, those in paid roles and as volunteers, for your commitment to your clients, and for the passion and skill you bring to meeting your responsibilities.

Thank you to all levels of government for your support of our work. Our strong and respectful relationships ensure that we find ways to meet our client needs, while knowing and accepting the reality of real world constraints.

Our future will ask us to embrace the changes and challenges as they arise, and we will do so, always relying upon the principles of Catholic Social Teaching as our guiding framework.

Dale P West
Director



Follow Dale on Twitter
[@DPWestCentacare](https://twitter.com/DPWestCentacare)

Values Underpin Focus

It's a joy to write about our year at Centacare Catholic Family Services.

I am continually encouraged by the commitment of our staff in an environment that is forever challenging and always constant.

Our values talk to us of inclusivity and acceptance. Within that context, we give expression to all who we meet, regardless of anything that may be seen as a social inhibitor.

Through our Cultural Competence Committee and our Rainbow Committee, we are continually looking at ways we can welcome diversity and provide a safe and accessible service for all.

We remain a strong voice for the marginalised. Through our child protection services, our workers stay with the smallest and most vulnerable, offering protection whilst advocating for their safety and wellbeing.

This year, we launched Child Protection Week with the theme Celebrate our Children. With the help of beautiful Year 1 students from St Aloysius College, we launched our new child rights resources, and joined with the girls in experiencing some music therapy through dance and song.

Our African service has grown as we work to support South Sudanese refugees who have begun new lives in Adelaide. Clement Kuek, the manager of this service, works with the families and young people who are facing many hardships through cultural readjustment and trauma. It speaks to the need for us all to work together as agencies and community with a generous and open attitude to the needs of those seeking refuge here.

Under the cultural guidance of John Lochowiak, our Manager of Aboriginal Services and an initiated man of the Law, we continue to work towards reconciliation through staff training, supporting the work of the Aboriginal Catholic Ministry and the Otherway Centre, developing our RAP and supporting our Aboriginal staff at Centacare.

We continue to be an organisation with a rich research foundation through our partnership with The Australian Alliance for Social Enterprise. Our research report on the work we do with the Port Adelaide Football Club through the Power to End Violence Against Women program is complete and this research was launched in December 2018.

We are ever grateful for the support of the Roman Catholic Archdiocese of Adelaide Charitable Trust, which is vital in making available Kolbe Cottage for our Disability Services. Thank you also to those who donate to Catholic Charities, corporate and school sponsors, and those who take on the Kokoda Challenge. Your financial support makes a major difference to what we can offer those in need in order to live a dignified, safe and productive life.

Pauline Connelly
Deputy Director



Follow Pauline on Twitter
@Conno25



Read our case study on page 18:
"The Power to End Violence
Against Women"



IN THE MEDIA

We're making news

Centacare has had an active media presence in 2018-2019.

40 media stories

382 Facebook posts

176k Tweet impressions

20% growth in users visiting the Centacare website

80% growth in users coming to the site via social media, particularly Facebook

102% increase in users coming to the Centacare Foster Care website, largely due to efforts in Search Engine Optimisation and paid digital advertising



Heartache on the front line

It has to be one of the toughest jobs out there, social workers coming face to face with gut-wrenching scenes of families - particularly children - suffering from trauma and violence and poverty.

LAUREN NOVAK reveals the toll this daily trauma can take on social workers and the success stories that keep them going. Story by [Name]

EDITORIAL PG3 LETTERS PG6-67 CAN YOU HELP? PG7 FINANCE

As we approach Christmas, after what seems a year of hardship, it's time to look back on the year that was.

For many this will be difficult. Children will be heartbroken by what they have experienced, and many will be struggling to find the positive influences of their parents in their lives.

In 2018, Centacare supported more than 32,000 youth Australians.

When I receive feedback from those we work with and hear how that support has empowered them to make positive changes, I am reminded that being present for someone can be the best gift of all.

Early last month, we received a letter from a mother engaged in our Family Promotions Service, which works with families to address child protection concerns.

She wrote that she had been living in fear of her baby girl being removed from her care, but this Christmas she would be different. She wrote:

"I would like to thank you for not judging us upon meeting us the first time. I was very loud and angry and I made sure you knew, she said.

"So thank you for taking the time to get to know the happy little girl that is now in your care."

Another family member wrote:

"Without your support my little girl may have been another lost child in the system."



DAD'S BUSINESS

8252

WEEKEND EXTRA

Victims of domestic violence in regional areas are more than just getting better support from police, as JOSEPHINE LIM reports.

Finally, cries for help are heard

Thousands of children across South Australia are living in abusive households. Social Policy Editor LAUREN NOVAK examines how growing up in an environment of fear and violence affects the next generation.

THE SHOCKING STATISTICS

REGION	PERCENTAGE OF DOMESTIC VIOLENCE INCIDENTS
Adelaide	45%
Barossa	15%
Flinders Ranges	10%
Flinders Ranges	10%
Flinders Ranges	10%



ors open to support for dads

NT ship in Elizabeth... which continues to create a barrier for young men reaching out for help.

"There's a lot of unemployment and stigma attached to that which people moving in different ways, including alcohol and drugs," he said.



lessness by tackling trauma... 28,000 young Australians do not have a home and are often hidden from view



'Startling' rise in deadly act... Soaring cost of finding a safe haven

AIDS victim... LAUREN NOVAK SOCIAL POLICY EDITOR

INSIDE TODAY



Emerging roles are providing new options. Cara Jenkin reports

HANGING DOMESTIC VIOLENCE OUT TO... REBECCA DIGIROLAMO

ers are keeping care all in the family... LAUREN NOVAK SOCIAL POLICY EDITOR

overwhelms rural... and boost use ho

AIDS victim... LAUREN NOVAK SOCIAL POLICY EDITOR

AIDS victim... LAUREN NOVAK SOCIAL POLICY EDITOR

AIDS victim... LAUREN NOVAK SOCIAL POLICY EDITOR

Centacare Catholic Family Services... Today is International Women's Day. At Centacare, 90 per cent of staff are female.



MOTHER'S DAY: At Hannah Place, we support young mums who are under the Guardianship of the Minister and are preparing and require support to bond with and care for the prize their maternal efforts every day.



We are on air now with ABC Adelaide's Sonya Feldhoff talking about t Power to End Violence Against Women program.



RECONCILIATION: No better way to start #New2019 than sharing breakfast with our community partners at the annual Reconciliation South Australia event.



LET'S TALK



>1,533 people reached

148 36 shares

>1,845 people reached

Search for us on YouTube: centacarecatholicfamilyservices

Like us on Facebook: fb.com/centacarecatholicfamilyservices

Listen to our radio interviews: soundcloud.com/centacare



Life-changing services point to exciting future

Centacare’s steadfast vision, values, purpose, and resilience has been a beacon for Disability Services (DS), guiding us through the murky waters of the National Disability Insurance Scheme (NDIS) and new and embryonic funding and governance regime.

We have emerged strong and focussed, and we continue to provide responsive, meaningful and life-changing services to those who choose us to provide their supports.

The imposed bureaucratic complexities remain. However, DS has chosen to embody these challenges as just another part of how we go about our business. Ultimately, we are positioned strongly for the challenges and successes that lie ahead.

Supported Independent Living (SIL) funding for accommodation services has allowed for a long overdue adjustment in staff support hours in a number of services. This has increased our capacity to focus on what our participants really want to achieve in life. It’s a privilege to watch our clients grow with the support of a service that’s truly consumer-driven and outcome-oriented.

Whilst SIL funding is providing measured and reasonable resources in order to support participant outcome and opportunity, we still have some way to go to achieve this in our Day Options and Short Term Accommodation services.

Although the need for this to be addressed has been acknowledged, more progress needs to be made in addressing both resources and restrictive parameters attached to claiming ratios and the resulting service structures.

We welcomed our inaugural NDIS Quality and Safeguard Audit with a clear view of being able to showcase the standard of service we strive to deliver. The outcome was exceptional,

with auditors indicating that, had they been allowed to give the score of Leading Practice on a first audit, we would have been in line for at least five. As intended, the bar has been set high.

We welcome the pending Disability Royal Commission. Acknowledging the extent of preparation and work involved, the outcome can only be positive for the individuals we support, and the disability community in general.

Our staff are to be acknowledged for their dedication and commitment in ensuring we deliver the highest standard of service to those we support. The culture, coupled with our unwavering belief in all we 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 contribution of the Royal Agricultural and Horticultural Society, in providing entry tickets each year for our clients to attend the Royal Adelaide Show, an event which they thoroughly enjoy and look forward to every year.

In addition, the generosity of Centacare fundraisers is most appreciated, including the Catholic Charities Appeal, and the Roman Catholic Archdiocese of Adelaide Charitable Trust.

Lachlan Purves
Executive Manager



“I really like that we all do footy tips each week. I like gardening, looking after my lemon tree and my vegies.”

– Supported Independent Living Client



A Disability Services snapshot
youtu.be/3iEko-CSDpA

112

staff work in Disability Services

13

of our staff have served 15 or more years

Around the World

Ben and his friends at Centanet and Auricht House have the world at their feet.

Every week, the crew travels to a different corner of the globe as part of the Around the World program, run by Disability Services.

After deciding on their destination, clients research the country, its language and culture, and together decide on activities to further their learning.

From restaurant excursions to feast on traditional cuisine, to dance and craft, the clients immerse themselves in their chosen country's way of life - all without leaving Adelaide!

This year they have tasted sushi from Japan, cooked up a curry in a nod to Nepal, danced at a masquerade ball in Italy and mastered basic Russian. They've also been to Brazil and stopped over in Sweden, via a trip to Ikea.

Where will they travel to next?



Our People

Fab four on a mission

Meet Centacare's fab four – the young guns determined to inspire a new generation of disability workers.

Together they help run much-loved Kolbe Cottage, a respite service for individuals with intellectual disabilities. For more than 35 years, Kolbe has been a home away from home for children aged five to 18 years and, most recently, adults.

At 26, Support Worker Lauren Glenn is the oldest of Kolbe's new age of staff bringing their own brand of energy to work each day.

"I can't imagine not being here; I was working in retail before and it wasn't nearly as stimulating or rewarding," said Lauren, who followed her mother (longtime Centacare disability Support Worker, Fiona Glenn) into the field in early 2019. "There are endless opportunities. Every day is different."

Team Leader Tahlia Bray, 25, also made the jump from retail to disability services. After completing a Certificate III in Disability, Tahlia joined Centacare in 2017. She would like to see career pathways in disability given a greater profile in schools to encourage more young people to follow in her footsteps.

"My high school was directly opposite a service provider and not once were we given any education around disability or encouraged to pursue it as a career choice," she said. "The energy we have all formed with each other as a staff group flows on to our clients, and that makes for a lot of fun."

Zimbabwe-born Anesu Matanhire, 22, hopes to one day return to his homeland to apply the skills and knowledge he has gained as a Support Worker with Centanet, a day options program based at Kolbe.

"Sometimes, as people, we are the disability by not being there for others; society becomes the disability instead of just the diagnosis," he said. "Watching the young people we work with participate in the community just like anybody else, and knowing we have played a part in helping them do that, is pretty big."

To those contemplating a career in disability, 25-year-old Raymond Donato's message is simple: "Go for it!"

"Speaking out for people and helping them is really rewarding."

Plan management eases family's worries

60
participants were provided Plan Management supports

116
families accessed Centacare's Respite services in 2018-2019

we supported **70**
participants to navigate the NDIS and utilise their plans through our Support Coordination Services

Navigating the NDIS has not been easy for Anne Rowe and her daughter, Sarah, who has an intellectual disability. But sharing the load with Centacare has given the family a clear direction going forward.

When we first transitioned to the NDIS in August 2018, we were very relieved to know that plan management was included in our budget. But what was a huge concern was the lack of plan managers in our Adelaide Hills area.

Centacare was suggested to us, thank goodness, as they had just started offering this service Adelaide-wide.

Navigating the NDIS is difficult and stressful, and there was much anxiety around managing the finances. To do this as a family without any help would have been extremely daunting.

From my first meeting with the Centacare Plan Management team, I immediately felt huge support and was no longer worried - an enormous job was being taken on by someone else.

Damien was kind, caring, helpful and very reassuring. I could ask him any question without hesitating and, in return, I received so much encouragement.

I have nothing but praise and gratitude for the team at Centacare.

Navigating the NDIS has not been easy but it is a huge relief to know we are in the best hands.

Anne Rowe
NDIS Plan Management Client

NDIS has brought greater flexibility to individuals' lives, giving greater choice and control over who and how they want to be supported.



Centacare applauded in NDIS audit

Centacare's disability and psychosocial services have been independently applauded for their exceptional quality in service delivery following an external audit against the NDIS Quality and Safeguarding Framework, which included measuring our compliance with the NDIS Practice Standards.

The purpose of the standards and framework are to instil in service providers a culture of continuous improvement, and to encourage undertaking regular self-review of performance that takes into account feedback from people with a disability, their families and carers.

Centacare completed the NDIS Practice Standards accreditation review with Q-Audit in April 2019.

The audit scope was inclusive of Centacare's disability, psychosocial, support coordination and plan management services delivered by our Disability Services, Health, Wellbeing and Education Services, and Finance and Administration Units. It included visits to three Disability Services sites, client and staff interviews and a review of policies and procedures.

The auditors commended Centacare for its client-centred approach, which was evidenced throughout all levels of the organisation.

Our strong commitment to staff and NDIS participant outcomes through quality of service provision, supporting independence and informed choice, governance and operational management were also affirmed.

Innovations such as tailored resources that have achieved positive outcomes for clients were highlighted as examples of exemplary practice.

"What we could see in evidence was that person-centred approach is just not a lip service, it's intertwined into everything that you do," auditor Debbie Fairburn said.

"You don't just say you're providing a good service and that's it; you are always looking for ways to improve and make things better, again with that whole intent of ensuring the participants are getting the supports they want, that they are listened to, and that they are receiving an appropriate service."

As a registered provider of NDIS services, undertaking the audit is a requirement to maintain NDIS registration.

Centacare will undergo annual surveillance audits and is accredited against the NDIS Practice Standards until May 2022.



Our People

Team best in a supporting role

Natalie Tucker and Caitlyn Woodcock joke their goal is to work themselves out of a job in a business that's grown tenfold in under a year.

NDIS Support Coordinators, the duo give clients all-important choice and control in life by helping them find the services and supports they need to achieve set goals.

"It's an amazing feeling when they say they don't need you," said Natalie, who joined support coordination in May.

"At the start they want all of your time and energy but once things are running smoothly, to have them say they don't need as much from us now because they're so happy, that's great!"

The aim is to support NDIS participants to build their capacity over a 12-month period, or longer as needed.

As the client base has increased, so too has the team's resolve to deliver a superior, flexible and responsive service.

"We never leave people without anything," Caitlyn said of Centacare's approach. "We will do everything we can to keep each person moving ahead."

That means finding them what they need quickly and keeping them connected to those supports, such as occupational therapists for whom demand is high.

"A lot of clients come to us and say they don't know what they're doing," Caitlyn said.

"Yes, they have supports in place but they don't know where they're coming from, how much they cost, or who their support provider is. We take away that confusion. I think we've been a bit of a shining light to say 'we've got this; we will do it together'."

"Support work gives people the freedom and liberty to access the things they want."

Supporting Client Wellbeing

It has been another busy year of opportunities and change in Health, Wellbeing and Education Services.

Mental health services have seen growth and new beginnings. The launch of new service Thrive, based at headspace Port Adelaide and funded by the Adelaide Primary Health Network, responds to the needs of young people aged 16-25 years who are experiencing severe and/or complex mental illness.

Other notable achievements include:

- Significant growth of the Support Coordination Service for NDIS clients
- The commencement of our Psychosocial Services with NDIS Mental Health Services
- ACCESS Programs has grown significantly with many new contracts
- headspace Port Adelaide has completed three projects:
 - » Youth Dialectical Behavioural Therapy Group Program Pilot Project
 - » Aboriginal and Torres Strait Islander Youth and Community Engagement Project
 - » Youth Neurodevelopmental Issues and Mental Health Co-Morbidity Project, which included the development of a sensory room at our St Vincent Street site
- Psychosocial services, including Individual Psycho-social Rehabilitation Support Service, Accommodation Support Program and Personal Helpers and Mentors (PHaMS) have continued to support consumers to access the NDIS
- ASCEND provided training to the SAPOL Community Constables program

Centacare's Alcohol and Other Drugs programs have had a year of stability and continue to work towards quality improvements.

We have seen a significant increase in the number of people from the LGBTIQ community who are now accessing our service through Centacare Drug and Alcohol Service (CDAS).

A rising number of young people with issues around alcohol and other drug use have chosen to pursue their recovery goals at our residential treatment services, Alban Place (Integrated Youth Substance Misuse Specialist Service). Meanwhile, Police Drug Diversion continues to meet the high demands placed on the service.

Centacare's Registered Training Organisation has focused on developing skills across the NDIS workforce in order to meet the needs of people with a psychosocial disability.

Some difficult decisions have also been made in 2018/19, with the impending closure of the Innovative Community Action Network (ICAN) program. For many years, ICAN has provided holistic case management and accredited alternative learning options for young people in schools.

The Personal Helpers and Mentors Program is transitioning to the NDIS and National Psychosocial Support Measure Extended Transition Supports Program and Continuation of Support.

HWE remains committed to delivering high quality and positive programs to our clients. I am therefore heartened by the results of our bi-annual Service Experience Questionnaire which shows more than 90 per cent of clients engaged in our services believe they have had a positive effect on their overall wellbeing.

These results are a credit to the passionate and highly skilled workers and volunteers we have in this unit, and I would like to take this opportunity to thank them all for their hard work and dedication.

Helene Nielsen
Executive Manager



Client Voice

Finding hope in help

Personal Helpers & Mentors Program

Sometimes the smallest gestures can make the biggest difference in people's lives. Just ask Support Worker Tanja Humphries. Simply helping a woman step outside her front door opened a new world of possibilities. This is her story.

I met Tanja about two-and-a-half years ago.

At that time, I was very much a hermit. I was at home every day. My husband had to take me to appointments because I couldn't go anywhere on my own.

My Personal Helpers & Mentors Program (PHaMs) worker helped me change all of that. The biggest thing she did for me was to help me get out of the house.

She worked with me to help me find things to do. She helped me to re-open my mind and find things worthwhile. She helped me to set goals to make my life better.

At the start, she would go with me to wherever I wanted to go. She helped me get my confidence back so I could start driving myself around again. She was always encouraging me to do more with myself; that I was a strong person and could achieve anything I set my mind to.

She was the one that got me interested in getting back into arts and crafts. That was the start of what changed my life for the better. I had no interest in the future and what I could do.

That has all changed. This year I am starting a TAFE course which she has helped me to apply for. She encouraged me and told me I could do it.

I am proud of how far I have come. I wouldn't be where I am now if not for PHaMs and my worker.

There were many times I nearly gave up. But she was always there and would always listen to me. She never judged me or made me feel stupid.



Our People

Lived experience plays vital role

Bec Rilett is an AOD Lived Experience Worker.

Every day she draws on her past to support others on their journey to recovery from dependence on alcohol or other drugs. In Bec, they find a positive role model, who connects them to supports and walks beside them in community. Together they build trust and rapport.

"I relate to what's going on for them," said Bec, who is nine years sober, and is an AOD Lived Experience Worker at Centacare. "Having been through similar experiences myself, I am aware of the challenges they might face."

Bec points to one young woman with whom she has been working for more than a year to address problematic alcohol use, which began in her late teens.

"She wasn't able to get through the day without having a drink," Bec said. "It was having a big impact on her relationships, her family, her ability to work, and it led to multiple hospital presentations."

"When working through those issues, she realised she's not a bad person; she's got a health issue which had got in the way of her ability to manage daily life."

Bec introduced her client to AA and worked with her at home to restore her confidence and sense of self which had been eroded by shame and confusion.

"To shift from being dependent on alcohol to achieving more than 12 months of sobriety is a really big change," Bec said.

"In her own words, what she is most proud of is that people can trust her now. She has her own recovery story. She has a second part-time job and has gone back to university and is getting good results, and she is really excited about what the future holds."

Bec is passionate about her role with Centacare Drug and Alcohol Service, and the opportunities it provides others.

"I'm so fortunate to be working in such an amazing team of talented workers with years of experience in the sector and this role in our team puts me in a unique position to be able to share hope" she said.



Empowering Women and Children

Working with families in the Domestic Violence and Homelessness Services (DVAHS) in 2018/19 affirmed our purpose, as we celebrated families in moving forward and mothers providing safe and nurturing environments for their children.

Staff in our Young Family Support Programs continued to work with some of the most vulnerable and disadvantaged families.

At Louise Place, more than 65 per cent of our young mothers under 18 reported domestic and family violence. Family breakdown, cost of living pressures, mental health and drug and alcohol concerns compounded the challenge for them as young parents.

Increasing numbers of culturally and linguistically diverse women - specifically humanitarian refugees - presented in the Limestone Coast region. This reflected a building of trust between workers and refugees, and a developing understanding for them of the human rights-based legal framework.

In the Riverland, multi service collaboration of specialised onsite services has been a very successful model in providing wraparound outcomes for women and children.

Highlights this year have included:

- The launch of the Domestic Violence Disclosure Scheme has for the first time offered women early intervention through disclosures, to support safe decision-making regarding her relationship. The fact that the scheme allows concerned third parties to activate a disclosure is a significant step in keeping women safe.
- The establishment and launch of the Nature Playground at Louise Place has offered many peaceful and joyful moments for women and their children, and the resident chooks have been welcomed as part of the community.
- We embraced the United Nations 16 Days of Activism Against Gender-Based Violence by delivering community awareness activities to more outlying parts of the regions.

- After dedicating 12 years as Manager at Coolock House, Cathy Araki received an International Women's Day in the South Award, presented by Member for Reynell Katrine Hildyard MP, acknowledging Cathy's contribution to supporting young women.

We are grateful for the ongoing support:

- Wyatt Benevolent Fund have once again supported Centacare to provide housing packages to our families, including basic furniture and whitegoods to get them started once they successfully transition from homelessness into more secure housing.
- MumKind this year provided us with nutritious food hampers with easy to use recipe cards. These packs have been designed to assist mothers who may have had little guidance themselves in cooking, and has supported them in learning to cook for their children.
- Grants SA supported us to build a new pergola at Malvern Place, allowing us to deliver playgroups out of the weather, and to provide a safe environment for outside play.
- The Mid-Murray Family Connections Network held a white tie dinner fundraising event for the Murray Mallee Adelaide Hills Domestic Violence Service. This is likely to become an annual occurrence.

Kara Piltz
Executive Manager



A snapshot of our DVAHS
youtu.be/5ggj7_N3vfk



A safe
space
to grow



“Jobs like this one are a little bit more heartfelt and that’s why we enjoy doing them”

– Matt Williams, Landscaper, Escape Creations



Nurturing through nature

Chicks, chimes and a giant chalkboard are enchanting young and old in the nature playground at Louise Place.

The \$70,000 space was officially opened by Director Dale West in October 2018 and is a much-needed sanctuary for young mothers and children.

Developed by Escape Creations, the playground is designed around four key features – a waterhole, cave, grassed mound and hen house.

It was made possible by benefactor Anna Hompoth – who gave her life earnings to children’s services – and the support of the Freemasons, the Lions Club of Edwardstown, the White Ribbon Breakfast Committee and other community groups.

Louise Place provides support and accommodation for young pregnant or parenting women who are homeless or at risk of homelessness. Often this is due to domestic violence, childhood trauma and other complex challenges.

In 2018/19, the service supported 44 women aged 14 to 18 years, and 31 children.

“The aim was to design a space for young women to connect with their children so they could experience healing, happy times together - and I think we achieved that,” says Vicki Lachlan, Manager, Louise Place.



The Power To End Violence Against Women



[www.portadelaidefc.com.au/
community/power-community-
ltd/programs/P2EVAW](http://www.portadelaidefc.com.au/community/power-community-ltd/programs/P2EVAW)

1854
students

engaged in the program
in the 2018/2019
financial year

70

schools
engaged in the
program since it
began in 2016

that's
5355
students

17

of those schools
have invited us back

305

students across
25 schools have
participated in a
Leadership Day which
focuses on becoming
an active bystander

"It's been great to be involved in the Power To End Violence Against Women program and work with young men to discuss this important issue. These boys are the next generation of leaders and role models in different areas of their lives. I am in a position where I can influence them in a positive way and encourage them to make the right choices"

- Hamish Hartlett, Port Adelaide Football Club player and Program Ambassador





“The male students at Seaton High School have been involved in the program for two years and in that time, they have reaped incredible benefits. We have seen a shift in student leadership, with students emerging as positive role models within the school who stand up for their values and beliefs as a result of their involvement in this program. The program has started conversations within the school which has changed the attitudes of the young men involved and built their capacities to reflect on how their behaviour impacts those around them. Students engaging in this program have had the opportunity to share their ideas and perspectives, while also having some ideas challenged regarding healthy and unhealthy relationships, drivers/enablers for abuse and assumptions about power and gender; this has led to the growth and development of thoughtful and empathetic leaders within our school community. The Power To End Violence Against Women program has provided the male cohort of the school the platform and foundation to have constructive conversations around respect and violence”

– Sa Danh, Seaton High School

Our Community

The Power To End Violence Against Women (PTEVAW) program is inspiring male secondary students to stand up for their values and beliefs.

New research, released by Centacare and UniSA's The Australian Alliance for Social Enterprise, highlights how messages about respectful relationships are inspiring them to speak up to stop abuse.

For example, by calling out sexist banter and learning how and when to step in when they see inappropriate behaviour.

The PTEVAW program engages year 10 students in metropolitan and regional schools, and teaches them how to recognise and stand up to disrespect of women in their lives. Students learn about respect, trust, gender equality, healthy relationships and the dangers of abusive behaviour.

Asked a year after undertaking the program how it had influenced them personally, students stated key messages were being put into practice every day.

“What is quite powerful is the way the program challenges students to look at certain behaviours, such as street harassment or belittling and gendered language, and how this manifests in a mentality that contributes to a normalised continuum of disrespect,” said lead author, Research Fellow Dr Jonathon Louth.

“While we are not in a position to measure the extent to which the retention of key messages transitions into behaviour change over the long-term, the study reveals that there is an increase in awareness and there are early indicators of positive outcomes.

“As it stands, the program is vital for starting conversations and speaking across generations.”

A joint partnership between Power Community Ltd, Centacare and the Government of South Australia, the program has engaged more than 5000 students since it began in 2016.

“For cultural change to occur, we need to raise an awareness of what people don't know they don't know,” said Pauline Connelly, Deputy Director, Centacare.

“This program has achieved that with the Year 10 students, and with awareness comes choices.”



Celebrating Milestones

Over the past year, Children's Services Unit (CSU) has continued to deliver a range of family support services to children, young people and families. The scope of our work has been targeted at individuals and families living with multiple and complex issues. Our dedicated teams have worked through the complexities and family dynamics to achieve safety and stability for children.

In 2018/19, CSU delivered multi-disciplinary casework services to 1,478 clients (inclusive of adults and children).

- More than 338 dads received a service from the Dad's Business HQ.
- We provided School Chaplaincy services to eight schools across northern and metropolitan Adelaide, delivering innovative school-based programs including, the Circle of Security training course for parents, and facilitating youth group programs/individualised supports for students.
- Our Foster Care Program provides a range of care types including short-term, long-term and respite care (specialist and general placements), for children from birth until adulthood. As at 31 June 2019, the service had expanded from 12 placements to 41 placements. The program is committed to recruiting and supporting more quality homes that can nurture children to reach their full potential.
- The Kids In Focus program continues to be a unique home-visiting program in the northern suburbs, specialising in supporting parents/carers who are misusing alcohol and/or other drugs. The demand for the service remains high and has achieved significant success in supporting families, and building parenting capacity. In 2018/19, 100 per cent of children receiving the KIF service remained in the care of their parents and did not enter the statutory care system.

There have been significant achievements and highlights for CSU throughout the year and they are indeed worth celebrating:

- On 27 March 2019, Dad's Business Headquarters (DBHQ) was officially opened. The site was developed after dads within the community expressed the need for their own unique space. Centacare listened and went on to successfully establish the new site.
- The Kids in Focus Photo Voice project was showcased on the Centacare Portal. Photo Voice allows a clients to tell their story through their images.
- On 7 June 2019, The Advertiser published a foster care story about keeping siblings together. Two Centacare foster carers were interviewed.
- The Child's Rights Brochure was launched. The illustrated booklet and supporting short animation reinforces the importance of children and young people having their voice heard and their rights valued.
- The Financial Advocate position commenced within the Targeted Intervention Team. The position offers trauma informed financial services to numerous clients in one-on-one sessions or group work and includes running the 'Money and Me' group designed for young mums, based at Malvern Place. This is an example of CSU programs working across Centacare services.
- In November 2019, Dr Jackie Amos and Leanne Haddad successfully completed an Expression of Interest (EOI) for a Specialist Training Program with the Commonwealth Department for Health and the Royal Australian New Zealand College of Psychiatrist. The EOI is for Psychiatry Registrars to undertake their six-month Child and Adolescent Psychiatry compulsory placement with Centacare. From Feb 2020, trainee psychiatrists will be able to complete their training round with Centacare.
- CSU engaged in a contract with Adelaide University to develop a training package that will cover elements of the Parallel Parent and Child Therapy (P- PACT) model as outlined in Dr Amos' thesis 'When Wounds from Infancy Collide'.



Read more about
Dad's Business on page 35



View 'Being a Foster Sibling'
youtu.be/za2xV6PpToc

Leanne Haddad
Executive Manager

100%
of children (53 total)
in the Kids in Focus
program remained in
their parents' care

140
clients participated in the
Reunification Program.
Of the 81 children/young
people, 37 children were
reunified with birth family



Child rights resources

A bear, bunny and little bird are helping children to find their voice and explore their rights.

Our child rights resources follow the adventures of Patch, Pippy and Piper as they learn about what it means to be respected and cared for.

Launched in National Child Protection Week in October 2018, the resources were developed by Centacare in partnership with illustrator and Quisk web designer, Denham Haynes.

Aimed at children aged up to 10 years, the illustrated booklet and supporting animation are shared with families when they are engaged in services across the organisation.

The characters encourage children to explore their rights, such as their right to feel happy and safe, to understand their culture and to ask for help when needed.

“Children and young people we see may not have had an opportunity to develop the knowledge, skills or confidence to voice their wishes or advocate for themselves,” said Leanne Haddad, Executive Manager of Children’s Services.

“We hope these resources will support them to learn that they do have rights, and that we will work with them in their best interests to value these rights.”

Year 1 students from St Aloysius College helped launch the resources at a special morning tea which celebrated the joy and innocence of childhood.

“If children are aware of and understand their rights, they will feel more confident to speak up when they recognise something is wrong and their rights are not being met,” said Laura Hooper, Senior Family Preservation Worker.



Building Family Capacity

Relationship Support Services continues to support many families, children and individuals by providing capacity building programs which foster effective communication, resilience and healthy relationships.

In partnership with government, non-government agencies and local government, our strong teams are committed to working creatively with individuals and families who often face a myriad of challenges in an ever-changing world.

Over the past year, key roundtable meetings facilitated by our state and federal funders have provided opportunities to review the work we do, and to encourage and support collaborative practice within the sector.

New partnerships have been forged supporting innovative resources, activities and programs. Our office-based and outreach services continue to achieve positive results for clients, in partnership with government, non-government agencies and local government.

We have worked hard at developing partnerships across metropolitan and regional South Australia to enable us to meet community needs and deliver programs which enhance service delivery and supports for families and children.

- Diversity continues in our service delivery, with continued high numbers of CALD clients and partnerships with Indigenous services accessing RSS programs.
- Successful grants have enabled us to provide a mobile toy library service to support geographically isolated families across the South East.
- A council grant from the Rural City of Murray Bridge enabled staff to purchase school backpacks for Aboriginal children starting school who live in the region.
- A \$45,000 Morialta Trust grant supported an upgrade of Wandana Community Centre's outdoor play area to enable all year round activities.
- Christmas presents were provided to more than 107 children and their families at the Supporting Sole Parents annual Christmas party. This was funded through Variety - The Children's Charity, donations and fundraising efforts.
- Media attention focused on the challenges facing our workers - particularly in government and non-government schools - in managing increasingly complex issues confronting children and families.
- In December 2018, we farewelled our Aboriginal school readiness program Po:rlar Ka:ngkun Tainkuwalun - Journey to Learning which moved to the Nurrindjeri Regional Authority as part of the Australian Government's Indigenous Advancement Strategy.

- We welcomed further 12-month funding for our Communities for Children and Supporting Sole Parent programs.
- We secured five-year funding for our suite of family law services which provide families facing relationship challenges with access to cost-effective solutions and information.
- More than 370 families engaged with our education programs for separating/separated families and their children, including the new Co-Parenting Coaching and Post Separation Parenting courses.
- As a member of the Onkaparinga Collaborative Approach for the Prevention of Domestic Violence and Aboriginal & Torres Strait Islander Family Violence, RSS re-signed the Re-Commitment document late last year. Across the state, workers help raise community awareness of family and domestic violence at community and sector events, and have key roles on working groups. The focus is on prevention and intervention, particularly in the area of men's violence.
- Our commitment to evidence-based programs has resulted in evaluations by Flinders University and the University of South Australia. The findings will assist us in measuring client outcomes and effectiveness of service delivery across the Families and Fathers Program and Wandana Community Centre.
- We captured the voice of our clients in a community survey to gauge what services they would like to see in the South East. This has helped to shape the activities and focus of our Mount Gambier-based parenting program.

Lisa Osborne
Executive Manager

1115

clients accessed
family relationship
counselling

227

children were supported
by School Counsellors in
Catholic primary schools
in South Australia



“It’s not just about the kids, it’s about the parents having a break as well”

Toy stories in the South East

A trailer of treasures hit the road in the South East in 2018/2019, giving geographically isolated families and children vital access to new play experiences.

Loaded with educational resources and toys, the Wattle Range Mobile Toy Library aims to nurture child development, learning, confidence, imaginative play and resilience.

Parenting and community services information can also be accessed from the library, run by Centacare’s Family Connections Program (FCP).

Over the past year, the service has visited four towns and has active members in Millicent, Tantanoola, Penola and Kalangadoo.

Funded by the Stand Like Stone foundation, One Forty One Plantations, and the Sidney Myer Fund, the library boasts more than 100 items. These can be borrowed for free, for up to two weeks at a time.

FCP workers are on hand to provide library members with advice on child development and learning needs, parenting support, advocacy and referral.

The team reports that grandparents especially appreciate being able to borrow educational resources on a fortnightly basis without the expense of purchasing items that may not be used regularly.

152,000
kilometres travelled
by Centacare South
East staff

15%
of South East clients
accessing Family
Connections were from
CALD backgrounds while
8.1% were from ATSI
backgrounds

Our People

*Forging familial
bonds on water*

Fancy playing cricket on the Murray River?

How about chasey or a game of tag?

Lyall Willis does all that and more – in an open top kayak – as part of a Communities for Children-funded program run at Murray Bridge.

Beyond Kayaking has engaged about 1000 adults and children since it began eight years ago.

The initial aim was to bring families together for fun on the water but Lyall, a family practitioner at Centacare, says the program has achieved much more.

In addition to building confidence, communication skills, resilience, and risk-taking capacity in children aged up to 12 years, Beyond Kayaking nurtures mindfulness parenting.

This strengthens familial bonds and helps to hone parenting skills.

“It’s not just about the kids, it’s about the parents having a break as well, and the kids are part of that which is pretty unique,” says Lyall.

“There’s a mutual encouragement and respect built between them. Parents will say it’s the highlight of their week to be able to come out here, because the kids just want to be part of something with them.

“It’s great to see parents have a new level of engagement with their child in an environment that they’re both not 100 per cent confident in, and for the kids to look to their parent for that safety and guidance.”

OUR ABORIGINAL VOICES



A place of belonging

It's early afternoon Wednesday at the Otherway Centre. A bunch of boot scooters are busting moves on the dance floor to the sound of Roy Orbison.

"Swing those hips," encourages Mabel Walker, guitar in hand, from her seat across the hall. Mabel was in a wheelchair when she took her first line dancing class. Now she's up and on her feet unassisted.

"It keeps us happy, and it's good for our fitness," she says. "Look what it's done for me!"

Each week, the dance class attracts about 16 faces, as Aboriginal and non-Aboriginal people gather at the Otherway Centre in Adelaide's east. The dance class is one of many programs run from the community space.

From arts and crafts to advocacy and referral to services, the Centre aims to instil a sense of belonging and worth in all those who visit.

Mabel points to Erena Smethurst, renowned for quickly picking up new moves from the back row. The pair met in hospital a decade ago and have become firm friends. Today Erena received bad news and has turned to the Otherway Centre for some much-needed cheer.

"I love them like my sisters; we are all just like family here," she says. "I accept them just like they accept me."

For many, the friendships extend beyond the Otherway Centre, which doubles as the home of the Aboriginal Catholic Ministry.

"There's no colour difference here," Erena says.

Therein lies the essence of the Otherway Centre says Manager, John Lochowiak: "It's a place that opens up communication in a way that touches the wider community."

Food parcels and toiletry bags are packed at the Centre for distribution to Aboriginal and Torres Strait Islander hospital patients. And, in the adjoining St Martin de Porres Chapel, renowned for its striking stained glass windows, Mass is celebrated every Sunday by non-Aboriginal priest, Fr James McEvoy. The Mass brings together people from all walks of life, cultures and backgrounds.

During the week, healings and gatherings take place in the same space as Catholic rituals, rites and celebrations.

"People catch up, and that's important for everyone, especially for Elders who need to continue the healing process," John says.



Meet June Duffy, volunteer at the Otherway Centre on page 34



View 'Cultural Awareness' clip youtu.be/GNLLapOpjag

Commissioning ceremony

Every February, Centacare managers walk through the smoke of smouldering native leaves into the St Martin de Porres Chapel.

The annual Manager's Commissioning, along with the Smoking Ceremony, sets the tone for the year ahead, by bringing staff together to affirm their hopes and intentions and to acknowledge the important role they play.

"The Smoking Ceremony itself is about coming together as one," says John Lochowiak, Manager of Aboriginal Services. "From that, we have the encouragement and support which is important in the workplace today.

"I feel very honoured to facilitate the cultural awareness program at Centacare. The main reason it's working is that the support comes from the top down."

This year, the ceremony was followed by a performance development session at the Otherway Centre with former Hockeyroos captain Rechelle Hawkes, who won three gold medals at three separate Olympic Games.



Focus
on cultural
awareness



Adapting to Change

Every day our staff hear the heartbreaking stories of young people who have no place to go. Responding to the increasing complexity of the challenges they face is not easy. It takes resilience, skill and an unwavering resolve to keep searching for solutions.

I am extremely proud of the way Youth & Community Support Services (YACSS) staff have embraced their work this year. I am constantly impressed by their focus and determination to keep clients at the centre of all we do, despite competing and increasing demands for their time and service resources.

Internally, we faced our own challenges with the loss of funding for Cheltenham Place and the Schools Assertive Outreach program. Closing these programs has come at a cost to the communities they engaged, but it has been a privilege to be part of them over many years.

We have continued to develop our trauma informed approach when working with people across all programs. This approach reaffirms that every person we support deserves a safe place where they can thrive and strengthen their sense of self.

An example of this is the work we do through the Intensive Tenancy Support Program. This program has played a critical role over the past year, providing intensive, early intervention to public housing and private rental tenants. It has helped to build clients' self-determination and independence with a view to improving the sustainability of tenancies into the future. The early intervention support can range from financial counselling and securing rental arrears payments to more intensive supports that address challenges such as squalor and hoarding issues, which are often rooted in past trauma.

Trauma informed intervention understands, recognises and responds to the effects of all types of trauma when addressing hoarding behaviours. The positive outcomes achieved through this program has seen referrals increase and the service continuing to deliver over and above its funded capacity.

We have also seen an increase in demand for early intervention and mental health support. In response, we have continued to take an early intervention approach such as running a therapeutic arts program through Reconnect and the Be Bold Break the Mould Program delivered by PACE in high schools and flexible learning centres. They continue to successfully

engage young people with emerging mental health issues and equip them with life skills to navigate their way through adolescence and early adulthood.

Our contribution in local and national peak homelessness and youth bodies such as Homelessness SA, Homelessness Australia and the National Youth Coalition for Housing, has been significant this year. Our involvement with these bodies enables us to give a voice to the people we work with across the broader sector, and keeps us connected to community and stakeholder needs.

Some of the activities we have been involved in include the Youth Homelessness Matters Day campaign and forums to support the professional development of frontline workers.

I would like to thank the Wyatt Benevolent Trust for its continued support in the form of a Housing Partnership Grant. This grant enables the purchase of a range of home establishment items for our clients to help end the cycle of homelessness. The Trust's support is greatly appreciated because it eliminates a barrier that so many people and families who are homeless face in creating a home.

Megan Welsh
Executive Manager



A snapshot of YACSS
youtu.be/RiSqbeUAhfs

Our People

Fighting for the faces of homelessness

Nicole Carlaw never gives up.

A Case Manager and Intake Worker with Centacare's Outer North Youth Homelessness Service (ONYHS), Nicole will exhaust every option in a bid to find solutions for the challenges young people face. But sometimes even that is not enough.

"We can't see it as a failure if we can't break the cycle, especially if the challenges are transgenerational and embedded," Nicole says.

It's Monday morning, and Nicole is speaking at a routine ONYHS team meeting, where client assessments are presented and achievements or challenges are discussed.

Today, the focus is on a family facing eviction from community housing into homelessness, due to debt and other non-compliance issues.

For more than two years, Nicole has worked with the parents and their child, attempting to connect them to services and supports. The family has a long history of homelessness underpinned by childhood trauma, abuse, mental health, violence and other complexities.

"Sometimes they have to hit rock bottom before they change but their rock bottom is different to ours; they've had the worst their whole lives, so this is just another day for them," Nicole says.

Amidst the family's "deficits", Nicole and the team search for strengths. A week later, their perseverance pays off.

The parents begin to engage. They apply for properties and bond support, reach out to mental health and start to pack their belongings. These might seem like small steps but, for this family, they are a giant leap forward.

"We cannot give up on clients," Nicole says. "Even when we think we don't have anymore to give, if we keep going, we can see a positive change."

In 2018/19, the Outer North Youth Homelessness Service supported 432 young people aged 15 to 25 years.



Farewell, Cheltenham Place

Jon Goodwin will never forget the stories behind the faces he met at Cheltenham Place.

For 20 years, he supported people living with HIV, at times walking alongside them into an unknown future.

When the service closed in December 2018, its longest-serving employee was there again, this time to say goodbye.

"It's been a privilege to be part of people's journeys," Jon said at the service's farewell event.

"They've let us into their lives and we've heard a lot of stories and seen their resilience and struggles.

"This has been a nurturing place away from home; somewhere they didn't ever have to worry about stigma and discrimination, and where they were accepted and could be themselves."

Cheltenham Place closed after it was defunded by the State Government. Set up to meet psychosocial and medical needs, Cheltenham was the only specialist HIV respite and outreach support service in the state, and supported clients aged from 18 to 81 years.

"We evolved the program to give clients a weekly activity and a reason to connect with people," said Anthea Francis, Manager.

"It's a privilege to be an integral part of someone's last days and to provide that level of support and connection when they might not have any other."

Executive Manager Megan Welsh applauded past and present staff for their unwavering compassion, care and concern for clients: "When I had to break the news to staff, and it wasn't easy, their first thoughts were the clients and that showed me their level of dedication."

Partnering with Staff

In 2018, Centacare introduced a dedicated Human Resources (HR) team, employing its first Human Resources Manager in April and a Recruitment/HR Coordinator in October.

The HR team works in partnership with the organisation to provide advice on a variety of people matters, and HR policies and procedures.

Our journey has been made easier by people's readiness to embrace HR, as well as the existing positive workplace culture. This is a credit to Centacare leadership and frontline workers, employees, students and volunteers alike.

We have had the opportunity to visit many of Centacare's 34 sites, across regional and metropolitan South Australia, and have relished meeting new faces and learning about their challenges and achievements.

In our short time here, we have focused our efforts on:

- Reviewing and updating HR policies and procedures in line with legislation and best practice.
- Providing guidance and advice to managers and employees on a range of people and industrial matters.
- Ensuring that relevant awards are effectively interpreted and applied.
- Introducing new processes to maintain best practice standards. For example: introducing probationary reviews; developing a new performance management system; and, improving our Annual Professional Review process.
- Resourcing recruitment to drive consistency, and identify best practice and attraction strategies across all units.
- Designating a dedicated Return to Work Coordinator.
- Providing training to managers and team leaders around various processes such as recruitment, workplace safety, having difficult conversations and performance management practices.
- Developing a program to assist employees who have lost their roles due to program funding ending.
- Representing HR on various agency forums including the LGBTIQ Rainbow Quality Team, Volunteers Team forum, WH&S Committee, HR Quality Forum to name but a few.
- Improving the overall employee lifecycle.

Liz Razzano
Human Resources Manager



Support boost for at-risk workers

Centacare is leading the way in supporting workers and volunteers at risk of domestic violence.

In what is believed to be a state-first for non-government organisations, Centacare has gone one step further than the minimum leave requirement in order to assist workers to stay safe.

They can now access at least 15 days domestic and family violence leave each year, including 10 days paid and a minimum five days unpaid leave.

The updated leave entitlements are outlined in the revised Domestic and Family Violence Workplace Policy and Procedure, which was endorsed on February 25, 2019.

The entitlements follow a Fair Work Commission decision on August 1, 2018, to update all industry and occupation awards to include a minimum five days unpaid domestic and family violence leave per year.

Centacare's policy extends to developing an accountability framework for perpetrators, and safety planning for those at risk.

"Centacare acknowledges that a supportive place of employment constitutes an important pathway for men and women to reduce the effects of domestic and family violence," said Director Dale West.

"Employment can provide a critical pathway out of violent and abusive relationships, and allows women to maintain - as far as possible - their home, safety and standard of living."

The policy applies to all workers, including those who are experiencing or who have experienced domestic and family violence, and those who perpetrate, and is inclusive of volunteers and students on placement.

Full-time, part-time and casual staff with no pre-qualifying employment period can access the leave. The policy was developed in consultation with the Australian Services Union.

Volunteering with Heart

69
volunteers

19
years of service
given by Linda Burr,
our longest-serving
volunteer

179
sum of years service
given by Centacare
volunteers

...of that, volunteers
have given

120
years combined
service to Relationship
Support Services

4
volunteers have given
10+ years service



Our People *Vicki humbled by generosity*

Every day is a celebration of human kindness for Vicki Giacomini.

For the past 18 years, Vicki has witnessed ordinary people go to extraordinary lengths to serve their community.

“It’s humbling, and it’s a privilege to hear their stories,” she says.

Volunteer Coordinator at Centacare, Vicki oversees 69 active volunteers.

“I think the common reason people choose to volunteer is for a sense of purpose and to make a difference,” she says. “Our volunteers come from all walks of life. Many are highly skilled. Perhaps they’ve experienced something that makes them want to give back or they might be unsure about what they want to do in life.

“Some people are just wanting to get out of the house and meet new people, and gain experience. For others it’s a gentle way of re-entering the workforce.”

Vicki’s affiliation with volunteering began in 2001 with Centacare when she was a Volunteer Coordinator for a mobile crèche service with the Northern Parent Resource Program.

As with paid employment, a formal recruitment process is followed. Volunteers are interviewed and then matched to programs that harness their interests and diverse skill sets.

“To see them grow in confidence and self-esteem once they start in their roles is really so satisfying,” Vicki says.

“It’s a special thing to do, to give back.”

At Centacare, volunteers tackle roles from gardening and administration to cooking, crèche work and tutoring.

Meet some of
our volunteers on page 34



Broad Approach Drives Continuous Improvement

A key driver for QIS is providing support and advice across all areas of Centacare, to facilitate the provision of safe, quality services to clients. We always strive to consider the needs of our stakeholders in every aspect of our work.

QIS is in the fortunate position of being involved in every area of the organisation. Providing support to the service delivery units, programs and sites is central to our work. However, our core business also includes quality and work health and safety policy development and review, monitoring compliance with legislation, and facilitating quality forums.

Over the past 14 months, our team has grown from three to four. This has enabled us to commence some work we have been eager to undertake for some time. Along with our usual body of work, we are reviewing planning processes across the organisation. We anticipate the outcome of this work will provide a much more effective and efficient model, which will streamline the planning process, reducing repetition and workload for our managers.

Snapshot of achievements:

- We undertook extensive preparation work in consultation with Centacare’s NDIS Quality and Safeguarding forum, in the lead-up to our first external audit against the NDIS Quality and Safeguarding Standards. This included a full review of all relevant Centacare policies and procedures against the standards, and led to us updating a number of them to better align with NDIS requirements. The final step was coordinating both stages of the audit with Q-Audit, the external auditing body. Instrumental in the success of the audit was the input from Centacare staff who demonstrate an ongoing commitment to providing quality services to our NDIS clients.

- A number of Centacare programs undergo annual service reviews, such as Children’s Residential License renewals. This is a challenging time for program managers, and each year there seems to be more and more evidence required as part of review. We are pleased to be able provide support with preparation of evidence for these review processes.
- With the arrival of Centacare’s new Human Resources Manager, we have been undertaking significant reviews of all human resources policies and procedures. This has been a collaborative process between QIS and the Human Resources Manager, and has involved considerable consultation with key stakeholders.
- QIS oversees work health and safety processes across Centacare, and site visits are an integral part of our work. There have been a number of site visits this year, to both metropolitan and regional locations. We also assisted with WHS requirements in the setting up of the Dad’s Business HQ at Elizabeth.
- This year as part of our ongoing work to improve the safety and wellbeing of our staff and clients, we undertook a review of our practices around transporting children – in particular, the use of child car restraints. Extensive work including consultation was undertaken, and we have now engaged with a new provider who will provide training in the installation of car seats to all our workers who are required to transport children as part of their roles.

Susan Thomson
Executive Manager



Read our case study on page 13:
“The NDIS Audit”

59

Policies implemented
in last 12 months

78

Policy documents
reviewed and submitted
as evidence for stage 1
of the NDIS Audit

Spotlight on Safety

As a shared service of the Catholic Archdiocese of Adelaide, Catholic Safety Health & Welfare SA (CSHW SA) is responsible for the development, implementation and management of the Catholic Church's Safety Management System.

The program is located within the Corporate Services Unit of Centacare Catholic Family Services.

Centacare is part of a group Self-insurance Registration with ReturnToWorkSA. This group registration is held by the Catholic Church Endowment Society Inc. (CCES) on behalf of itself and 38 separately incorporated entities.

The Registration consists of 240 worksites, with multiple locations, over 10,500 paid workers and 30,000 volunteers.

CSHW SA develops procedures and programs to ensure work health and safety legislative compliance and conformance with the Performance Standards for Self-insurers in South Australia, as prescribed by ReturnToWorkSA.

The team of six qualified Work Health & Safety professionals have continued to visit worksites providing advice and support, and delivering a variety of training sessions.

Three staff, who are qualified trainers and assessors in the VET sector, have continued to deliver training under the auspices of Centacare's Registered Training Organisation. Certificate IV in Work Health and Safety (BSB41415) has been offered to internal and external students each calendar year, with 10 Units of Competency delivered.

Two CSHW SA staff currently deliver lectures and facilitate tutorials at the University of South Australia, School of Management, Business School. This integration of CSHW SA professionals with tertiary education enables the program to be at the front of current health and safety teachings and research, and supports staff in maintaining knowledge of current business practices.

CSHW SA has delivered an injury prevention service to Centacare through site visits, conducting safety audits, delivering training and monitoring safety performance and trends in injury causation.

During the 2018-2019 financial year, Centacare has improved its safety performance by 8 per cent, with an average of 27 days per month being injury free. In the past year there has been an increase in the reporting of exposure to mental stress. This increase is consistent with that now being reported across the Catholic Church's social services sector.

The CSHW SA program has continued to work in collaboration with the Department for Education, SafeWork SA, ReturntoWorkSA and worker representative organisations.

Kathy Grieve
Executive Manager

33,000

CSHW SA
Volunteers

27

safe work days
per month at
Centacare during
2018-2019



Visit the CSHW SA Website:
www.cshwsa.org.au



A Connected Future

The past year has seen many new technology changes and has produced another busy and productive year for the Information Technology and Infrastructure team.

In conjunction with our telecommunication partner Telstra, we continued to roll out NBN services to our sites and established an MPLS network to provide private VPN communication between all Centacare sites.

This project enabled us to rollout Skype for Business phones and video conferencing across most of the 40 Centacare sites, with just a few left to be completed this financial year.

We have introduced a new Mobile Device Management system, Microsoft Intune, to help manage our ever-growing mobile fleet and to make connecting to Centacare's infrastructure easier and more secure.

This year we completed a major upgrade to the Catherine House server infrastructure and core networking components including all computers upgraded to solid state drives and a standardized windows 10 operating environment. All The upgrades will provide capacity for any future growth of Catherine House services.

The Worker Security Application was again an integral part of our outreach workers' daily routine, with 16,776 home visits recorded by the application during the reporting period. The application was again successful in maintaining the safety of Centacare outreach staff.

The IT department recorded over 3420 Help Desk tickets and 411 maintenance tickets. These tickets were responded to in a timely and professional manner.

With the opening of Dad's Business HQ at Elizabeth Downs, we now support 40 Centacare sites, five Catherine House sites and four Adelaide Diocesan Sites.

IT and Infrastructure has continued to provide services to other organisations including Catherine House, the Otherway Centre, Adelaide Cathedral Parish and the Adelaide Diocesan Centre. The team now supports the operation of 155 virtual and physical servers in addition to 900 desktops, laptops, tablets and 350 mobile phones.

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

Dominic Reppucci
Executive Manager



16,776
home visits
recorded by the
Worker Security
Application

3420
Help Desk tickets
were responded
to, and 411
maintenance
tickets

We support

40
Centacare
sites

5
Catherine
House
sites

4
Diocesan
Centre
sites



Innovation

Ilesha Hasich is holding peace of mind in the palm of her hand

She knows that wherever work takes her, cutting-edge technology is keeping her safe.

Ilesha is among more than 400 frontline workers who use Centacare's Worker Security Application (WSA) to track their whereabouts out in the field each day. A state-first, the fully automated app directly connects staff to management and, if needed, emergency support, via real-time monitoring.

Ilesha is a Family Worker with Kids in Focus and uses the app to log her home visits to vulnerable families living in the north.

The app's Interactive Voice Response (IVR) system enables her to enter information on the go via her mobile phone, including her destination location and estimated arrival and departure time. At the end of each appointment, an automated outbound IVR call is made to Ilesha, asking her to confirm she has safely completed her home visit.

She needs just a mobile signal – not a data connection or even a smart phone – to receive this call. If Ilesha is out of mobile range, the system will automatically re-dial.

If a worker's safety cannot be confirmed in three phone calls, their status is automatically escalated to management, via outbound IVR and email alerts, until it is known.

"It's easy to use and if I forget to sign out then I get a call so it reminds me to check in and confirm I'm ok," Ilesha says. "If appointments do go longer, I know I have that back-up and that someone will be checking on me."

In 2018/19, the WSA logged 16,576 home visits. It is also used widely by regional staff to log their route when travelling over long distances.

"I always feel reassured when I respond to WSA calls and am able to speak directly with a staff member to ensure they are safe and to determine what supports they require," says Leanne Haddad, Executive Manager, Children's Services.

"It makes me think of the numerous high risk home visits I attended over my child protection career with no WSA and there was genuine fear about walking into the unknown with no safety net.

"WSA is a crucial part of ensuring worker wellbeing and safety is at the forefront of quality practice."

The app was developed with Microsoft solutions partner, Geomant. Centacare has procured the intellectual property for the app in the hope of offering the service to other organisations.

"It's the most important thing we do for our staff because we know where they are, and if they don't check in, we will be able to find them," says Dominic Reppucci, Executive Manager of IT & Infrastructure.



June on cultural journey

June Duffy loves sitting with Aboriginal women at the Otherway Centre and hearing the stories that shape their lives.

So much so, the retired TAFE lecturer decided to volunteer at the centre, in return for their wisdom and trust. She says her deepening understanding of Aboriginal culture and spirituality has allowed her to give the women a voice.

“I think I am more outspoken now,” June says. “I have more knowledge and confidence in talking about the issues Aboriginal people face.”

June first visited the Otherway Centre at Stepney about four years ago. She volunteered sporadically before making a more permanent weekly commitment a year ago, in retirement.

In addition to providing administration support and writing and collating the centre’s newsletter, June prepares the Sunday Mass sheets and occasionally cooks lunch for the friendly faces who take part in weekly activities, such as line dancing and jewellery making.

She also joins in yarning, an important process within Aboriginal and Torres Strait Islander culture, which has enabled June to learn from the collective group, and to preserve and pass on cultural knowledge.

“I couldn’t get over how welcoming people were, how friendly and warm; they were inclusive straight off the jump,” she says. “I like the relaxed way the day unfolds here. There’s no pressure. People are very kind and patient. You hear some amazing stories over cups of tea.”

June says volunteering at the Otherway Centre has helped her to recognise the “deep similarities between Aboriginal spirituality and Christianity”.

“I started coming to mass here every Sunday; it would have to be the friendliest mass you could ever wish to go to. That really warmed me to the community here as well.”

Our People *Making friends through fatherhood*

Frank Todd is not sure where he would be without Dad’s Business.

Two years ago, the father-of-four turned to the program for perspective on his role as a dad – but he gained much more. The confidence and understanding Frank found in talking to fathers facing similar challenges empowered him to such an extent that he couldn’t stay away.

After Frank completed his fourth course certificate, Dad’s Business Social Worker Darren Clarke took note of his enthusiasm and offered him the role of resident volunteer.

“I was ecstatic just to be asked,” Frank said.

“To be able to have an impact on other fathers who are in similar or very different situations but want to better themselves, even if it’s just making them a coffee and talking and listening, that’s a starting point.”

Frank spends at least two days a week at Dad’s Business HQ at Elizabeth Downs. His tasks include cleaning, keeping stock of the pantry and making hot drinks for clients.

On the days he’s not required, Frank will often still show up, even if only to sweep up the leaves out the front.

“Childrens’ futures are very important,” Frank said.

“Yes, we have to look after ourselves, but if we’re not looking after our children now when they’re little, then the decisions they make later might be different.”

The first space of its kind in the north, Dad’s Business HQ provides dads with a safe space to seek parenting and other supports.

Activities come from a place of hope and focus on building self-esteem and addressing shame through acceptance and honesty so that the dads recognise the value of fathers in family and children’s lives.

In partnership with Communities for Children facilitating partner AnglicareSA, Centacare oversees the HQ where dads can drop in for a chat and seek advice, referral to services, parenting education, advocacy, counselling, and support for alcohol and other drugs.

“Because I came to Dad’s Business, I was able to deal with things going on in my own life that are partially beyond my control,” Frank said.

Facilitating partner AnglicareSA Communities for Children Playford funded by the Australian Government Department of Social Services.



New HQ is the business

The first designated space in the north for dads has given them a safe place to seek parenting and other support.

The Dad's Business HQ was officially opened in March 2018 at the Elizabeth Rise Shopping Centre and has quickly become a place of hope for fathers of all ages.

Participants in programs run at the HQ credit the space for empowering them as dads in a non-judgemental way.

"I am a significant person in my niece's life," said a participant at the opening.

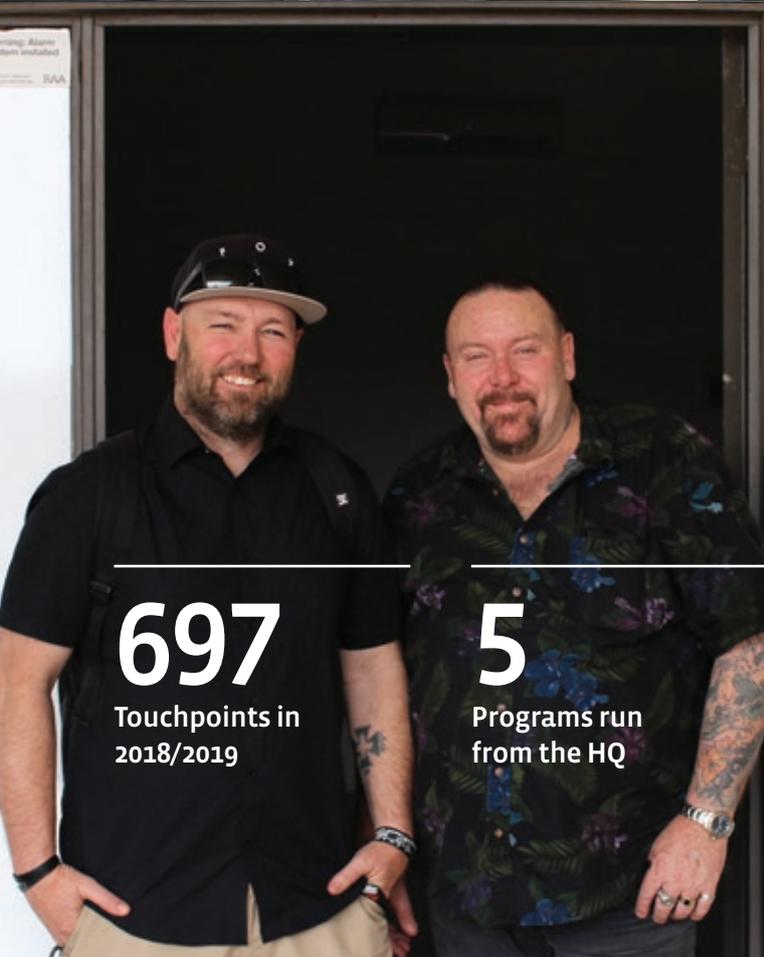
"The groups are good because whatever is talked about stays in the group so we can be real and just be ourselves."

Another participant said Dad's Business had "empowered me to focus on my baby and my partner in a healthy way".

"And now with a new baby on the way, it gives me a great head start," he said.

Speaking at the opening, Director Dale West said while Dad's Business existed on minimal funding, it had a huge impact on the local community.

"It's a real service meeting men where they're at in this community in the way they prefer, which is to access the service here at Elizabeth Rise - and that is a fantastic thing."



697

Touchpoints in 2018/2019

5

Programs run from the HQ

78%

Increase in client engagement since Dad's Business HQ opened

50

Backpacks 4 SA Kids given to dads to gift to their children

Building for the Future

Centacare now delivers more than 73 programs from five service delivery units across metropolitan and regional South Australia. Annual turnover has moved to \$45.3M, with paid staff now at 475.

The 2018-19 financial year has been a year of steady consolidation for Centacare Catholic Family Services. There were limited opportunities for growth in grant-based service delivery programs. However, the Primary Health Network funded Thrive, a new program to support clients with complex mental health needs.

The National Disability Insurance Scheme (NDIS) also finalised the rollout over the year across Centacare's disability area. Supported Independent Living funding packages have been provided under the NDIS for our previously state funded disability accommodation group homes. 2019-2020 will see the transition of many more of our mental health support grants to the individualised NDIS packages. Support Coordination and Plan Management Services have grown dramatically over the year, assisting clients to organise NDIS supports and process their NDIS financial transactions.

Other key achievements:

- Over previous years, Centacare has formed a strategy to move the motor vehicle fleet financing from externally-funded operating leases to ownership. This has continued with funding from the Catholic Development Fund, along with excellent results in reduction of cost per kilometre. Ownership, while carrying slightly greater risk, has seen rewards in reducing end-of-life costs for restoration and excess kilometre charges. Fleet flexibility and simplified accounting have been other compelling reasons for the move to ownership.
- In July 2018, Centacare staff based at Murray Bridge moved from the Adelaide Road office to a newly refurbished site on Sturt Reserve Road, providing better facilities at a lower operating cost.
- The Accounting team has prepared for the new accounting standards of AASB 16 Leases and AASB 15 and 1058 Revenue which will affect Centacare from 1 July 2019. Readiness action plans have been developed and will require action during the 2019-2020 financial year.
- Our Software Solutions team has embarked on an upgrade of Centacare's SharePoint to a hybrid 2019 on premise and Office 365 environment. Electronic form development will follow in 2019-20, utilising mobile technologies to ease the paper-based burden for staff. Penelope Case Management software continues to be the main client management software in use and has improved over the year as our funder's data requirements have changed.
- Centacare now operates over eighty programs from five service delivery units across metropolitan and regional South Australia. Annual turnover has moved to \$45.3M, with paid staff now at 475.
- The financial outcome for Centacare for the 2018-19 financial year resulted in an operating surplus of \$285,643. Total equity increased to almost \$6.9 million on a total asset base of over \$16 million.
- KPMG audited Centacare's general-purpose financial report and provided an unqualified audit report for 2018-19.

Damien Hern
Executive Manager

500%
growth in
Plan Management
clients

\$45.3M
income

\$6.9M
net assets

\$34.3M
annual payroll

1.51
current ratio
(current assets /
current liabilities)

5.7
average years of
employee service

44
average age
of our staff

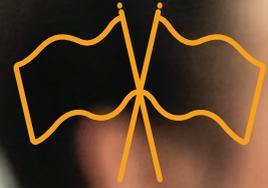


Read our Plan Management
case study on page 12

Our year at a glance



25,284
total number of Centacare clients



2097

ATSI clients
(6% of total)



male / female / child
33% / 50% / 17%

1012

CALD clients
(3% of total)

61%

increase in NDIS clients
vs last year (227 total)

64

clients identified as transgender, or a gender other than Male or Female, or declined to disclose their gender



73

total programs delivered across SA



475
Centacare staff

33

locations around metropolitan and regional South Australia

A Year of Steady Progress

Total equity increased to almost \$6.9 million on a total asset base of over \$16 million.

Balance Sheet		2019	2018
CURRENT ASSETS		\$	\$
Cash and Cash Equivalents		983,493	1,147,539
Investment		5,000,000	5,000,000
Trade and Other Receivables		2,611,960	2,339,613
TOTAL CURRENT ASSETS		8,595,453	8,487,152
NON-CURRENT ASSETS		\$	\$
Property, Plant and Equipment		7,477,100	6,843,688
TOTAL NON-CURRENT ASSETS		7,477,100	6,843,688
TOTAL ASSETS		16,072,553	15,330,840
CURRENT LIABILITIES		\$	\$
Trade and Other Payables		629,325	596,621
Current Provisions		4,601,106	4,586,596
Revenue Received in Advance		459,152	999,597
TOTAL CURRENT LIABILITIES		5,689,583	6,182,814
NON-CURRENT LIABILITIES		\$	\$
Non-Current Provisions		473,203	439,954
Borrowings		3,048,616	2,132,564
TOTAL NON-CURRENT LIABILITIES		3,521,819	2,572,518
TOTAL LIABILITIES		9,211,402	8,755,332
NET ASSETS		6,861,151	6,575,508
EQUITY		\$	\$
Reserves		848,603	848,603
Accumulated Surplus		6,012,548	5,726,905
TOTAL EQUITY		6,861,151	6,575,508

Financial Summary		2019	2018
REVENUE		\$	\$
Government Grant Revenue		30,099,021	32,111,675
Other Grant Revenue		1,016,421	1,535,879
TOTAL GRANT REVENUE		31,115,442	33,647,554
Fee for Service Revenue		10,504,320	5,754,000
Other Revenue		3,392,284	3,920,935
Interest Revenue		194,653	192,323
Gain on Disposal of Assets		64,225	101,218
TOTAL REVENUE		45,270,924	43,616,030
EXPENSES		\$	\$
Employee Benefits Expenses		34,327,636	33,281,896
Depreciation Expenses		1,401,292	1,188,872
Accommodation / R&M Expenses		2,101,674	2,353,638
Motor Vehicle Expenses		1,583,795	1,827,490
Operating Expenses		2,308,880	2,078,760
Other Expenses		3,262,004	2,634,588
TOTAL EXPENSES		44,985,281	43,365,244
SURPLUS		285,643	250,786



Children's Services Unit

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Adolescent Reunification	Is a pilot project to provide specialised reunification services to families of young people in long-term care. The program provides therapeutic and practical support to parents and young people to support relationship repair, connection and capacity to safely live together again.	Referrals for young people on long term guardianship orders who have been living in care, with priority given to young people 14-17 years. <i>(Referrals from DCP only)</i>	State-wide
Dad's Business	Dad's Business delivers a range of inclusive activities for fathers in the Playford area. The focus is on engaging fathers in the lives and wellbeing of their children, building parenting skills, confidence, cultural belonging and a positive sense of self.	Fathers with children 0-12 years of age.	Playford Area
Family Preservation Service	Practical and therapeutic home and office-based services to address child protection concerns.	Families with children from birth to 18 years who are experiencing abuse or neglect. <i>Referrals received from Department for Child Protection (DCP) only.</i>	Metropolitan Adelaide
Foster Care Program	Provides family-based care placements for vulnerable children with complex needs. The program predominantly supports the planned process of returning children to the care of their birth families, where safe, as well as long-term, immediate and respite care.	Children 0-17 years of age placed under the Custody or Guardianship of the Chief Executive, Department for Child Protection.	Metropolitan Area
Kids in Focus	A unique program which supports parents/carers who are misusing alcohol and/or other drugs (AOD). In addition to a range of child focussed interventions, the service works to increase parenting capacity, build healthy relationships between parents and their children, and provide safe family environments.	Families with children 0-18 years.	Northern Suburbs
National School Chaplaincy Program - North	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 Department for Education schools.	Metropolitan Adelaide
Reunification Service	Intensive intervention with families whose children have entered the care system. The program provides therapeutic and practical support to address child protection concerns and enable children to safely return home to their birth parents' care.	Families of children under the age of 18 who have been removed and placed in care due to child protection concerns. <i>(Referrals from DCP only)</i>	Metropolitan Area
Targeted Intervention Services	Practical and therapeutic home and community based interventions, case management, multi-disciplinary approach to address child safety risk factors.	Families with children pregnancy to under 18. Priority referrals for Young Parents (mothers under 20 fathers under 25), Aboriginal families, Families with children in the first 1000 days. Referral pathways Child & Family Assessment and Referral Networks (CFARN's), DE Children's Centres, DE Child Wellbeing Practitioners, CaFHS Nurses, NGO's. DCP may refer.	Metropolitan Adelaide and Regional South Australia

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.	Adults with an intellectual disability who have left school and have NDIS funding.	Northern Region
Barker House Supported Accommodation Service <i>(program ended February 2019)</i>	Assistance with daily life. Supported accommodation in a duplex home to two young men with disabilities.	Adults with an intellectual disability with funding from the NDIS.	Metropolitan Adelaide

SERVICE SUMMARIES

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Centanet Day Options Service	Assistance with social and community participation, operating from a centre-based site.	Adults with an intellectual disability who have left school and have NDIS funding.	Metropolitan Adelaide
Elanora House Supported Accommodation Service	Assistance with daily life in shared supported accommodation in a duplex home for four young men with disabilities and health care needs.	Adults with an intellectual disability with funding from the NDIS.	Whyalla Region
Independent Living Program	In-home support and assistance with daily life for individuals living in their own choice of accommodation.	Adults with an intellectual disability with funding from the NDIS.	Whyalla Region and Metropolitan Adelaide
Joseph Place Supported Accommodation Service	Assistance with daily life in shared supported accommodation in a duplex home for four young men with disabilities and health care needs.	Adults with an intellectual disability with NDIS funding.	Northern Region
Karinya Cottage Supported Accommodation Service	Assistance with daily life. Supported accommodation for three adults with intellectual and physical disabilities.	Adults with NDIS funding.	Whyalla Region
Kolbe Cottage Respite Service	Provides short-term accommodation and assistance at a centre for both young adolescents and adults (on alternating weekends) with an intellectual or physical disability. Respite operates across weekends and school holidays with a focus on social and community development. Children's respite includes day visits, adult respite includes both day and overnight stays. Extended visits for adults can be negotiated.	Children and adolescents between 5-18 years of age. Adults over the age of 18. Adult and adolescent services are run on separate weekends. Individuals must have NDIS funding.	Metropolitan Adelaide
Lara Cottage Supported Accommodation Service	Assistance with daily life. Supported accommodation for four women with intellectual and physical disabilities.	Adults with an intellectual disability with funding from the NDIS.	Metropolitan Adelaide
Lumiere Supported Accommodation Service	Assistance with daily life. Supported accommodation for four women with intellectual and physical disabilities.	Adults with an intellectual disability with funding from the NDIS.	Metropolitan Adelaide
Northern Respite Service	Provides short-term accommodation and assistance at Auricht House for adults with an intellectual disability. Supports focus on social and community activities and development of daily living skills away from the family home.	Adults with an intellectual or physical disability. Individuals must have NDIS funding.	Northern Region
Sanctus House Supported Accommodation Service	Assistance with daily life. Supported accommodation in neighbouring Houses for five adults with intellectual and physical disabilities and multiple health care needs.	Adults with an intellectual disability with funding from the NDIS.	Southern Region
Tamana House Supported Accommodation Service	Assistance with daily life. Supported accommodation for five individuals with intellectual and physical disabilities.	Adults with an intellectual disability with funding from the NDIS.	Whyalla Region
Xavier House Supported Accommodation Service	Assistance with daily life. Supported accommodation for two adults with varying levels of intellectual physical and health care needs.	Adults with an intellectual disability with funding from the NDIS.	Northern Region

Domestic Violence and Homelessness Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Coolock House	24-hour supported accommodation, crisis accommodation and outreach 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
Domestic Violence Disclosure Scheme – Southern Country Region	An avenue for a person who may be at risk of domestic violence to get information about their partner or former partner, to help make decisions about their safety.	Any person who is feeling unsafe in their relationship, or a person concerned about the welfare of someone they know.	Southern Country Region
Findon Family Housing	Supported accommodation, case management support, advice and advocacy, assistance to secure and maintain long term housing.	Young families up to 25 years of age. Agency or self-referral.	Western Suburbs

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Limestone Coast Domestic Violence Service	Supported accommodation, crisis support, domestic violence counselling and support, advocacy and referrals.	Women and their children experiencing domestic and family violence or Aboriginal family violence.	Limestone Coast Region
Louise Place	Supported accommodation, 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, crisis accommodation and outreach 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 and Adelaide Hills Domestic Violence Service	Crisis support, domestic violence counselling and support, 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	Supported accommodation, crisis support, domestic violence counselling and support, 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

Health Wellbeing and Education 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.	Port Wakefield Health Region
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
Centacare Drug and Alcohol Service (CDAS)	Supports include family work, education, individual counselling and in-home detoxification.	Young people aged 10 – 30 years Aboriginal and Torres Strait Islander people. Culturally and Linguistically Diverse people. People who are Lesbian, Gay, Bisexual, Transgender, Intersex, Queer (10 years and over). Family/friends/ significant others.	Outreach service in Metropolitan Adelaide
headspace	headspace Port Adelaide 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.	Port Adelaide
Innovative Community Action Networks (ICAN) Services	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.	Metropolitan Adelaide

SERVICE SUMMARIES

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Integrated Youth Substance Misuse Specialist Service	Provision of residential rehabilitation services, sobering up services and outreach counselling and support services.	Young people 12- 24 years experiencing harm as a consequence of the misuse of alcohol or other drugs.	Metropolitan Adelaide and regions
Individual Psychosocial Recovery Support Services	One-on-one support to individuals goals by identify needs and/or strengths.	Adults living with a mental illness. Referred to service by Community Mental Health.	Inner Southern Metropolitan Area
NDIS Mental Health Service	Capacity building and core supports for people with a psycho-social disability.	NDIS Participants with an approved plan and psycho-social support needs.	Metropolitan Adelaide and Murraylands
NDIS Support Coordination	Capacity-building support to navigate and manage the services and support a person may need from a range of services providers.	People with support coordination in their NDIS plan.	Metropolitan Adelaide, Adelaide Hills and Murray Mallee
Personal Helpers and Mentors Service	Providing opportunities, support and services that help individuals reconnect with their community.	People 16 years 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	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
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
Thrive Youth Mental Health Program	Supports young people aged 16-25 with moderate to severe mental health concerns, through the provision of clinical care coordination, psychological therapies, and peer work interventions.	Young people aged 16-25 years with moderate to severe mental health issues.	Port Adelaide

Relationship Support Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Family Relationship Counselling	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
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

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
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 Bridge and the Murray Mallee region
Family Mental Health Support Service - Supporting Children and Youth	Works with children and young people (up to the age of 18 years) 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 Murraylands
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 – South	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 Department for Education schools.	Metropolitan Adelaide and Regional Areas
Parenting Education	Provides a diverse range of parenting education courses designed for separated/separating parents to develop and strengthen relationships and/or examine and build skills required for healthy family and child relationships.	Separated/separating parents, schools, community centres, children.	Metropolitan Adelaide and Regional Areas (upon arrangement)
PKT Journey to Learning <i>(program ended December 2018)</i>	PKT was a family focused outreach service that provided 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 Family 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 and Limestone Coast region
Relationship Education	Relationship Education (pre-marriage education) offers couples the opportunity to explore their relationship with the support of a professionally trained educator prior to marriage. A variety of courses, workshops and groups are offered to support healthy relationships.	Couples.	Metropolitan Adelaide and Regional Areas (upon arrangement)
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
Supporting Sole Parents	Provides confidential counselling and art therapy sessions for sole parents. Educational classes and workshops, including self-development and parenting topics, are regularly conducted. Play therapy also available for children.	Sole parents and their children.	North Eastern Suburbs (Conducted at Wandana Community Centre)
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.	Northern Adelaide
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.	Northern Adelaide with focus on North Eastern suburbs





Youth & 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 Department for Child Protection (DCP) - Placement Services Unit.	Northern Suburbs
Cheltenham Place - Individualised Support Program for people living with HIV (<i>program ended December 2018</i>)	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
Panic Anxiety, Obsessive Compulsive and Eating Disorders (PACE) 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
Reconnect Mental Health Service	Therapeutic interventions including 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
Schools Assertive Outreach (<i>program ended January 2019</i>)	Case management, group work, 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

Corporate Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
NDIS Plan Management	Management of NDIS plan funds and budgets including payments to service providers.	People with plan management in their NDIS plan.	Metropolitan Adelaide, Adelaide Hills and Murray Mallee
Work Ready Training (<i>program ended December 2018</i>)	Provided 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 were in the Work For the Dole phase.	Metropolitan Adelaide

Dale P West – DIRECTOR

Pauline Connelly – DEPUTY DIRECTOR

SERVICE DELIVERY

CHILDREN'S SERVICES	DISABILITY SERVICES	DOMESTIC VIOLENCE & HOMELESSNESS SERVICES	HEALTH WELLBEING & EDUCATION SERVICES	RELATIONSHIP SUPPORT SERVICES	YOUTH & COMMUNITY SUPPORT SERVICES
<p>Leanne Haddad Executive Manager</p> <ul style="list-style-type: none"> • Adolescent Reunification • Dad's Business • Family Preservation Service • Foster Care Program • Kids in Focus • National School Chaplaincy – North • Reunification Services • Targeted Intervention Service 	<p>Lachlan Purves Executive Manager</p> <ul style="list-style-type: none"> • Auricht House Day Options • Barker House Supported Accommodation (ceased February 2019) • Centanet Day Options • Elanora House Supported Accommodation • Independent Living Program – Whyalla & Adelaide • Joseph Place Supported Accommodation • Karinya Cottage Supported Accommodation • Kolbe Cottage Respite • Lara Cottage Supported Accommodation • Lumiere Supported Accommodation • Northern Respite – Auricht • Sanctus House Supported Accommodation • Tamana House Supported Accommodation • Xavier House Supported Accommodation 	<p>Kara Piltz Executive Manager</p> <ul style="list-style-type: none"> • Coolock House • Domestic Violence Disclosure Scheme – Southern Country Region (commenced October 2018) • Findon Family Housing • Limestone Coast Domestic Violence Service • Louise Place • Malvern Place • Murray Mallee & Adelaide Hills Domestic Violence Service • Riverland Domestic Violence Service 	<p>Helene Nielsen Executive Manager</p> <ul style="list-style-type: none"> • ACCESS Programs • Accommodation Support Program – Clare & Barossa • ASCEND Suicide Intervention • Centacare Drug & Alcohol Services • headspace Port Adelaide • ICAN Services • Integrated Youth Substance Misuse Specialist Service – including Alban Place • Individual Psychosocial Recovery Support Services • NDJS Mental Health Service (commenced January 2019) • NDJS Support Coordination • Personal Helpers & Mentors Service • Police Drug Diversion Initiative • Registered Training Organisation • Thrive Youth Mental Health Program (commenced September 2018) 	<p>Lisa Osborne Executive Manager</p> <ul style="list-style-type: none"> • Families & Fathers Support • Family Connections Program • Family Dispute Resolution • Family Law Counselling • Family Mental Health Support Service (SCY) • Family Relationship Counselling • PKT Journey to Learning (ceased December 2018) • Mobile Family Connections • National School Chaplaincy – South • Parenting Education • Regional Family Dispute Resolution • Relationship Education • School Counselling • Supporting Sole Parents • Sun Dancing – Child Sexual Abuse Counselling • Wandana Community Centre 	<p>Megan Welsh Executive Manager</p> <ul style="list-style-type: none"> • Cheltenham Place – HIV Services (ceased December 2018) • Hannah Place • Intensive Tenancy Support Program • Outer North Youth Homelessness Services – including Carlow Place • Panic Anxiety Obsessive Compulsive & Eating Disorders (PACE) Service • Reconnect Mental Health Service • Schools Assertive Outreach (ceased January 2019) • Whyalla Generic Homelessness Service – Youth • Whyalla Regional Domestic Violence Service

CORPORATE SERVICES

CATHOLIC SAFETY HEALTH & WELFARE	DIRECTORS OFFICE	FINANCE & ADMINISTRATION	HUMAN RESOURCES	IT & INFRASTRUCTURE	QUALITY INTEGRITY & SUPPORT
<p>Kathy Grieve Executive Manager</p> <ul style="list-style-type: none"> • Catholic Safety Health & Welfare for the Catholic Archdiocese of Adelaide 	<p>Dale P West Director</p> <ul style="list-style-type: none"> • Aboriginal Services • Administration Services • Communications • The Otherway Centre • Shared Services • Volunteer Coordination • Work Ready Training (ceased December 2018) 	<p>Damien Hern Executive Manager</p> <ul style="list-style-type: none"> • Accounting • CarCenta • Financial Advice • Mobile Communications • Payroll • Salary Packaging • Software Development • NDJS Plan Management (commenced July 2018) 	<p>Liz Razzano Manager</p> <ul style="list-style-type: none"> • Attraction & Retention • Award Interpretation • HR/ER/IR Advice & Guidance • On/Off Boarding • People Management • Recruitment & Selection • Return to Work Services • Training & Development 	<p>Dominic Reppucci Executive Manager</p> <ul style="list-style-type: none"> • Building / Leasing Maintenance • Environmental Safety • Fixed Communications • Information Technology • IT & Infrastructure Consultancy 	<p>Susan Thomson Executive Manager</p> <ul style="list-style-type: none"> • Business Assurance • Quality Assurance • Work Health & Safety

CONTACT US

Metropolitan Adelaide

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FULLARTON – Louise Place

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GILLES PLAINS – Wandana Community Centre

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PORT ADELAIDE – headspace

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SEATON

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STEPNEY – Alban Place

P: (08) 8215 6785 | E: albanplaceadmin@centacare.org.au



Regional South Australia Sites

BERRI – Riverland DV Service

P: (08) 8215 6380 | E: rdvs@centacare.org.au

MURRAY BRIDGE

6/2 Sturt Reserve Road, Murray Bridge SA 5253
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MOUNT GAMBIER – Centacare South East

13 Penola Road, Mount Gambier SA 5290
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MOUNT GAMBIER – Limestone Coast DV Service

P: (08) 8303 6640 | E: lcdvs@centacare.org.au

WHYALLA

5-7 Colebrook Street, Whyalla Stuart SA 5608
P: (08) 8215 6370 | E: cysw@centacare.org.au

Centacare NDIS Services

NDIS Disability Services

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NDIS Mental Health Services

P: (08) 8215 6700 | E: mentalhealth@centacare.org.au

NDIS Support Coordination

P: (08) 8215 6700 |
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NDIS Plan Management

P: (08) 8215 6783 | E: planmanagement@centacare.org.au

Please visit our website for up-to-date information about our programs, services and locations. Locations current at publication November 2019.



What our clients say about us

"I give my gratitude to each and every single person who went out of their way to support me, help me out and put a smile on my face."

"I'm extremely grateful for all the work and time my worker has put in to help me secure housing so I can get my life back on track and feel more myself again."

"[The group] has given me helpful tools and coping mechanisms. I now know a few ways to replace unhealthy behaviours with healthy behaviours."

"The counsellor was instrumental in my emotional recovery post-divorce! Allowed me to rant, rave and reason to come to my own conclusions and decisions. Total lifesaver."

"I have left this course with a greater understanding of how my own upbringing has made me who I am and ways to overcome some issues in my own parenting."



Centacare

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Archdiocese of Adelaide

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A Child Safe Organisation Centacare has an ongoing commitment to building and maintaining a Child Safe Organisation.

We endorse the **Charter of Rights for Children and Young People in Care** and promote those rights in our policies and practice.



Statement regarding the traditional owners of the land. For thousands of years Aboriginal and Torres Strait Islander people have walked on this land, in their country. Their relationship with the land is at the centre of their lives. We acknowledge the Aboriginal and Torres Strait Islander people and their stewardship and spiritual connection with their lands.



Centacare support is provided regardless of race, economic circumstance, sexual orientation, gender identity, religious belief or ethnic background.



Quality Assurance Centacare Catholic Family Services is a nationally accredited organisation, assessed against the Quality Improvement Council (QIC) Health & Community Services Standards.

www.centacare.org.au