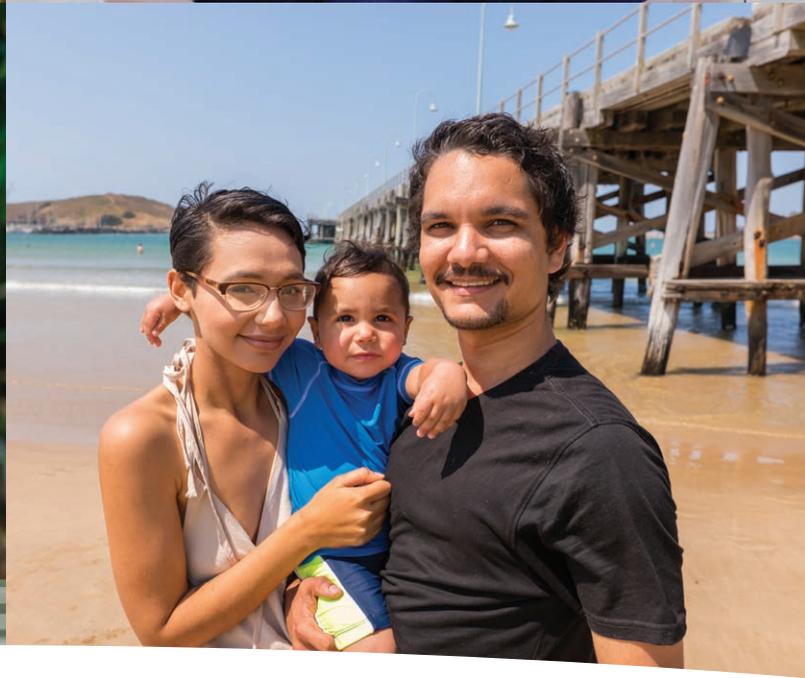




Centacare



2017-2018 Annual Report

Centacare Catholic Family Services Archdiocese of Adelaide

Dale P West – DIRECTOR

Pauline Connelly – DEPUTY DIRECTOR

SERVICE DELIVERY

Megan Welsh	Kara Piltz	Lachlan Purves	Helene Nielsen	Lisa Osborne	Leanne Haddad
<p>Youth & Community Support Services</p> <ul style="list-style-type: none"> Hannah Place Chertenham Place – Individualised Support Program for People with HIV (ISP) Intensive Tenancy Support Program Outer North Youth Service Panic, Anxiety, Obsessive Compulsive & Eating Disorders Service (PACE) Reconnect Mental Health Service Schools Assertive Outreach (SAO) Whyalla Generic Homelessness Service (Youth) Whyalla Regional Domestic Violence Service 	<p>Domestic Violence & Homelessness Services</p> <ul style="list-style-type: none"> Coolock House Findon Family Housing Limestone Coast Domestic Violence Service (LCDVS) Louise Place Malvern Place Murray Mallee & Adelaide Hills Domestic Violence Service Riverland Domestic Violence Service 	<p>Disability Services</p> <p>Day Options:</p> <ul style="list-style-type: none"> Auricht House Centinet <p>Supported Accommodation:</p> <ul style="list-style-type: none"> Barker House Joseph Place Lara Cottage Lumiere Sanctus House Xavier House Elanora House Karinya Cottage Tamana House <p>Respite:</p> <ul style="list-style-type: none"> Kolbe Cottage Northern Respite (Auricht) <p>Independent Living Supports:</p> <ul style="list-style-type: none"> Independent Living Program 	<p>Health Wellbeing & Education Services</p> <ul style="list-style-type: none"> ACCESS Programs Accommodation Support Program (Clare / Barossa) ASCEND Suicide Intervention Drug & Alcohol Services (CDAS) headspace Port Adelaide ICAN Services Integrated Youth Substance Misuse Specialist Service (IYSMSS) Mental Health Rehabilitation NDIS Support Coordination (commenced April 2018) Personal Helpers & Mentors Service (PHAMS) Police Drug Diversion Initiative (PDDI) Registered Training Organisation (RTO) 	<p>Relationship Support Services</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 Mobile Family Connections National School Chaplaincy Regional Family Dispute Resolution Services Relationship Education School Counselling Sole Parent Program Sun Dancing – Child Sexual Abuse Counselling Wandana Community Centre 	<p>Children's Services Unit</p> <ul style="list-style-type: none"> Adolescent Reunification Dad's Business Family Preservation Service Kids in Focus Making Moments Attachment Program Reunification Service Foster Care Program Targeted Intervention Services Northern School Chaplaincy Program (commenced May 2018)

CORPORATE SERVICES

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

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Who We Are

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

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

How we are structured

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

Our vision

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

Our purpose

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

Our values

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

DIGNITY OF THE HUMAN PERSON

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

COMMUNITY AND THE COMMON GOOD

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

RIGHTS AND RESPONSIBILITIES

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

DIGNITY OF WORK

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

OPTION FOR THE SOCIALLY DISADVANTAGED AND VULNERABLE

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

SOLIDARITY

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

SUBSIDIARITY

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

CARE OF GOD'S CREATION

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



Strategic Directions

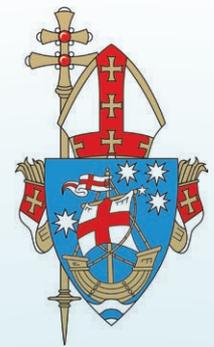
We seek to identify those in the community most in need, ensuring that clients remain the focus of our efforts.

To give effect to these principles we strive to develop a culture that:

- Operates within a strong ethical framework informed by Catholic Social Teaching.
- Respects the uniqueness of individuals.
- Ensures we provide quality services through professional and committed staff.
- Focuses our service delivery to meet the needs of the vulnerable and marginalised.
- Works positively with governments, agencies, communities and individuals.
- Expects integrity in all that we do.
- Encourages reflective practice.

In the period 2016-2019 we seek to:

- Identify those in the community most in need, ensuring that clients remain the focus of our efforts.*
- Encourage and support our staff to deliver the highest standard of service.*
- Adopt, develop and maintain the highest standards of management and governance to make the best use of the organisation's assets.*
- Be leaders in advocating on behalf of our clients through authentic and respectful community and government engagement.*



Director's Office

Director's Report

Our ability to be flexible and agile in implementing change has been important again this year. We believe that the quality of the work we do, together with our commitment to always remain client-focused, will ensure this continues into the future.



Dale P West
Director

'Centacare – Meeting the Challenge' was embraced as our theme in 2003.

There are those who would feel that we need to move on from that; however, when reflecting on the last twelve months, it is as relevant now as it was then.

Our major challenge was restructuring to ensure that our income and expenditure aligned to continue our solid financial foundation in quickly changing service environments.

The arrival of the NDIS system for funding, for example, impacts many of our services across our support for people with disabilities and mental health challenges.

Our reliance on government funding, which we never take for granted, does leave Centacare vulnerable to changing policies and therefore changing service types and outcome expectations.

Thank you to the people within the departments that facilitate our funding from state and federal governments, and to those who make the funding decisions and provide the resources that enable us to do our work.

I thank all staff members and volunteers who have contributed to our work during the year, including those who have left Centacare. Your skills, commitment and resilience enable us to navigate uncertainties and grow stronger as an organisation, always in the context of the framework of Catholic Social Teaching.

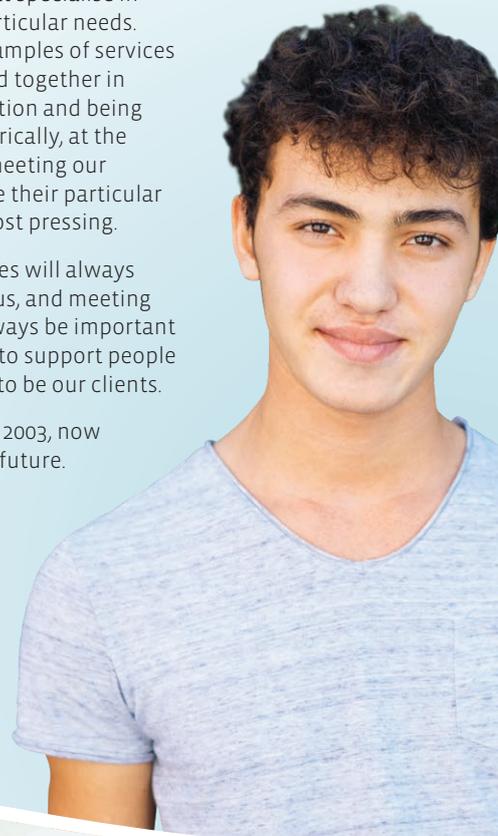
An additional restructure was undertaken with the retirement after 35 years of Assistant Director, Bernie Victory, who was farewelled during June. Pauline Connelly was redesignated Deputy Director and we appointed a Human Resources Manager.

Our ability to be flexible and agile in implementing change has been important. We believe that the quality of the work we do, and always remaining client-focused, will ensure this continues.

If there is one challenge that I feel we must guard against, it is that our clients are increasingly being asked to experience their support in a one-size-fits-all format. The programs that are most at risk in changing policies, are those that specialise in targeting particular needs. There are examples of services being lumped together in their description and being offered generically, at the expense of meeting our clients where their particular needs are most pressing.

The challenges will always be there for us, and meeting them will always be important to enable us to support people who choose to be our clients.

Important in 2003, now and into our future.



Director's Office

Deputy Director's Report

Protecting our children remains a major focus through intervention with families, advocacy for children, and support for our foster carers. We recognise that child protection takes strength – strength to speak up, and strength to act.

Centacare has experienced a year of consolidation, growth and change.

This is evidenced in our research partnership with Flinders University, in particular by one of our research topics being that of investigating the notion of Vicarious Trauma within our staff. This research is examining the impact of such, and looking to discover ways that are both preventative and supportive in a climate that is both challenging and disturbing.

Our partnership with the Port Adelaide Football Club continues to grow, as does the Power to End Violence Against Women program. A focus on leadership among peers has been encouraged, with two students from each school being selected to undergo further leadership formation with regards to being a positive bystander using bystander intervention. This entails having the courage to speak up and call out inappropriate behaviour to women observed at school or in the community, along with unhealthy conversations among the male students about women.

Protecting our children remains a major focus through intervention with families, advocacy for children, and support for our foster carers.

Our launch of Child Protection Week consisted of once again a large gathering for our annual Child Protection Morning Tea. This year our theme was 'It Takes Strength'. Strength to speak up and strength to act. Rosanna Mangiarelli from Channel Seven's Today Tonight program facilitated the morning and interviewed a panel of three child protection experts.

We continue our commitment to Reconciliation through consultation with our Aboriginal Leadership Committee, whose membership consists of our Aboriginal staff. We are currently working on extending our Reconciliation Action Plan (RAP) into a Stretch RAP with broad consultation occurring within the organisation and the community.

Our Staff Information and Resource Expo was held at the Adelaide Oval and was once again a highlight for all. The amazing stalls displaying our services were a tribute to the staff who work so tirelessly throughout the year and creatively demonstrated this at the Expo.

During this time, we farewelled Bernie Victory, Assistant Director – a long serving member of the Centacare cohort, offering 35 years to Centacare, and a valued colleague of mine.

The support from the Roman Catholic Church Archdiocese of Adelaide Charitable Trust is vital in making available the Kolbe property for our Disability Services, along with the financial support of the donors to Catholic Charities, corporate and school sponsors and the generous individuals who raised funds through the Kokoda Challenge.

Our commitment to the care of our staff, whose professional and compassionate approach to our clients is enduring and unwavering, is paramount.



Pauline Connelly
Deputy Director



Disability Services

We continue to remain grounded in our purpose, our vision, our values, and our resilience. We empower clients with integrity and respect, and we stand by our reputation as a quality service provider with exceptional standards.



Lachlan Purves
Executive
Manager

Without question, Disability Services continues to experience the most challenging times in memory. Our resolve however, remains unwavering in supporting the people we serve to achieve their goals in life.

The ongoing transition into the National Disability Insurance Scheme (NDIS) is now well and truly entrenched in all we do. We welcome the premise of consumer-driven, outcome-orientated services for the people who entrust Centacare with their support. However, we continue to face challenges in managing the bureaucratic complexity, challenging funding levels, rigid support budgets, and ever evolving rules of the scheme.

Within Centacare, we strive to ensure we are positioned strongly for the challenges that remain ahead of us. The greatest of these challenges will be continuing to provide our exceptional standard of service while advocating for appropriate funding to support that level of quality.

Centacare has been steadfast in supporting individuals to claim what they are rightfully entitled to. This has been done despite the NDIS-driven strategy pushing the non-government organisation (NGO) sector into competition with each other; competition that has effectively created division between NGOs who were once firm allies with a common purpose of achieving the best possible outcomes for those who chose us to provide their supports. The ultimate consequence of this is a reduced voice for the rights of our participants.

Despite the challenges, we remain focused on supporting individuals and their families to navigate and embrace the changes of a new funding and service provision regime.

We continue to remain grounded in our purpose, our vision, our values, and our resilience. We empower clients with integrity and respect, and we stand by our reputation as a quality service provider with exceptional standards.

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

We remain committed to ongoing improvement and the provision of responsive, individually tailored services. We will continue to ensure individuals have the opportunity to seek independence, social connection and a place within their own community.

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



Domestic Violence & Homelessness Services

For each of the clients our staff supported this year, the outstanding theme was the enduring resilience of families in the face of overwhelming and complex challenges.



Kara Piltz
Executive
Manager

Domestic Violence and Homelessness Services (DVAHS) continued to support families facing overwhelming challenges this year.

The level of risk for our families experiencing domestic violence also continued to rise, along with increasing complexity.

Our programs supporting young families worked in collaboration with other services to provide ongoing groups and support in different areas including education, parenting, health and financial assistance. A successful partnership with Backpacks 4 SA Kids meant that we were able to provide families moving out of homelessness with a Home Starter Kit. These kits supplied basic cleaning and food preparation materials which were a critical component in exiting young people from homelessness and domestic violence.

Increased cost of living coupled with low income and high demand for rental properties impacted on the ability of our clients to find safe and affordable accommodation. This was especially so for those on Newstart Allowance.

Staff working in our specialist domestic violence services noticed a significant increase in the number of young women seeking support and experiencing high-level risk associated with violence in their relationships. Of concern, we also saw that the older women cohort was rapidly spiralling into homelessness, often as a result of domestic violence and the ensuing poverty.

More positively, a benevolent donation to Louise Place saw the planning and commencement of a nature play space for babies and toddlers. The playground was specifically designed for 0-2 year olds to encourage their tactile play and development. The design also focused on welcoming mothers into the play environment and providing nurturing spaces for them to engage with their child through play.

The Wyatt Benevolent Institution Inc. continued to support our clients through its grant program, purchasing essential household items for young people and families at risk of homelessness. The Wyatt Trust provided essential stepping blocks to families, and assisted parents to provide a safe home to their children.

For each of the clients DVAHS staff supported this year, the outstanding theme was the enduring resilience of families. Together with our compassionate and professional staff, families were given the best opportunity to parent confidently and have safe options for their future.



Children's Services Unit

Our shared vision is to provide children and families with the opportunity to access supports to help families stay together. We celebrate the diversity in the community and promote the voice of children and their families.



Leanne Haddad
Executive
Manager

The newly-formed Children's Services Unit (CSU) provides a dedicated suite of multi-disciplinary programs, inclusive of foster care, family supports and therapeutic services for children and their families.

During 2017-18, Dr Jacqueline Amos became part of the CSU management team. Dr Amos is a Child and Adolescent Psychiatrist and Gestalt Psychotherapist who works with vulnerable families. In 2017, Dr Amos completed her PhD 'When wounds from infancy collide – The mother child relationship as trauma, trigger, and treatment'. Dr Amos is currently training CSU therapists in her models of therapeutic practice and leading the development of the CSU Therapeutic Practice Framework.

We continue to lead the way in employing nurses in child protection to provide individualised in-home health assessments and interventions. Our nurses provide health services to families who are disengaged from universal services.

In November 2017, staff presented case work experiences at the Family Relationship Services Association National Conference in Melbourne.

CSU has a new pilot program providing specialised reunification services to young people in the out-of-home-care system, which is being independently evaluated by Prof Paul Delfabbro and his team and the University of Adelaide.

Kids in Focus (KIF) and Dad's Business programs have both been refunded, which means we are able to maintain service continuity in the northern areas. Dad's Business continues to be in high demand, with group work supports provided to 178 dads. CSU also now supports eight schools under the National School Chaplaincy program, providing support to schools in promoting the wellbeing of their students.

Our regional Targeted Intervention service is now co-located with Centacare's Riverland Domestic Violence service, which means we can share resources, provide onsite support to staff, and increase service delivery for clients.

The Foster Care program has been revised in partnership with the Department for Child Protection (DCP). This now enables the program to recruit a range of care types, including specialist reunification, specialist long term, general short term and long term, and respite placements. In January 2018, the program employed a dedicated Recruitment and Marketing officer and this has led to a significant increase in foster care enquires and assessments.

The formation of CSU has involved whole-of-staff working together towards a shared vision – to provide children and families with the opportunity to access supports to help families stay together. We celebrate the diversity in the community and promote the voice of children and their families.

I would like to formally thank all the CSU staff for their dedication in supporting children and families and for promoting an inspiring work culture.



Relationship Support Services

We are committed to evaluation and measuring outcomes, and are proud of our skilled staff who continue to advocate for tolerance and celebration of diversity, inclusion, and non-violence in our communities.

The last twelve months has been one of change and consolidation for the newly-formed Relationship Support Services (RSS) Unit, delivering programs to 10,710 clients – including 4,305 children and young people – across metropolitan and regional South Australia.

Working in partnership with our state and federal funders, and other key stakeholders, staff continue to advocate for tolerance and celebration of diversity, inclusion, and non-violence in our communities.

Late last year, as signatories to the Onkaparinga Collaborative Approach representing Centacare, RSS demonstrated commitment to address family and domestic violence via prevention and early intervention. This year, in collaboration with Mt Gambier North Primary School, we established a 16 Days of Action Calendar and a White Ribbon Ambassadors program for children.

At a local level, several new courses and workshops were trialled including an electronic survey which identified community and family needs in rural areas. The National School Chaplaincy Program (NSCP) funded by the Department for Education has recently expanded into Southern Adelaide and Mount Gambier.

In Mediation, a co-parenting course for separating parents was introduced alongside a range of specialised services provided by the Relationship Education Team and Parenting Education Program.

Our suite of counselling programs continues to be in high demand, reflecting increasing family and community complexities.

We also welcomed the extension of funding to the following programs: Families and Fathers Support Program, Mobile Family Connections, Family Relationship Counselling, Wandana Community Centre, Supporting Sole Parents Program, Sun Dancing Child Sexual Abuse Counselling Service, and the PKT Journey to Learning Program.

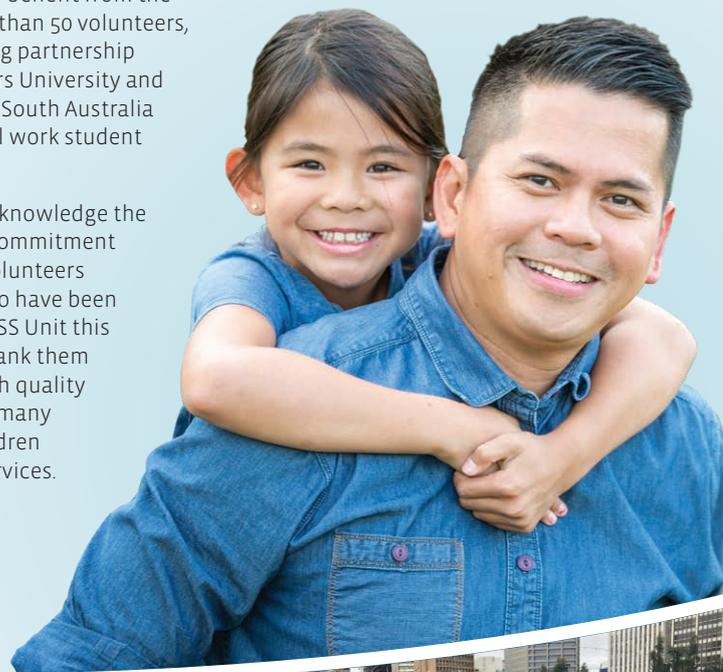
New initiatives have included: the Mobile Toy Library and Trailer for families living in Millicent, Penola and Wattle Range; school back packs for children who attend PKT Journey to Learning playgroups; migrant day camps for newly arrived Congolese, Karen and Kareni families in the South East; the Supporting Sole Parent Christmas Party at Gilles Plains, and school holiday programs at the Wandana Community Centre.

RSS is committed to evaluation and measuring outcomes and is proud of our skilled staff, several of whom presented at local, national and international conferences. We are also privileged to benefit from the services of more than 50 volunteers, as well as a strong partnership with both Flinders University and the University of South Australia supporting social work student placements.

I would like to acknowledge the dedication and commitment of all the staff, volunteers and students who have been involved in the RSS Unit this past year, and thank them for providing high quality programs to the many families and children accessing our services.



Lisa Osborne
Executive
Manager



Health Wellbeing & Education Services

During the journey to become more specialised, moving away from generic interventions to specific and targeted services, we have developed a strong understanding of the unmet needs across the sector.



Helene Nielsen
Executive
Manager

This year we have reflected on our focus, why we do what we do and what our services are. Over the last few years we have become more specialised, moving away from generic interventions to specific and targeted services. Following consideration and consultation, it was decided that our unit will change its name from 'Support Training and Interventions Services' to 'Health, Wellbeing and Education Services' (HWES).

It has also been a year of certification and re-registration, with several of our services going through an audit process. Our mental health services have achieved accreditation through QIP for the National Standards for Mental Health Services (NSMHS), and headspace Port Adelaide is in the process of becoming accredited against the headspace Model Integrity Framework (hMIF).

The Registered Training Organisation has also been through a re-registration process. The work involved in achieving the high standards and level of compliance expected by the regulator Australian Skills Quality Authority (ASQA) is extensive, and has had a big impact on all the teams involved. I would like to take this opportunity to thank everyone involved in this work, which has resulted in Centacare's registration being extended to 2025.

The changes to Commonwealth alcohol and other drug services funding has provided an opportunity to expand Centacare's Drug and Alcohol Service (CDAS). CDAS has been providing outreach counselling and home detoxification services to young people aged 10-30 years for the last decade, and has in this period developed a strong understanding of the unmet needs across the sector.

Together with the Adelaide Primary Health Network, we entered a co-design process to develop a service targeting people who are Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) who want to change their drug use. The services also expanded to incorporate a LGBTIQ Peer Worker and an Alcohol and Other Drug Lived Experience Worker.

The transition into the NDIS for people with a psychosocial disability has now commenced. We experienced the first reduction in PHaMS in July 2017, and the program will again be reducing until it concludes June 2019. Workers continue to provide support to consumers who are going through the NDIS access and planning process.

In early 2018 we commenced the delivery of services for people with a psychosocial disability through the NDIS in the Murray Bridge area. We have also commenced the delivery of NDIS Support Coordination, across metropolitan Adelaide and the Murray Bridge area.

Finally, I would like to thank all the workers and volunteers who continue to provide high quality services in a challenging and changing environment in order to meet the needs of our clients.



Youth & Community Support Services

We continue to develop a trauma-informed approach to our engagement with young people which emphasises the importance of relationship building and has seen an improvement in the wellbeing of young people accessing our services.

This year has seen an increase in demand for services with programs responding collaboratively to meet the diverse needs of the people we work with. This has seen numerous inspiring outcomes across the Youth and Community Support Services (YACSS) programs. I would like to highlight a few key examples of this work.

We continued to develop a trauma-informed approach to our engagement with young people. This approach emphasises the importance of relationship building and has seen young people's wellbeing increase across our services, in particular our residential programs and Outer North Youth Services.

Hannah Place saw a small change in eligibility criteria which resulted in a significant increase in young women being referred to the service.

In Whyalla we observed a rise in presentations from jobseekers arriving in the community hoping to secure employment. This was following the announcement of a secure, long term arrangement for the local steelworks. Whyalla Regional Domestic Violence Service's crisis housing program witnessed an increasing number of women and children transition into longer-term, safe and secure accommodation due to multi-agency collaboration and information sharing. The Intensive Tenancy Support Program maintained strong demand, with squalor and hygiene conditions the main referring reason.

At Cheltenham Place, outreach and in-home support was a major focus as individuals are supported to address the barriers to maintaining their health and wellbeing. Cheltenham Place was successful in gaining a grant to develop the "Grow well, Eat well" project. This grant assisted us to develop a community garden. A weekly gardening and cooking group was established to share skills and knowledge creating opportunities for people

to connect and provide peer support. Overall, the project has been a success on a number of levels including addressing social isolation, sharing of skills, knowledge and improved nutrition.

PACE and Reconnect programs both had a notable increase in demand for early intervention and mental health support. In response to this, both programs have increased school involvement to employ an early intervention strategy.

Young women often make contact after they have moved on to let us know how their family is going. To us, this demonstrates that the connection made during their support continues into their future, reinforcing the strengths and home-like environment at Hannah Place.

Group programs were implemented in Schools Assertive Outreach that specifically target Aboriginal and Torres Strait Islander young people. A consultative approach to the implementation of these groups has strengthened community connections to Aboriginal specific services.

Thank you to The Wyatt Trust for the continued support of our clients 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. This support is greatly appreciated.

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



Megan Welsh
Executive
Manager



Corporate Services

Communications Office

Our most prominent year yet in the media has seen us embark on a visual journey to tell the story of Centacare and encapsulate our core mission and values, the professionalism of our staff, and the many ways we meet the complex challenges of those we support each and every day.



Elizabeth Rowe
Communications
Manager

This year we embarked on a visual journey to tell the story of Centacare. We wanted to showcase our services through the eyes of frontline staff.

What inspires them to support some of our most vulnerable and marginalised – often in the face of great adversity – and what have they learned from those they have met along the way?

The result is a 30-minute feature, directed and produced by Mackbel Films, which encapsulates Centacare's core mission and values, the professionalism of staff, and the many ways we meet the complex challenges of those we support each day.

Monthly engagement has consistently hit more than 20,000 during the past year, which has also been our most prominent yet in the media with more than 40 stories published across print, radio and television.

We launched the film in June 2018 at the Centacare Expo at Adelaide Oval. It provides a glimpse of our history, and reinforces our commitment to continuously improve services and deliver quality supports and outcomes for clients. In addition, it has become a valuable marketing tool and an effective way for new staff to learn about our work and Centacare's commitment to Aboriginal and cultural awareness, in the spirit of Reconciliation and mutual respect.

Publicly, we have continued to consolidate Centacare's profile, with a focus on generating quality content and media coverage across a broad range of issues.

Social media remains a valuable tool as we activate news campaigns and increase awareness of issues impacting the community's most vulnerable. Our organic reach is climbing across Facebook and Twitter. Monthly engagement has consistently hit more than 20,000 during the past year which has also been our most prominent yet in the media with more than 40 stories published across print, radio and television.

Led by Director Dale West, Centacare staff have been regularly sought for specialist comment, opinion editorials and in-depth analysis on social policy and community services.

Our prominence in the April edition of Parity magazine – which focussed on young people, trauma and homelessness – was a highlight. We also led coverage on family dispute resolution, parenting issues, domestic violence and child protection.

In partnership with Port Adelaide Football Club, Centacare continues to influence young men about respectful relationships through the Power to End Violence Against Women (PEVAW) program.

More than 3000 male school students have participated in the program since it began in 2016, learning about respect, trust, gender equality, healthy relationships and the dangers of abusive behaviour.

PEVAW continues to garner media attention as new milestones are reached each term. Our partnership has also paved the way for other opportunities to strengthen our community profile and enhance service delivery.



Corporate Services

Systems Improvement Unit

Being granted an additional year of accreditation against the QIC Health and Community Services Standards is something we are very proud of, as it demonstrates confidence in Centacare’s culture of quality and our commitment to continuous improvement.

Our team continues to facilitate Quality and Work Health and Safety policy and procedure development and review, including managing legislative compliance. As always, this is a collaborative effort, not only involving various quality forums and our Consumer, Carer and Community Advisory Groups, but also valuable input from staff members from across our diverse services.

The Systems Improvement team have established strong relationships with all units across the organisation, and we consider it a privilege to be able to support staff at all levels of Centacare in the important work they do.

Three new quality forums have been established – the NDIS Quality and Safeguarding Forum (providing leadership on all aspects related to the NDIS), the LGBTIQ Rainbow Forum (assessing inclusive practice and ensuring equitable, safe and appropriate services for the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer community), and the Penelope Forum (reviewing and improving practices related to client record management). These forums will be instrumental in ensuring continuous quality improvement in these important areas.

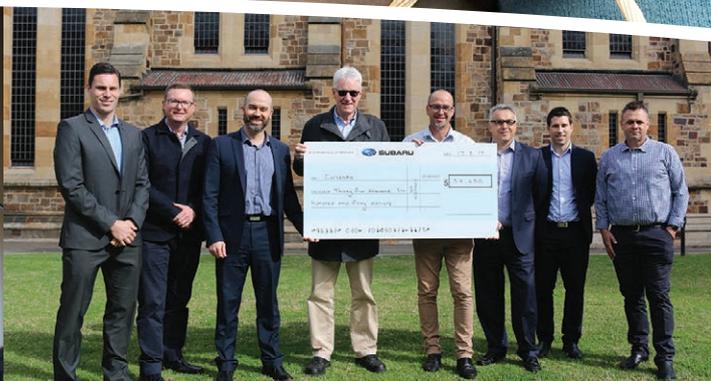
In October 2017 Centacare undertook its first external assessment against the National Standards for Mental Health Services (NSMHS). We received positive feedback from the review team, who as part of their review conducted interviews with clients, carers, stakeholders and staff. Those interviewed provided the review team with valuable insights into the work we do. We are proud to have been awarded NSMHS accreditation until October 2020.

The NSMHS assessment has allowed us to identify areas of improvement. Our focus has been on developing strategies to facilitate improved support of, and engagement with, family and carers of our clients. This area of development will be of benefit to workers, our clients, and those who support them while they are receiving a service.

In 2018 we were informed by our assessing organisation - Quality Innovation Performance (QIP) - that we have been granted an additional year of accreditation against the QIC Health and Community Services Standards. This allows us to align with the NSMHS accreditation cycle and will mean a more streamlined approach to future assessments. This is something we are very proud of and demonstrates the confidence QIP have in Centacare and our commitment to continuous improvement. It is also an acknowledgement of the efforts of all staff within Centacare who embrace the culture of quality and continually strive to ensure our clients are at the centre of everything we do.



Susan Thomson
Executive Manager



Corporate Services

Information Technology & Infrastructure

2017-18 was all about connectivity and targeted infrastructure upgrades to provide capacity for future growth of Centacare services.



Dominic Reppucci
Executive Manager

The past year has been another busy and productive year for the Information Technology and Infrastructure team.

This year was all about connectivity. With our telecommunication partner Telstra, we rolled out NBN services to most of our sites and established an MPLS network to provide private VPN communication between all Centacare sites. This project enabled us to begin the rollout of Skype for Business phones and video conferencing across all sites.

The Workers Safety Application (WSA) was again an integral part of our outreach workers' daily routine. 17,900 home visits were recorded by the WSA during the reporting period, and the application was again successful in maintaining the safety of Centacare outreach staff.

We recently saw one of the largest infrastructure changes made in the last seven years, with a major upgrade to the Wakefield Street server infrastructure and core networking components. The upgrade will provide capacity for future growth of Centacare services.

In conjunction with the Wakefield Street upgrade, we have increased the capacity and functionality of our disaster recovery site at Seaton to ensure business continuity for Centacare workers.

The IT department recorded over 4600 Help Desk tickets and 700 maintenance tickets, which were responded to in a timely and professional manner.

IT and Infrastructure have continued to provide services to other organisations including Catherine House, Otherway Centre, Adelaide Cathedral Parish and the Adelaide Diocesan Centre. The team now supports the operation of 155 virtual and physical servers as well as 240 mobile devices, 800 desktops and 780 users spread over 46 sites.

This year's infrastructure projects included moving our Murray Bridge office to a new location which is better suited to the work we now carry out in the area. Both Coolock House and Mount Gambier DVAHS offices were repainted and had new carpet installed. The Kolbe Cottage renovation was completed and a new playground was installed, which is specially designed so all of our clients could enjoy it.

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.



Corporate Services

Catholic Safety Health & Welfare SA

During 2017-18, CSHW provided advice and support to 240 worksites across SA, made 390 site visits and delivered 70 training sessions.

As a Shared Service of the Catholic Archdiocese of Adelaide, Catholic Safety Health and Welfare SA (CSHW) is located within the Corporate Services Unit of Centacare Catholic Family Services.

CSHW is responsible for the development, implementation and management of the Catholic Church's Safety Management System. This system ensures compliance with the Work Health and Safety Legislation in South Australia and the ReturntoWorkSA (RTWSA) Performance Standards for Self-Insured Employers.

The Unit continues to be staffed by six work health and safety professionals and one administration person, all employed by Centacare. These professionals continue to provide a service of advice and support to 240 worksites across the state. During 2017-2018 the Unit made 390 site visits and delivered 70 training sessions.

CSHW staff qualified in training and assessment have continued to deliver the Certificate IV in Work Health and Safety under the Centacare Registered Training Organisation. This National Qualification provides workers across our worksites, and external to the organisation, with knowledge to enhance their health and safety skills and practice and provide them with future employment opportunities.

The Unit has continued to work in collaboration with the Department for Education, SafeWork SA (SWSA), ReturntoWorkSA (RTWSA) and worker representative organisations.

In delivering an injury prevention service to Centacare, CSHW have conducted safety audits, delivered emergency management and hazard management training and monitored safety performance and trends in injury causation.

Lectures and tutorials in Work Health and Safety Management Principles are delivered by CSHW staff at the University of South Australia, School of Management, Business School. The integration of CSHW WHS professionals with tertiary education supports professional development, whilst being at the front of current teachings and research in health and safety and business practices.

Centacare safety performance throughout 2017-2018 has been consistent with the past 3 years with an average of 25.5 days per month being injury free.

The main causation of injury is falls at the same level followed by being hit by an object. An increase in the reporting of client behaviour as an injury causation is noted.



Kathy Grieve
Executive
Manager



*Corporate Services***Finance & Administration**

Centacare now operates sixty-seven programs from six service delivery units across metropolitan and regional South Australia. Annual turnover has moved to \$43.6M, with 500 paid staff.



Damien Hern
*Executive
Manager*

The 2017-18 financial year has been a year of consolidation for Centacare Catholic Family Services.

There were limited opportunities for growth in grant based service delivery programs. Additional programs during the financial year include the three youth projects funded by the Primary Health Network for Mental Health and Comorbidity. Centacare's Child Protection and Family Support Services programs were again successful with strong growth from our Foster Care Program. Marketing has been required and is key in attracting new carers to this important work.

The National Disability Insurance Scheme (NDIS) also continued to rollout over the year across Centacare's disability area and will be ongoing into 2018-19. Supported Independent Living funding packages will begin under the NDIS for our current state funded disability accommodation group homes. 2018-2019 and 2019-2020 will see the transition of much of our mental health support grant funding to the individualised NDIS packages.

NDIS Support Coordination and Plan Management Services were also added to Centacare's NDIS client support programs towards the end of the 2017-2018 financial year.

Centacare over previous years has formed the 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.

Toward the end of the financial year, work had begun on the newly leased offices for our Murray Bridge services. During July 2018, Centacare staff will move from the Adelaide Road offices to the newly refurbished site on Sturt Reserve Road providing better facilities at a lower operating cost.

The Accounting team are always striving to further improve our business processes and services. During the year significant improvements have been implemented to the financial systems including reporting improvements to the Finance One software. Staff have rolled out a new account coding structure and an electronic coding tool that can be altered behind the scenes as changing needs arise. These changes allow for increased data capture, accounting automation and reporting of quality data to our stakeholders. Accounts Payable automation is on the agenda for 2018-19 to assist with tracking invoices and reducing paper and time in the payments process. NDIS funds claiming and invoicing also represented a marked increase in workload for the team. New accounting standards of AASB 16 Leases and AASB 15 & 1058 Revenue will affect Centacare from 1 July 2019. Readiness action plans have been developed and will see action during the 2018-2019 financial year.

Our Software Solutions team has achieved exceptional improvements in functionality with Centacare's SharePoint environment and Penelope Case Management software. The team works closely with the Accounting team to develop data warehouses combining case management, financial and payroll data, utilising reporting tools and dashboards for management information, as well as reporting staff KPIs and automation of quarterly service reporting to our funders.

Centacare now operates sixty-seven programs from six service delivery units across metropolitan and regional South Australia. Annual turnover has moved to \$43.6M, with paid staff now at 500.

The financial outcome for Centacare for the 2017-18 financial year resulted in an operating surplus of \$250,786. Total equity increased to almost \$6.6 million on a total asset base of over \$15.3 million.

KPMG audited Centacare's general-purpose financial report and provided an unqualified audit report for 2017-18.

Corporate Services

Financials 2017-18

Balance Sheet	2018	2017
CURRENT ASSETS	\$	\$
Cash and Cash Equivalents	1,147,539	1,007,359
Investment	5,000,000	5,000,000
Trade and Other Receivables	2,339,613	2,243,954
TOTAL CURRENT ASSETS	8,487,152	8,251,313
NON-CURRENT ASSETS	\$	\$
Property, Plant and Equipment	6,843,688	5,763,133
TOTAL NON-CURRENT ASSETS	6,843,688	5,763,133
TOTAL ASSETS	15,330,840	14,014,446
CURRENT LIABILITIES	\$	\$
Trade and Other Payables	596,621	1,274,609
Current Provisions	4,586,596	4,334,656
Revenue Received in Advance	999,597	840,622
TOTAL CURRENT LIABILITIES	6,182,814	6,449,887
NON-CURRENT LIABILITIES	\$	\$
Non-Current Provisions	439,954	385,788
Borrowings	2,132,564	854,049
TOTAL NON-CURRENT LIABILITIES	2,572,518	1,239,837
TOTAL LIABILITIES	8,755,332	7,689,724
NET ASSETS	6,575,508	6,324,722
EQUITY	\$	\$
Reserves	848,603	848,603
Accumulated Surplus	5,726,905	5,476,119
TOTAL EQUITY	6,575,508	6,324,722

Financial Summary	2018	2017
REVENUE	\$	\$
Government Grant Revenue	32,111,675	31,993,044
Other Grant Revenue	1,535,879	1,996,593
TOTAL GRANT REVENUE	33,647,554	33,989,637
Fee for Service Revenue	5,754,000	5,890,031
Other Revenue	3,920,935	4,464,654
Interest Revenue	192,323	199,917
Gain on Disposal of Assets	101,218	154,632
TOTAL REVENUE	43,616,030	44,698,871
EXPENSES	\$	\$
Employee Benefits Expenses	33,281,896	32,775,579
Depreciation Expenses	1,188,872	991,122
Accommodation / R&M Expenses	2,353,638	2,173,890
Motor Vehicle Expenses	1,827,490	2,069,962
Operating Expenses	2,078,760	2,675,821
Other Expenses	2,634,588	3,212,416
TOTAL EXPENSES	43,365,244	43,898,790
SURPLUS	250,786	800,081

QUICK FACTS



Centacare
Catholic Family Services



clients supported

33,203

2% INCREASE



34% MALE

45% FEMALE

21% CHILD



1,029

Culturally & Linguistically Diverse (CALD) clients



2,654

Aboriginal & Torres Strait Islander (ATSI) clients

67 programs **36** locations

6 service units **500** staff

INCOME (\$M) **43.8**

NET ASSETS (\$M) **6.6**

ANNUAL PAYROLL (\$M) **33.3**

543 vehicles under management

1.28 current ratio assets v liabilities

358 full-time equivalents

44 years average age

5.7 average years of service

2017 2018

preservation counselling fathers community centre
 school chaplaincy parenting homelessness reunification
 drug & alcohol recovery support young people
 connections foster care wellbeing
 learning & education family NDIS intervention
 mental health dispute resolution domestic violence relationships

Service Summaries

Disability Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Auricht House Day Options	Assistance with social and community participation, operating from a centre-based site.	Adults with an intellectual disability who have left school and have NDIS funding.	Northern Region
Barker House Supported Accommodation Service	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
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 to 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
Joseph Place Supported Accommodation Service	Assistance with daily life in shared supported accommodation in a duplex home to four young men with disabilities and health care needs.	Adults with an intellectual disability with NDIS funding.	Northern Region
Karinya Cottage Supported Accommodation Service	Assistance with daily life. Supported accommodation to 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 young adolescents with an intellectual or physical disability. Respite operates across weekends and school holidays with a focus on social and community development.	Children and adolescents between 5-18 years of age. Individuals must have NDIS funding.	Metropolitan Adelaide
Lara Cottage Supported Accommodation Service	Assistance with daily life. Supported accommodation to four women with intellectual and physical disabilities.	Adults with an intellectual disability with funding from the NDIS.	Metropolitan Adelaide
Lumiere Supported Accommodation Service	Assistance with daily life. Supported accommodation to four women with intellectual and physical disabilities.	Adults with an intellectual disability with funding from the 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.	Adolescents and 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 to 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 to 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 to three adults with varying levels of intellectual, physical and mental health 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, emergency crisis accommodation and outreach housing program.	Women up to 25 years of age, who are pregnant and/or parenting, and their children, who are homeless or are at risk of homelessness.	Southern Metropolitan Area
Findon Family Housing	Supported accommodation, case management support, advice and advocacy towards pregnancy and parenting.	Young families up to 25 years of age. Agency or self-referral.	Western Suburbs
Limestone Coast Domestic Violence Service	Supported accommodation, domestic violence counselling, support and group work.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness as a result of domestic violence.	Limestone Coast Region
Louise Place	Support, accommodation, future planning and preparation for independent living. Includes parenting and pregnancy support.	Onsite support and accommodation provided to young women 18 years of age and under who are pregnant or parenting, and who are homeless or at risk of homelessness. Outreach accommodation and/or support program for up to 25 year olds.	Inner Southern Metropolitan Area
Malvern Place	24-hour supported accommodation, emergency crisis accommodation and outreach housing program.	Young women up to 25 years of age who are pregnant and/or parenting, and their children who are homeless or are at risk of homelessness.	Inner Northern, Western and North East Metropolitan Area
Murray Mallee and Adelaide Hills Domestic Violence Service	Counselling and support, emergency accommodation, advocacy and referrals.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness as a result of the domestic violence.	Murray Mallee and Adelaide Hills Regions
Riverland Domestic Violence Service	Counselling and support, emergency accommodation, advocacy and referrals.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness as a result of the domestic violence.	Riverland



Children’s Services Unit

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Dad’s Business	Support for fathers and families including play sessions, antenatal and information sessions, community events and parent education.	Fathers with children 0-12 years of age.	Playford Area
Family Preservation Service	Practical and therapeutic home and office-based services to address child protection concerns.	Families of children and young people in out-of-home care. Referrals received from Department for Child Protection (DCP) only.	Metropolitan Adelaide
Kids in Focus	Therapeutic parenting interventions, case management, outreach, referrals and some group work.	Parents or primary caregivers with alcohol and/or other drug issues.	Northern Suburbs
Making Moments Attachment Program <i>(Program ended 30 June 2018)</i>	Home visits and a range of community group work focusing on parenting and healthy attachment.	Pregnant women or women with young babies at risk/experiencing pre and postnatal depression or other mental health issues, and an attachment concern.	Playford Area
Reunification Service	Intensive therapeutic intervention with families; individualised work with families to meet their holistic needs.	Children under age of 18 and their families. <i>(Referrals from DCP only)</i>	Metro Wide
Adolescent Reunification	Is a pilot project to provide services to families of young people in out-of-home- care in South Australia. The program aim is provide a specialised reunification services to support best connection between young people and their families.	Priority referrals for young people between 14-17 years. <i>(Referrals from DCP only)</i>	Metropolitan Adelaide, Mt Gambier and Whyalla
Foster Care Program	Provides out-of-home care placements for vulnerable children with complex needs. The program supports the planned process of returning children to the care of their birth families.	Children 0–12 years of age placed under the Custody or Guardianship of the Department for Child Protection.	Metropolitan Area
Targeted Intervention Services	Practical and therapeutic home-based services to address child protection concerns.	Children and families notified to the Child Abuse Report line. <i>(Referrals from DCP only)</i>	Metropolitan Adelaide and Regional South Australia
National School Chaplaincy	Aims to support schools in promoting the wellbeing of students. The program is in collaboration with existing wellbeing services provided within the school community.	Available to Department for Education schools.	Metropolitan 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
Family Dispute Resolution Services	Assists couples and family members who are separating or separated to resolve issues in dispute such as parenting, care and property arrangements. Child-focused and child-inclusive supported approach.	Separating couples. Self-referral or the courts/lawyers.	Metropolitan Adelaide, Murray Mallee and Southern Regional Areas
Family Mental Health Support Service - Supporting Children and Youth (SCY)	Works with children and young people who are showing early signs or are at risk of developing mental illness, to improve their wellbeing and enable them to better participate in their communities to reach their full potential.	Children, young people and their families or carers.	Murray Bridge and Mallee Areas
Mobile Family Connections	Street level mobile resource service through play and chat sessions including referral, information and education.	Vulnerable families with children 0-5 years of age.	Southern Suburbs
National School Chaplaincy	Aims to support schools in promoting the wellbeing of students. The program is in collaboration with existing wellbeing services provided within the school community.	Available to Department for Education schools.	Metropolitan Adelaide and Regional Areas
Po.rlar Ka.ngkun Tainkuwalun (PKT) - Journey to Learning	PKT is a family-focused outreach service that provides opportunities in a non-threatening environment for Aboriginal families/caregivers to learn about children's physical, intellectual and emotional development and the role it plays in school readiness.	Aboriginal families with children 0-6 years of age.	Murray Bridge and Coorong Areas
Regional 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
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 and Regional SA
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)

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Sun Dancing - Child Sexual Abuse Counselling	Provides specialised counselling, assessment, referral and advocacy for families, parenting support and education.	Families with children up to 18 years of age where a child has experienced child sexual abuse.	Salisbury and Playford Areas
Wandana Community Centre	Provides a range of social, educational, recreational and community services including a family support program for families from diverse backgrounds.	Local community of all ages and from all backgrounds.	North Eastern Suburbs

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.	Northern Regional Area
ASCEND Suicide Intervention Program	Support and consultation for young people. Training for organisations to recognise, interpret and respond to suicidal and depressive behaviours.	Young people up to 25 years of age at risk of suicide or self-harm. Organisations and professional teams.	Metropolitan Adelaide
Drug and Alcohol Services	Support includes family work, education, individual counselling and in home detoxification.	<ul style="list-style-type: none"> • 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)	Provides case management, advocacy, support and accredited alternative learning options for young people, who are disengaged or at risk of disengaging from mainstream schooling.	Youth 6-19 years of age or young women up to 25 years of age who are pregnant or parenting. Referral from community organisations and government agencies, targeted DECD schools and ICAN Program Managers.	Metropolitan Adelaide
Integrated Youth Substance Misuse Service (IYSMS)	Provision of residential rehabilitation services, sobering up services and outreach counselling and support services.	Young people 12 – 25 years of age with a substance abuse disorder from across South Australia.	Metropolitan Adelaide and regions
Mental Health Rehabilitation Services	One-on-one support to identify needs and/or strengths to develop own goals.	Adults living with a mental illness. Referred to services by Mental Health.	Inner and outer Southern Areas
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 (PDDI)	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
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
NDIS Mental Health Services	Wide range of services to meet the needs of individuals with a psychosocial disability with a NDIS plan.	People with a psychosocial disability and an NDIS plan.	Metropolitan Adelaide, Adelaide Hills and Murray Mallee

Work Ready Training

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Work Ready Training	Provides the community with access to relevant 'work like' training opportunities, with the objective of developing employability skills and assisting clients to improve their overall work readiness.	Registered jobseekers who are in the Work For the Dole phase.	Metropolitan Adelaide

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	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 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	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

Contact Us

Metropolitan Adelaide Sites

ADELAIDE

45 Wakefield Street, Adelaide SA 5000
P: (08) 8215 6700 | E: enquiries@centacare.org.au

ADELAIDE – ACCESS Programs

45 Wakefield Street, Adelaide SA 5000
P: (08) 8215 6799 | E: enquiries@accesssa.com.au

ALDINGA

Cnr Quinliven & How Roads, Aldinga SA 5173
P: (08) 8215 6310 | E: aldinga@centacare.org.au

BLAIR ATHOL – Malvern Place

P: (08) 8303 6610 | E: malvern@centacare.org.au

ELIZABETH – The Centa

35 Yorktown Road, Elizabeth Park SA 5113
P: (08) 8252 2311 | E: elizabeth@centacare.org.au

ELIZABETH – Carlow Place

P: (08) 8255 3027 | E: carlow@centacare.org.au

FULLARTON – Louise Place

P: (08) 8412 9530 | E: louiseplace@centacare.org.au

GILLES PLAINS – Wandana Community Centre

14 Blacks Road, Gilles Plains SA 5086
P: (08) 8261 8124 | E: wandanacc@centacare.org.au

MALVERN – Cheltenham Place

P: (08) 8272 8799 | E: cheltenham@centacare.org.au

MORPHETT VALE – Kelly House

9 Bains Road, Morphett Vale SA 5162
P: (08) 8326 7769 | E: morphettvale@centacare.org.au

MORPHETT VALE – Coolock House

P: (08) 8382 6699 | E: coolock@centacare.org.au

POORAKA – Hannah Place

P: (08) 8303 6670 | E: hannahplace@centacare.org.au

PORT ADELAIDE – Centacare

78-80 St Vincent Street, Port Adelaide SA 5015
P: (08) 8303 6660 |
E: centacareportadelaide@centacare.org.au

PORT ADELAIDE – headspace

78-80 St Vincent Street, Port Adelaide SA 5015
P: (08) 8215 6340 |
E: headspaceportadelaide@centacare.org.au

SALISBURY – Emmaus House

33 Carey Street, Salisbury SA 5108
P: (08) 8412 9500 | E: salisbury@centacare.org.au

SEATON

413 Grange Road, Seaton SA 5023
P: (08) 8159 1400 | E: seaton@centacare.org.au

STEPNEY – Alban Place

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

Whyalla

Berri

Adelaide

Murray Bridge

Mount Gambier



Centacare

General Enquiries:

T: 08 8215 6700

E: enquiries@centacare.org.au

W: www.centacare.org.au

Regional South Australia Sites

BERRI – Riverland DV Service

P: (08) 8582 2100 | E: rdvs@centacare.org.au

MURRAY BRIDGE

6/2 Sturt Reserve Road, Murray Bridge SA 5253
Ph: (08) 8215 6320 | E: murraybridge@centacare.org.au

MOUNT GAMBIER – Centacare South East

13 Penola Road, Mount Gambier SA 5290
P: (08) 8303 6630 | E: mountgambier@centacare.org.au

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

P: (08) 8215 6818 | E: disability@centacare.org.au

NDIS Mental Health Services

P: (08) 8215 6320 | E: mentalhealth@centacare.org.au

NDIS Support Coordination

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

NDIS Plan Management

P: (08) 8215 6790 | E: planmanagement@centacare.org.au



Centacare

Centacare Catholic Family Services

Archdiocese of Adelaide

45 Wakefield Street

Adelaide SA 5000

T 08 8215 6700

E enquiries@centacare.org.au

www.centacare.org.au



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.



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