




Centacare
Catholic Family Services

Annual Report 2019-2020



Aboriginal Services Manager John Lochowiak talks to *Small Change* about embracing National Apology Day
<https://bit.ly/2YOk7GR>

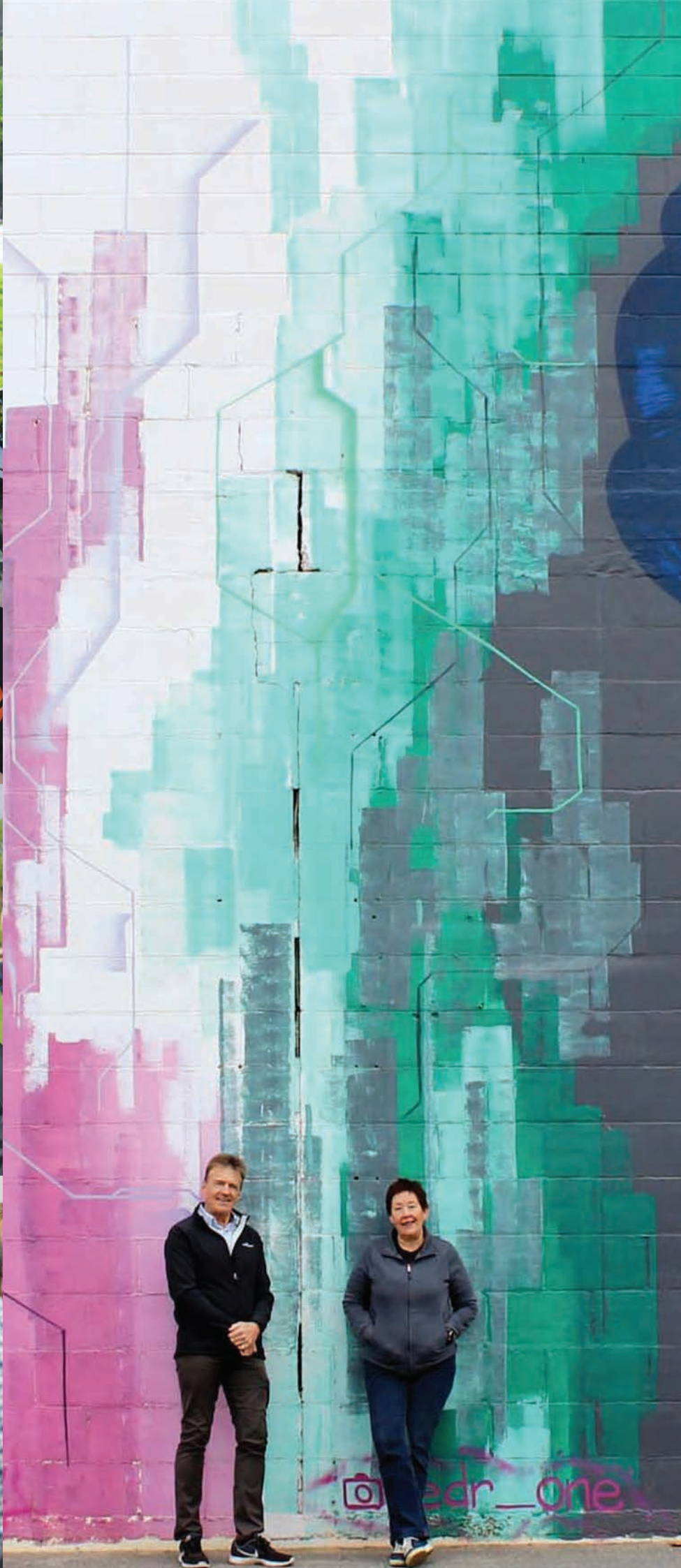


For thousands of years, we have walked on this land, in our country. Our relationship with the land is at the centre of our lives. We acknowledge the traditional custodians who lived in harmony with the land.

*John Lochowiak
Manager, Aboriginal Services*

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Action for all

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

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

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

These are the directions that will guide our service provision in the period 2020-2023.

Inclusivity

Respect, embrace and value the unique contribution of all individuals connected with Centacare.

Client Focus

Clients are at the centre of decision-making at all levels of the organisation.

Future Focus

Seek opportunities to provide services in areas where there is most need.

Staff & Management

Inspire, encourage and grow a professional, influential and resilient workforce.

Strong Governance

Demand governance structures and practices that ensure clarity, stability and agility.



Read our Strategic Plan 2020-2023
<https://bit.ly/2SUJjhj>



Courage of our convictions

When Centacare Catholic Family Services entered our 79th year of service to the South Australian community, it is safe to say that we couldn't have envisaged what was ahead.

The Catholic Social Teaching framework has been our guide. It has reminded us of our mission, the role of our values, assisted in maintaining our vision, and kept us true to our client focus.

Our theme since the year 2000, Centacare - Meeting the Challenge, has also served us well.

We launched into the last half of 2019, by planning for the bringing together of our work with that of the Northern Carers Network, and knew that in the early part of 2020, the challenge of combining two organisations would be a primary focus.

Well, we thought we knew!

Relocating 400 staff members from the familiarity of their offices to work from home, and being acutely aware of the risks for the other 200 staff members working at our residential services, along with the risks to all of our vulnerable clients, was something we hadn't planned for.

With everyone playing their part, and the professionalism and resilience of each staff member in combination, we met the challenge of the disruption and found innovative ways to continue the support of our clients.

Naturally, there was anxiety, missteps, lessons learned and the ever-present fear for the health of our clients and each other.

By mid-June, we were back. Not to normal, but to our workplaces, almost familiar routines, with a recognition and respect for the importance of in-person contact and opportunity for collegiality.

Our work is at times extremely challenging. The challenges for our clients are complex. Zoom-only contact is not enough!

However, for the 12 weeks we were working in circumstances unimagined, the focus on supporting our clients always remained.

In thanking all staff members, I also congratulate each and every one for putting clients first.

Your approach ensured that our outcomes for that time, and the way we have been able to arrive at the end of 2019-20, was an inspirational achievement to be remembered.

It also meant that we were back to a sense of normal in time to welcome Archbishop Patrick O'Regan to the Catholic Archdiocese of Adelaide, following his ordination on May 25.

While all staff members are valued, I do make a special mention of gratitude to our Deputy Director and Chancellor for the Archdiocese, Pauline Connelly, for her unwavering support to us all.

After 2019-20, who knows what surprises next year will bring? Whatever they are, we will be ready to tackle them, a little more experienced for having met the challenges of the last 12 months!

Dale P West
Director



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

Year tests resolve and resilience

How do we measure the year when it seems like a month is just a day
and the day itself passes in an hour?

For many of us at the desk, at strategic meetings or facilitating and negotiating the myriad of issues that present in any given day, this is certainly the case.

However, we know this is not something experienced by many of our clients, who experience the slow days of discomfort and anguish that comes with facing challenges and disadvantage.

To that end, we are forever grateful to our workers who are committed to supporting our clients, whether it is through being a voice for them, assisting them in their daily life events or walking alongside them to unlock the many doors that, to many, remain closed.

We know that for our workers, this can come at a cost, and the trauma they witness and hear when working with clients too often becomes itself an experience of vicarious trauma.

In order to explore this cumulative stress, fatigue and trauma for those on the front lines of our community services settings, we commissioned UniSA to undertake a research project.

The research culminated in the report *Understanding Vicarious Trauma*, (June 2019) and was launched during National Child Protection Week in September, with our theme 'Supporting those who are Supporting Others'.

The recommendations of this report have real implications not only for the wellbeing of our workers, but for Centacare as an organisation.

We need to take note of what we have been doing well, while at the same time being cognizant of the opportunities and insight now available to ensure that the promotion of staff welfare and wellbeing is always at the forefront.

In the early part of this year, the resilience of our staff was truly tested when, as an organisation, we faced the challenge of continuing to serve our clients, while our communities themselves dealt with the crisis of the pandemic.

I want to acknowledge the leadership of Director, Dale West, who provided a sense of certainty for the entire organisation through a time of anxiety, isolation and adjustment. Dale has written daily to all staff since March, and his reassuring missives and daily hashtags have been a unique and reassuring comfort during this time.

Finally, I would like to thank the Roman Catholic Archdiocese of Adelaide Charitable Trust, whose contribution is pivotal in making available Kolbe Cottage for our Disability Services.

We are also grateful to all those who donate to Catholic Charities, as well as corporate and school sponsors. Your support in turn supports us to assist those who rely on us.

Pauline Connelly
Deputy Director

Follow Pauline on Twitter
@Conno25



Pauline reflects on COVID-19 on ABC
Adelaide: <https://bit.ly/2lvX7Hg>



year-old girl, believed to be his daughter, at a nearby home. It has been reported the girl, who cannot be named for legal reasons, was subject to an apprehended domestic violence order in

Children Breaking parents' bad habit of abuse



LAUREN NOVAK
SOCIAL POLICY EDITOR

ILLICIT drugs are increasingly being used to trap women in abusive relationships, frontline workers warn.

Centcare says it is seeing an increase in women, who have been victims of assault or drugs, become dependent and stay in abusive relationships.

A police analysis shows substance abuse is an ongoing issue in 50 per cent of high risk domestic violence cases.

Experts stress substance abuse does not cause violence against women - which is largely driven by disrespect - but it can exacerbate it.

Regional Centcare staff say more women are seeking help for alcohol abuse or drug addiction, as well as reporting violent drug-using partners.

Violence Service manager Samantha McKay said: "Occasionally we will see women deal (abuse) for the perpetrator but more often we see women wanting to (try to) fix the domestic violence by doing what the perpetrator wants them to do. That may mean prostituting... to acquire drugs."

Ms McKay said that some helpless women were stuck in poverty because their abusers wasted their income on food and drugs.

Centcare Murray Mallee and Adelaide Hills Domestic Violence Service manager Cayle Youniss said some abusers used "intimidation as an excuse for domestic violence".

"In addition to women becoming dependent on the abuser, support their addiction," she said.

Hearts open to foster kid

REBECCA DIGIROLAMO

LOCKDOWN linked to rise in care inquiries

FORSTER care inquiries in SA have increased by more than 10 per cent during the COVID-19 lockdown, say social workers and authorities who believe more of us are using the time to think about helping others.

Late Without Borders, which has been running for over 30 years, says inquiries have increased by 10 per cent compared to the same time last year.

Centcare family care manager Anna Mank said that in February 2020, inquiries had increased by 30 per cent compared to the same time last year.

"We have attributed this to people being at home, reflecting on what is important to them," she said.

More than 500 SA children and young people are currently in foster care, according to the Department for Child Protection. Ms Mank said that in the last three months, inquiries have increased by 10 per cent compared to the same time last year.

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"We have attributed this to people being at home, reflecting on what is important to them," she said.



Warm gesture to show they're

REBECCA DIGIROLAMO

AN ASSEMBLY line of balloons and streamers across the state have not let the lockdown stop the warm gesture to show they're

Centcare will deliver the balloons to children in foster care, as well as to children in residential care.

Ms Mank said that in February 2020, inquiries had increased by 30 per cent compared to the same time last year.

"We have attributed this to people being at home, reflecting on what is important to them," she said.

Children developing OCD

REBECCA DIGIROLAMO

Children in care can often experience a lot of change, and this can lead to the development of OCD.

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Over kids will restrict growth

REBECCA DIGIROLAMO

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Centcare Catholic Family Services

Today is Mabo Day. Mabo Day commemorates Eddie Mabo's campaign for Indigenous land rights. His courageous efforts led to a landmark decision of the High Court of Australia to overturn the fiction of terra nullius (land belonging to no-one). A few years ago, we asked John Lochowick, Manager of Aboriginal Services, about why that decision was so significant. #Centcare #MaboDay

Posted by ER Work
3 Jun · 3

30 likes · 5 shares · 445 views

Centcare Catholic Family Services

Today we mark World Social Work Day. Social workers: the frontline and the heart for those whose voices are not heard and whose hearts are not held. #Centcare #WSWD2020 #socialwork AASW SA Branch Australian Association of Social Workers

Posted by ER Work
17 Mar · 3

1,198 people reached

Centcare Catholic Family Services

HOMELESSNESS: We keep statistics on road deaths, victims of crime and the number of lives claimed by cancer, but what about the people who die alone while experiencing homelessness? Today we remember those who passed without a sense of security, safety and stability. Thanks to all who paused to reflect with us in Victoria Square at lunchtime. #Homelessness Homelessness SA Youth Homelessness Matters Day MP #Centcare #youthhomelessness

Posted by ER Work
25 Oct 2019 · 3

134 likes · 2 comments · 10 shares

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Centcare Catholic Family Services

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Posted by ER Work
17 Mar · 3

1,198 people reached

SOCIAL MEDIA

Centcare Catholic Family Services
Posted by ER Work
3 Sep 2019 · 3

A new study reveals the strength and resilience of Centcare workforce, but warns the constant demand for their empathy and compassion can take a heavy toll. We asked staff about the challenges of life on the frontline, and what inspires them to keep going. #Centcare #NCPW Department for Child Protection SA

1.7K views

Centcare Catholic Family Services
Posted by ER Work
2 Sep 2019 · 3

New research shows vicarious trauma is not endemic at Centcare but clearly illustrates the cumulative effects of working in the sector.

Lauren Novak spoke to Eve Beaumont, Senior Practitioner with Centcare's Family Preservation program, about her role.

The research will be launched today at a special event to highlight... See more

134 likes · 2 comments · 10 shares

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soundcloud.com/centcare

Front door social work to the fore

COVID-19 has magnified the cumulative effect of challenges experienced by many South Australians, and demanded a new approach from the frontline staff who support them.

A multidisciplinary Targeted Intervention team arrives for a routine home visit in Adelaide's inner suburbs.

They pop the car boot and pull out three fold-up chairs. The chairs are plonked 1.5 metres apart, near the client's front door.

The mother-of-four takes a seat, with the clinical nurse and financial advocate, while a case manager plays ball with the children in their front yard.

Face-to-face visits are pivotal in building an initial rapport with vulnerable families in order to effect long-term change, but lately they've been looking a little different.

Ordinarily, the visits are conducted in the home, but traditional practice has been reinvented as social workers adapt to front lines locked down by COVID-19.

This has brought 'front door' social work to the fore, says Leanne Haddad, Executive Manager of Centacare's Children's Services, with staff carrying on as best they can in accordance with the latest health advice to protect themselves and their clients.

"Our focus has been on meaningful face-to-face engagement without creating any unease with a family and cutting off the connection during this crisis period," she says.

For the Targeted Intervention Service (TIS), creativity is key to ensure continuation of critical in-home supports for families with children aged 0 to 18, where early child wellbeing or safety risk factors have been identified.

Common challenges for families include mental health, poor hygiene, hoarding, pet management, accumulation of debt, social isolation, substance misuse and neglect.

COVID-19 has magnified the cumulative effect of these experiences while demanding a new approach to address what is working, and what's not, in each family, and the impact of this on their children.

"We've continued to offer home visits, but mostly from out the front," says TIS Manager Michelle Warner, pointing to the fold-up chairs.

"On that occasion, the nurse and financial advocate were able to meet at a distance from the parent while the case manager entertained her children with ball activities."

For example, a trampoline for a child with autism spectrum disorder whose allied health appointments had ceased due to COVID-19 protocols.

Where face-to-face contact is not possible, video and phone support has been invaluable. Michelle highlights meeting one new family via a three-way phone hook-up with the referring party.

In addition, virtual 'buzz meetings' have given rise to on-the-spot ingenuity, with staff making quick decisions to streamline processes and communication with outside agencies, thus saving valuable time.

"In one meeting, our Financial Advocate updated that she had supported a request for Housing SA to post parents an authority form which they required for exchange of information with Targeted Intervention," Michelle says.

"The case manager updated that she would shortly be visiting the family at Strathalbyn and would see if the forms had arrived. Sure enough, the postie delivered the forms during her visit and she was able to take the signed paperwork back to Housing SA at Murray Bridge straight after."

Reunification Manager Sam Carpenter reports that the challenges COVID-19 has presented have been surpassed by the innovation borne from the pandemic.

Sam and his team work to reconnect parents and children who have been separated by the child protection system. In some cases, the children have only recently come in to care, while others have lived apart from their families for many years under long-term court orders.



The Reunification Program has maintained face-to-face contact with many families at critical stages of intervention during the pandemic, but has also used creative strategies to engage with clients remotely.

Sam highlights the use of Zoom to deliver remote therapy to one young person who is a huge Doctor Who fan.

"The Psychiatry Registrar and Senior Practitioner have been experimenting with different backgrounds and an interactive whiteboard on Zoom.

"This has been a huge hit with the client because she's now able to engage with the team from the inside of the Tardis!

"When this is all over, I'm sure we'll look back and have a new appreciation for the importance and ease of face-to-face contact with families and each other, and no longer take it for granted.

"We will also take pride in our team's creativity and passion for engaging families in ways that are meaningful and useful during this time, and no doubt continue some of these innovations on an ongoing basis."



Virtual reality of COVID-19

It's mid-morning Wednesday, and Pamela Strapp's face beams into southern lounge rooms through a virtual playgroup.

The Centacare Community Engagement Worker (pictured) is hosting her first live story time to engage Onkaparinga families she would usually meet in person as part of Centacare's Mobile Family Connections Program.

In the north, Social Worker Darren Clarke is setting up a broadcast of his own from home, with an image of the Dad's Business HQ as a virtual backdrop.

With face-to-support suspended at the Elizabeth Downs space, Darren is improvising with a Virtual Internet Engagement Wednesday session, delivered via Zoom.

The backdrop is providing a welcome sense of normalcy for the many dads and dads-to-be who frequent the space at Elizabeth Rise Shopping Centre for parenting and other supports.

A five-hour drive away in Mount Gambier, family workers Romlea Smith and Priscilla Baker are packing bags of craft and literacy goodies for families to collect from Glencoe's Country Post Bar and Bistro.

The packs have a child development-focus and are picked up with other essential supplies such as groceries, mail, coffee and fuel.

At Seaton, Clinical Nurse Tarrin Muhlhausler is playing a pivotal role in Family Preservation.

As social distancing restrictions have evolved, Tarrin has stepped up to assist outside agencies such as Child and Family Health Service (CaFHS), which work alongside Centacare in support of vulnerable families.

"We've demonstrated our flexibility in working during this period, and how we can support families who are facing new complexities in managing digital technology," said Megan Jones, Manager, Family Preservation.



Courage in adversity

The significance of small wins is magnified when they are achieved against the odds. In a year defined by immense challenges, positive client outcomes stand out.

The Youth & Community Support Services (YACSS) approach reaffirms that every person we support deserves a safe place where they can thrive and strengthen their sense of self.

To this end, we continue to play a lead role educating young minds about respectful relationships.

Backed by a Department of Human Services \$5000 Youth Primary Prevention Grant, YACSS delivered a healthy relationships initiative at Nuriootpa High School.

Twenty students at risk of disengaging from education participated in the program, which aimed to raise awareness of the drivers of domestic, family and sexual violence, the cycles of abuse, and where and how to seek support.

The program will be delivered in Whyalla High School in the coming months to further build the capacity of young people in regional areas.

In partnership with Power Community Ltd and Adelaide Airport Limited, YACSS created Empowered, a new program to foster critical thinking about gender equity and women's rights.

Empowered will engage female Year 10 students, and will run alongside the Power to End Violence Against Women (PEVAW) program. Since its launch in 2016, PEVAW has visited 70 schools and worked with 5355 15-year-old boys.

The program starts important conversations to challenge entrenched attitudes that can contribute to gender-based violence.

Through the Whyalla Regional Domestic Violence Service, we supported 124 women and 40 children at risk of, or who are experiencing, domestic or family violence. In addition, 436 clients engaged with Whyalla Generic Homelessness Service.

Of note are the many positive outcomes the Outer North Youth Homelessness Service has achieved through the trauma informed care of vulnerable young people facing unimaginable challenges.

With the safety, support, and case management provided at Carlow Place and Hannah Place, many clients have continued their education, gained employment and transitioned to independent living – all remarkable outcomes for those who have grown up with limited parental scaffolding and positive influences.

I am particularly proud of the way YACSS responded when COVID-19 restrictions were enforced.

PACE grew client engagement through phone-based contact and online support groups, while the flexible and creative approach adopted by Reconnect Mental Health Service ensured support continuity for young people on the brink of homelessness.

A marked increase in the severity of mental health issues presenting through Reconnect is a concern but highlights just how vital the service is for young people and their families.

Thank you to the Wyatt Benevolent Trust for its continued support through a Housing Partnership Grant. This grant enables young people to purchase household goods they may otherwise be unable to afford, as they work to exit homelessness.

To my committed, skilled and dedicated staff – your unwavering resolve to achieve positive outcomes for those we support is both admirable and inspiring.

Megan Welsh
Executive Manager

1448

clients supported

Of those clients

347

identified as Aboriginal or Torres Strait Islander people

473

young people engaged with the Outer North Youth Homelessness Service

206

clients supported by PACE

436

clients supported by Whyalla Generic Homelessness Service

Teen stands tall with trio's support

Three friendly faces have become a voice of reason for young people doing it tough.



Together, Tasha Palumbo, Austin Kenny and Caitlyn Woodcock are Reconnect, a community-based early intervention outreach service for young people aged 12 to 18 years with emerging mental health concerns and whose housing is at risk.

The trio use family-focused strategies to help young people address presenting issues. In 2019-20, Reconnect supported 69 young people and their families including 15-year-old Jack, not his real name.

Jack was referred to Reconnect by his school counsellor who reported he had significant anxiety, poor school attendance, low spirits, was socially isolated, and at risk of self-harm. He was also spending an increasing amount of time gaming.

Initially, Jack and his mother met with Reconnect. His goals were to return to school and reduce his gaming.

Reconnect completed risk assessments and safety plans for Jack and provided his parents with a range of assistance including emotional support, psycho-education and practical strategies to help nurture their son's wellbeing, mood and sleep.

Reconnect liaised with the school and advocated for a referral to Flexible Learning Options.

The team provided Jack with psycho-education regarding anxiety which helped him to identify early body signals and use strategies to prevent this escalating.

During home visit appointments, Jack would hold and stroke a pet lizard. Reconnect recognised how this helped ease his anxiety. The team sourced a lizard figurine for Jack to keep in his pocket to help reduce his anxiety outside of home.

Jack's personal strengths were identified and named out loud. Diffusion techniques were used to reframe his negative self-talk and build self-esteem and confidence.

As his anxiety decreased, Jack expressed interest in reconnecting with an old friend over go-karting. Exposure therapy was used to successfully break down this goal into small steps, beginning with meeting the Reconnect team in public spaces.

Jack developed a healthy sleep routine and reduced the amount of time he spent gaming.

He reported feeling more positive and less anxious. His social interactions increased and he reengaged with education.

Reconnect observed positive changes in Jack's demeanor and body language. He smiled and made eye contact more, was less fidgety, more decisive, apologised less when expressing an opinion, and stood tall with his shoulders back.

96.9%

of clients had an overall improvement in the following goal domains: Changed knowledge and access to information; changed skills

63.3%

of clients noted improved mental health, wellbeing and self-care

Determination drives team's success

Last year I spoke of Centacare Disability Services (DS) being positioned strongly for the challenges and successes that lay ahead. However, I could not have predicted the extent to which we have been challenged in recent months.

COVID-19 has stretched people and resources. From the frustrations attached to sourcing personal protective equipment supplies and the associated costs, to maintaining appropriate numbers of high-quality staff, to restricted access of friends, family and other visitors for our clients.

The necessity to shut down Day Options and Respite Services was not made lightly, knowing the disruption this brought to so many.

Accommodation clients not accessing Day Options services, limiting their community access, coupled with the struggle to create interesting and enjoyable activities from within people's homes wears thin for all as time passes. Yet clients and staff embraced the opportunity to be creative, with some astonishing and wonderful results.

DS was positioned strongly to tackle challenges head-on thanks to exceptional staff, strong corporate services teams, outstanding systems and structures, and strong and clear leadership, ensuring resilience through a very testing time, which is not yet over.

Added to the mix of challenges is the cumulative effect of NDIS complexities, Quality and Safeguarding Commission expectations, and the looming recommendations of the Disability Royal Commission with its ever-expanding scope.

Ultimately, the quality underpinnings and deep-seated determination of those who work within DS to ensure we are providing the highest possible standard of support to those who choose us as their provider, has driven the team to strive and excel.

The year has brought immense sadness too, with the passing of two highly-valued long-term clients, but we have continued to meet the challenges and achieve fantastic things.

We must, and will continue, to remain focused on ensuring our services provide responsive, meaningful and life-changing services to our clients.

Our culture, vision and values, 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 contributions from the Royal Agricultural and Horticultural Society, providing entry tickets for our clients to attend the 2019 Royal Adelaide Show, an event which they thoroughly enjoy and look forward to every year.

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

Lachlan Purves
Executive Manager

24

clients engaged with
Kolbe Cottage

49%

increase in Centanet Day
Options clients

83%

increase in people
accessing Auricht Day
Options

109

clients supported

Client Voice

Chris leads by example

Chris Young's rule of life is simple – make the most of your abilities and don't hold back.

"Have a positive mind and try not to have negative thoughts," adds the 40-year-old, who has cerebral palsy.

For the past six years, Chris has been building his independence at Sanctus House, Noarlunga, where he lives with two friends.

By his own admission, he's come a long way with the support of dedicated staff, who have helped him to pursue personal interests and hone new skills.

When he's not cheering on his beloved Adelaide Crows, Chris can be found in the kitchen devising recipes with produce grown in the garden he established from scratch.

Tomatoes, rhubarb, capsicum, baby carrots, parsley, and snow peas are some of the rich pickings he's cultivated from three raised beds.

There are lemon and peach trees too. At their base lie small rocks emblazoned with motivational messages Chris and his friends crafted during the COVID-19 lockdown.

"I love looking after my garden and taking care of nature," he says.

A graduate of SCOSA's Maximum Potential Leadership Program, Chris takes pride in helping others to push their own boundaries and build confidence.

An uncle of seven and one of six children, he regularly keeps in touch with family and friends, and is putting his evolving technical and digital skills to use by managing his social and medical diaries.

Sanctus House provides 24/7 supported accommodation for five adults across two neighbouring houses.

"We can make our own choices here, and the staff are very nice and helpful," Chris says.



Meet our creature comforts

Kookie the kookaburra fluffs up her feathers in front of the camera as baby goats Myer and Toby cheekily trot out of view. The adorable trio are among a cast of critters bringing joy to young adults with an intellectual disability, through a virtual experience at Centacare.

The Animal Wellbeing Program is facilitated by long-time wildlife warrior Liz Sparks, who uses Zoom and video to connect clients to all creatures great and small.

"It's a nurturing and calming experience," Liz says. "A lot of the clients are non-verbal but to see them laugh and smile, and watch how their behaviour changes when they see the animals, it's really powerful."

The animals are introduced in a series of short videos exploring each species, their diet, personality and their physical characteristics.

"For someone patting an animal, whether they are feeling fur or feathers or even a turtle shell, the tactile response can bring a sense of happiness, peace and comfort," Liz says.

From stick insects to crested pigeons and even a bearded dragon, more than 20 animals are part of the program. Many have been rescued by Liz, after being orphaned or injured in their native habitats.

Kookie is among the most popular. She arrived at Christmas and is quick to turn on the charm with her heavy beak, brown eyes and impromptu laughter.

Delivered by Centacare's Health, Wellbeing and Education unit, the program began as a face-to-face experience for primary and secondary school students who are disconnected from, or are at risk of disengaging, with education.

Before long, Liz was taking her crates of critters to Auricht House and Kolbe Cottage to visit participants in Centacare's respite and day options programs.

When social distancing policies came into play, the program moved online.

Kolbe Cottage Team Leader Tahlia Bray said the outcomes have been huge. In addition to providing clients with meaningful sensory experiences, the program has spawned other social and learning opportunities, and instilled a sense of pride in participants.



Creative push innovates therapeutic supports

Creative thinking and client feedback inspired innovation across the Children's Services Unit (CSU) this year, as staff stepped up in the face of significant challenges to further strengthen services for families.

In a state-first for non-government organisations, Centacare was accredited for a specialist training program with the Commonwealth Department for Health and the Royal Australian & New Zealand College of Psychiatrists (RANZCP).

Trainee Psychiatry Registrars are now able to undertake their six-month Child and Adolescent Psychiatry compulsory placement with the CSU.

Rotations commenced in January and Registrars are now working collaboratively across CSU teams to bring therapeutic service to children and families.

A grant from Catholic Church Insurance (CCI) paved the way for the development of sensory therapy rooms at Centacare's Seaton and Elizabeth sites respectively.

The spaces have been embraced by clients and staff, and provide a stimulating and calming atmosphere to implement therapeutic one-on-one and family supports.

We launched our CSU Business Plan and progress report at a unit day, with a focus on nurturing creativity and emotional intelligence.

When COVID-19 took hold, CSU teams continued to support families to overcome complex challenges and achieve safety and stability for children.

Other highlights include:

- Continued growth of Centacare Foster Care
- The Reunification program achieved an 83 per cent success rate in reunifying children with their birth families
- All services exceeded the contractual KPIs
- The development of a Therapeutic Framework to support families to access therapeutic services, without any loss of excellence in case work and practical support
- Awarded a \$10,000 Department of Human Services grant to finalise the CSU Trauma Responsive Training program and development of trauma responsive practice
- 12 CSU staff were trained in Narrative Exposure Therapy (NET), with monthly group supervision sessions. NET combines a narrative approach with cognitive behaviour techniques to address the effects of trauma
- We celebrated 10 years of the multidisciplinary Targeted Intervention Service (TIS) and the establishment of the Seaton site

In summary, the year was testament to the dedicated workforce who strive to provide quality, equitable services to children and their families. I would like to acknowledge that all services were informed by the invaluable voice and lived experience of the people we work with.

Leanne Haddad
Executive Manager

2061

clients received support
including 1148 children

452

clients engaged with
Dad's Business

49%

increase in clients
from 2018-19

501

clients supported
through National School
Chaplaincy program in
the north



Targeted Intervention Service celebrates 10th anniversary

In 2009, Centacare set up home in the welcoming corridors of the former Mater Christi School at Seaton.

The move created a base for the then-emerging Targeted Intervention Service (TIS), and for the Children's Services Unit (CSU), formerly known as Family Outreach Relationship Services.

Just as CSU has grown over the past decade, so too has TIS.

Today, the multidisciplinary team continues to lead the way in innovative and child-focused therapeutic in-home supports for families with children aged 0 to 18 years where early child wellbeing and/or safety risk factors have been identified.

Families are supported by a case manager, clinical nurse and a financial advocate.

Speaking at a celebration to mark the 10-year milestone in October 2019, Manager Michelle Warner said the service has been a catalyst for change and professional growth across Children's Services.

While some staff have used TIS as a launching pad, others have stayed on for much of the past decade.

"The team's skills have evolved to meet the many changing and complex needs of the children and families we support who have taught us so much in return," Manager Michelle Warner said.

Over the past decade, TIS has supported more than 1862 children and 832 families. In 2019-20, the service engaged 377 clients including 235 children.



New room a delight for the senses

A giant seaside mural sets the scene in Centacare's new sensory room at Seaton.

Under a blue sky, footprints in the sand lead to the water, instilling a sense of peace and calm in the space developed by the Children's Services Unit.

A vacant office has been transformed into a sanctuary for families, where parents and children can interact in a welcoming and informal setting.

A year in the making, the project was made possible by a CCI Giving grant, and aims to remove some of the barriers families face in accessing vital therapeutic supports.

"We hoped we could create a welcoming and inviting space for our families, where they could work with therapists in an informal and relaxing way," said Laura Hooper, Acting Senior Placement Practitioner with Centacare Foster Care.

"It's a setting where they can feel safe and secure, but also one they can relate to. For most of us, the beach provides a sense of freedom and peace, and that's really what we are trying to convey for families here."

The room includes sensory and cultural toys, a canopy tent, calming music and a small kitchen space.

Laura hopes the room will also nurture staff wellbeing.

"This is a space for them to take some time out and have a breather, acknowledging the work that we do can be really tough," she said.

Five children's services are based at the site including the recently-announced Breathing Space program, Centacare Foster Care, Reunification, Targeted Intervention Service, and Family Preservation.



Explore our new sensory room
<https://bit.ly/33vNVcC>



Connecting through creativity

Foster carers and birth families swapped sounds and pictures to stay connected during COVID-19. Their creativity brought joy amid the chaos to children, siblings and parents living apart.

"Something like this always births innovation, and our families are going above and beyond to make sure there's still meaningful and regular contact," said Amalie Mannik, Manager, Centacare Foster Care.

From video updates to recordable teddy bears, new ways of keeping in touch emerged each day during lockdown.

"Some birth parents recorded lullabies on video, or into special bears, so that their children could still hear their voice," Amalie said.

"Others sang songs and read bedtime stories on Facetime. Even just to be able to see their child's bedroom, that sort of connection is so important.

"A lot of the foster carers put together little photo books and templates so the kids could show mum and dad what they're doing each day.

"The birth families miss their kids. They love them deeply and unconditionally, so having face-to-face contact decrease so dramatically was really tough."

Centacare Foster Care adapted quickly to COVID-19. In lieu of face-to-face contact, support workers connected with foster carers via phone or virtual consultations.

Training was conducted by video and a new work booklet, while information sessions were delivered online. Virtual assessment visits were also introduced and emergency plans developed for children in case carers became unwell.



Join our circle of care
fostercare.centacare.org.au



A foster carer's journey
<https://bit.ly/3dlqsPW>



Little things matter most to Lyn and Roy

Thirteen years fostering children has taught Lyn and Roy Matthews a thing or two about parenthood.

From delighting in the seemingly small and sometimes silly things, to endless patience and love, the couple knows what it takes to raise a happy child.

"It's about giving them safety, because that makes all the difference," says Lyn.

"And love and life experiences," adds Roy.

Together, they share this knowledge and wisdom with the birth families of the children they nurture as reunification foster carers at Centacare.

The Matthews have fostered 20 children, for various lengths of time, including long-term, short-term and respite placements.

"It's taught me to appreciate the little things in life; the things that you don't often realise," says Lyn.



"It's about giving them safety, because that makes all the difference"

"You tell a child to go to bed and they do, but they don't put their pyjamas on because they don't know any different.

"Or you teach them to catch and throw a ball for the first time, or help a teenager to use a knife and fork. It's all those simple things in life that we help with, things that most of us take for granted."

Currently the Matthews' have a 6-year-old in their care.

"I have a philosophy: hope for the best and make peace with the rest," Lyn says.

"We do the best we can do for the child and then we hope everyone else does their bit too."

Lyn says foster caring has given her a different view of motherhood: "It's taught me that a mother is not necessarily a biological mother; that different people can mother children.

"As the saying goes, it takes a community to raise a child, and it really is very much like that."

Integrating therapy and casework

Unprecedented numbers of families involved with Centacare's Reunification Service have achieved their goals this year.

The service works with families referred by the Department for Child Protection (DCP) after the children have been removed and placed in care, and aims to build parenting capacity so that the family can live together again.

Out of all children and young people who ceased work with the service during the year, 44 were living safely in the care of their birth family at the time, and only nine remained in care.

This is a success rate of 83 per cent, which is well above the program's KPI expectations set by DCP and significantly higher than the outcomes achieved by families in the program during 2018.

Known studies on reunification rates around the world also indicate this is an outcome of rare significance.

Throughout the last year, the Reunification team has worked to build and document its unique model of practice whereby trauma-specific therapy is closely interwoven within the caseworker relationship, and is therefore more readily available to families when they are most able to engage in, trust and benefit from it.

With guidance from CSU's Therapeutic Framework and the work of Specialist Therapist Dr Jackie Amos, many Reunification Workers (qualified in social work and related disciplines) have begun to take the lead in specific therapeutic interventions that might have previously involved referrals to other professionals.

This integration of therapy and casework is believed to be at the core of the high success rate achieved by families and is currently being written up for submission and possible publication in a peer-reviewed academic journal.

Sam Carpenter,
Manager, Reunification





A year of challenges and change

The start of the financial year began as any other – working towards delivering high quality client-centred services with a clear vision and focus.

What we hadn't anticipated were the challenges that were ahead, from the bushfires that raged across Kangaroo Island and the Adelaide Hills in the New Year, to the onset of COVID-19 shortly after. Both of these disasters have revealed the commitment and professional agility of staff in adapting to meet client needs.

In response to COVID-19, many teams transitioned from face-to-face in-person client appointments to remote video or voice calls. However, staff delivering essential services continued to meet clients in person throughout the state lockdown. Their courage and dedication to supporting South Australians at a time of great uncertainty was admirable. Thank you:

- Individual Psychosocial Rehabilitation Support Service
- Accommodation Support Service
- National Psychosocial Transition Measure
- NDIS – Mental Health Services
- Integrated Youth Substance Misuse Specialist Service (Alban Place)

In recent months, HWE has also experienced change. The state-funded Alcohol and Other Drug Services went to tender, with Centacare given the opportunity to continue to deliver services to young people through the Integrated Youth Substance Misuse Specialist Service. We retained a share of the Police Drug Diversion Initiative (PDDI) services, with the addition of Outpatient Counselling appointments to adults. These services are available at Centacare's Adelaide site, and by custodial appointments.

The difficult decision was made to close ICAN and farewell staff. For 10 years, the program provided crucial support to young people at risk of disengaging from education, through case management and independent learning support.

The unit has expanded its footprint in the Limestone Coast, with the Accommodation Support Program now delivering psychosocial services in the region, and the addition of a locally-based ACCESS program counsellor/trainer.

Another exciting development has been the addition of psychiatry services to Thrive, with Dr Jackie Amos and Dr Liz Coventry bringing significant value to the program in a short period of time.

NDIS Support Coordination has again recorded significant growth. Three teams have merged into one with 17 support coordinators now working across three sites – Adelaide, Davoren Park, and Murray Bridge – to help more than 400 clients achieve their goals.

We have continue to gain insight and value from the contributions of the Mental Health Consumer, Carer and Community Advisory group. Participants' feedback and suggestions are a key part of the development and review of our services.

It has been a year of change and challenges, and we have only been able to continue to meet these because of the calibre of the people that work in HWE. Thank you, all, for your work and contribution to the unit's services.

Helene Nielsen
Health Wellbeing and Education

20,410
clients engaged by
HWE services

15,326
people accessed
EAP support

862
young people supported
by headspace
Port Adelaide

506
clients engaged
with Centacare Drug
& Alcohol Service

2,602
people engaged with
the Police Drug
Diversion Initiative

118
HWE staff

Bringing Kangaroo Island back from the brink

Bushfires were still raging across Kangaroo Island in January when ACCESS Programs began a trauma response from a base in Kingscote.

The tight-knit community was reeling from the devastation of losing livelihoods, homes, stock and wildlife in the fires, which scorched almost half of the Island and claimed two lives.

Some people had experienced personal loss. Others were helping family and friends to deal with the disaster while managing their own work demands in a burnt and confronting landscape teeming with emergency service personnel.

Tasked with supporting community wellbeing, ACCESS Programs moved quickly and based one staff member on the Island for two days a week.

The immediate aftermath of the fires was a flurry of activity. Presenting factors included high anxiety, acute stress disorder, loss and grief, workplace and parenting challenges, and vicarious trauma.

Soon, other problems began to surface, as many in the local community continued to live in tents or caravans, temporary accommodation, and without power in charred homes with restricted vehicle access due to fallen trees.

The onset of COVID-19 two months later magnified the accumulative effect of these experiences while demanding a different approach from ACCESS Programs.

Support continued via any means possible including by phone, SMS, emails, Zoom and other platforms to ensure locals received the help they needed. This included individual wellness checks to assess coping and mental health, and information sharing to facilitate community assistance.

"Feedback shows that just knowing that we care, and were checking in with the community regularly and proactively, meant so much," said Clair Clark, Manager, ACCESS Programs.

"It has been, and continues to be, a pleasure to partner with the Kangaroo Island community in their journey of recovery as they rebuild."

The trauma response continues today, with ACCESS Programs committed to supporting the community ahead of another potentially dangerous summer.

200

employee wellness
check-ins and supports
provided clients

900⁺

connection points with
individuals from January
to June





Services brace for rising demand

As South Australia transitions carefully towards a new normalcy in the wake of COVID-19, the impact of the pandemic on women's safety is only just beginning to be felt.

Measures designed to protect the community have compounded risks for those living in unsafe homes, while presenting unique challenges to Domestic Violence and Homelessness Services (DVAHS).

Informed by Centacare's vision and values, we have been creative in order to support women fleeing to safety, including across closed borders.

While our flexibility, ingenuity and understanding of the increased vulnerabilities to Aboriginal families and other cohorts due to COVID-19 has undoubtedly defined the past year, it has not overshadowed other DVAHS developments. These include:

- Safety bed project – following growing concern for the safety of women and children staying in motels due to domestic violence, the State Government funded 40 new beds to divert those at risk into alternative accommodation. Murray Mallee & Adelaide Hills Domestic Violence Service and Limestone Coast Domestic Violence Service now have fully furnished and secure homes for families requiring emergency accommodation.
- The Young Family Support Program was successful in securing a grant to increase social connection, via reliable internet and updated smart televisions. This has enabled clients to reconnect to education via online studies, and interact with staff when unwell or isolating due to COVID-19.
- Play was a reoccurring theme! Generous community donations enabled Centacare to establish a playground and butterfly garden at Coolock House, and a sanctuary garden at Riverland Domestic Violence Service, for women and children to enjoy.
- Unique in its capacity to support young families, Findon Family Housing successfully exited all clients into long-term sustainable accommodation and one family into home ownership through HomeStart.
- Partnerships through the year with Backpacks 4 SA Kids, Wyatt Trust, the Mid Murray Family Connections Program, the Zonta Foundation and funding from the Catholic Charities Appeal, have been pivotal in enabling clients to live safely and independently.
- The Limestone Coast Domestic Violence Service has experienced unique challenges in the wake of the hard border closure imposed in response to COVID-19. Staff continue to innovate to mitigate the risks this poses to a significant cohort of women located in well populated cross border communities.
- The Domestic Violence Disclosure Scheme continues an upwards trajectory in applications across the region, providing an early intervention response to women who detect warning flags within relationships.

Kara Piltz
Executive Manager

"Thank you to everyone at Coolock House for all the help you've offered me and my family over the past six years.

My daughter and I take a moment each time we pass by the units to talk about what life was like and it's amazing to see how far we have come.

We couldn't have made it this far without all of you."

Client, Coolock House

371

clients engaged with
the Young Family
Support Program

665

clients supported by
our specialist regional
domestic violence
services



"There's some level of normality about staying in a house with a yard"

Scheme boosts regional capacity to prevent violence

A South Australian scheme to warn people if they are living with an abusive partner is boosting the capacity of regional communities to keep families safe.

The Domestic Violence Disclosure Scheme provides 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 and the future of the relationship.

A request for information can be made by either the person who is feeling unsafe, or a person concerned about the welfare of someone they know.

From October 2018 to June 2020, 506 applications were made by South Australians aged 17 years and over.

Of those applications, 79 were from women living in the region stretching from the Limestone Coast, through to the Riverland and the Murray Mallee, with 53 individuals identified as potentially at risk.

"The scheme is crucial because it's providing that early intervention response around informed decision-making that we've not had before," said Nik Tilley, Domestic and Family Violence Specialist.

"It is also making information and support accessible to women in regional areas who may have never been in contact with a domestic violence service."

Nik is based at Centacare's Limestone Coast Domestic Violence Service which this year supported 197 clients including 162 females and 34 children.

Three applications from different parties have been made against one perpetrator.

"That illustrates the scheme's domino effect around education and empowering women to act on their instincts," Nik said.

Crisis beds open for at-risk families

Women and children fleeing domestic abuse are being diverted away from motels under a new crisis accommodation pilot.

Twelve new beds opened in early 2020 across Centacare's specialist regional domestic violence and homelessness services in Whyalla, Mount Barker, Mount Gambier and Murray Bridge.

The four three-bedroom properties are part of the State Government's \$4 million Domestic and Family Violence Crisis Accommodation Pilot.

The initiative is in response to growing public concern about the safety of at-risk families who stay in emergency accommodation such as motels.

Murray Mallee & Adelaide Hills Domestic Violence Service Manager Gayle Tourish (pictured) said the extra capacity for short-term crisis accommodation gave Centacare more flexibility.

"The properties are suitable for families which means that children don't have to be exposed to motel accommodation – there's some level of normality about staying in a house with a yard," Gayle said.

Clients receive intensive trauma-informed case management including safety planning, counselling, access to the Personal Protection App, mental health support, and child-specific services.

"Women can be in the houses for up to 30 days compared with us needing to advocate for three nights motel accommodation at a time," Gayle said.

"This gives them more time to settle before making the next decision, and enables Centacare to assess family needs more thoroughly while formulating an ongoing support plan."

Lights, camera, action!

This year in the lead-up to Harmony Week (March 15-21), we asked staff to reflect on the people and places they hold dear.

The result is a trio of mini films which illustrate Centacare's diversity and the many cultures, values and beliefs that enrich our workplace.

On a brisk autumn day, we invited Jack Wightman, of Jax Productions, to join us at Seaton, Victoria Square and Henley Beach and record each cast member's memoirs and musings.

As COVID-19 began to take hold, their stories of family, friends and traditions became even more poignant.



Watch the films:

Part I: <https://bit.ly/3ixLz3c>

Part II: <https://bit.ly/35wSndU>

Part III: <https://bit.ly/2Fux2Hl>

Staff unearth spirit of the land

In National Reconciliation Week (May 27 - June 3), Centacare staff were encouraged to explore their own backyards to unearth Australia's story.

The Spirit of the Land Connects Us All campaign attracted 15 photographic and written submissions, which mapped and snapped the history of people, places and things.

From a peat bog swamp in Mount Gambier where 10,000-year-old boomerangs have been found, to the Moana sand dunes – once home to the summer camps of Kurna people – the stories staff told provide a powerful insight into Aboriginal people and the nation's history.

"Learning the traditional stories of the land can help the wider community to connect with our culture and accept it, even if they don't understand it," said John Lochowiak, Manager of Aboriginal Services.

"Our relationship to the land underpins Aboriginal law and spirituality, and is fundamental to our identity."

As part of the campaign, John hosted a walk along the Adelaide Kurna Walking Trail, which snakes its way around some of our most recognisable landmarks.

Along the trail beside the River Torrens, sculptures and plaques tell the story and language of the traditional custodians of the Adelaide Plains.

"A huge part of reconciliation is sharing Aboriginal stories," John said.

"They enable us to view places differently. With understanding, we are able to see past the steel and concrete that's there today and feel empathy with what it meant to lose our people and places."





Family focus nurtures wellbeing

Relationship Support Services (RSS) continues to deliver responsive, quality services to enhance the wellbeing of individuals, families and children across metropolitan and regional South Australia.

The past year has been a period of steady growth, collaboration and innovation.

As COVID-19 took hold, we adapted quickly to ensure service continuity for clients. Skype for Business, Zoom, messaging applications, video conferencing, phone support and social media became the new normal for RSS staff working from home.

Renewed state and federal funding ensured the immediate future of key services such as Family Relationship Counselling, Mobile Family Connections in the south, Supporting Sole Parents, Adult Community Education programs, Family Connections in the South East, and Murray Bridge-based services Supporting Children and Youth, and Fathers and Families.

The National School Chaplaincy Program South and School Counselling service have continued to grow across Adelaide and Mount Gambier respectively, in response to rising demand from families, young people and school communities facing complex challenges.

Highlights for RSS include:

- The Wattle Range Mobile Toy Library – staffed by the Family Connections team, the library continues to provide new play experiences and educational resources for families living in the South East, with a focus on early learning and child development.
- Hosting the Taste of the African Kitchen as part of the Fostering Integration Program at Wandana Community Centre, Gilles Plains, in collaboration with the Sierra Leone Women's Association of SA and the African Women's Federation.
- In partnership with Parenting SA, translating Parenting Easy Guides into Uighur for multicultural families.
- A Nunga Week event, organised in conjunction with the City of Port Adelaide Enfield and held at Wandana Community Centre, attracted more than 50 people.

- RSS Adult Education Educator Sophia Katari was recognised as the Adult Educator/Mentor of the Year in the 2019 Adult Learners Week Awards.
- RSS and ACCESS Programs providing free phone counselling to South Australians facing challenges resulting from COVID-19.
- Wandana Community Centre named as a TAFE SA Community Education Award semi-finalist in the South Australian Community Achievement Awards.
- Receiving a \$45,000 Morialta Trust grant to provide activities and workshops for vulnerable children and young people.
- Department for Education funding for bushfire-affected communities to support students at Birdwood High School as part of the National School Chaplaincy Program.

Many thanks to the RSS staff, management team and volunteers who have worked tirelessly throughout the year. Their ongoing commitment, professionalism and integrity has been outstanding.

Lisa Osborne
Executive Manager

7,369
clients supported

1,036
clients engaged with
Family Dispute
Resolution services

1,357
clients accessed
Family Relationship
Counselling

492
clients received
school counselling



"Their ability to cope is remarkable"

Centacare shares practice wisdom

The work and wisdom of Centacare practitioners is being shared Australia-wide by national infant and child mental health body Emerging Minds.

The organisation, which leads the National Workforce Centre for Child Mental Health (NWCCMH), sought Centacare's input into key online resources and training, developed in response to the needs of professionals, children and their families.

Centacare Relationship Support Services (RSS) program managers Sally McLaren and Clare Klapdor were invited to reflect on a [pilot e-learning course](#) aimed at improving understanding of the effects of domestic and family violence on children, and the need for child focused practice when working with parents affected by abuse.

Launched in August, thousands of participants across the country have completed the course, which is offered at no charge.

A [practice paper](#) followed to support practitioners in their work with children who have experienced sexual abuse, with Clare and Sally providing input, together with Amanda Marquis, a counsellor with Centacare's Sun Dancing program.

"Our interest was in supporting generalist services to do good work with families and children prior to referral to specialist services which often have long waiting periods," said Chris Dolman, NWCCMH Senior Workforce Development Officer.

"Our conversations with Centacare were significant in terms of shaping the paper and sharpening our focus around areas of importance."

In recent months, RSS Family Relationship Counsellor Annette Flanagan has worked with Emerging Minds on telehealth practice principles.

Commending Centacare's involvement, RSS Executive Manager Lisa Osborne said: "It has enabled Centacare to influence a national network of evidence-based practice; skilled practitioners who are doing fantastic work can make a contribution to the work of others in their sector."

Sally a voice for at-risk families

Women are strong, just ask Sally McLaren.

Every day, Sally (pictured) sees the courage that women of all ages muster in the face of fear, coercion and control, as they seek support for domestic violence through Centacare's Aldinga-based Family Relationship Counselling service.

"Often it's the emotional, verbal, and all the other tactics that erode their sense of self the most, yet somehow they manage to keep going, building their resilience," she says.

For the past decade, Sally, Manager, has been a powerful voice for at-risk families as a member of the Onkaparinga Collaborative Approach (OCA) for the prevention of domestic and family violence.

The collective brings together non-government, government and community organisations in the City of Onkaparinga to push for change, prevention and awareness of violence against women.

As part of her role, Sally co-facilitates Women are Strong, a support group to empower women who have left an abusive relationship or are experiencing domestic violence.

OCA began the 8-week group in 2014 to fill a gap left by the loss of funding to specialist domestic violence counselling services in the south. The group runs during each school term.

Women are Strong aims to rebuild confidence and self-esteem, which can be chipped away by perpetrator tactics - often long after the end of the relationship.

"It's so important for their ongoing recovery that they find that inner strength to rebuild and speak out, and a large part of that is helping them to understand their experience," says Sally, OCA Treasurer.

NCN puts carers and clients first

For more than 20 years, Northern Carers Network has been providing carer support, respite, low level aged care services and support to people living with a disability in the northern region of Adelaide.

In January this year NCN and Centacare joined forces to strengthen our presence. This strategic alliance has realised the streamlining of NDIS Support Coordination and Plan Management services, while retaining a key focus on carer support and core services.

In March 2020, NCN received a \$15,000 workforce transition grant. This enabled the transition out of federal Carer support funding arrangements and also enabled NCN to undertake a review of our Direct Care Service through significant process reforms under the guidance of the QIS unit.

NCN is working in collaboration with new Carer Gateway provider, Carers SA, now the main provider of services for unpaid carers in SA. The result of the collaboration has seen us refer more than 300 carers to the new Carer Gateway, since the launch in April 2020.

State Government has extended Carer Support funding until January 31, 2021 mainly due to the value of our work as a strategic partner with Carer Support Network SA.

The Australian Government Department of Health has extended funding for the Commonwealth Home Support Program, an aged care service, to 2022. This has enabled continuity of services including social support groups, and flexible in-home and community group respite for eligible persons.

NCN continues to work with about 100 young carers aged 5 to 25 through our Breakthru program. In addition to school holiday activities, a Breakthru evening social group was formed to bring young carers aged 17 to 25 years together four times a year.

Another positive working partnership has been developed with Kaurana Plains School, made possible by the collaborative partnership with the school and contribution from the Aboriginal community. A positive outcome of this partnership is an increased number of Aboriginal people connecting to carer support services and attending NCN's Aboriginal Carer Support Group.

This year NCN has seen an increase in new emerging communities accessing carer support mainly through advocacy and referral support. Demand for assistance with service navigation of My Aged Care, NDIS and the Carer Gateway also remains high.

I extend much gratitude and appreciation to Dale West, Damien Hern, NCN Board, staff and volunteers for their hard work and dedication over the past year in bringing us together.

Maria Ross
Executive Manager

300
carers
transitioned
to the Carer
Gateway

1,335
hours of
telephone
support from
January to June
2020

100
young carers
engaged in
the Breakthru
program



Meeting the challenge to safeguard quality

Central to our work is considering the needs of our stakeholders in every aspect of our work. This has been even more important this year as Quality, Integrity and Support (QIS) continues to provide support to our service delivery units and facilitate the provision of safe, high quality services to clients.

The past 12 months has seen QIS continue with our core business of supporting Centacare units across a diverse range of areas including licensing, reviews, tenders, WHS issues and document development.

In addition, policy reviews, monitoring compliance against legislation and standards, and overseeing quality forums has kept us busy.

Significant work has continued in reviewing the Human Resources suite of policies and procedures. The Code of Conduct has undergone extensive review and has been updated to ensure currency and relevance. Work in this space continues to be a collaborative process between QIS, Human Resources and key stakeholders.

In late 2019, we commenced a significant body of work to support the transition of Northern Carers Network (NCN) to Centacare. The ongoing transition process, coupled with the impact of COVID-19, has presented additional challenges to our team. However, we continue to work with NCN management and staff to align our processes and ensure consistency with quality and workplace health and safety (WHS).

As Centacare's workforce has increased, so has our workload, and it has become increasingly challenging to maintain the standard of quality of our WHS processes. To that end, we will be recruiting a WHS Coordinator to our team in the coming months.

In early 2020, two of our accreditation reviews were postponed by our auditing body for six months due to COVID-19. The accreditation reviews against the QIC Health and Community Standards and the National Standards for Mental Health Services will now occur in the first quarter of 2021. The NDIS surveillance audit is also due at this time. The postponement was welcome as our workload has certainly increased in the first six months of 2020.

Our focus shifted to developing a suite of working from home documents including supporting materials for our staff. This work facilitated a remarkably smooth transition of a significant number of the Centacare workforce to working remotely.

A Pandemic Response Plan was developed and is progressively updated to ensure Centacare is able to continue to support staff and safely provide services to those in need.

Susan Thomson
Executive Manager



42

policies, procedures, guidelines, forms and templates endorsed and implemented

22

Agency forums participated in and supported the review of these documents



New faces welcomed

The Human Resources (HR) team has had an exciting and challenging year.

A key focus was the transition of nearly 100 Northern Carers Network (NCN) employees to Centacare, taking our total employees to more than 560 people across 34 sites in metropolitan and regional South Australia.

This transition brought new areas of service supports including home care for aged care and disability clients, carer support and respite programs. Most importantly, we welcomed the new NCN employees and colleagues who have embarked on an onboarding journey with us.

In March, we welcomed Vicki Giacomini, Volunteer Coordinator, to the HR team with the intention to base Centacare volunteering centrally out of our Wakefield St site. More than 60 active volunteers give their time to Centacare in various roles across our services.

We continue to work toward process efficiency and improve our employee lifecycle experience. To this end, we purchased a new onboarding software tool - HR Onboard - which complements our existing Expr3ss electronic recruitment system.

This software allows us to process new offers of employment and onboard new employees electronically, and with greater speed and efficiency. Feedback to date highlights a positive user experience.

The software proved pivotal during COVID-19, as it automated manual processes and enabled many employees to complete their onboarding tasks from home.

Recruitment was placed on hold for most programs in the early months of the COVID-19 health pandemic.

We are pleased that Centacare was able to offer paid leave to casual employees to reduce the pressure for people to attend work while unwell, and in turn mitigate the risk of COVID-19 transmission in the workplace.

It was encouraging to see over 400 positive responses to the Employee Connection Pulse Check survey undertaken in May to ascertain how people were coping amidst the many workplace changes triggered by COVID-19.

The survey highlighted that most employees felt supported by, and connected with, their teams, managers, senior leadership and the broader organisation, and were comfortable to seek support and guidance as needed. This was important as many employees prepared to return to the workplace as restrictions eased.

COVID-19 remains a challenge and I commend Centacare staff for their resilience, flexibility, innovative thinking and team work during a difficult time.

HR continues to support teams in areas of industrial and employee relations, recruitment and volunteer coordination, training and development, Award interpretation, policy review and development and other services as needed.

565
employees

19%
increase in employees
(up from 475 in 2018-19)

63
active volunteers

216
years of service given
to Centacare

20
years of service given
by longest-serving
volunteer

*"Volunteers have
selfless hearts.
They have pure
intentions and help
so many people"*

Deepa Rana, volunteer



Helping hand for volunteers

Volunteers change communities and are at the heart of a healthy society.

When COVID-19 hit, two thirds of the nation's volunteers ceased their roles immediately.

Research commissioned by Volunteering Australia estimates this loss at 12.2 million hours per week.

Centacare Volunteer Coordinator Vicki Giacomini is looking forward to seeing the safe return of the many friendly faces who give their time in support of our services each year.

"We are blessed to have such amazing volunteers, and we appreciate their patience and understanding," she says.

Azim cooks up kindness

Azim Ahmed makes a mean kebab. He's been honing his recipe since he was a kid in Bangladesh, where he'd shadow his father in their kitchen and meticulously roll ground mince into neat, flat patties for the family to share.

Nowadays, it's the regulars at Wandana Community Centre who taste the spoils of Azim's cooking.

The 21-year-old is a volunteer kitchen hand at the Centre, where food is a uniting force every Wednesday, and for nearly 25 years, Wandana's three-course 'Lovely Lunch' has been fusing friendship and fare.

When COVID-19 restrictions are not in place, up to 30 regulars gather each week to break bread, talk and reflect, while Azim – led by a chef – goes to work plating up staples of halal meat, soup, vegetables and sweets. The role has given him a sense of purpose and a bunch of new friends, while providing him with vital experience in a commercial kitchen.

"I did a Kitchen Operations Certificate II at TAFE which qualified me as a kitchen hand, so I thought while I look for work, I'll volunteer," he says.

"I'm able to hone my skills and do something that I enjoy while helping people as well."

In addition to prepping ingredients and dishes, Azim sets tables, cleans the kitchen and packs up.

"I really enjoy the customer interaction; everyone is always happy and they acknowledge me for my efforts."

Azim is among 30 volunteers at Wandana who regularly give their time to help deliver a range of programs, from beginners English classes to crèche, computing, gardening, dance, fitness and meditation.

To young people pondering volunteering, Azim says: "Make the effort because it's a great way to learn new skills and do something good for the community."

Become a Centacare volunteer:
<https://bit.ly/3nINCnY>



Connectivity key to productivity

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

Little did we expect that we would be asked at short notice to have all Centacare staff working from home due to COVID-19 restrictions.

This was primarily achieved because of decisions made over the past few years, which included moving our telephone system to Skype for Business, and the implementation of Global Protect VPN through our firewalls.

This gave workers a greater ability to answer work calls at home and access all Centacare resources remotely. We increased our infrastructure capacity last year to cope with the additional demand on remote working capability.

During the COVID-19 period, we increased the capacity of our remote desktop servers from two to eight servers to cope with the overnight increase in demand for staff working from home.

Zoom became the platform of choice for video meetings and complimented Skype for Business and Microsoft Teams meetings, which were already in use.

The Worker Safety Application was again an integral part of our outreach workers' daily routine.

During the reporting period, 13,800 home visits were recorded by the application, which was again successful in maintaining the safety of Centacare Outreach staff.

The IT department recorded more than 4000 Help Desk tickets and 700 maintenance tickets, which were responded to in a timely and professional manner.

With the opening of our new office at Davoren Park, we now support 34 Centacare sites, 5 Catherine House sites and 4 Adelaide Diocesan sites.

IT and Infrastructure have 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 as well as 1050 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



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Understanding vicarious trauma

Small wins and admiration for clients keep Centacare workers going when trauma and fatigue from the frontlines seeps into their everyday lives.

A new study reveals the strength and resilience of Centacare's dedicated workforce, but warns the constant demand for their empathy and compassion can take a heavy toll.

The research, released in September by Centacare Catholic Family Services and UniSA's The Australian Alliance for Social Enterprise (TAASE), identifies key strategies to help community service workers to minimise the potential impact of vicarious trauma, compassion fatigue and burnout.

"Centacare's response to caring for staff needs to be as important as caring for the client," said Deputy Director Pauline Connelly.

"If that diminishes, the human element of our work does as well."

The report *Understanding Vicarious Trauma* recognises the strength workers take from client stories, and how small wins inspire hope, resilience, self-worth and a sense of purpose.

Centacare's internal culture, strong peer relationships, and the need for time and space to help workers counter the emotional demands of caring for our most vulnerable, are among other core themes.

"Ensuring 'space between' is a really important consideration, whether that's time between clients, time for lunch, reflection or just chatting with colleagues," said Dr Jonathon Louth, lead researcher.

"There is also a strong correlation between compassion fatigue and work satisfaction, which suggests appropriate interventions and support encourage healthier, more efficient workplaces."

Launched at a special event which also marked the start of National Child Protection Week, the research shows vicarious trauma is not endemic at Centacare but clearly illustrates the cumulative effects of working in the sector.

For example, absorbing trauma "through osmosis" and sensory experiences, through to regular issues with sleeping, or how a television advertisement "will set you off" leaving a worker in tears.

"They represent a generation of veterans who are not returning from war, but from working within vulnerable communities and families within our cities, suburbs and regions," said Dr Louth. "This situation cannot and should not be ignored."

The study commends Centacare as a leader in working to ensure the wellbeing of staff but notes vicarious traumatisation is a 'ticking timebomb' and requires immediate and ongoing attention across the wider community services sector.



Read the report here:
<https://bit.ly/2SX2GR4>



Systems review boosts safety

The Catholic Church in South Australia employs over 12,500 people working across the industry sectors of education, health, social services and parishes. The Church also has many volunteers who assist and support our worksites.

On behalf of the worksites within the Church, the Catholic Church Endowment Society Inc. (CCES) holds a Self-Insurer Registration with ReturnToWorkSA. Being self-insured under this scheme provides financial and personal benefits for Catholic Church employers and workers.

Catholic Safety Health & Welfare South Australia (CSH&W SA) is responsible for the implementation and maintenance of the Safety Management System for the Catholic Church Endowment Society Inc. in South Australia.

In late 2019, ReturnToWorkSA commenced a WHS Evaluation of this system to ensure its compliance with legislation, conformity to the Performance Standards for Self-Insured Employers, and implementation at all worksites.

Based on defined considerations, the recommended term of renewal was increased from one to three years. This is a credit to the sectors and the hard work from both their WHS Coordinators and WHS Consultants with only observations being identified in the work health and safety area.

Reducing the risk of slips, trips and falls – the largest causation of injuries in our workplaces – remains a priority.

The WHS Audit Program that commenced in 2018 has been sustained and continues to identify valuable information regarding the management of health and safety in the Catholic Church.

Any gaps identified are entered into the Rapid Incident reporting application as Non-Conformance Reports (NCRs). This enables individual worksites to track their corrective actions and provides valuable reporting data regarding improvements in health and safety across the CCES Self-Insurance Registration.

Assisting sites to close out NCRs identified in the audit has been a primary focus this year, in addition to the introduction of a formal Early Intervention Program and Labour Hire guidelines.

In January, we farewelled Executive Manager Kathy Grieve, after 15 years' service with the unit. During this time, Kathy oversaw many challenges and changes and worked to build a team that supports our sites in maintaining safe practices along with safe work environments. We are grateful for her outstanding contribution.

CSHWSA continues to assist all sectors with COVID-19 risk assessments and safety. During lockdown, the unit reviewed the CCES safety management system. Working from home, the team:

- Reviewed 31 procedures
- Updated the procedure template
- Reviewed 71 forms
- Updated the forms template
- Developed 27 guidance documents
- Developed 2 audit tools
- Reviewed 85 risk assessment templates
- Reviewed 15 SOP templates

The CSH&W SA closed the year as a team of five and looks forward to welcoming two new WHS consultants in the coming months.

Debbie Nation
Executive Manager



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

1030

workers trained in
various WHS courses

3120

safety queries
answered by phone

Safety first in the health crisis

Debbie Nation was only several weeks into her role overseeing the safety of 12,500 people across 1573 sites when COVID-19 hit.



Debbie barely knew her team and was still learning the business after taking the reins of Catholic Safety Health & Welfare SA, following Kathy Grieve's retirement in the New Year.

Faced with a global pandemic, Debbie drew on her more than 30 years of experience as a safety and injury management professional and knuckled down.

Using Skype, she mobilised her team of six, sometimes for up to five hours at a time, and combed over Catholic Church Endowment Society safety procedures and templates on how, and when, to implement strategies to keep people safe.

"We were apart but we were together because we were connecting every day, so it was a unique opportunity to review everything in minute detail," she said.

Every day brought new and often complex questions from schools, parishes, cemeteries, multicultural communities and health and social services sites, as people grappled with what they could and could not do under COVID-19 restrictions.

"There were some really tricky questions," said Debbie, citing Archbishop's House, for example.

"Is that a place of residence or is that a place of work? We had to battle to answer some of those questions which we'd talk through as a team.

"There was also a lot of confusion around schools having one set of rules for the students and another set for the teachers and, if there was a parish or church on school grounds, which rules applied to the Church?"

There were other challenges as well, as the state prepared for the new normal and braced for winter.

Flu season, combating mould in the workplace, the usual slips and trips, and how to transition parishioners back to church, to name only a few.

"It's definitely been an interesting year", Debbie said.

Growth amid change

Centacare now operates 74 programs from 7 service delivery units across metropolitan and regional South Australia. Annual turnover has moved to \$52.6M, with paid staff now at 565.

The 2019-20 financial year has been a unique year for Centacare Catholic Family Services with the addition of Northern Carers Network Incorporated (NCN) to the organisation. NCN's net assets were acquired at 1 January 2020 resulting in an extraordinary income recognition in the year of \$2.376m.

While NCN had common services to Centacare, the entity also receives State and Federal carer and respite funding, and aged care respite, which are new to Centacare operations.

There were limited opportunities for growth in grant-based service delivery programs. New programs in the year were: Specialist Training Program – Psychiatry Placement, a rotation for child and adolescent psychiatrists in our child protection programs; and Animal Wellbeing, supporting mental health in school and community settings.

The year saw further transition of many more of our mental health support grants to the individualised NDIS packages. Support Co-ordination and Plan Management services have grown dramatically in recent months, assisting our clients to organise NDIS supports and process their NDIS financial transactions.

COVID-19 forced many changes to programs from mid-March. Counselling moved to phone and video counselling, with some good results. Most co-contribution fees were not charged to counselling clients, resulting in a minor loss of income.

Disability Services continued Supported Independent Living residential care, but ceased four Day Options and Respite programs as clients had to remain in isolation at home. These services resumed in June.

Staff affected by the short-term closures were moved to the residential care programs to familiarise themselves with these services, and prepare for any possible future COVID-19 outbreaks. No positive COVID-19 cases have been recorded for any Centacare staff or residential clients at the time of writing.

Two major changes to Accounting Standards for Revenue and Leases were implemented at year-end, with both changes creating a large amount of additional work for our Accounting team.

Our Software Solutions team embarked on an upgrade of Centacare's SharePoint to the online version in the Office 365 environment. In-house development of a new payables technology utilising SharePoint and its new suite of technology including Artificial Intelligence is due for release in 2020-2021. Electronic forms development has also continued 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. Other CRMs have been added to our area of responsibility including Lumary and Careview.

The financial outcome for Centacare for the 2019-20 financial year resulted in an operating surplus of \$2.14M. Total equity increased to almost \$8.9 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 2019-20.

\$52.6M

income

\$8.9M

net assets

\$38.7M

annual payroll

1.16

current ratio
(current assets /
current liabilities)

5.3

average years of
employee service

43

average age
of our staff

Damien Hern
Executive Manager

Our year in numbers



34,259
total number of
Centacare clients



79%
growth in Health
Wellbeing & Education
clients



male / female / child
30% / 57% / 13%

635%
growth in NDIS
Plan Management
(37 to 272 clients)



68
clients identified as
transgender, or a gender
other than Male or
Female, or declined to
disclose their gender



565
Centacare staff
delivered
\$52.6
million in programs

1,217
Aboriginal Torres
Strait Islander clients
supported

74
total programs
delivered across SA

34
sites across regional
and metropolitan
South Australia

Consolidating our position

Total equity increased to \$8.9 million on a total asset base of \$16 million.

Balance Sheet	2020	2019
CURRENT ASSETS	\$	\$
Cash and Cash Equivalents	3,732,771	983,493
Investment	5,000,000	5,000,000
Trade and Other Receivables	2,590,688	2,611,960
TOTAL CURRENT ASSETS	11,323,459	8,595,453
NON-CURRENT ASSETS	\$	\$
Property, Plant and Equipment	12,040,301	7,477,100
Assets held for sale	190,416	-
TOTAL NON-CURRENT ASSETS	12,230,717	7,477,100
TOTAL ASSETS	23,554,176	16,072,553
CURRENT LIABILITIES	\$	\$
Trade and Other Payables	629,325	629,325
Lease liabilities	1,007,208	-
Current Provisions	4,601,106	4,601,106
Financial liabilities	294,718	87,453
Revenue received in advance	1,609,419	371,699
TOTAL CURRENT LIABILITIES	9,801,988	5,689,583
NON-CURRENT LIABILITIES	\$	\$
Lease liabilities	4,338,537	-
Non-Current Provisions	473,203	473,203
Borrowings	-	3,048,616
TOTAL NON-CURRENT LIABILITIES	4,875,712	3,521,819
TOTAL LIABILITIES	14,677,700	9,211,402
NET ASSETS	8,876,476	6,861,151
EQUITY	\$	\$
Reserves	848,603	848,603
Accumulated Surplus	8,027,873	6,012,548
TOTAL EQUITY	8,876,476	6,861,151

Financial Summary	2020	2019
REVENUE	\$	\$
Government Grant Revenue	30,601,137	30,099,021
Other Grant Revenue	1,852,978	1,016,421
TOTAL GRANT REVENUE	32,454,115	31,115,442
Fee for Service Revenue	15,330,831	10,504,320
Other Revenue	2,088,170	3,392,284
Interest Revenue	155,245	194,653
Gain on Disposal of Assets	77,320	64,225
Gain on Business Combinations	2,375,831	0
TOTAL REVENUE	52,481,512	45,270,924
EXPENSES	\$	\$
Employee Benefits Expenses	38,668,711	34,327,636
Depreciation Expenses	2,467,942	1,401,292
Accommodation / R&M Expenses	1,050,161	2,101,674
Motor Vehicle Expenses	1,177,128	1,583,795
Operating Expenses	2,698,623	2,308,880
Other Expenses	4,277,407	3,262,004
TOTAL EXPENSES	50,339,972	44,985,281
SURPLUS	2,141,540	285,643



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
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

SERVICE SUMMARIES

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
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
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

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
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 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 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.	Limestone Coast and Port Wakefield Health regions
Animal Wellbeing Program (Commenced December 2019)	Takes a variety of animals such as joeys, birds, guinea pigs and goats into schools or community settings to help clients manage stress, anxiety, depression, and feelings of loneliness and social isolation.	School students (primary and secondary) and people with disabilities	Across metropolitan Adelaide and some regional settings
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 (Ceased December 2019)	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
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

SERVICE SUMMARIES

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
National Psychosocial Transition Supports <i>Formerly Personal Helpers and Mentors Service – PHAMS</i>	Provides Psychosocial recovery-based supports to Commonwealth Community Mental Health clients to transition into NDIS or access community supports.	Commonwealth Community Mental Health clients who were receiving services through PHAMS.	Northern suburbs and Murray Mallee 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
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

Northern Carers Network

Joined Centacare in January 2020

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Carer Support Program	Connects carers to supports aimed at minimising isolation, increasing coping and strengthening resilience. Supports include respite, social activities, telephone support, information sharing, advocacy, young carer program and links to services.	Anyone caring for a family member or friend with a chronic illness, mental or physical impairment or who may be frail aged.	Northern suburbs and Gawler
Commonwealth Home Support Programs (CHSP)	Low-level services to build strengths and support elderly people to maintain their independence at home and in the community. Services include flexible in-home and community access group respite, Aboriginal Elder support, group and one-on-one social supports.	People aged 65 and over; Aboriginal and Torres Strait Islander people aged 50 and over. Must be registered with My Aged Care, have a RAS assessment, and referral code to specific programs.	Northern Suburbs and Gawler
Direct Care Services	Supports include personal care, in-home respite, community access, social activities, dementia care and household tasks.	NDIS participants with CORE supports in their plan. Elderly people eligible for CHSP respite packages. Self-funded people wanting to purchase a service.	Northern suburbs and Gawler
Kindred Spirits	At-risk children and their families provided with intensive practical in-home support over a 12-week period during the school term with the aim of increasing school attendance.	At-risk Aboriginal children and their families.	Playford and Salisbury



Relationship Support Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
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 Bridge and the Murray Mallee region
Family Law Counselling	Offers the opportunity to enhance personal and family wellbeing, reduce conflict, improve communication and overall strengthen relationships through early intervention, prevention and, where appropriate, referral to other services. All programs and services are child-centred.	Separated/separating parents with children aged between 0-18 years.	Metropolitan Adelaide and regional on request
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
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
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)
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

SERVICE SUMMARIES

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
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	Accommodation, 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
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.	Adelaide and 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
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
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

Corporate Services and Directors Office

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Dulcie's Bus	Mobile clothing shop selling vintage and second-hand apparel to raise funds for Centacare and the Hutt St Centre.	All ages.	Pops up all over South Australia
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
The Otherway Centre	Home of the Aboriginal Catholic Ministry in South Australia. Cultural hub providing spiritual and social connections, and opportunities for healing.	Aboriginal and Torres Strait Islander people; non-Aboriginal people.	Stepney

DIRECTOR'S OFFICE

Dale P West
Director

- Aboriginal Services
- Administration Services
- Communications
- Dulcie's Bus
- The Otherway Centre
- Shared Services



Pauline Connelly
Deputy Director

SERVICE DELIVERY

CHILDREN'S SERVICES



Leanne Haddad
Executive Manager

- Adolescent Reunification
- Dad's Business
- Family Preservation Service
- Foster Care Program
- Kids in Focus
- National School Chaplaincy – North
- Reunification Services
- Targeted Intervention Service



DISABILITY SERVICES
Lachlan Purves
Executive Manager

- Auricht House Day Options
- Centanet Day Options
- Elanora House Supported Accommodation
- Independent Living Program – Adelaide & Whyalla
- 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



DOMESTIC VIOLENCE & HOMELESSNESS SERVICES
Kara Piltz
Executive Manager

- Coolock House
- Domestic Violence Disclosure Scheme – Southern Country Region
- Findon Family Housing
- Limestone Coast Domestic Violence Service
- Louise Place
- Malvern Place
- Murray Mallee & Adelaide Hills Domestic Violence Service
- Riverland Domestic Violence Service



HEALTH, WELLBEING & EDUCATION SERVICES
Helene Nielsen
Executive Manager

- ACCESS Programs
- Accommodation Support Program – Clare, Barossa & Limestone Coast
- Animal Wellbeing Program
- ASCEND Suicide Intervention
- Centcare Drug & Alcohol Services
- headspace Port Adelaide
- ICAN Services
- Individual Psychosocial Recovery Support Services
- Integrated Youth Substance Misuse Specialist Service – Including Alban Place
- National Psychosocial Transition Supports
- NDIS Mental Health Service NDIS Support Coordination
- Police Drug Diversion Initiative
- Registered Training Organisation
- Thrive Youth Mental Health Program



NORTHERN CARERS NETWORK
Maria Ross
Executive Manager

- Carer Support Program
- Commonwealth Home Support Program (CHSP)
- Direct Care Services
- Kindred Spirits



RELATIONSHIP SUPPORT SERVICES
Lisa Osborne
Executive Manager

- Families & Fathers Support
- Family Connections Program
- Family Dispute Resolution
- Family Law Counselling
- Family Mental Health Support Service (SCY)
- Family Relationship Counselling
- Mobile Family Connections
- National School Chaplaincy – South
- Parenting Education
- Regional Family Dispute Resolution
- Relationship Education
- School Counselling
- Sun Dancing – Child Sexual Abuse Counselling
- Supporting Sole Parents
- Wandana Community Centre



YOUTH & COMMUNITY SUPPORT SERVICES
Megan Welsh
Executive Manager

- Hannah Place
- Intensive Tenancy Support Program
- Outer North Youth Homelessness Services – including Carlow Place
- Panic Anxiety Obsessive Compulsive & Eating Disorders Service (PACE)
- Reconnect Mental Health Service
- Whyalla Generic Homelessness Service – Youth
- Whyalla Regional Domestic Violence Service

CORPORATE SERVICES

CATHOLIC SAFETY HEALTH & WELFARE



Debbie Nation
Executive Manager

- Catholic Safety Health & Welfare for the Catholic Archdiocese of Adelaide



FINANCE & ADMINISTRATION
Damien Hern
Executive Manager

- Accounting
- CarCentra
- Financial Advice
- Mobile Communications
- Payroll
- Salary Packaging
- Software Development
- NDIS Plan Management



IT & INFRASTRUCTURE
Dominic Reppucci
Executive Manager

- Building / Leasing Maintenance
- Environmental Safety
- Fixed Communications
- Information Technology
- IT & Infrastructure Consultancy



QUALITY INTEGRITY & SUPPORT
Susan Thomson
Executive Manager

- Business Assurance
- Quality Assurance
- Work Health & Safety

CONTACT US

Metropolitan Adelaide

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

DAVOREN PARK – Northern Carers Network

Shop 15, 130 Peachey Rd, Davoren Park SA 5113
P: (08) 8228 8900 | E: ncnenquiries@centacare.org.au

ELIZABETH – The Centa

34 Yorktown Road, Elizabeth Park SA 5113
P: (08) 8412 9570 | E: elizabeth@centacare.org.au

ELIZABETH – Carlow Place

P: (08) 8412 9520 | E: carlow@centacare.org.au

ELIZABETH DOWNS – Dad's Business

Shop 7a, 26 Hamblynn Rd, Elizabeth Downs SA 5113
P: (08) 88252 2311

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) 8215 6330 | E: wandanacc@centacare.org.au

MORPHETT VALE – Kelly House

9 Bains Road, Morphett Vale SA 5162
P: (08) 8412 9550 | E: morphettvale@centacare.org.au

MORPHETT VALE – Coolock House

P: (08) 8412 9560 | 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



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

NDIS Support Coordination

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

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 2020.



What our clients say about us

"The Power to End Violence Against Women program was an excellent opportunity that challenged us to consider our own actions and the effects they can have more carefully when tackling this very important issue."

Participant, Power to End Violence Against Women

"The service has helped me to achieve longer term accommodation to give my son and I stability so I can complete my studies."

Client, Malvern Place

"I had an amazing counsellor and I could tell her anything without being judged. I'm so lucky to be paired with her. She's helped me so much."

Client, headspace Port Adelaide

"We have enjoyed our journey with our assessor, she made us feel very comfortable and she has been a fantastic support."

Foster carer

"Staff are open-minded and flexible, always looking for ways to ensure the end-user receives what they need."

Client, Relationship Support Services

"The mediator put my mind at ease but also very much kept me on track. The child consultant was amazing and great with the kids."

Client, Family Dispute Resolution



Centacare
Catholic Family Services



Centacare

Centacare Catholic
Family Services
Archdiocese of Adelaide

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Adelaide SA 5000

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E enquiries@centacare.org.au



Registered NDIS Provider



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

