



# Centacare

Catholic Family Services

## Annual Report 2020-2021





Watch John welcome  
Centacare to Country:  
<https://bit.ly/3yLO9el>

*For thousands of years,  
we have walked on 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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# Looking forward

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.

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



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#### **Inclusivity**

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

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#### **Client Focus**

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

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#### **Future Focus**

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

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#### **Staff & Management**

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

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#### **Strong Governance**

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

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





# Year evolves into experience of hope

In his message for our 2019-20 Annual Report, our then Director, Dale West, finished with 'After 2019-20, who knows what surprises next year will bring?'

They were prophetic words, and even though they were in the context of the COVID-19 challenge and its impact on us, in January this year we farewelled Dale into retirement after 32 years as Director, and entered a new era for Centacare.

As an organisation, through our work with our clients and within the community services sector, we are well used to discussing and guiding change.

With Dale's departure, we, as individuals, were asked to live and experience change at a deep level, while recognising that our values and culture remain unchangeable.

There are many reasons I am proud to be a part of Centacare. Along with our truly devoted staff, the authenticity of how we operate within the framework of Catholic Social Teaching, the professional expertise and focus on our clients, and the way we as an organisation continue to encourage one another, is inspiring.

When I reflect upon Centacare within the context of the Catholic Church, Pope Francis' analogy of the Church needing to be the field hospital, rings true.

We are there with those who are at a time in their lives when they need a field hospital that accepts without question or judgement, and offers them the welcome and support they need.

As the face of Christ on the street, Centacare becomes an experience of hope for our clients.

Many families and children have suffered in a variety of ways as a result of COVID-19. We were fortunate to receive COVID-19 Virtual Support Network funding to augment our capacity to provide counselling for children experiencing challenges stemming from the pandemic. This is a service we could never have imagined needing only 18 months ago.

Throughout Centacare Catholic Family Services' 79 years of history, we have had to continually adapt and change to different needs in the community, growth in professional expertise and research, changing government policy and funding models.

This year has been no different.

There has been significant reform in our homelessness and domestic violence services with the shift to Alliance contracts.

With the homelessness sector, the state was split into four regions, with each awarded one contract, and domestic violence is now a state-wide Alliance governed by a single contract.

Centacare was successful in each of the three consortia bids it was part of, and is now operating within a framework of service that involves working alongside the South Australian Housing Authority and our Alliance partners on shared expertise, funding, service delivery, referrals and research.

We worked hard for this success, and I appreciate the context of generosity and trust that has seen these agencies come together, all working collectively to achieve better outcomes for clients.

Another challenge for us has been the adjustment to the NDIS model of funding, as we work to assist and care for our most vulnerable group – those living with disabilities.

In other services as well, the government funding model has moved from block funding to fee-for-service, and this has required adjustment and innovation as we support and walk alongside those impacted.

Our Children's Services Unit has grown with the success of winning tenders for RESTORE Intensive Family Services, which has a focus on family preservation; Unify Family Reunification Services; and Breathing Space, a groundbreaking early intervention, national-first program for young women who have experienced removal of a child or children from their care.

During the number of changes we have encountered this year, I want to acknowledge all staff. They are the people who are seeing daily, the challenges, sadness and trauma of our clients, and their passion and commitment to the wellbeing of those they support, is humbling and fortifying.



I also want to deeply acknowledge the wonderful managers who support the staff and, in particular, our Executive Managers who lead with a professionalism and heart that makes Centacare a place where people choose to work. I particularly value their support of me.

Finally, I would like to thank Archbishop Patrick O'Regan for his time and support, along with the Archdiocesan staff.

We value the Roman Catholic Archdiocese of Adelaide Charitable Trust, whose contribution to Centacare is pivotal in making available Kolbe Cottage for our Disability Services, along with other services and projects.

We are also grateful to all who donate to Catholic Charities along with corporate and school sponsors. We need your support as we strive to support others.

So we head into 2021-22, in the knowledge that we are doing God's work, and that together we will continue to support and encourage each other as we live the call and respond to the need.

**Pauline Connelly**  
*Director*

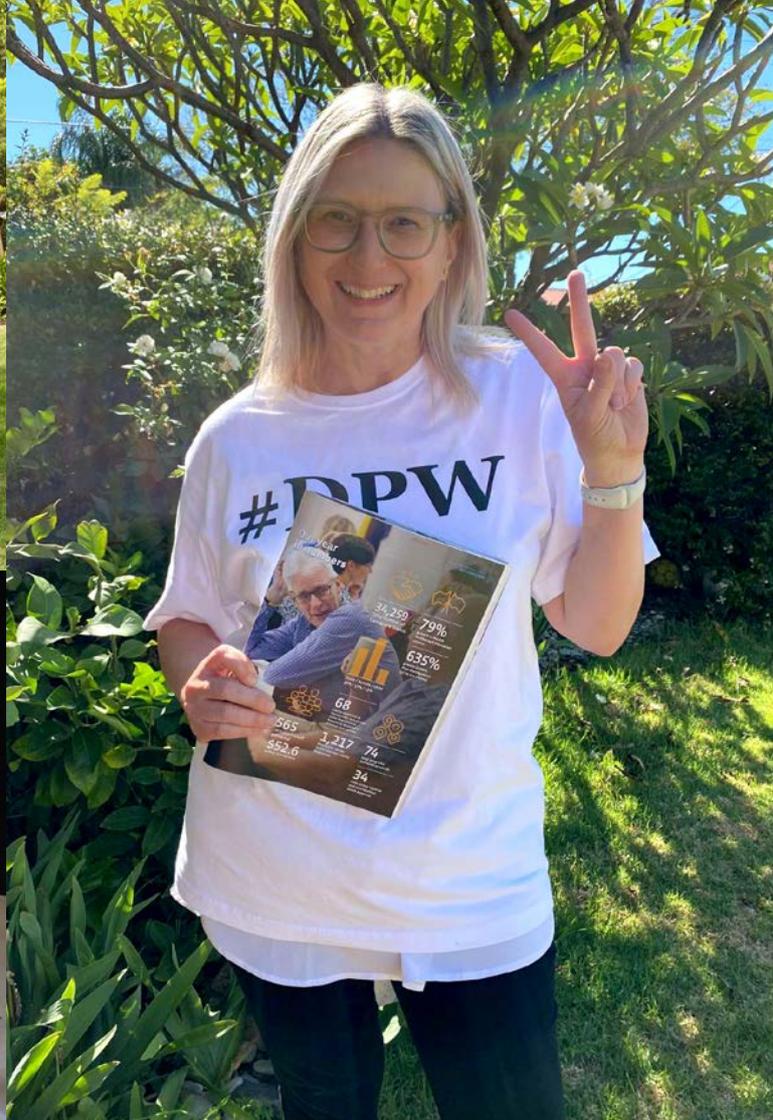
FROM THE  
DIRECTOR'S OFFICE



## Dale P. West Boardroom

*"In 32 years I made many mistakes and poor decisions, but every decision that enabled our staff members to support a client in need, was right."*

Dale P. West



# Thank you for everything, Dale

Dale West, the longest-serving Director of Centacare, retired in January after 32 years at the helm in Wakefield St.

With humour, compassion, and humility, Dale moulded Centacare into an organisation where clients come first and staff are supported with utmost care, respect and belief.

When he took on the role in 1989, Centacare had just 14 employees but, over time, he grew the organisation to 600 staff who collectively deliver more than \$52 million in programs each year in support of tens of thousands of clients.

Our culture, client-focused approach, values, and community influence are a testament to Dale's leadership. So too, Centacare's commitment to continually review, evaluate and improve services to ensure quality outcomes for those who are marginalised and who experience challenges in their lives.

"No matter how brief a time someone worked at Centacare, it only took a short meeting with Dale, a conversation with him or an email exchange, to know we had someone pretty special and unique here for 32 years," said Director Pauline Connelly.

"Even people's first experience of Dale at staff induction was enough to set the scene for many; that his humour and his compassion went hand in hand, coupled with his professionalism and humility."

Centacare's city office boardroom was named in Dale's honour, in recognition of the enormity of his contribution and influence.

In late January, we wore our hearts on hashtag tees in a final tribute to our widely respected leader and the daily emails he sent each day during COVID-19.

Dale's trademark missives and other musings were a unique and reassuring comfort at a time of great uncertainty.

Thank you for everything, #DPW!



# POWER TO END VIOLENCE BEFORE IT STARTS

NOVAK

More than 7500 boys have taken part in a program giving them the courage to speak up if they witness disrespect towards women in their lives. There are at least 11 on a waiting list to be students for next year.

Power to End Violence Women program was launched in 2016 and has reached more than Year 10 boys at 107

jointly funded by care and the Education Trust and involves it and former Port Adelaide Football Club.

ing demand for the am comes as

ments consider how to nent education around ncent and abusive onships, following n outrage over high- n sexual assault and ntic violence cases. nstancie deputy director n Connelly said more n was needed on n the right attitudes n the start.

The younger we n working with men n what a respectful n is and working n women about what n like to be controlled.

## IN THE MEDIA



Ex-Player Cameron Sutcliffe and Brad Ebert with students Harrison, back left, Ja

trying to patch up once the damage is done."

Yesterday, a group of students from schools across the state took part in a leadership workshop as part of the program, where they

of a way of speaking or being in a respectful relationship but it takes another level of courage to... stand out and be apart from the group, to say that's not appropriate," Ms Connelly said.

Ms Connelly said both 16,

violence against women I "I always kind of knew it there but I didn't understand the severity," said Harrison of Blackfins Priory School.

"(The program) gave us the opportunity to open discussions with women I

with down) "It goes on the matter and that is a offer a piece.

An SA PS said officers recognise the

Mr Caldwell said under the new stragulation office, "the person is remained in custody and you can get bail"

of the reason police were laying such a high number of charges. When she introduced the new laws, Attorney-General Vickie Chapman said

Mr Chapman encouraged police with "any evidence of being stragulation" to use the new offence.

"If it turns out... that aggravated assault is more suitable than something they can deal

caused, stragulation can lead to internal injuries, brain damage, memory loss and anxiety.

Contancie domestic violence service manager Steve Smith said stragulation was a warning sign of escalating danger and occurred in about a quarter of relationships where a victim was eventually murdered.

"We know it has always been a tactic of maintaining power over a victim," she said.

Law Society of SA criminal law committee co-chair Craig Caldwell said in most stragulation cases, police used to lay charges of aggravated assault,

which generally has a lower maximum penalty.

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# More help for young mums

## Program targets struggling parents

LAUREN NOVAK

about a quarter of young mums who had multiple children removed, authorities were in state care.

The Breakthrough program, funded by the Child Protection and Human Services departments, targeting hospitals and youth homelessness or health services.

They will be given support with life skills and better services.



LAUREN NOVAK



NEWS 11

# Partner act's rising

Partner act's

# We're making news

We had a robust media presence this year.

30 print stories

more than 400 social media posts

36.8K Facebook page reach

121.5K Tweet impressions

Top tweet earned 13.8K impressions

41.3% increase in users coming to the Centacare Foster Care website, largely due to efforts in Search Engine Optimisation and paid digital advertising



Tag us on Instagram: @centacare\_adelaide

Like us on Facebook: @centacarecatholicfamilyservices

Search for us on YouTube: centacarecatholicfamilyservices

Talk to us on LinkedIn: @CentacareCatholicFamilyServices-Adelaide

Listen to our radio interviews: soundcloud.com/centacare





# Impacts on women's safety just beginning

The fallout of the 'shadow pandemic' – the rise in violence against women during the COVID-19 crisis – was revealed this year in the complexities facing clients and the growing demand for support from already-stretched specialist services.

We have seen more people affected by violence for the first time, and more who were already dealing with abuse facing escalated violence. This has brought women's needs, safety measures and resourcing into sharper focus.

This year, Centacare successfully tendered to join the new state-wide Domestic and Family Violence Alliance (DFV) in partnership with Women's Safety Services, Junction Australia, Nunga Mi:Minar Inc, the Salvation Army, Uniting Country and Yarredi Services Inc.

The DFV Alliance has developed a safety and housing first approach and is dedicated to delivering culturally safe and inclusive services. A culture of collaboration and cooperation to ensure consistent, high-quality responses underpins the Alliance.

To support this vision the Limestone Coast Domestic Violence Service (LCDVS), Murray Mallee and Adelaide Hills Domestic Violence Service and Riverland Domestic Violence Service joined together to form the Southern Country Region Domestic Violence Services.

This model provides greater opportunity for Centacare specialist domestic violence practitioners to share their wealth of knowledge and experiences and inform service delivery across these regions, with the safety of women and children at the centre of decision-making.

Exiting clients into housing has been extremely challenging in recent months due to rising rents and record low vacancy rates, slow turnover of transitional properties, and increased demand for limited affordable housing options. I admire the tenacity and creativity of staff in finding solutions amidst these complexities.

## **In other developments this year:**

- Primary prevention came to the fore through The Haven. The safety hub officially opened at Mount Gambier Library in June to raise awareness of violence against women and the supports available to at-risk families (see separate story).

- The Domestic Violence Disclosure Scheme continues to boost the capacity of regional communities to keep families safe. This year, Centacare staff worked alongside SA Police to support 46 individuals deemed eligible for a disclosure. A total of 58 applications were received from mainly women aged 17 years and over in the region stretching from the Limestone Coast through to the Riverland and the Murray Mallee.
- The 40 Beds project this year diverted 62 clients fleeing abusive homes away from motel accommodation. Women report regaining a sense of safety, security and stability for themselves and their children after accessing the four three-bedroom fully furnished, secure properties across DVAHS sites in Whyalla, Mount Barker, Mount Gambier and Murray Bridge.
- In March, the LCDVS was the inaugural Key 2 Kindness recipient and received \$2000 to fund cooking, cleaning and laundry starter packs for women exiting crisis accommodation. The community program is an initiative of Mount Gambier real estate agency, Key 2 Sale.
- Coolock House at Morphett Vale was supported by the Southern International Women's Day Dinner in April. Partnerships with Backpacks 4 SA Kids, Wyatt Trust, the Zonta Foundation and funding from the Catholic Charities Appeal also have been pivotal in enabling clients to live safely and independently.

I would like to acknowledge former DVAHS Executive Manager Kara Piltz for her more than 20 years of service to Centacare. Kara was a strong voice in the sector and worked tirelessly in support of women and children's safety.

To the DVAHS staff in administration, on frontlines and behind-the-scenes, thank you for your commitment, dedication, perseverance and skill in a year of competing demands.

**Megan Welsh**  
*Executive Manager*



Meet, Embolden –  
the alliance for women's  
freedom, equity and respect:  
[www.embolden.org.au](http://www.embolden.org.au)





# Voices for change

Christine Plunkett is hoping to be a voice for change by being a good listener.

The retired registered nurse and Soroptimist International member is one of the faces behind The Haven, a new safety hub which opened at Mount Gambier Library in June this year.

Established by the Women's Information Service, The Haven provides resources and warm referrals to specialist domestic and family violence supports to empower women's decision-making around their safety and relationships.

Christine is among a band of specially trained volunteers who staff the hub and help start conversations around domestic violence in the community.

"Spreading the word is as important as providing information to the women we meet," Christine said. "We are not the experts but we are a listening ear who have got the resources available to empower women to make informed decisions and choices."

The Haven volunteers were mentored by long-time women's advocate and Safety Hub Project Officer, Sonya Meziniec, who was based at Centacare's Limestone Coast Domestic Violence Service while the hub was established.

"The more informed people are about red flags in relationships, the better equipped they will be to help themselves and others," Sonya said.

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**218**

clients supported  
by Limestone Coast  
Domestic Violence  
Service

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42 females and  
50 children supported  
by Coolock House

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**306**

clients engaged with  
the Murray Mallee &  
Adelaide Hills Domestic  
Violence Service

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**101**

women sought support  
from the Riverland  
Domestic Violence  
Service

---

**1 in 5**

clients engaged with  
DVAHS identify as  
Aboriginal and Torres  
Strait Islander

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**1118**

clients received  
support

# Elsie's Nature Play Space unveiled

*Every now and then a challenge comes along that captures the collective heart of the Southern Community Project Group.*

All 21 members get on board and skillsets are limited only by imagination.

The result of their teamwork and toil can be found in Elsie's Nature Play Space, which recently opened at Coolock House.

Located at Morphett Vale, Coolock House supports pregnant or parenting women aged under 25 years who are homeless or at risk of homelessness.

"We've worked on some big projects, but this is probably the only one where all the men have joined together and really got involved and excited about what we could achieve," said Group chairman Peter Sando.

"Knowing who it's for has given us all a real buzz."

Through onsite and outreach support, young mums at Coolock House are assisted to set goals, re-engage with education, develop independent living and parenting skills, and transition into long-term housing. In 2020-2021, the service supported 92 clients including 50 children.

The play space took six months to build and was funded by a donation from a mother and daughter in memory of their loved one, Elsie.

"We are grateful for the generous donation that got this project happening, as well as the great work done by the men's group, and for gifts of time, site works, plants and irrigation from friends of Coolock," said Anthea Francis, Manager.



## Soroptimists celebrate young mums

Young mums at Coolock House were surprised with picnic baskets packed with goodies ahead of Mother's Day in May.

Eight families enjoyed the spoils of their special gift over an autumn lunch, made possible by the generosity of Soroptimist International – Southern Districts branch.

The Soroptimists donated 16 picnic baskets, one for every mum engaged in the Morphett Vale-based Young Family Support Program (YFSP).

"We wanted to give them something that they could keep to highlight the special role they are playing in raising their children while also overcoming barriers of their own," Soroptimists President Lyn Palmer said.

In a card tied to one picnic basket, Soroptimists member Barbara Francis wrote: "Successful mothers are not the ones who have never struggled, they are the ones that never give up."

Coolock House Manager Anthea Francis said celebrations such as Mother's Day are often unfamiliar for young mums who are learning to parent on the back of childhood trauma and other complexities.

"Parenting is filled with rewards and challenges for all of us, but parenting with limited positive supports creates additional challenges," she said.

"That's why it's important to give them positive feedback and acknowledge the love and commitment they show every day in meeting their children's needs."





## Power to End Violence Against Women reaches milestones

The **Power to End Violence Against Women** (PTEVAW) program celebrated significant milestones this year with its 100th school visit and the launch of girl's spin-off, Empowered.

PTEVAW reached the landmark visit at Henley High School in the same week as Empowered began in classrooms to enhance female Year 10 students' understanding of gender equity and women's rights.

Empowered has since engaged 325 students at five schools, while 8,180 15-year-old boys across the state have participated in PTEVAW, which began in 2016.

Through the primary prevention program, students learn how to recognise and safely stand up to gendered drivers of abuse.

It's a cause close to Program Coordinator Cameron Sutcliffe who has seen the impact of domestic and family violence on a few good mates.

"Thankfully they were able to get through it with the supports around them, so programs like this are hugely important" said Sutcliffe, who captains Port Adelaide Football Club in the SANFL.

PTEVAW is a joint partnership between Power Community Ltd (PCL), Centacare and the Department for Education. Empowered was made possible by an Adelaide Airport Limited grant.

"The club is very proud to have delivered the Power to End Violence Against Women program to 100 schools over the past five years," said Jake Battifuoco, Managing Director, PCL.

"As a primary prevention program, we aim to stop violence before it starts. We want the boys to think about the relationships they have now and the ones they will form in the future, ensuring they are positive and respectful."

Centacare Director Pauline Connelly has high hopes for both programs "given how important continuity and capacity building over the long-term is for primary prevention."

"A critical factor in the prevention of domestic violence, and of providing opportunities for a growth in the notion of respectful relationships, is self-awareness," she said.

"This does not just rest with the male, although this is a crucial factor.

"The importance of awareness that young women have of what constitutes a healthy relationship, and of how they themselves are experiencing the relationship they are in, cannot be underestimated."

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112  
schools visited and  
**8,180**  
students engaged

---

125  
students participated  
in two leadership days

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27  
AFL listed players  
including Tom Jonas,  
Ollie Wines, and  
Travis Boak, and  
6 past players involved  
in the program

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Four-time Magarey  
Medallist and PAFC  
legend Russell Ebert  
awarded the 2021  
South Australian  
Local Hero Award  
in recognition of his  
work with PTEVAW and  
Power Community Ltd



## Alex and Caitlyn on a mission

It took just one conversation to put domestic violence on Alex Barr's radar.

The Mental Health Peer Worker was in Year 10 when a group came to visit her school to talk about abusive relationships.

It was a watershed moment for the then 15-year-old who knew little about violence against women.

"That was the first time I ever heard that there was a cycle of behaviour to domestic violence, and that there were warning signs you could look for," Alex says.

"No one had ever had that conversation with me before, and it really stuck. It was always in the back of my mind growing up after that and every relationship I got into."

Now 31, Alex hopes to exert the same positive influence on female students she meets as co-facilitator of EMPOWERED.

A joint program between Centacare and Port Adelaide Football Club, Empowered visits secondary schools to enhance students' understanding of what healthy relationships look like, and how to identify red flags that can lead to abusive behaviours.

"For 15-year-old me who can't remember anything else I did that year, to take a similar message and embed it into how I live my life obviously was very powerful, and I think that's why I see this program as being so important," Alex says.

Key messages include early warning signs and cycles of abuse; how gender-based stereotypes normalise unhealthy behaviours; and the charter of women's rights.

"Teaching young people to recognise red flag behaviours is also pivotal because it helps them to set boundaries around what they will and will not accept in a relationship," said Caitlyn Woodcock, co-facilitator of Empowered and Mental Health Worker.

"I'd like young people to recognise they don't need a partner to be worthy or 'whole', as low self-esteem or self-worth can lead to relationships that are neither healthy nor respectful."

# Walking together towards housing, safety and belonging



The excitement spawned by challenges and change defined 2020-2021 as groundbreaking homelessness and domestic and family violence alliances were set up across the state.

In September 2020, as part of the move towards a more holistic, coordinated and integrated homelessness response, the SA Housing Authority (SAHA) announced plans to establish five Alliances across South Australia (SA) with a focus on prevention and better outcomes for the most vulnerable.

According to SAHA, lived experience feedback indicated that the existing system was confusing and difficult to navigate, disempowering and needed to change.

A lengthy tender process saw Centacare successfully involved in three consortia bids for the new Adelaide North and Country North Alliances, and the state-wide Domestic and Family Violence Alliance. These will come into effect on 1 July 2021 and will replace the 76 contracts previously delivered in regional and metropolitan SA by individual homelessness service providers.

While there has been much to learn in recent months, the process has borne innovation and buoyed confidence in the sector's capacity to collectively close service gaps and achieve better outcomes for the people and communities we walk alongside.

Centacare's Elizabeth-based Outer North Youth Homelessness Service (ONYHS) will form part of the Adelaide North Alliance, to be known as Padninthi Kumangka Wardli. The Kurna name means walking together towards housing, safety and belonging.

Whyalla Regional Domestic Violence Service will join the State-wide Domestic and Family Violence Alliance, while the Whyalla Homelessness Service becomes part of the Country North Alliance. We look forward to working with our Alliance partners to plan and implement service delivery, identify and resource emerging needs, and monitor whole-of-system outcomes.

This has never been so important as the impact of COVID-19 continues to magnify challenges within the homelessness and domestic violence sectors. The flow-on impact of the nationwide rental crisis has pushed up property prices and put pressure on emergency housing, stifling exit points and leaving service providers with fewer options.

At Pooraka, Hannah Place continues to support young women under guardianship who are pregnant and/or parenting and require support to bond with and care for their baby. Numerous inspiring outcomes have been achieved by clients whose challenges are often intergenerational.

This year, Hannah Place underwent a successful tender process to be refunded under the Department of Child Protection (DCP) Supported Independent Living Services model. This new model of care will provide Centacare with greater flexibility to respond to the unique needs of the young women and children we meet.

Thank you to the Wyatt Benevolent Trust for its continued support of our clients through the Housing Partnership Grant which enables Centacare to purchase essential household items clients need to establish a safe and welcoming home.

I would also like to thank YACSS staff for their ongoing commitment, dedication and compassion in a year of competing demands.

**Megan Welsh**  
*Executive Manager*



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**1407**

clients supported  
by YACSS

---

**1 in 5**

clients supported  
by YACSS identify as  
Aboriginal and Torres  
Strait Islander

---

**505**

young people engaged  
with the Outer North  
Youth Homelessness  
Service

---

**425**

clients supported  
by Whyalla Generic  
Homelessness Service

## Donna's gift for young mums

Most people know Donna Chaplin as the face of the Centa at Elizabeth, but Centacare's trusty Administration Site Coordinator is also a handy artist.

For more than a year, Donna worked on a giant mural which now looms brightly over the backyard at Hannah Place.

A mother figure and rainbow are at the centre of the piece, to instil hope for the future in young women under Guardianship who are pregnant or parenting.

"I hope when they look at the mural, they'll see there is always hope and happiness somewhere; you can find it over the rainbow," Donna said.

Many clients at Hannah Place have spent their formative years in and out of care due to unresolved family crisis, childhood trauma and other complexities such as mental health, sexual violence, and drug use.

At Hannah Place, young women are supported to develop their parenting capacity and bond with their baby and, if their child has been removed from their care, to work towards reunification.

Donna hopes the mural will inspire clients to pick up their own paintbrush and find comfort through creativity. "I'd like them to think 'I can do that too' and start drawing," she said.

The mural was crafted with donated materials including paint gifted by Paint Supplies, Hendon.

Located at Pooraka, Hannah Place opened nine years ago. In 2020-21, the service supported 17 clients including 8 young women and 9 children.

# Multi-disciplinary focus on families

Children's Services Unit (CSU) delivers trauma responsive programs designed to harness strengths, address challenges and build confidence in individuals, families and children.

This year, CSU was subject to long-standing services ending, new tender opportunities, re-tendering and contract renewals. After more than a decade of successful service delivery, Targeted Intervention Service (TIS) and Family Preservation (FP) ended on 30 March 2021. Both TIS and FP informed the new RESTORE Intensive Family Services, a multidisciplinary model to support families from becoming entrenched in the child protection system.

RESTORE is the state's largest intensive family service and is instrumental in facilitating the shared vision of the Department of Human Services (DHS) Child and Family Support System to ensure children are safe and well in family, community and culture.

In August 2020, Centacare won the Breathing Space tender, a groundbreaking early intervention service for young women who have experienced removal of a child or children from their care. DHS funded the two-year pilot to support women aged under 25 years. CSU is well placed to address attachment and trauma related difficulties, by extending existing high quality case work and incorporating therapeutic interventions. To support this work, CSU launched the Therapeutic Framework and online resources. The Framework and training package has a particular focus on the causes and treatment for intergenerational trauma, with content provided from Dr Jacqueline Amos' 2017 doctoral research.

## Key CSU highlights:

- Winning significant Tenders: Breathing Space (two-year pilot-national first), RESTORE (four-year contract, largest state provider) and Unify Reunification services (nine-year contract, largest metropolitan provider).
- Partnered with CatholicCare NT to use 'The Family Coping Toolkit' with Aboriginal young women engaged with Breathing Space.
- In June 2020, succeeded in winning a DHS grant to develop trauma responsive training.
- National School Chaplaincy program won a DE grant - 'Take Action Together' to promote bullying prevention for children and young people in schools.
- Quality Innovation Performance commendations for Breathing Space and Dad's Business, and noted service excellence in CSU.
- Launch of the Circle of Care foster care recruitment campaign (see separate story).

This year has been a year of rebuilding and developing new services. The innovation of peers and the voice of the children and families were significant in designing the new services. Thank you to our dedicated workforce and to the families that allow us to walk alongside them.

**Leanne Haddad**  
Executive Manager

**2080**  
clients supported

**20%**  
increase in the number  
of students engaged  
with National School  
Chaplaincy North

**123**  
children supported by  
Centacare Foster Care

**16**  
young people  
supported by  
the Adolescent  
Reunification  
program to  
reunify with  
their families.



## Children at heart of circle of care

A cast of cute fictitious faces front a new Centacare campaign to encourage people to become foster carers.

Children are at the heart of the 'Circle of Care' initiative, which highlights the role of foster families in giving them safe and loving homes.

The campaign logo depicts 17 characters including carers, young people and even a family pet in a circle to symbolise Centacare Foster Care's child-focused practice and the care team that wraps around each household.

"We really wanted to represent key themes of why children may come into care, as well as what motivates people in community to put their hand up and join our team as foster carers," said Amalie Mannik, Manager.

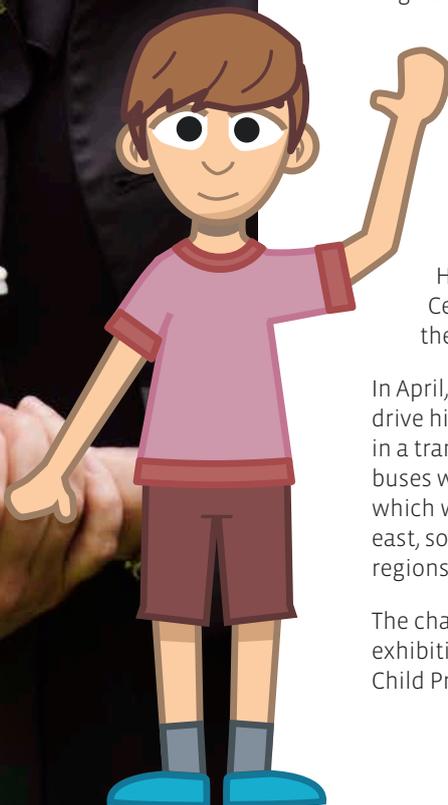
Each character in the Circle of Care has a backstory. Jamie, for instance, was removed from his birthparents after witnessing domestic violence and drug and alcohol misuse which resulted in neglect and his needs not being met.

He was placed in residential care for eight months before transitioning into a foster carer's home shortly before his fourth birthday.

The characters were illustrated by Quisk web designer Denham Haynes, who worked closely with Centacare Foster Care to develop their individual traits.

In April, the Circle of Care recruitment drive hit the road with Adelaide Metro in a transit advertising campaign. Twelve buses were decked out in the branding which was seen on routes in the north, east, south, west and inner metro regions.

The characters also featured in a special exhibition at the Department for Child Protection's city gallery.



## Groundbreaking service begins

Young women who have experienced removal of a child or children from their care are being supported in a national-first early intervention service at Centacare.

Breathing Space – a two-year pilot program – has engaged 17 young women aged under 25 years since it began in late 2020.

The service aims to improve clients' quality of life, wellbeing and life skills by addressing the complexities that may have contributed to their children entering the child protection system.

"The loss of a child into care is significant. There is a lot of shame involved, particularly with Aboriginal women, and this can lead to other significant challenges that may otherwise never be addressed," said Leanne Haddad, Executive Manager.

Breathing Space is based on UK program, Pause. Participation is voluntary and each young woman is allocated a case manager, women's health nurse, financial counsellor and a senior practitioner providing wrap-around support.

Underpinned by Aboriginal co-design criteria, Breathing Space privileges the voices of young Aboriginal women to empower self-determination, address intergenerational trauma and promote the importance of culture.

"We want to identify the protective factors that mitigate the recognised effects of intergenerational trauma to increase self-identity, but also safeguard potential future children the young women may have," Leanne said.

# Challenges drive achievements

Last year, COVID-19 presented Disability Services with an unforeseen challenge, the likes of which we had not previously encountered. This year, I am pleased to report that everyone connected to our services, particularly staff and clients, have not only met the challenges COVID-19 has presented but, in many cases, exceeded them.

A particular highlight has been the ability of clients within our Supported Independent Living services to transition from their normal routines to in-house programming during the various periods of lockdown.

Despite the considerable challenges faced, these times have been embraced with enthusiasm by our clients and have demonstrated the commitment, creativity and adaptability of staff.

Whilst it is rewarding to be able to reflect internally on the level of service our staff have provided through this time, it is with great pride that I can report that the quality of our response was verified during our NDIS mid-accreditation cycle surveillance audit.

The audit reviewed Centacare activities and processes against specific elements of the NDIS Practice Standards to monitor our compliance.

Audits can be a daunting experience for those involved. However, they provide a chance to showcase all the hard work required to deliver a high quality client-focused service.

It was particularly heartening that one of the several areas of strengths identified was our

commitment to person-centred support, as this ties so closely to our values.

Unfortunately, not all of our challenges this year have arisen as a result of the wider pandemic. The introduction of the NDIS, and the move away from block funding has, over time, greatly impacted the viability of our respite services.

Despite significant attempts to implement various models in recent years, we were unable to make respite sustainable and subsequently made the difficult decision to close the services.

This decision was felt deeply within Disability Services and will be for some time. However, I would ask anyone who has been involved in Centacare Respite Services to reflect on the significance of their achievements across a 30-year period.

Amidst the challenges we have faced this year, I believe we have shown that when a service truly lives its values it can deal with almost anything that arises.

We would like to acknowledge and appreciate the generosity of the Catholic Charities Appeal, and the Roman Catholic Archdiocese of Adelaide Charitable Trust, for their ongoing support – it is most appreciated.

**Liam Connelly**  
Executive Manager



Explore our services:  
[disability.centacare.org.au](https://disability.centacare.org.au)



4

disability services staff have been at Centacare for 20+ years

7

support workers and 1 team leader have been at Centacare for

13

years or more with a combined

397

years of service

104

clients supported

18

clients engaged with Centacare Day Options



## Nazareth singers on song at Kolbe Cottage

Nazareth Catholic College got into the groove at Kolbe Cottage in September.

As part of the school's annual reflection day, the Nazareth Music Team put on a spring concert for Centacare respite and day options clients.

Creating community connections is a key part of Nazareth's mission to nurture students and families.

"We absolutely loved the opportunity to share a couple hours of music with the Kolbe clients during an afternoon of singing, dancing and fun," said Jess Joyce, Director of Music.

"Our Nazareth staff walked away from the experience feeling extremely blessed."

Jess was joined by Wes Brice, Instrumental Coordinator and Music Teacher; Angela Tripodi, Student Teacher; and Emily Johns, Music Teacher.

Located at Plympton and known for its caring and creative environment, Kolbe has been providing support for young people and adults with intellectual disabilities for more than 35 years.



## Culture Hub

The Culture Hub newsletter was launched this year to tell our collective story through the eyes, origins and cross-cultural experiences of staff.

An initiative of the Cultural Competence Committee, the newsletter is written and produced quarterly. Each edition introduces us to the faces and views that enrich Centacare's culture and contribute to our own world view.

In recent months, Culture Hub has taken us to Venezuela where the passion of flamenco was ignited in Adriana Diaz (pictured), Thessaloniki in the north of Greece with Effie Georgiadis (pictured opposite), the capital of Iran with Ella Zereshki and Lebanon with Pascale Nicolitsi.

We have ushered in the Year of the Ox on Chinese New Year with Karen Wang, Andy Wong, Anna An, and Sok Chuan Yap; marked the festival of Eid al-Fitr with Amina Mujkic; and learned about 'badnjak', a Serbian Christmas tradition, with Milica Miocinovic.

Culture Hub assists in bringing cultural competence to the forefront, and keeps everyone at Centacare engaged and connected with one another.

*Photo credit: Luminar Photography*

# Our year in numbers

**28,718**

clients were supported across 76 services at 35 locations

**4,496**

children were supported



57% female  
27% male  
16% children

**3092**

clients received a brief intervention

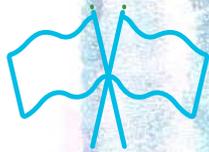


**75**

programs and services in operation

Estimated **\$58M**

funding secured over the forward years



**1013**

Centacare clients are culturally and linguistically diverse

**1507**

clients identify as Aboriginal or Torres Strait Islander

**147**

gender diverse clients were supported across 15 programs



**579**

Centacare staff

16 staff celebrated

**20**

years or more at Centacare. Director Pauline Connelly is our longest-serving staff member with

**28**

years of service

"My faith is a really big part of my life. I try to strive to live those values in work with a client or with interactions with staff."

*Effie Georgiadis, Manager, headspace Port Adelaide*



# Catalyst for change

One year on from the onset of the pandemic that changed the world, Relationship Support Services (RSS) continues to cleverly adapt supports to meet emerging needs.

When COVID-19 hit in 2020, families, individuals and children felt the pinch of a very new way of life. A year later, the strange is more familiar but the demand to adapt and innovate services remains.

Far from abating, the challenges facing regional and metropolitan clients continues to grow in complexity, demanding a renewed resolve from the staff that support them.

To address declining mental health triggered by COVID-19 in children aged 0-12 years, SA Health allocated \$50,000 to augment Centacare's capacity to support young clients through existing counselling services. Children have used the support to share their feelings and fears about the pandemic.

Demand continues to rise for mediation, family counselling, parenting education, and relationship and post-separation courses.

A commitment to integrated collaboration and resource sharing saw RSS actively continue to participate in sector networks and partnerships across the state in 2020-21.

We welcomed new schools into the School Counselling Service and National School Chaplaincy Program and, in collaboration with AnglicareSA, delivered Women Are Strong groups at Taikurrendi Children and Family Centre at Christies Beach, and Metropolitan Youth Health Service at Hackham West.

In partnership with the Internships and Work Integrated Learning (IWIL) Faculty of Arts at the University of Adelaide, RSS commissioned an evaluation project for Women Are Strong and we keenly await this research.

RSS continues to be a strong voice for reconciliation and cultural awareness through attendance at NAIDOC and Reconciliation Week events, and representation on Joining Hands and Minds - a coalition of Aboriginal groups and service providers which works to support and develop Aboriginal children and families in the south of Adelaide.

In February this year, a Welcome to Country Kurna language workshop was held at Wandana Community Centre, facilitated by Uncle Frank Wanganeen in collaboration with Morella Community Centre.

More than 100 children shared in the fun of a family day, sponsored by the Morialta Trust, at Wandana, while 162 families attended the Supporting Sole Parents Annual Christmas Party, funded by Variety, the Children's Charity.

We welcomed the announcement of five-year funding through the Department of Social Services for Family Relationship Counselling and Supporting Children and Youth, and two-year funding for the Family Connections Program in Mount Gambier.

An additional 12-month funding provided by our Communities for Children Facilitating Partners - Anglicare and ac.care Murraylands - will enable our Fathers and Families and Mobile Family Connections programs to continue providing flexible and creative family-based programs at Murray Bridge and Southern Adelaide respectively.

Other highlights included Circle of Security training for counsellors, disability inclusion training at Wandana Community Centre facilitated by Purple Orange, and continued collaboration with Emerging Minds.

Sadly, June 30 marked the end of Sun Dancing which, for 25 years, provided specialist support for victims of child sexual abuse and their families.

I would like to thank and acknowledge our state and federal funders, and the staff, volunteers and students on placement who, under the stewardship of RSS managers, provide steadfast support to our clients throughout the year.

**Lisa Osborne**  
*Executive Manager*



Meet our sector friends at  
Joining Hands and Minds  
<https://bit.ly/2WeorgX>

**117**  
clients participated  
in Fathers and Families  
parenting groups

Family Dispute  
Resolution supported  
**727**  
couples through  
mediation and post-  
separation counselling



## Young people voice concerns

*Growing numbers of children aged under 12 years are accessing Centacare counselling support for mental health challenges arising from COVID-19.*

In recent months, Centacare Children's Counsellor Jessica Sinclair has worked with children as young as six years who are experiencing anxiety, safety concerns and other worries triggered by stress on their families arising from the pandemic.

Parents report their children are happier, calm and are sleeping better since accessing the free counselling, which is funded by SA Health through the Virtual Support Network and offered across metropolitan Adelaide and the South-East.

Jessica said outreach and telephone appointments had helped families living on the outskirts of Mount Gambier to access support in the face of transport, financial and geographical barriers.

"The sessions have helped children to recognise how they are feeling and to understand why they are feeling that way," she said.

"Children have reported elevated happiness levels, with behaviour changes demonstrated.

"Often parents and caregivers are unaware of the issues their children are facing, so the counselling has helped them to understand what is truly going on for their child and how they can best respond to their developmental needs."

Nearly 40 children have engaged with the counselling since it began in May.

Counselling Manager Sally McLaren said common COVID-19 related stressors for children include hypervigilance around hygiene and check-in codes, sleeplessness, fear of the unknown, and worries "they've never had before".

"A lot of children are feeling the world is not safe. There is generalised anxiety about not knowing what's going to happen next," she said.



**342**

clients engaged  
in family education

# Improving the wellbeing of South Australians

Health, Wellbeing and Education (HWE) provides mental health, NDIS supports, education and rehabilitation services to individuals and families.

This year, HWE participated in several workshops for the Redesign of Mental Health Services in line with the Mental Health Services Plan 2020-25.

Using a best-practice co-design collaborative approach - primarily informed by lived experience - the project aims to align accessible and equitable services with the needs of the community. We were pleased to contribute to this process.

We further elevated Centacare's voice in the sector through other collaborations, including working with SA Health, Drug and Alcohol Services Australia, Adelaide Primary Health Network and schools at various times during the year.

The ongoing success of our Accommodation Support Program saw it refunded for a further 12 months to assist people with mental health challenges to build on their interests, aspirations and strengths.

Meanwhile, we continue to be a provider of choice for more than 400 NDIS participants seeking support coordination.

In response to COVID-19 lockdowns, we were able to continue to work uninterrupted with clients in our Integrated Youth Substance Misuse Specialist Service (IYSMSS) based at Alban Place, Stepney. Funded until 2023, IYSMSS provides an integrated model of care for young people aged between 12 to 25 years with issues around substance misuse. IYSMSS engaged primarily with new clients and saw a small number return for a second and sometimes third stay, highlighting that recovery from substance misuse is an ongoing journey for some.

The analysis of routine data collected from headspace Port Adelaide clients illustrates the service's crucial role in nurturing the mental health of young people aged between 12 and 25. The Social and Occupational Functioning Assessment Scale (SOFAS) scores, for example, measure a young person's view on their how well they are doing. We are proud to report that between January and June 2021, headspace Port Adelaide scored 67.80 per cent, exceeding the SOFAS national average.

The Thrive program this year continued to partner with Orygen, a non-for-profit research leader in mental health, to develop a 'Lab Team'. Over the past 18 months, Orygen has assisted Thrive to further staff professional development through webinars and workshops, and to successfully recruit a psychiatrist to support our practice.

Centacare's Registered Training Organisation team was successful in obtaining funding from the Department of Innovation and Skills to develop a digital learning platform for the Cert IV in Mental Health (see separate story).

There is now a strong emphasis on recruiting a qualified and skilled peer workforce. In response, and to meet the needs of the non-government sector, the RTO is working with the Mental Health Coalition of SA on the Pathways to Peer Work Project which is due to begin next year.

The Animal Wellbeing Program continues to provide unique support in schools to young people who have experienced trauma and other complex challenges, and who are at risk of disengaging with education. From stick insects to crested pigeons and even a bearded dragon, more than 15 animals are part of the program. Facilitator Liz Sparks reports the program has helped many students to manage stress, anxiety, depression and feelings of loneliness, and has led to improved learning outcomes, communication and school attendance.

On a sad note, HWE this year farewelled Psychosocial Recovery Coaching team and Centacare Drug and Alcohol Service which ended in June after 12 years supporting young people challenged by substance misuse.

**Kim Formosa**  
*Executive Manager*



Meet the Mental Health Coalition of SA  
<https://mhcsa.org.au/>



Explore the Pathways to Peer Work Project  
<https://bit.ly/3zonmEh>



# Online learning project launched

Centacare prepared to launch a new digital learning platform this year, with a view to offering future qualifications through a blended mode of delivery.

Led by Registered Training Organisation (RTO) Manager Katie Ryan, the project was made possible by a \$50,000 Department of Innovation and Skills building capability grant, which was used to develop training and assessment resources.

Invalue Consulting customised traditional face to face learning resources for students to access online utilising the learning management system, Vasto.

With COVID-19 flipping traditional learning upside down, Invalue Consulting Director Kahiwa Sebire said the online platform gave Centacare crucial flexibility in distance education.

"It has instantly expanded the audience of learners Centacare can reach, while providing some of the tools, models and templates needed to develop further capacity, thinking and content in the future," she said.

In January 2021, the RTO expanded its scope of delivery to include the Certificate IV Mental Health Peer Work. We recruited Administration Assistant Alana Massalsky, Senior Educators Lana Dulic, Kathryn Shephard and Colly Lesker and Peer Work Educator Karen McCulloch.

Two cohorts of face to face delivery are now undertaking the qualification in metropolitan Adelaide. Centacare is preparing to develop an online blended learning presence in Port Lincoln and welcome cohort 3.

"Further growth in this area will enable us to reach out into regional communities and meet the need of cohorts and individuals that may prefer online learning to traditional classroom-based learning," Katie said.

We are grateful for our ongoing partnership with the Mental Health Coalition of South Australia.



**3103**  
clients supported

**831**  
young people engaged with headspace Port Adelaide

**37**  
supported through residential rehabilitation at Alban Place



**352**  
clients supported by Centacare Drug and Alcohol Service

**63**  
clients supported over 1730 hours by Individual Psychosocial Recovery Support Services





# NCN steps up to meet growing demand

Strategic direction and governance remains a key focus at Northern Carers Network (NCN) as we work to strengthen our culture and vision, respond to client needs, and consolidate our position in the community.

Our workforce continues to demonstrate flexibility as we identify innovative ways of delivering responsive services during the COVID-19 pandemic. NCN staff put the safety and wellbeing of others at the centre of our everyday operations, conducting regular welfare checks and providing phone and online services to ensure continuity of support.

When many transitioned to working from home during state lockdowns, our support workers continued to provide essential 'in-home' supports to clients, ensuring their daily needs were met.

This year brought with it other uncertainty as the State Government continued to issue short-term contract extensions for our Carer Support programs. This saw NCN through to 30 June 2021 when the Department of Human Services (DHS) launched the new Community Connections Program (CCP).

With this came a redefined eligibility criteria which has meant a significant number of our existing carers are no longer eligible for support. We are working with them to access alternate referral pathways, including the Carer Gateway and My Aged Care, to ensure they are not disadvantaged by the changes.

There is some uncertainty and concern about the future of the reputable Carer Day Outs program, a favourite amongst the NCN community. In 2020-2021, 46 regular clients participated in a variety of excursions and events including trips to Port Adelaide, Monarto, Hahndorf and McLaren Vale.

Importantly, we have formed new sector partnerships this year. Working with the Aboriginal Sobriety Group (ASG) has been a highlight. Together, we successfully tendered for the DHS CCP Community Partner contract, which we named Deadly Connect. This program will enable NCN to support Aboriginal and Torres Strait Islander families to maintain social and cultural connections.

We continue to see a growing number of referrals for clients registered with My Aged Care's Commonwealth Home Support Programme (CHSP). This has presented an ongoing recruitment challenge as we seek to attract and sustain a steady workforce to respond to growing need.

The mid-accreditation cycle NDIS Surveillance Audit saw our Direct Care Services team collect information to contribute to the suite of evidence required to monitor our compliance to the NDIS Practice Standards.

NCN maintains partnerships with Carer Support Networks SA and the NCN Advisory Board to elevate the voice of carers through collaborative and consultative processes. We continue to provide a means for advocacy and to ensure services are responsive and meaningful.

We are hopeful that the Kindred Spirits program will continue to grow as we continue to foster referral pathways with the Kurna Plains Community Centre, Department for Education, Aboriginal Family Support Services and local area schools.

I want to acknowledge and thank our staff for their ongoing support, resilience and commitment to our clients through a year of turmoil and significant change.

**Lauren Lo Basso**  
*Executive Manager*

**201**  
social support groups  
facilitated for carers

**82**  
new carers  
joined NCN

# Unit looks to bold future

Drawing from university sector experience, Strategy, Research & Evaluation's (SRE) role has been to initiate a whole of organisation journey that centres research, evaluation and integrated strategic oversight.

Integral to this is the how (and why) we align this purpose with Centacare's mission, vision and values. Of course, much of this already exists within Centacare, it is a question of enhancing and building on an incredibly strong organisational culture to ensure Centacare remains positioned at the very heart of the community sector.

From assisting with innovative service delivery design, driving research projects, working with university partners, through to the submission of thousands of pages of tender documents, it has been an unparalleled year.

The unique role of SRE is that it intersects with each and every service delivery unit. We have helped deliver and provide ongoing support with the submission and evaluative thinking of new programs and opportunities. We have won the majority of tenders submitted, an impressive accomplishment.

SRE has also worked to develop and mature important stakeholder relationships. The homelessness alliances have been a foundational opportunity to change the very nature of organisational relationships and to embark on brave new funding models that will be watched the world over.

We have also worked more closely with Aboriginal Community Controlled Organisations. Nowhere is this more evident than with our new Deadly Connect program based at Northern Carers Network where we are working in partnership with Aboriginal Sobriety Group.

While this journey has only just begun, it is clear that Centacare is an action-based learning, teaching and research organisation that walks alongside our staff, clients, stakeholders and communities. The SRE unit will be building on this mission into the future.

**Dr Jonathon Louth**  
*Executive Manager*

**4138**

pages compiled for tenders

Estimated

**\$58M**

funding secured over the forward years

# Nurturing workplace mental health

Catholic Safety Health & Welfare SA (CSHWSA) adopted a mental health focus in 2020-2021 as part of a renewed push to see people thrive in the workplace.

This culminated in the launch of a five-year project to scope existing mental health strategies across Centacare and identify new opportunities for connection, learning and growth in the workplace.

Endorsed by the Self Insured Governing Council, the project aims to mitigate illness and prevent harm in order to enhance workforce engagement, decrease the cost of mental stress claims and consolidate Centacare's reputation as an employer of choice.

In addition, CSHWSA is seeking to identify continuous improvement opportunities to facilitate the effective return to work of injured employees and contain the associated costs of self-insurance.

To this end, CSHWSA this year commenced a three-year review of work related illness and injury management across our membership base.

The Catholic Church Endowment Society (CCES) will seek to benchmark policies and processes identified in the review pertaining to the management of people risk while also identifying areas of excellence and opportunities for improvement.

The review findings will inform service level agreements and other strategic partnerships between CCES and Catholic Church Insurance into the future.

Change and growth were other hallmarks of a year in which we farewelled Centacare's longest-serving Director Dale West into retirement after 32 years in the role.

I would like to note Dale's many years of outstanding service, and the wisdom and knowledge he shared in the role of Nominated Officer for the Self-Insured Licence.

This responsibility was passed to Andrew Neville, Director Strategic Financial Services, by Archbishop Patrick O'Regan, following Dale's retirement in January this year.

I commend my team for continuing to adapt to the ever-evolving environment in which we now live and work. Keeping more than 12,500 people safe at 1573 sites in the Catholic Archdiocese of Adelaide amidst a global health pandemic remains a primary focus.

**Debbie Nation**  
*Executive Manager*

*The Catholic Church employs more than 12,500 people in South Australia across education, health, social services and parish worksites.*

*Many more volunteers give their time and expertise in support of the Church.*

*On behalf of these worksites, the Catholic Church Endowment Society Inc (CCES) holds a Self-Insurer Registration with ReturnToWorkSA. Currently, we are in year two of a three-year renewal term.*

*Catholic Safety Health & Welfare South Australia (CSHWSA) is responsible for the implementation and maintenance of the Safety Management System for the CCES.*



Visit CSHW SA online:  
[www.cshwsa.org.au](http://www.cshwsa.org.au)

Conversion of  
Incidents to claims  
decreased by  
**2%**

**14**

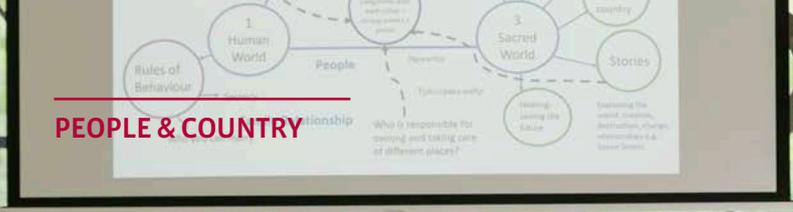
Safety Management  
System Audits  
completed around  
COVID restrictions



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**109**

risk assessments  
completed



# Stories from Country



A smoking ceremony begins the Managers' Commissioning each year, with Aboriginal Services Manager John Lochowiak lifting our spirits to imbue wisdom and confidence in leadership roles.

This year the ceremony was held on Kurna land, in the courtyard garden of the National Wine Centre. Seventy staff were commissioned as leaders to inspire, guide and encourage.

John spoke about the significance of family, and of welcoming staff to Country.

"It's an honour for me to do that because once we welcome you, we have a duty of care to make sure you are safe and taken care of. That's really important to us," he said.

The smoking ceremony preceded the Managers' Development Forum where each manager was commissioned in their role and gifted a wooden cross.

The forum had a focus on Aboriginal Cultural Awareness and the ongoing development of Centacare's next Reconciliation Action Plan.

John delivered training on the Tjukurrpa, the body of lore that imparts knowledge across the human, sacred and physical worlds.



Watch John welcome Centacare to Country: <https://bit.ly/3yLO9el>

# In pursuit of excellence

Our work is always informed and guided by stakeholders' needs as we strive to provide support to our service delivery units and facilitate the provision of safe, quality services to clients.

The past year has been extremely busy for Quality, Integrity & Support (QIS). In addition to managing the ongoing impacts of COVID-19, we have continued our core business of supporting Centacare units, undertaking policy reviews, monitoring compliance against legislation and standards and preparing for, and undergoing, three significant external reviews.

The first of those reviews was a mid-accreditation cycle surveillance audit for our NDIS services, required in order to retain our NDIS registration. After submission of evidence, our activities and processes were reviewed against specific elements of the NDIS Practice Standards during a three-day audit in early May.

The auditor commended Centacare's proactive approach to identifying improvements, and our strong culture of support for NDIS participants and the staff who assist them.

Centacare successfully retained accreditation as a registered provider with the National Disability Services Scheme until 16th September 2022.

After being postponed twice due to ongoing COVID-19 restrictions, the external accreditation reviews against the QIC Health and Community Services Standards and the National Standards for Mental Health Services also occurred in May.

Preparing for the reviews kept the team and the service delivery managers and staff very busy gathering hundreds of pieces of evidence to submit against a total of 15 standards and more than 100 individual criteria.

This evidence was submitted in April for review prior to the onsite audit occurring from 17-21 May. Five auditors conducted the two audits concurrently on site across our services. An important element of the audits was conducting site visits to a number of our services, and engaging in discussion/interview sessions with staff, clients and stakeholders.

We are proud to have received very positive feedback from the auditors and have maintained our national accreditations against the standards. The result validates the quality of the services we provide, and should give clients, funders and other stakeholders utmost confidence in Centacare as a provider of choice for high quality supports to the most vulnerable in our community.

Although QIS is responsible for pulling everything together for the audit process, it takes a whole organisation to achieve accreditation and it is a collective effort from everyone across all our services.

The second half of the financial year saw the successful recruitment of a long-awaited and important appointment of a WHS Coordinator to our team.

As we go into the new financial year, the team is looking forward to a busy but steady time.

We will be working to provide ongoing support to our service delivery units, and to ensure everything is in order for our next audit – the NDIS registration renewal audit in mid 2022.

**Susan Thomson**  
Executive Manager

QIS participates in  
**16 of 21**  
Centacare Forums

**64**  
policy, procedure and  
guideline reviews  
completed

Facilitated 2  
accreditations, against  
a total of 15 standards  
and more than 100  
individual criteria



# Compassion, collegiality and care



This year our people were faced with the challenge of change in various forms – the ongoing uncertainty of COVID-19, new funding models, closure of services and changes in leadership. We welcomed new team members and managers, and we said farewell to others. It has been a big year. I am buoyed by the agility, resilience and persistence shown by our people in responding and adapting to new ways of working.

The Human Resources (HR) team underwent change of its own. In March, we bid goodbye to Executive Manager Liz Razzano. During her three years of service, Liz led the integration of the HR function throughout the organisation, paving the way with a mantra of doing HR with kindness.

In planning next steps following Liz's departure, we took the opportunity to evaluate the HR function. Our purpose as an internal service provider is to be responsive to the needs of the organisation, understanding that those needs evolve over time.

With this in mind, we surveyed executive and program managers about their challenges and priorities, and sought feedback about the best ways HR can support them and their teams. The survey confirmed that the HR function was well embedded across the organisation and revealed opportunity for us to work even more closely with units and teams.

In response, we introduced a business partnering model, creating two Human Resources Business Partner (HRBP) positions with the vision that each HRBP will partner with their allocated units to provide specific and tailored HR advice and support.

In June 2021, I took on the role of HR Business Partner, with recruitment for the second HRBP planned for the new financial year. We were delighted to welcome Jo Melecio to the position of HR/Recruitment Coordinator.

Significantly, in the latter part of the year, we participated in the whole of organisation, three-yearly, quality accreditation audit. The HR function was assessed for effectiveness and competency across 10 areas which encompassed HR strategy, ethical standards, and policies and procedures covering the entire employee lifecycle.

The feedback from the audit will be a timely resource for the realigned HR team in planning for the next three years. In particular this year, we acknowledge the dedication and hard work of our colleagues in the Quality, Integrity and Support (QIS) Unit for their coordination of the audit, as well as the executive assistants for their effort in compiling supporting evidence.

Finally, I take this opportunity to send a heartfelt thank you to each and every Centacare worker across service delivery and corporate services for their compassion, collegiality and care for one another.

**Amina Mujkic**  
*HR Business Partner*

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**579**

staff at  
Centacare

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**43**

years is the average  
age of staff

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**4.9**

is the average years  
of employee service

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## Our People

### *Three cheers for Rob and Dasher*

Monday mornings at Wandana Community Centre wouldn't be the same without Rob Carver and his trusty sidekick, Dasher.

The duo play important roles in the Centre's sprawling community garden, where Rob oversees repairs and Dasher keeps everyone on their toes.

"He makes sure everyone's occupied with something to do, even if that's just throwing the ball for him," said Rob, one of 10 active volunteers at Wandana.

In search of a new challenge, Rob put up his hand to help at the Gilles Plains site three years ago. A retired builder, he knew he had plenty to offer and promptly set to work.

"At home, I've done everything; if a blade of grass comes up, it's gone!" Rob said.

"With my wife in aged care, I like to keep myself busy outside, and everyone here is absolutely fantastic."

Rob is grateful for the opportunities, friends and sense of purpose he's found at Wandana.

*"When I go home each Monday, I feel I've achieved something. I look back and think, that was good, I did a nice job," he said.*

"If the opportunity comes up to volunteer, you're mad if you don't take it."

Volunteer at Centacare:  
<https://bit.ly/3AMkp0Y>



# Change and growth fortify resolve

Centacare now operates 76 programs from seven service delivery units across metropolitan and regional South Australia. Annual turnover has moved to \$54.4M, with paid staff now at 579.

This year, Centacare launched new services including Breathing Space and RESTORE Intensive Family Services totalling \$5.1 million per annum. Long-standing programs such as Targeted Intervention Service and Family Preservation ceased in March 2021, totalling \$4.3 million.

Late in the financial year, the SA Housing Authority announced Centacare was successful in retaining all services previously held across the state in homelessness and domestic and family violence. From July 1, Centacare will work alongside SAHA in partnership with other services providers as a member of three Alliances formed to initiate and deliver homelessness and domestic violence services in SA. The approximate total value of the Alliances over six years is \$127 million and Centacare will receive about \$26 million. The success in gaining Breathing Space, RESTORE and the Alliances were the result of an enormous effort by the tender teams that produced high quality tenders and ensured continuation of crucial services for our clients.

Sadly, in June 2021 we faced closure of Centacare Drug and Alcohol Service (CDAS) after 12 years of operation.

Our existing NDIS Plan Management services continued steady growth and now support 299 clients and manage more than \$27 million in client NDIS budgets.

COVID-19 remained front of mind with investment in personal protective equipment and information technology hardware to ensure all staff were equipped to work remotely. CarCenta fleet management services experienced pandemic-related

challenges in sourcing new vehicles, however they also enjoyed robust auction values on sale of used fleet vehicles.

Our Software Solutions team continued with the 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 were successfully implemented. Electronic forms and applications development has also continued to ease the paper-based burden for staff. Penelope, Lumary and Careview were developed and improved as Centacare's case management products, along with Power BI and Tableau for dashboard reporting. Significant resources continue to be deployed to the ongoing integration of recently acquired Northern Carers Network as a unit of Centacare.

In August 2020, Wandana Avenue, Gilles Plains, the former site of Centacare Work Ready Program was sold, resulting in a gain on sale of land and buildings of \$985,000.

Centacare now operates 76 programs from seven service delivery units across metropolitan and regional South Australia. Annual turnover has moved to \$54.4M, with paid staff now at 579. The financial outcome for Centacare for the 2020-21 financial year resulted in an operating deficit of \$152,268. Total equity decreased to \$8.7 million on a total asset base of almost \$22 million. KPMG audited Centacare's general-purpose financial report and provided an unqualified audit report for 2020-21.

**Damien Hern**  
Executive Manager

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**299**

Plan Management  
clients

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**\$54.4M**

income

**\$8.7M**

net assets

**\$42.3M**

annual payroll

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**1.17**

current ratio  
(current assets/  
current liabilities)

# Safeguarding staff and connectivity

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

COVID-19 continues to impact our services with some staff still working from home and the ever-present threat of another lockdown. In order to meet social distancing and room capacity requirements, we updated and renovated Wandana Community Centre at Gilles Plains, Kelly House at Morphett vale and Centacare Northern Carers Network at Davoren Park.

We increased the capacity of our remote desktop servers from two to eight servers to cope with the increased demand from staff working from home. Zoom became the platform of choice for video meetings and complimented Skype for Business and Teams meetings, which were already in use.

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

Nearly 14,000 home visits were recorded by the application during the reporting period and the application was again successful in maintaining the safety of Centacare 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.

We now support 35 Centacare sites, five Catherine House sites and four Adelaide Diocesan sites.

IT and Infrastructure has continued to provide services to other organisations including Catherine House, Otherway Centre, Adelaide Cathedral Parish and the Adelaide Diocesan Centre.

In addition, the team supports the operation of 155 virtual and physical servers as well as 1050 desktops, laptops and 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

**4000+**

Help Desk tickets were responded to and

**700**

maintenance tickets

Worker Safety Application logged

**13,800+**

outreach visits

**44**

sites were supported



# Tenders cement future

The financial outcome for Centacare for the 2020-21 financial year resulted in an operating deficit of \$152,268. Total equity decreased to \$8.7 million on a total asset base of almost \$22 million.

Balance Sheet	2021	2020
<b>CURRENT ASSETS</b>	\$	\$
Cash and Cash Equivalents	2,140,743	3,732,771
Investment	5,000,000	5,000,000
Trade and Other Receivables	3,492,155	2,590,688
<b>TOTAL CURRENT ASSETS</b>	<b>10,632,898</b>	<b>11,323,459</b>
<b>NON-CURRENT ASSETS</b>	\$	\$
Property, Plant and Equipment	11,332,640	12,040,301
Assets held for sale	-	190,416
<b>TOTAL NON-CURRENT ASSETS</b>	<b>11,332,640</b>	<b>12,230,717</b>
<b>TOTAL ASSETS</b>	<b>21,965,538</b>	<b>23,554,176</b>
<b>CURRENT LIABILITIES</b>	\$	\$
Trade and Other Payables	1,187,698	1,544,410
Lease liabilities	1,133,412	1,007,208
Current Provisions	5,285,142	5,346,233
Financial liabilities	1,069,201	294,718
Revenue received in advance	391,098	1,609,419
<b>TOTAL CURRENT LIABILITIES</b>	<b>9,066,551</b>	<b>9,801,988</b>
<b>NON-CURRENT LIABILITIES</b>	\$	\$
Lease liabilities	3,672,597	4,338,537
Non-Current Provisions	502,182	537,175
Borrowings	-	-
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>4,174,779</b>	<b>4,875,712</b>
<b>TOTAL LIABILITIES</b>	<b>13,241,330</b>	<b>14,677,700</b>
<b>NET ASSETS</b>	<b>8,724,208</b>	<b>8,876,476</b>
<b>EQUITY</b>	\$	\$
Reserves	848,603	848,603
Accumulated Surplus	7,875,605	8,027,873
<b>TOTAL EQUITY</b>	<b>8,724,208</b>	<b>8,876,476</b>

Financial Summary	2021	2020
<b>REVENUE</b>	\$	\$
Government Grant Revenue	31,038,296	30,601,137
Other Grant Revenue	2,137,916	1,852,978
<b>TOTAL GRANT REVENUE</b>	<b>33,176,212</b>	<b>32,454,115</b>
Fee for Service Revenue	17,694,993	15,330,831
Other Revenue	2,228,504	2,088,170
Interest Revenue	114,315	155,245
Gain on Disposal of Assets	1,167,682	77,320
Gain on Business Combinations	0	2,375,831
<b>TOTAL REVENUE</b>	<b>54,381,706</b>	<b>52,481,512</b>
<b>EXPENSES</b>	\$	\$
Employee Benefits Expenses	42,297,214	38,668,711
Depreciation Expenses	2,652,328	2,467,942
Accommodation / R&M Expenses	907,652	1,050,161
Motor Vehicle Expenses	1,004,035	1,177,128
Operating Expenses	2,923,176	2,698,623
Other Expenses	4,749,569	4,277,407
<b>TOTAL EXPENSES</b>	<b>54,533,974</b>	<b>50,339,972</b>
<b>SURPLUS</b>	<b>(152,268)</b>	<b>2,141,540</b>



## Children's Services Unit

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Adolescent Reunification (Ceased June 2021)	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. (Referrals from DCP only)	State-wide
Breathing Space	Early intervention pilot project which provides individualised, intensive and culturally-responsive specialist interventions. Practices on the foundation of trauma responsive practice.	Young women aged under 25 who have experienced removal of a child or children from their care; are at risk of repeat removals; have no children in their care and are not pregnant at the time of engaging with the service.	LGAs of Adelaide, Marion, Onkaparinga and part of Port Adelaide Enfield
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 (Ceased March 2021)	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. (Referrals received from Department for Child Protection (DCP) only)	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
RESTORE Intensive Family Services (Started March 2021)	Delivers trauma- informed, culturally responsive and child-focused interventions to families with children. Families receive intensive six-month in-home and community-based support to address child safety concerns and ensure children and families are strong and connected.	Young parents (aged under 25 years); adolescents with complex trauma histories; Aboriginal families with multiple and complex needs; families of infants at high risk.	North Team: Barossa, Gawler, Playford, Salisbury, Tea Tree Gully, and Campbelltown LGAs. South Team: Marion, Onkaparinga and Mount Barker LGAs. Mount Gambier Team: Mount Gambier and Wattle Range LGAs.
Reunification Service (Ceased June 2021)	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. (Referrals from DCP only)	Metropolitan area
Targeted Intervention Services (Ceased March 2021)	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.	Adult NDIS participants with an intellectual disability who have left school.	Northern region
Centanet Day Options Service	Assistance with social and community participation, operating from a centre-based site.	Adult NDIS participants with an intellectual disability who have left school.	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.	Adult NDIS participants with an intellectual disability.	Whyalla region
Independent Living Program	In-home support and assistance with daily life for individuals living in their own choice of accommodation.	Adult NDIS participants with an intellectual disability.	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.	Adult NDIS participants with an intellectual disability.	Northern region
Karinya Cottage Supported Accommodation Service	Supported accommodation for three adults with intellectual and physical disabilities.	Adult NDIS Participants.	Whyalla region
Kolbe Cottage Respite Service (Ceased June 2021)	Provides short-term accommodation and assistance at a centre for both young adolescents and adults 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 adolescent NDIS participants between 5-18 years of age. Adult NDIS participants over the age of 18. Adult and adolescent services are run on separate weekends.	Metropolitan Adelaide
Lara Cottage Supported Accommodation Service	Supported accommodation for four women with intellectual and physical disabilities.	Adult NDIS participants with an intellectual disability.	Metropolitan Adelaide
Lumiere Supported Accommodation Service	Supported accommodation for four women with intellectual and physical disabilities.	Adult NDIS participants with an intellectual disability.	Metropolitan Adelaide
Northern Respite Service (Ceased June 2021)	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.	Adult NDIS participants with an intellectual or physical disability.	Northern region
Sanctus House Supported Accommodation Service	Supported accommodation in neighbouring houses for five adults with intellectual and physical disabilities and multiple health care needs.	Adult NDIS participants with an intellectual disability.	Southern region
Tamana House Supported Accommodation Service	Supported accommodation for five individuals with intellectual and physical disabilities.	Adult NDIS participants with an intellectual disability.	Whyalla region
Xavier House Supported Accommodation Service	Supported accommodation for two adults with varying levels of intellectual physical and health care needs.	Adult NDIS participants with an intellectual disability.	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 and Family Crisis Accommodation Pilot	A pilot program providing an alternative to motel accommodation for women and their children experiencing domestic and family violence, who require emergency accommodation.	Women and children experiencing domestic and family violence who require emergency accommodation.	Murray/Hills/Limestone Coast and Whyalla
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

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
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
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
Accommodation Support Program	ASP is a psychosocial mental health program that services country South Australia. ASP provides structured, goal focussed and individually tailored services. The program supports people with their recovery by providing choices and opportunities to build on their interests, aspirations and strengths.	Clients of community mental health teams who are living with a mental illness.	Limestone Coast and Port Wakefield Health regions
Animal Wellbeing Program	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) (Ceased June 2021)	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
Individual Psychosocial Recovery Support Services	IPRSS is a psychosocial mental health program that services metropolitan Adelaide. IPRSS provides structured, goal focussed and individually tailored services. The program supports people with their recovery by providing choices and opportunities to build on their interests, aspirations and strengths.	Adults living with a mental illness. Referred to service by Community Mental Health.	Inner Southern Metropolitan area
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

## SERVICE SUMMARIES

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
National Psychosocial Transition Supports <i>(Ceased June 2021)</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 <i>(Ceased January 2021)</i>	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 Recovery Coaching <i>(Ceased June 2021)</i>	Supports NDIS participants with a psychosocial disability (mental health) to live a full life and achieve their individual goals through recovery-orientated practice.	NDIS participants with an approved plan and psychosocial support needs.	Metropolitan Adelaide
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 and Outpatient Counselling	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. Outpatient Counselling is available to anyone requiring to discuss addiction to alcohol and other drugs.	Individuals who are referred directly from SAPOL. Any individual can be referred to our Outpatient Counselling service.	Metropolitan Adelaide
Registered Training Organisation	Accredited and non-accredited training across the Community Services packages in line with the Australian Quality Training Framework.	Centacare staff and external learners from a variety of sectors.	Metropolitan Adelaide
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

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 and household tasks.	NDIS participants with CORE supports in their plans. 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 young people.	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 (Family Law 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)
SA COVID-19 Virtual Support Network	Early intervention through therapeutic interventions such as Art Therapy, 1-1 Counselling and group work.	Children aged under 12 years whose mental health has been compromised by anxiety around COVID-19.	Metropolitan Adelaide, Mount Gambier and Limestone Coast
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
Sun Dancing - Child Sexual Abuse Counselling (Ceased June 2021)	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 sexual abuse.	Northern 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 is also available for children.	Sole parents and their children.	North Eastern Suburbs (Conducted at Wandana Community Centre)
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 SA Housing Authority, 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 Director's Office

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
Dulcie's Shop	Clothing shop selling vintage and second-hand apparel to raise funds for Centacare and Hutt St Centre.	All ages	Kidman Park
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



**DIRECTOR**  
**Pauline Connelly**

- Aboriginal Services
- ACCESS Programs
- Communications
- Director's Office
- Human Resources
- The Otherway Centre
- Service Delivery and Corporate Services Units

## SERVICE DELIVERY



**CHILDREN'S SERVICES**  
**Leanne Haddad**  
Executive Manager

- Adolescent Reunification
- Breathing Space
- Dad's Business
- Family Preservation Service
- Foster Care Program
- Kids in Focus (KIF)
- National School Chaplaincy - North
- Restore Intensive Family Services
- Reunification Service
- Targeted Intervention Service



**DISABILITY SERVICES**  
**Liam Connelly**  
Executive Manager

- Auricht House Day Options
- Centanet Day Options
- Elnora House Supported Accommodation
- Independent Living Program - Whyalla and Adelaide
- Joseph Place Supported Accommodation
- Karinya Cottage Supported Accommodation
- Kolbe Cottage Respite
- Lara Cottage Supported Accommodation
- Lumiere Supported Accommodation
- Northern Respite (Auricht)
- Sanctus House Supported Accommodation
- Tamana House Supported Accommodation
- Xavier House Supported Accommodation



**DOMESTIC VIOLENCE & HOMELESSNESS SERVICES**  
**Megan Welsh**  
Executive Manager

- Coolock House
- Domestic and Family Violence Crisis Accommodation Pilot (Murray/Hills and Limestone Coast)
- Domestic Violence Disclosure Scheme - Southern Country Region
- Findon Family Housing
- Limestone Coast Domestic Violence Service
- Louise Place
- Malvern Place
- Murray Mallee and Adelaide Hills Domestic Violence Service
- Riverland Domestic Violence Service



**HEALTH, WELLBEING & EDUCATION SERVICES**  
**Kim Formosa**  
Executive Manager

- Accommodation Support Program - Clare, Barossa and Limestone Coast
- Animal Wellbeing Program (Murray/Hills and Limestone Coast)
- ASCEND Suicide Intervention
- Drug & Alcohol Services (CDAS)
- Headspace Port Adelaide
- Individual Psychosocial Recovery Support Services (IPRSS)
- Integrated Youth Substance Misuse Specialist Service (including Alban Place)
- National Psychosocial Transition Supports
- NDIS Mental Health
- NDIS Recovery Coaching
- NDIS Support Coordination
- Police Drug Diversion Initiative and Outpatient Counselling
- Registered Training Organisation (RTO)
- Thrive Youth Mental Health Program



**NORTHERN CARERS NETWORK**  
**Lauren Lo Basso**  
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 (Family Law Education)
- Regional Family Dispute Resolution
- Relationship Education
- SA COVID-19 Virtual Support Network
- 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 (Adelaide and Whyalla)
- 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 Hem**  
Executive Manager

- Accounting
- Administration Services
- CarCenta
- Dulcie's
- Financial Advice
- Mobile Communications
- NDIS Plan Management
- Payroll
- Salary Packaging
- Software Development



**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



**STRATEGY, RESEARCH & EVALUATION**  
**Dr Jonathon Louth**  
Executive Manager

- Oversight research
- Program design and evaluation
- Stakeholder engagement
- Strategic Planning

## 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 PARK – The Centa

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

#### ELIZABETH SOUTH – 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 – Coolock House

P: (08) 8412 9560 | E: coolock@centacare.org.au

#### MORPHETT VALE – Kelly House

9 Bains Road, Morphett Vale SA 5162  
P: (08) 8412 9550 | E: morphettvale@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 Support Coordination

P: (08) 8159 1400 | E: supportcoordination@centacare.org.au

#### NDIS Plan Management

P: (08) 8228 8940 | 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 2021.

# What our clients say about us

*"I can't thank you enough for everything you have done for us. You encouraged the girls to embrace their strengths and helped guide them through really tough times. Your compassion and support has been priceless. We will never forget you or what you've helped us to achieve."*

*Client, Sun Dancing*

*"Keep on doing what you are doing as it is a brilliant and life-changing program. Never doubt yourself or the positive impact you are making in our lives. Even on tough days, know that you are changing lives for the better. Your kindness, expertise and personality are a beautiful gift. God bless you and no words will ever express our gratitude."*

*Client, Adolescent Reunification*

*"The courses and skills I have learnt are really going to help me be a great parent to both of my sons. I have already started to apply them in life."*

*Client, Parenting Education*

*"Thank you for the most supportive counselling sessions. Your lovely voice and manner have been a true lifeline. I really appreciate the tools you gave me every session and commend you on your skills and patience."*

*Client, Family Relationship Counselling*

*"The Practitioner was fantastic with my son. Her help was great and she made my son feel comfortable. He handles situations a lot better, and we are so proud of what he has achieved."*

*Client, Supporting Children and Youth*

*"The best thing about the service is the quality of my worker. I wouldn't be where I am today without her."*

*Client, Southern Country Domestic Violence Service*

*"When I first came to Hannah Place I was a girl full of trauma, anger and guilt. Thank you for supporting me even when I didn't want it. I am alive today because of the workers' guidance."*

*Client, Hannah Place*





# Centacare

Centacare Catholic  
Family Services  
Archdiocese of Adelaide

45 Wakefield Street  
Adelaide SA 5000

T 08 8215 6700

E enquiries@centacare.org.au



**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.



Centacare is a  
**Registered Training Organisation**  
RTO No. 1004



Registered NDIS Provider



Centacare welcomes people who are intersex, gender diverse and of all sexualities.



**Statement regarding the traditional owners of the land.** For thousands of years Aboriginal 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 people and their stewardship and spiritual connection with their lands.



Centacare is nationally accredited against the Quality Improvement Council (QIC), Australian Health and Community Services Standards.

[www.centacare.org.au](http://www.centacare.org.au)

