

# Annual Report 2022-2023



*Together, we walk on this sacred land on which our Elders have walked for thousands of years.*

*We follow their footsteps and spiritual connections, which continue to enrich and inspire us.*

*We acknowledge and pay our respects to those who have walked before and with us. We also extend our acknowledgement to the future leaders and the next generations.*

*We acknowledge the enduring connection of Aboriginal and Torres Strait Islander peoples to this land and its waters, the custodians of its rich stories and traditions.*

*We recognise the pain and injustices of the past and commit to a future built on truth, reconciliation, and mutual respect.*

*Together, we journey toward a future where all voices are heard, all stories are cherished, and all hearts beat as one.*

**Trent Wingard**  
**Senior Aboriginal Workforce Coordinator**



Read our website stories:  
[Finding freedom](#)  
[The art of acceptance](#)

COVER (from left) - Centacare staff: Pauline Connelly (Executive Deputy Director), Liam Connelly (Executive Manager, Care and Support Services), Salvatore Motta (Finance Business Partner), Hafsa Wanyama (Support Worker - Hannah Place), Kane Chapman (Support Worker - Mental Health Rehabilitation Service), Jaymie Nykiel (Administration Officer), Leanne Haddad (Executive Director).



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# Driven by values

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.

Our service provision in 2020-2023 has been guided by these directions:

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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 and 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.

Click or visit our website to see our [Strategic Plan 2020-2023](#)



# A history of service frames our present

2022-2023 was the year we celebrated our history and embedded the learnings of our past in establishing our new corporate structure.

Centacare is formed by a collective with a common cause to serve others.

When I visit our services, I am reminded of the dedicated people who journey with the individuals and families we support through life's challenges.

To ensure our agency has longevity in delivering community services to South Australians, we endorsed a new corporate services structure in July 2022.

Our revised structure has contributed to a range of successful tenders in child protection, community development, housing, NDIS, domestic violence services and employee assistance.

**On October 11, Centacare celebrated 80 years of serving and supporting South Australians with an exhibition showcasing our history, mission, and innovation across our 63 services.**

The event at St Aloysius College brought together our valued staff, past and present, with key government and non-government partners in honouring the vision of Archbishop Matthew Beovich -who founded the Catholic Family Welfare Bureau in 1942- and the work of our first Director, Hannah Buckley.

2022 ended with the expansion of our metropolitan footprint in the South. The new site at Colonnades Shopping Centre is the home to Breathing Space, RESTORE Intensive Family Services and ACCESS Programs.

After years of efforts, consolidating this location enables our staff to establish stronger connections with the communities we work with.

In March 2023, the newly formed Centacare Advisory Council met for the first time. The group will support our Executive Team in strengthening our relationships across the Archdiocese of Adelaide (see story, page 7).

The year was also marked by the retirement of our long-serving Executive Deputy Director, Pauline Connelly. A day doesn't go by when we don't miss her mentoring, leadership and calm presence (see story, page 9).

I thank our valued staff, leaders, government and non-government partners, Catholic Charities, Charitable Trusts, sponsors, and Catholic Schools for their commitment towards our clients.

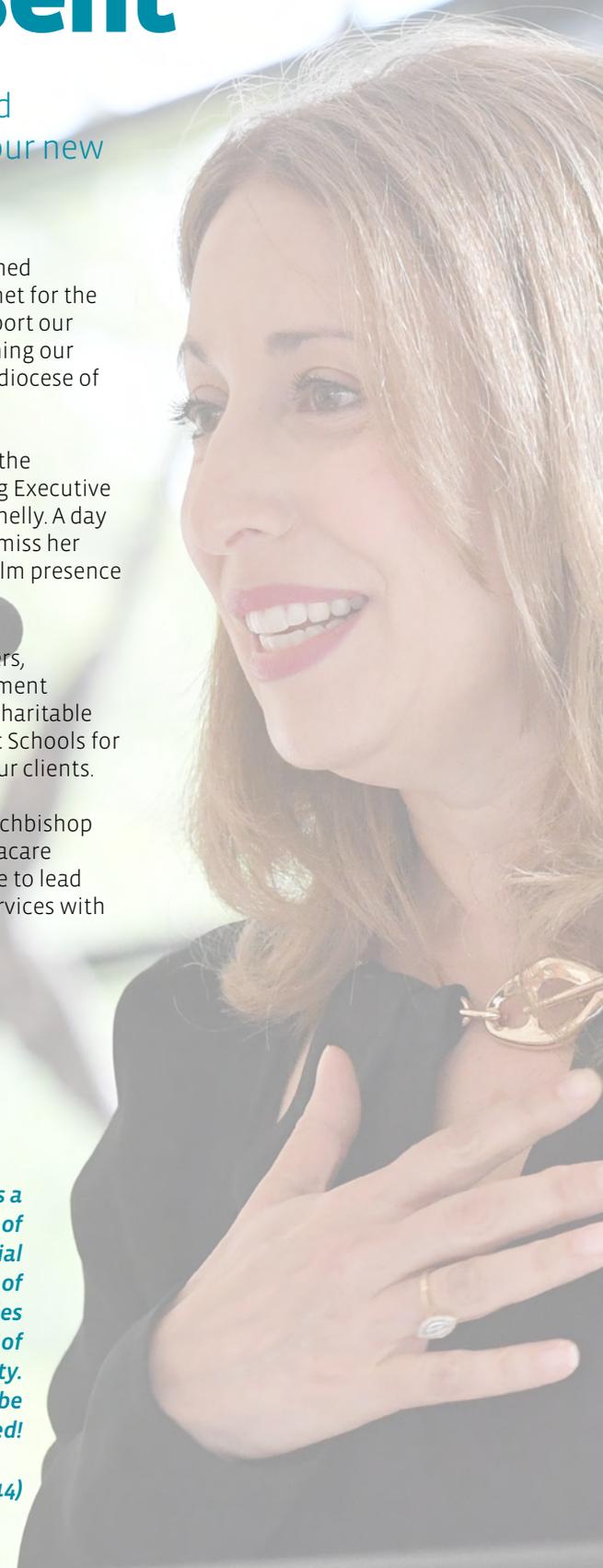
I appreciate the support of Archbishop Patrick O'Regan and the Centacare Executive team in my purpose to lead Centacare Catholic Family Services with care and courage.

**Leanne Haddad**  
Executive Director



***There is a past and there is a present. There are the roots of faith and there is the ecclesial 'today,' the current path of this Church which presides over charity, the service of unity and universality. All this must not be taken for granted!***

**Pope Francis (2014)**





## Advisory Council ushers in a new era

The inaugural Centacare Advisory Council met for the first time in March, heralding a new era for the organisation.

The council brings together six members and a consultant from diverse backgrounds including law, education, child protection, social work, ministry, academia and Aboriginal spirituality.

The purpose of the Advisory Council is to highlight Centacare's mission and identity within the Catholic Archdiocese of Adelaide, and to forge deeper connections with clergy, parishes, Catholic Education South Australia and Archdiocesan services.

Chairperson, Claire Victory, formerly National President of St Vincent de Paul Society National Council, is joined by council members:

- Kelly Bunyon, Principal, Compass Catholic Community
- Sophie Diamandi, Adjunct Lecturer, University of South Australia
- Carl Collins, Executive Director, Child Protection Solutions Australia
- Fr Dean Marin, Vicar General, Catholic Archdiocese of Adelaide

- Professor Ian Goodwin-Smith, Director, Centre for Social Impact at Flinders University

National Aboriginal and Torres Strait Islander Catholic Council chairperson, John Lochowiak, consults to the Council.

In her welcome address, Executive Director, Leanne Haddad, highlighted the need to balance Centacare's humility with growing awareness about its role on the streets, and the many ways 'Centacare is bringing the Church into community'.

Read our website stories:  
[Leanne Haddad appointed Director](#)  
[WE HEAR YOU: Capturing the child's voice](#)



PHOTO (from left): Pauline Connelly, Leanne Haddad, Father Dean Marin, Kelly Bunyon, Claire Victory, Carl Collins, Sophie Diamandi, Professor Ian Goodwin-Smith, and John Lochowiak.



# A fond farewell for our heart and soul

Much loved Executive Deputy Director, Pauline Connelly, announced her retirement this year after three decades in leadership roles at Centacare.

In August, Pauline left the profession that has shaped her life, having decided at a young age to become a social worker.

Driven to help others, Pauline began her career in marriage and family counselling. In the mid-1990s, with Bishop Eugene Hurley, she established Centacare in Port Pirie.

This paved the way to a leadership role in Adelaide, alongside Centacare's longest-serving Director, Dale West. When Dale retired in 2021 after 32 years at the helm, Pauline guided Centacare through a period of notable change before choosing to return to her substantive position of Executive Deputy Director in late 2022.

In partnership with Executive Director, Leanne Haddad, Pauline continued to lead and shape service growth, in line with community needs and informed by the principles of Catholic Social Teaching.

Her faith, fortitude, grace, and resolute belief in clients, regardless of the challenges they face, defined her influence over time – at state, national and papal levels.

'It is truly inspiring to see how people have the ability to withstand so much disadvantage and injustice when they are feeling so diminished, yet they are still trying, somehow, to be a good parent or a person when everything is going against them', Pauline said.

'That's why we want to help so much, to lift that burden a bit, because every day for so many people that burden just increases, and along with that, their sense of hopelessness!'

Pauline, a Chancellor of the Archdiocese of Adelaide, will remain on the Centacare Advisory Council which met for the first time in March this year (see story, page 7).

'I've learned in life that the right decision is not always the easy one, and given Centacare runs in my veins, it is going to be very hard to say goodbye', Pauline said.

'I love the work we do because it is wrapped around a calling we have – a call to respond when we see a need, knowing we can make a difference to another human being, even if we can't immediately change their situation.'

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*To mark Pauline's retirement, Centacare compiled This Day, a selection of reflections that she penned to inspire courage, hope and belief in others.*

FAREWELL, PAULINE



Read our website story:  
[Pauline reflects on her career](#)



CELEBRATING 80 YEARS





## Celebrating 80 years

In 2022, Centacare marked 80 years of supporting South Australians with an expo showcasing our proud history, mission and achievements.

The October event at St Aloysius College brought together Centacare's 63 services from 33 sites across the state, as past and present staff joined representatives of government and social and community services groups in celebration.

Centacare began as the Catholic Family Welfare Bureau in 1942 and today supports more than 20,000 people each year, operating within a robust ethical framework informed by the values and principles of Catholic Social Teaching.

The organisation's growth over eight decades was illustrated in a pictorial timeline, a popular showpiece at the expo attended by more than 300 people.

After a Welcome to Country by John Lochowiak, Centacare's Aboriginal Services Consultant, the then Director, Pauline Connelly, gave an opening address focusing on people 'at the heart of caring'.

'People like Hannah Buckley, a young social work graduate who was chosen by Archbishop Matthew Beovich, to be the first director...her pioneering courage in the early days of welfare in the Church, especially as a female leader, still inspires us today.' Pauline said at the celebration.

'I want to acknowledge with reverence, the tens of thousands of people that have needed our assistance over the years and those who still do.

It is an honour to be in that space of vulnerability with them. It is often an intense experience for us all, but if we cannot solve a problem or an issue, we do not walk away - we stay in the pain with the person we are with, and it is in those moments where we most deeply live our mission and experience what our calling is!

Catholic Archbishop of Adelaide, Patrick O'Regan, led a liturgy that included the blessing of a cross from the entrance of Fennessey House, where Centacare was located for many years.

Archbishop O'Regan rededicated the crucifix before passing it between Centacare's Executive Managers in 'an expression of how the giving of ourselves at great cost, is transformative to both the giver and the receiver.'

A speech by Minister for Human Services Nat Cook concluded formalities before guests and staff joined in celebrating Centacare's past, present and future.

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 PHOTO (from left): Fr Dean Marin (Vicar General - Catholic Archdiocese of Adelaide), Pauline Connelly (Deputy Executive Director), Archbishop Patrick O'Regan (Catholic Archdiocese of Adelaide), Nat Cook (Minister for Human Services) and Leanne Haddad (Executive Director).

[Watch our Expo video on Facebook](#)



# Our year in numbers

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**20,001**

clients were supported across  
63 services at 33 locations

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**5,434**

children and young people  
were supported

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**1,233**

clients are culturally and  
linguistically diverse

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**1,468**

clients identify as Aboriginal  
and/or Torres Strait Islander

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**165**

non-binary and/or gender  
diverse clients

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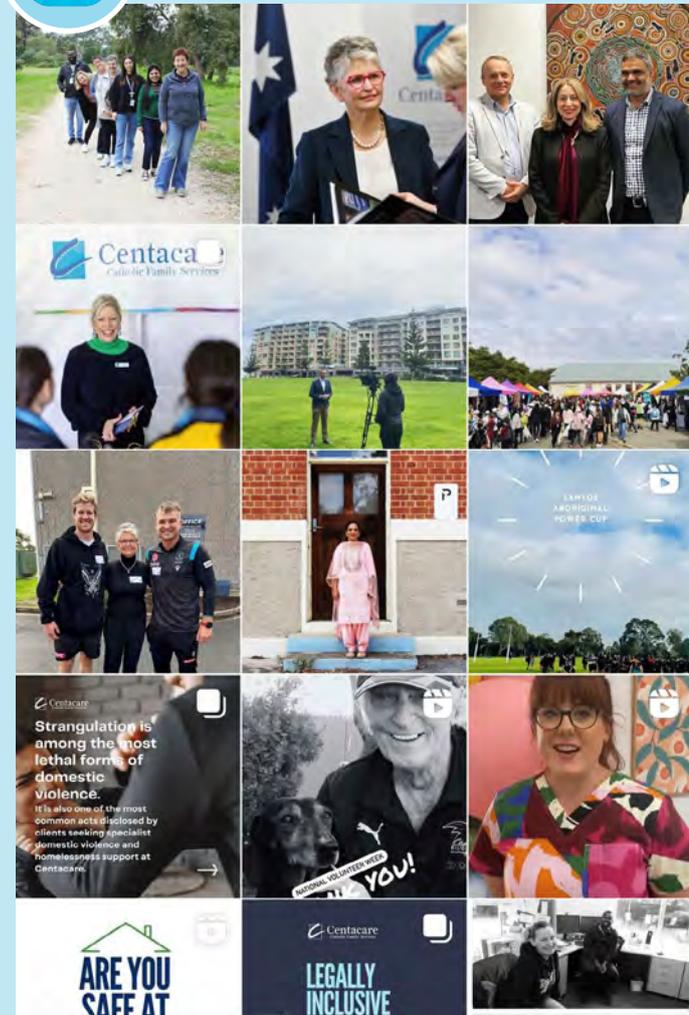
**528** staff

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**53.4M**

annual revenue

*Walking alongside  
every community  
and every person  
who walks through  
our doors.*



SOCIAL MEDIA

# Influential voice

More than

# 430

social media posts

# 35.6K

reach on Facebook and Instagram

# 162

Instagram stories

# 39.3K

LinkedIn impressions

Tag us on Instagram:  
[@centacare\\_adelaide](https://www.instagram.com/centacare_adelaide)



Follow us on Facebook:  
[@centacarecatholicfamilyservices](https://www.facebook.com/centacarecatholicfamilyservices)



Press play on YouTube:  
[centacarecatholicfamilyservices](https://www.youtube.com/centacarecatholicfamilyservices)



Connect on LinkedIn:  
[@CentacareCatholicFamilyServices-Adelaide](https://www.linkedin.com/company/CentacareCatholicFamilyServices-Adelaide)



# Audit highlights service strengths

This year, Care and Support Services (CaSS) had great joy reacquainting clients with their pre-pandemic lifestyles while evaluating progress and making strategic plans for the future.

The foundations of our year were established through two external audits across our disability and aged care services.

While feelings of trepidation at times accompany audits, they also generate excitement within the team and provide an opportunity to showcase the work we do.

I am pleased to report that both audits were successful, and the high quality of our disability services was highlighted in the NDIS Certification Audit through two recommendations for conformity with elements of best practice.

**Whilst our audits were focused on what we have already achieved, we also undertook considerable work in shaping the future of our unit. The establishment of a CaSS Strategic, Quality and Safeguarding Committee was particularly important.**

The Committee was established to strengthen internal governance structures and provide a clear line of reporting to Centacare's Executive. The Committee will dovetail into a soon-to-be established Participant Reference Group.

This is designed to ensure that the voice of our clients is heard at the highest levels of decision-making.

This year also saw the successful implementation of a new Restrictive Practice Authorising system.

**The team has allocated significant resources towards behaviour support and the elimination of restrictive practices as we know this can have a profound impact on clients.**

**Our key achievements:**

- Successful completion of the Commonwealth Home Support Programme (CHSP) Quality Audit.
- CHSP Business Expansion Proposal submitted and approved allowing CaSS to add two new and much-needed support categories to our services: domestic assistance and personal care.
- Implementation of the new South Australian Restrictive Practices Authorisation scheme, administered by the Department of Human Services.
- The completion and approval of a unit-wide training review that ensures that our training plan is relevant and efficient.
- Implementation of Maybo training for staff to ensure a human rights-based and person-centred approach to safely de-escalating behaviours.

I acknowledge the generosity of the Catholic Charities Appeal and the Roman Catholic Archdiocese of Adelaide Charitable Trust for their ongoing support. It is always valued.

**Liam Connelly**  
Executive Manager

**97%**

**increase in client numbers for Commonwealth Home Support Programme**

**23**

**Disability Services clients have linked with Centacare for over 10 years**

# Empowerment and dignity in everyday choices

How do you take your coffee?

Lainie\* likes a long black with two sugars, but only recently has she been able to make this choice.

The gradual elimination of restrictive practices identified in Lainie's Behaviour Support Plan has given her a greater say in how to live her life - including how to make her morning coffee.

Restrictive practices are defined on the NDIS Act 2013 as 'any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with a disability'. These restrictions are sometimes needed to ensure client safety. However, significant work is being undertaken to eliminate or reduce these where possible.

Centacare Behaviour Support Advisor, Lesley Cutts, worked closely with Team Leader Hannah Guthleben and support staff to empower Lainie through freedom and choice. The first step was removing locks on the light switches in her home.

Then the kitchen gate, previously shut for dietary and environmental reasons, was unlocked, followed by the fridge. This gave Lainie control over her how to make her brew.

'Staff report Lainie had previously never had sugar in her coffee until she made it herself. "Now she puts two spoonfuls of sugar in and eats an additional spoonful of sugar - a clear indication of her choice," Lesley said.

Lainie can now operate the cupboard lock to choose her snacks.

"We are hopeful that by the end of the year, we will be able to successfully halve the number of restrictive practices for Lainie to significantly increase her level of independence," Lesley said.

"The reduction of restrictive practices has not been without increased risk and complexity. However, the client and the workers have been supported to take managed risks in order for the client to be in more control of their environment."

Eliminating restrictive practices to promote the human rights of people with disability is among the core objectives identified by the Disability Royal Commission.

\*Not her real name



Read our website stories:  
[New van gives clients independence](#)  
[Time for a Human Rights Act for SA](#)



# Integrating Aboriginal culture across our Therapeutic Framework

Children, young people, foster carers and families are at the centre of our practice, continuous service improvement and decision-making. Across multiple disciplines, staff maintain a therapeutic and culturally responsive approach to assist families with processing their trauma and their healing journey.

This year was filled with milestones for Children's Services Unit (CSU). Programs were re-contracted, Centacare Foster Care marked 10 years of service, and the Unit Business Plan was launched.

Establishing an Aboriginal Cultural Consultant (ACC) team was a welcomed and crucial progression, given the continued overrepresentation of Aboriginal and Torres Strait Islander families within the early intervention and child protection space.

The team have settled into their respective programs and are consolidating as a peer group as they embark on supporting culturally responsive practice across the unit.

**A starting point has been providing cultural commentary and discussions about Centacare's Therapeutic Framework to support Aboriginal families in processing trauma, building identity and agency, and increasing their capacity for secure and cooperative relationships.**

#### Our key achievements:

- Opening a new site at Colonnades Shopping Centre, Noarlunga.
- Our Breathing Space service was a finalist in the 2022 South Australian Child Protection Awards.
- New research 'Men Working with Men in Intensive Family Services: Reflections on Violence, Trauma Lifeworlds, and Organic Interventions' published in the

internationally renowned and peer-reviewed Australian and New Zealand Journal of Family Violence.

- Establishing an agreement between RESTORE Intensive Family Services – North and Centrelink to help low-income households in the north navigate the welfare system.
- New dashboards, developed across Restore Intensive Family Services, Unify Family Reunification Service and Centacare Foster Care, enabled greater accessibility to data, transparency, and streamlined reporting.
- Submissions into the Review of the Children and Young People (Safety) Act 2017 and the Inquiry into the removal and placement of Aboriginal children in South Australia. We co-hosted a sector workshop of the Inquiry with Child and Family Focus SA.
- Developing a video resource to elevate the voice and experiences of a Unify client.
- Celebrating Centacare Foster Care's 10th anniversary.
- Continued rollout of online therapeutic theory modules and advanced therapeutic training provided across CSU.

I want to acknowledge CSU staff and their dedication to supporting all families to identify and harness their strengths, build parenting capacity and insight, address challenges and nurture confidence for sustained outcomes.

**Amalie Mannik**  
Executive Manager

We supported

**1,447**

adults and

**914**

children

**60**

successful family  
reunifications across  
Centacare Foster Care  
and Unify

**30**

Aboriginal children  
supported by Centacare  
Foster Care



## A meaningful handshake

In 2021, three reunification specialist foster carers, also sisters, provided care for a sibling group of four proud Ngarrindjeri boys.

The trio of sisters supported the boys' connection with each other, as well as with their mother and grandmother, through regular contact visits.

Three of the boys were supported to unify with Kin, however, unfortunately, after a year, the placement with Kin was unsuccessful.

All three children were embraced by the sister carers as they returned to their care until alternative long-term placements could be found. The carers recognised the additional trauma the children experienced due to another removal and disruption.

The sister carer trio share a close sibling connection and were able to support the children's close bond with each other, spending weekends and evenings together, supporting informal sleepovers, sharing family dinners, and playing football together.

One of the carers with Centacare Foster Care supported the boys' connection to their culture by engaging with community Elders for NAIDOC Week at the Otherway Centre.

Elders, children, foster carers, and staff gathered to enjoy various Aboriginal art activities and storytelling.

The children experienced a Welcome to Country in language and an ancient smoking ceremony performed by Centacare's Aboriginal Services Consultant, John Lochowiak.

The boys had a yarn with Uncle Les\* and a handshake affirming to the children a belonging and acceptance within the community.

The children participated in serving lunch to the Aunties as they shared stories through songs.

Given the Elders' own history of colonisation and connection to the Stolen Generation, they shared that this experience had been both difficult and healing for them.

The Elders have invited carers, foster care staff and the children back to the Otherway Centre for future events and celebrations, further connecting Aboriginal children in care with their culture.

*\*Leslie Wanganeen, Centacare's Aboriginal Cultural Consultant.*

Read our website stories:  
[Centacare Foster Care turns 10](#)  
[Men's workers step up for change](#)  
[SA Child Protection Awards finalist](#)



# Partnering to fight housing shortages

This year has marked a vital time for the Domestic Violence, Homelessness and Youth Services Unit (DVHAYS) as we continued our steadfast commitment to our work in the community amidst the backdrop of housing shortages and affordability challenges.

Whilst we saw an increase in not only demand but complexities, the teams showed compassion and innovation to walk alongside our clients during their challenges.

The DVHAYS teams have worked diligently to strengthen relationships and partnerships, which has proven instrumental in elevating client outcomes that extend beyond addressing immediate needs but also focus on the underlying causes of domestic violence and homelessness.

## Our key achievements:

Second year of alliancing: being a part of the Adelaide Northwest Homelessness Alliance, Country North Homelessness Alliance and Domestic and Family Violence Statewide Alliance has enabled us to have a broader view of our clients' changing needs.

The changing face of family violence: we have noticed an increased use of technology as a tool for coercive control in the last 12 months. Our Specialist Domestic Violence Teams are continuously developing their skills to keep our clients safe.

Restructured Young Family Support Program (YFSP): This year marked 12 months of implementing our restructuring of the YFSP to provide a more connected service that has empowered young families to break the cycle of homelessness and secure brighter futures.

Trauma-Informed Model: Hannah Place continues to flourish as a haven for young women and their children, offering a trauma-informed model of care that goes beyond immediate assistance. This approach has enabled these families to transition into adulthood with resilience and strength.

Next Steps Pilot Program: continues to make significant strides, ushering young people leaving residential care towards self-sufficiency and stability. We achieved outstanding housing outcomes through our partnership with Housing Choices SA.

Habitat for Humanity: Volunteers from Habitat for Humanity's Brush with Kindness Program undertook garden makeovers: painting of murals, upkeep of play equipment, and planting of flowers and vegetable boxes at Carlow Place, Louise Place and Malvern Place.

Wyatt Trust Grant: For 15 years the Wyatt Trust Grant allowed us to purchase essential household goods such as fridges and beds for our clients establishing a home after a period of homelessness. Next year this grant will be administered by the Homelessness Alliances. I thank the Wyatt Trust for their long-standing support.

As we look ahead, our teams remain devoted in their work towards a community where safety, housing and support are accessible to all.

**Megan Welsh**  
Executive Manager

Our Domestic and Family Violence services supported

**762**  
women and children

Outer North Youth Homelessness service supported

**470**  
young people, where

**59%**  
had a mental health diagnosis

**2240**  
people received a Wyatt Trust funded housing pack in the last 15 years

## Perseverance through complexities

Whyalla Homelessness Service supported a family of two adults (Carl and Rose\*) and four children to secure accommodation after 6 years of living in caravan parks and couch-surfing, as the family experienced discrimination to access housing due to Carl's physical disability and diagnosis of epilepsy.

Our team supported the family with public housing and private rental applications and facilitated connections with medical assistance, NDIS support and schooling for the children.

Through the advocacy of our team, the family was chosen for a vacancy and is waiting for their move-in date. A Whyalla Homelessness Service case manager will continue to support them as they transition to stable and safe accommodation.

*\* Not their real names*

## A new beginning

Laura\*, aged 42, lived with her husband and daughter (aged 4) in an isolated property in rural Riverland. She endured physical, emotional and financial abuse from the husband and constant surveillance through an app on his phone.

After a prolonged situation of violence, Laura and her daughter managed to flee with the support of SA Police while the husband was away on a work trip.

They have secured housing through Believe Housing Australia, and our Riverland Domestic Violence Service has assisted with safety planning; WESNET safety phone; appliances, furniture and household items through funding from Wyatt Trust; advocated with Centrelink for financial support; and referred the family to Family Safety Framework and Together4Kids Program.

*\* Not her real name*

## “ In our client's voice

I wanted to let you know how much you have helped me through the last 10 months and have given my son a better chance of having a good parent than I had when I was little...

Thank you honestly so much for the help and for believing in me when you didn't know me from a rock and for opening up to me that some of us have similar stories but can change and become something amazing in this world, just like you.

I know it's been a couple of weeks since I moved, but I feel that it's just fully sunk in that I got my own house officially for myself and my son, and how much all of the amazing staff at Malvern Place helped me through some dark times and always had my back and still do.

*Feedback from a Malvern Place client to their case manager.*

DOMESTIC VIOLENCE,  
HOMELESSNESS AND  
YOUTH SERVICES



Read our website stories:  
[At home at Hannah Place](#)  
[Carlow's Brush with Kindness](#)  
[Faces of Hope](#)



# Finding purpose and confidence

Feedback from our clients confirmed our unit's role in empowering individuals to build independence and resilience.

The Health, Wellbeing and Education Unit (HWE) provides mental health support, drug and alcohol misuse rehabilitation and counselling, carer support and psycho-education services.

**Clients report finding purpose, confidence and social connection in an inclusive environment. At the same time, their families convey a sense of hope and relief, knowing their loved ones are accepted and supported for who they are.**

A survey of participants in Black Rainbow, a new social support group for young First Nations people aged 12 to 17 years who identify as LGBTQIA+SB or as allies of this community, found unanimous improvement in their wellbeing and decreased social isolation.

Similarly, 100% of participants who turned to PACE for support with an eating disorder, in either a group or 1:1 setting, reported feeling respected and safe.

All participants in the peer-led groups improved their functional capacity, with some finding strength in sharing their experiences without judgment.

Distress levels decreased for 92% of young people who sought 1:1 support from ASCEND Youth Life Promotion, a service that is critical in supporting young people at risk of serious self-harm while equipping those around them with the skills to spot warning signs and respond appropriately.

#### Our key achievements:

- Kindred Spirits successfully supported seven families, leading to increased school attendance for their children.

- Reconnect workers developed a workshop for high school students to identify their resilience toolbox to draw from in everyday life.
- Community Connections successfully reduced social isolation experienced by young carers with a new bus, making social outings more accessible. The service partnered with the Aboriginal Sobriety Group to support Aboriginal and Torres Strait Islander peoples in the western suburbs.
- Individual Psychosocial Rehabilitation Support Service engaged 94 adults with mental health challenges and supported 37% of clients to transition to NDIS psychosocial services successfully.
- 63% of clients struggling with substance misuse completed their rehabilitation stay at Alban Place.
- Centacare Drug and Alcohol Counselling (CDAC) provided nearly 200 sessions for clients seeking help to reduce the negative impacts of substance use on their lives and those around them.
- The Animal Wellbeing Program was seen as a catalyst for students with a history of childhood trauma to re-engage with their education.
- headspace Port Adelaide's Queer Quest - a weekly social group for queer young people to connect through arts, gaming, and varied workshops- settled its presence in the community with exponential growth and outstanding feedback from members and their families.

**Kim Formosa**  
Executive Manager

**518**

clients were supported by Centacare Drug and Alcohol Counselling

**107**

young people were supported at Alban Place

**258**

clients were supported through our Police Drug Diversion initiative



## Young people's feedback

“

I have made friends here, and it's given me something to look forward to every week and a reason to get out of the house. It has helped my mental health so much being here for almost a year.

---

Helped me make friends with wonderful people. I always have someone to talk to now.

---

It has helped me feel accepted...it is a safe space.

---

They helped me realise I am not alone. That is awesome and makes me feel happy.

---

## Family and friends' feedback

“

It's so important for young people in this space to be able to socialise with peers who have similar identities. It's so important for them to see themselves in another and know they are not alone. This is a safe space for them to do just that. Connection is key, and they have it here.

---

As a parent, it is wonderful to see my young person excited about a group and be able to fully participate.

---

There isn't a lot out there that allows young people struggling with their identity to meet people they can relate to. He needs this.

---

Read our website story:  
[Be kind to your body this summer](#)



# In touch with the community

In 2022-23, our counselling, mediation, relationship and parenting education, organisational training and consultancy, and community-development programs supported 10,712 clients.

Our unit is an umbrella for a varied range of services driven by the purpose of accompanying our clients through mental health, parenting and relationship challenges, traumatic incidents and conflict.

After 19 years of service, numerous program roles, and hundreds of inspiring client outcomes, Executive Manager, Lisa Osborne, retired in January 2023.

In her farewell address, Lisa stated: **'I'm very proud of this agency - the camaraderie, the supports, the friendships, the amazing people who give of themselves all the time...I look forward to hearing about the next exciting chapter for this unit. I hope I've left a bit of a legacy somewhere.'**

We thank Lisa for her years of service and dedication to the sector and her advocacy for the South Australian community.

#### Our key achievements:

- Our Employee Assistance Program, ACCESS, joined the RSS unit to align our counselling and therapeutic services. ACCESS succeeded in securing contracts with the Departments for Education, Child Protection and Correctional Services.
- Our Fathers and Families program is working with the Murray Bridge community to recycle wooden pallets and reduce environmental impact.
- Our parenting education team delivered 29 courses and workshops targeted at families experiencing separation or other significant changes.

- Our mobile playgroups, Mobile Family Connections and Family Connections supported over 2,000 clients in the Adelaide southern suburbs and SA South East.
- We launched our Family Dispute Resolution Legally Inclusive Practice service to help families efficiently solve disputes out of court.
- Our school counselling service expanded to 16 schools, which highlights the growing need to incorporate trauma-responsive, therapeutic and wellbeing supports in our educational environments.
- Alan Shepard, Wandana Community Centre Garden Facilitator, won the 'Friends to All' award at the Community Centres SA Sector Awards in November 2022.
- Our grief and loss group held 46 sessions in metropolitan Adelaide, and our Women are Strong -domestic violence 8-week foundation course- ran 5 times.
- Our mental health service, Supporting Children and Youth, finished a data transference project that allows them to work remotely across the Murraylands and expand their connection to community.
- The SA COVID-19 Virtual Support Network and National School Chaplaincy Program came to a natural contractual end.

I thank the competent, compassionate and caring staff from RSS for your adaptability to change and your commitment to providing the highest level of support to our clients.

**Leanne Haddad**  
Executive Director

ACCESS Programs  
facilitated

**11,715**

EAP Counselling  
sessions and successfully  
responded to

**320**  
critical incidents

**6440**  
school counselling  
sessions

**392**  
clients attended our  
parenting courses and  
workshops

# Resolving disputes at a lower cost

Families navigating separation and property settlement can now get on-the-spot legal advice at Centacare to help resolve disputes out of court.

Centacare has launched Legally Inclusive Practice (LIP) to support families to reach mutual agreement in a respectful and non-adversarial way.

Under the service model, legal representatives can advise their clients in real-time during the mediation of proposals, decisions and legal implications to assist families in reaching fair and equitable outcomes.

An accredited, qualified Family Dispute Resolution Practitioner 'shuttles' between separate rooms to facilitate respectful negotiations between parties.

The process aims to support clients to achieve efficient and cost-effective outcomes by:

- Providing legal advice on matters discussed in the mediation session
- Assisting clients in the discovery of assets and liabilities
- Encouraging clients to reach an outcome during Family Dispute Resolution
- Ensuring families and parents reach a safe resolution in the best interests of their children

Family Dispute Resolution Manager, Andy Wong, said, 'Legally Inclusive Practice is a game-changer for families wanting to resolve their issues in a more cost-effective and timely manner.... A family might spend up to \$400 in mediation to reach an agreement on issues that could cost them upwards of \$30,000 to resolve in court...LIP is often a quicker, more collaborative and affordable option for resolving financial and property disputes and can lessen the emotional cost for families attempting to reach an agreement.'

The introduction of LIP strengthens the existing supports available to families and helps address a gap in services in metropolitan and regional South Australia.

Centacare has been providing Family Dispute Resolution for more than 30 years. We offer Legally Inclusive Practice services across metropolitan Adelaide and in regional South Australia, from the Adelaide Hills to Mount Gambier.



Read our website stories:  
[Community resilience drives flood recovery](#)  
[David: a driving force at Wandana garden](#)  
[Legally Inclusive Practice explained](#)  
[Wandana garden guru in line for award](#)



# A hub for innovation and growth

The Strategy, Research, and Innovation (SRI) unit is dedicated to embracing new ways of working, service design, learning, teaching and student placement, enhancing our program delivery evidence base, and investing in our diverse workplace.

In collaboration with all units, SRI also guides the development of our new strategic direction and organisational governance.

## Impact and Innovation

Collaborating with all Centacare units, the Impact and Innovation team identifies opportunities to enhance service delivery and develop new business opportunities.

Fostering a culture of reflective practice and client-focused evaluation, their work positions Centacare at the forefront of service design and strategic innovation in the community services sector.

## Centacare RTO

Centacare's Registered Training Organisation (RTO no. 1004) is the only South Australian face-to-face provider of the CHC43515 Certificate IV in Mental Health Peer Work. With multiple regional cohorts underway, the Pt Lincon cohort recently achieved an outstanding and nation-leading 80% completion rate.

Looking ahead, the RTO team will be showcasing new sector-focused educational opportunities and growth in the peer work and lived experience sector.

## Learning and Development

SRI has led the procurement, development and rollout of a new way of facilitating learning and training across the agency. This organisational-wide impact will fundamentally change the training capabilities of Centacare well into the future.

## Digital Transformation

Through their expertise in instructional design principles and specialised software, the team develops digital learning materials that enhance the learning experience and outcomes for students and staff.

## Murinthi

Murinthi (Kaurna 'to walk') is our newly launched program committed to strengthening the Aboriginal and Torres Strait Islander workforce, which includes refining our Reconciliation Action Plan to inform a new Aboriginal Workforce Strategy.

Part of this process has been the establishment of Centacare Nunga Group to promote an environment of inclusion and wellbeing for Aboriginal and Torres Strait Islander team members, creating a secure space for sharing experiences and cultural support.

Excitingly, the Otherway Centre is being integrated into the Murinthi program, serving as a hub for cultural activities, storytelling, and relationship building.

The Murinthi program aims to make the Otherway Centre even more dynamic, safe and enriching for Aboriginal communities, Centacare staff, and the sector.

**Dr Jonathon Louth**  
Executive Manager

**Port Lincoln's Certificate IV in Mental Health Peer Work cohort achieved**

**80%**  
completion rate

Read our website stories:  
**Building a strong support system**  
**Power Up Online: digital safety**





## A partnering model

The overarching aim for Corporate and Business Operations is to implement effective operations to empower human services for the subsidiarity of our communities.

I am pleased to advise that Centacare's total operating revenue, which includes direct government allocations, new tenders, procurement of services and investment income, passed the \$53 million mark.

In corporate operations, we introduced the business partnering approach to bridge the knowledge between corporate and client services. This allows our programs to respond to increased compliance and reporting demands.

In October 2022, our IT and Software Solutions merged to form our IT Business Services. The team completed IT and audio/visual fit-outs of two new Centacare offices; developed tools to improve fleet records; and designed new dashboards to streamline reporting.

CarCenta, responsible for managing a fleet of over 500 vehicles for the Catholic Church and related entities,

participated in an electric vehicle trial and installed four electric chargers across two Centacare sites.

Our Human Resources team guided our Corporate Services restructure; led the HR requirements for implementing our new timesheet management platform; and implemented compliance and audit functions in line with Awards and legislation.

Facilities and Infrastructure supported Centacare services in building, leasing, maintenance, and environmentally conscious work practices. This year was marked by the Mount Gambier site acquisition and development; Woodville site acquisition; Southern office fit-out; multi-purpose crèche room construction at Seaton, and gender-inclusive toilet renovations at Salisbury and Seaton.

I appreciate each team member's innovation, trust and immense effort in this process of transformation that aligns with our values, purpose and strategic vision.

**Leanne Haddad**  
Executive Director

Read our website story:  
[Centacare expands southern footprint](#)



# Marks historic milestones

In early 2016, Port Adelaide legend Gavin Wanganeen visited Ocean View College to start a push to shape the attitudes of young men through the Power to End Violence Against Women (PTEVAW) program.

Seven years and 11,020 students later, the nationally recognised primary prevention initiative returned to the college in May to mark its historic 150th school visit.

Port Adelaide Football Club (PAFC) captain Tom Jonas joined Brownlow Medallist Ollie Wines and Magpies skipper Cam Sutcliffe in the classroom to celebrate the achievement. The visit followed the program's 10,000th student milestone, at Blackwood High, in August 2022.

Delivered in classrooms by Power Community Limited (PCL), PTEVAW uses the power of sport as a hook to start conversations with male Year 10 students about domestic violence and challenge gender-based norms that can lead to abuse.

The aim is to equip students with the knowledge to make informed decisions and become advocates for change – at school, at home, and in the wider community.

In Australia, one woman dies every 14 days at the hands of her former or current partner, and one in three women has experienced violence by an intimate partner.

PTEVAW is delivered alongside Empowered, a program for girls to foster critical thinking about gender equity, women's rights, and red flags in relationships.

Together, the programs visit 25 schools each year with the support of major partner Centacare and the Department for Education.

In October 2022, staff joined more than 160 female secondary students and AFLW stars, including Erin Phillips, at an Empowered leadership event at Adelaide Oval.

25  
schools visited and  
3,197  
students engaged

11  
AFL and AFLW listed  
players participated

Explore Centacare's YouTube channel:  
[PTEVAW visits Blackwood High](#)



Read on PAFC website:  
[Program makes 150th school visit](#)



# Financials

The financial outcome for Centacare for the 2022-23 financial year resulted in an operating deficit of \$358,583. Total equity decreased to \$8.7 million on a total asset base of \$23 million.

FINANCIAL SUMMARY		2023	2022
<b>REVENUE</b>		<b>\$'000</b>	<b>\$'000</b>
Grant revenue		32,035	29,157
Fee-for-service revenue		17,153	17,607
Other income		4,195	3,323
<b>TOTAL REVENUE</b>		<b>53,383</b>	<b>50,087</b>
<b>EXPENSES</b>		<b>\$'000</b>	<b>\$'000</b>
Employee benefits expenses		41,864	39,985
Depreciation expense		2,519	2,495
Motor vehicle expense		1,497	990
Client expense		901	551
Finance costs		142	158
Other expenses		6,819	5,569
<b>TOTAL EXPENSES</b>		<b>53,742</b>	<b>49,748</b>
<b>NET SURPLUS/ (DEFICIT)</b>		<b>(359)</b>	<b>339</b>
FINANCIAL POSITION		2023	2022
<b>ASSETS</b>		<b>\$'000</b>	<b>\$'000</b>
Current assets		11,958	12,390
Non-current assets		10,673	10,587
<b>TOTAL ASSETS</b>		<b>22,631</b>	<b>22,977</b>
<b>LIABILITIES</b>		<b>\$'000</b>	<b>\$'000</b>
Current liabilities		10,904	10,504
Non-current liabilities		3,022	3,410
<b>TOTAL LIABILITIES</b>		<b>13,926</b>	<b>13,914</b>
<b>NET EQUITY</b>		<b>8,705</b>	<b>9,063</b>

## Care and Support Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Elanora House Supported Accommodation Service	Assistance with daily life in shared supported accommodation 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
Joseph Place Supported Accommodation Service	Assistance with daily life in shared supported accommodation 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 two adults with intellectual and physical disabilities.	Adult NDIS Participants.	Whyalla region
Kolbe Day Options Service	Provides NDIS participants with opportunities for social and community connections. Based at Kolbe Cottage, Plympton.	Adult NDIS participants with an intellectual disability who have left school.	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
My Aged Care Services Commonwealth Home Support Programme (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 Elders 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
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

## Children's Services Unit

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Breathing Space	Provides individualised and therapeutic case management and specialist trauma therapy, with cultural responsiveness and cultural safety at the foundation of all interventions.	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 referral.	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
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

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
RESTORE Intensive Family Services	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.	Families with children (unborn to age 18), with priority service provided to 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
UNIFY Family Reunification Service	Unify works intensively with families who have been separated by the child protection system due to safety concerns, and supports parents to make life changes to meet their children's needs and keep them safe so that they come home and stay at home.	Families are referred to UNIFY by the Department for Child Protection.	Metropolitan Adelaide and Adelaide Hills

## Domestic Violence, Homelessness and Youth 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 Violence 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
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
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
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
Next Steps	Next Steps supports young people to move from residential care into adult life and independent living	Young people (aged 17-21) under long- term Guardianship of the Chief Executive, who are approaching the end of their care order and transitioning to independence and are referred by Department for Child Protection.	Metropolitan Adelaide

## SERVICE SUMMARIES

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Outer North Youth Homelessness Service	Information, advocacy, supported and emergency accommodation.	Young people 16-24 years of age who are homeless or at risk of homelessness. For Carlow Place residential facility, young people aged 15-18, who are homeless or at risk of homelessness.	Playford, Gawler and Barossa areas
Regional Safety Hub	Provides a safe, local place where women can speak confidentially to gain information, support, and referrals to appropriate services.	Women and their children experiencing domestic or Aboriginal family violence.	Limestone Coast and Riverland.
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
Safe at Home	Supports women through risk assessments, safety planning and home security audits. Security measures vary due to individual circumstances but can include installation of locks, sensor lights and security screens. This means they can continue to access familiar community support networks, such as workplaces and school, which can influence coping and help-seeking decisions.	Women and children who are at risk of homelessness because of family and domestic violence.	Southern Country Domestic Violence Services and Whyalla Domestic Violence Service.
Whyalla Homelessness Service	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

## Health Wellbeing and Education Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
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 Youth Life Promotion Service	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 Counselling	Provides a range of supports including ongoing counselling, information and education, harm reduction, relapse prevention and connection to other services as appropriate. The service is guided by the individual, with goals and desired outcomes identified by the person seeking support.	Individuals can refer themselves or be referred through their GP, other health services, DASSA, ADIS, family and other support agencies.	Metropolitan Adelaide
Community Connections: Carer Support <i>(Ceased June 2023)</i>	Supports people to increase their independence in the home and to build stronger social and community connections.	Carers aged between 18 - 64 years or Aboriginal and Torres Strait Islander carers aged between 18 - 49 years. Young carers under the age of 18 years. Not registered with My Aged Care or the National Disability Insurance Scheme.	Northern Adelaide and the Barossa Light Lower North area
Community Connections: Deadly Connect	Support and empower individuals to identify aspirations aimed at maximising their independence, connection to community, and social opportunities.	Aboriginal or Torres Strait Islander peoples aged between 18 - 49 years. Community members between the ages of 18- 64 years. Not registered with My Aged Care or the National Disability Insurance Scheme.	Northern and Western Adelaide Metropolitan area
headspace Port Adelaide	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

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Individual Psychosocial Recovery Support Services	IPRSS is a psychosocial mental health program that 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
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
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
Police Drug Diversion Initiative (PDDI)	Diverts people detected by the police for simple-possession drug offenses to a health intervention instead of the justice system.	Individuals referred directly by the South Australia Police.	Metropolitan Adelaide
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
Thrive Youth Mental Health Program <i>(Ceased June 2023)</i>	Supports young people aged 16-25 with moderate to severe mental health concerns, through the provision of clinical care coordination, psychological therapies, and peer work interventions.	Young people aged 16-25 years with moderate to severe mental health issues.	Port Adelaide

## Relationship Support Services

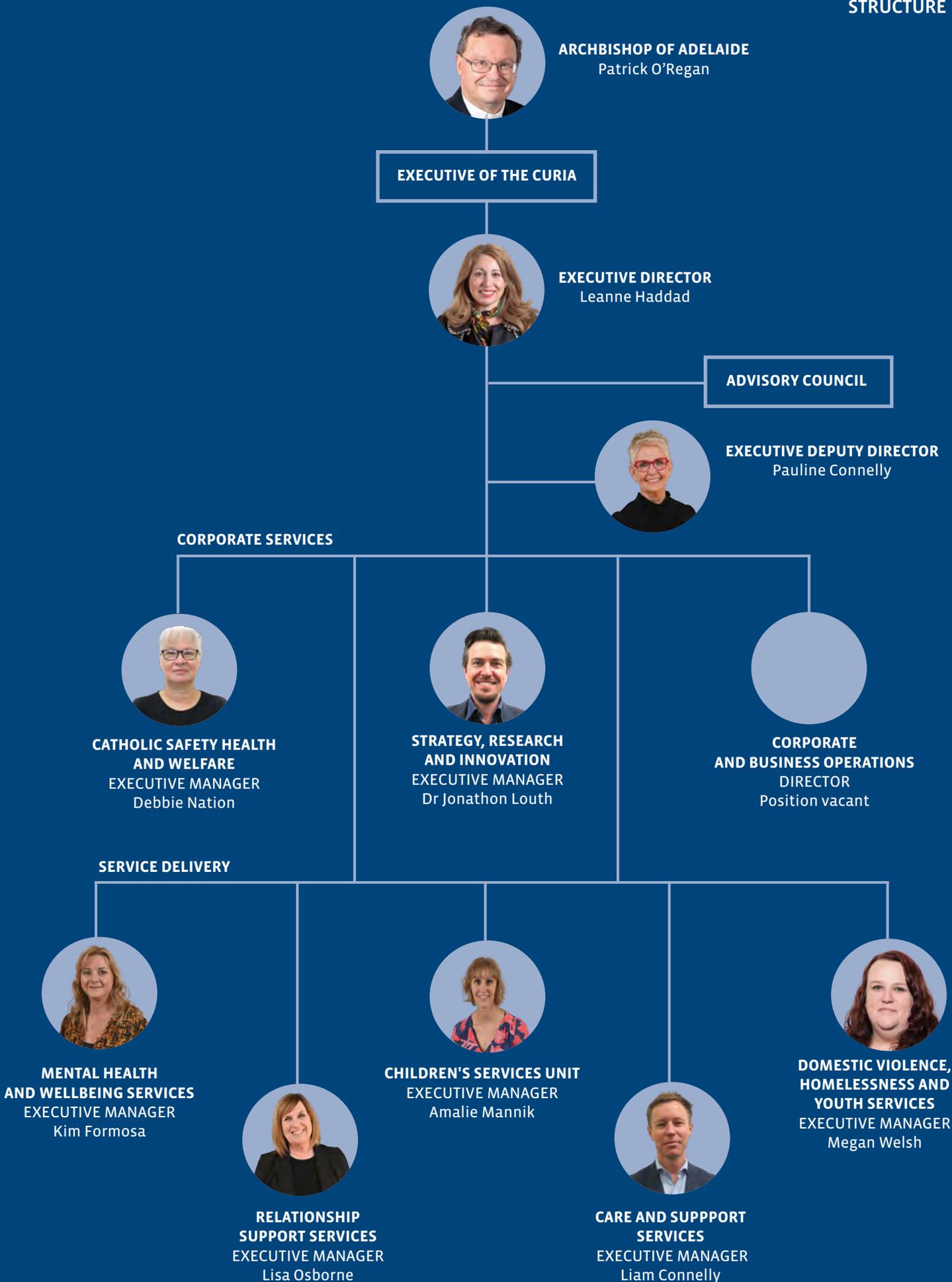
PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
ACCESS Programs	Provides Employee Assistance Programs (EAP) counselling and support, workplace training and consultancy, coaching and mediation services.	Employees (and their families) managers, supervisors across corporate and service delivery teams from contracted organisations.	Metropolitan Adelaide, Regional SA, and National coverage
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
Family Law Counselling	Assists people with relationship difficulties to better manage their personal or interpersonal issues, relating to children and family during marriage, separation and divorce. The support is provided via therapeutic counselling or parenting education groups designed to strengthen relationships and/or examine and build skills required for healthy family and child relationships.	Intact or separated families, extended family members, individuals, children and young people, couples and significant others who have caring or other relationship responsibilities.	Metropolitan Adelaide. Regional SA 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 individuals, couples, families 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

## SERVICE SUMMARIES

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Fathers and Families 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
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
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.	Murray Mallee and Limestone Coast region
Relationship Education	Relationship Education (pre-marriage education) offers couples the opportunity to explore their relationship prior to marriage with the support of a professionally trained educator. 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 <i>(Ceased September 2022)</i>	Early intervention through therapeutic supports 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
Supporting Sole Parents <i>(Ceased June 2023)</i>	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 to individuals and families from diverse backgrounds.	Local community of all ages and from all backgrounds.	Northern Adelaide with focus on North Eastern suburbs

## Corporate Services and Directors' Office

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
NDIS Plan Management	Management of NDIS plan funds and budgets including payments to service providers.	People with plan management in their NDIS plan.	Metropolitan Adelaide and statewide
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
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 and Regional SA



## CONTACT US

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#### GILLES PLAINS - Wandana Community Centre

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#### PORT ADELAIDE - Centacare

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#### PORT ADELAIDE - headspace

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#### SALISBURY - Emmaus House

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#### SEATON

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(08) 8159 1400 | seaton@centacare.org.au

#### STEPNEY - Alban Place

(08) 8215 6785 | stepney@centacare.org.au

#### STEPNEY - Otherway Centre

80C Payneham Road, Stepney SA 5059  
(08) 8228 8950



Whyalla

Berri

Adelaide

Murray Bridge

Mt Gambier

### Regional South Australia

#### BERRI - Riverland Domestic Violence Service

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

#### MURRAY BRIDGE

Level 1, 3/2 Sturt Reserve Road, Murray Bridge SA 5000  
(08) 8215 6320 | murraybridge@centacare.org.au

#### MOUNT GAMBIER

62 Gray Street, Mount Gambier SA 5290  
(08) 8303 6630 | mountgambier@centacare.org.au

#### WHYALLA

(08) 8215 6370 | whreferrals@centacare.org.au

### Centacare NDIS Services

#### NDIS Disability Services

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

#### NDIS Plan Management

(08) 8228 8940 | planmanagement@centacare.org.au

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

*Some sites are not listed to protect clients' privacy and safety.*



## \$205K

donation funded  
6 projects

“

*The therapeutic modules have taken evidence-based and research-informed academic theories and have presented them in an engaging, relatable and easy to understand manner.*

*They have promoted a deeper understanding of the clients we support and generated peer discussion and reflection opportunities within teams and across the unit.*

Amalie Mannik  
Executive Manager

## Kindness fuels bus project

Clients in northwest Adelaide are on the road to independence - in a new 12-seater commuter bus - thanks to the generosity of Catholic Charities.

Funded by a \$64,500 grant, the HiAce bus makes services and social outings more accessible for young carers and elderly clients who are at risk of isolation due to age, time and transport barriers.

Manager Natalie Tucker said the wheels are being put to good use by Commonwealth Home Support Programme and Young Carer Support Services participants.

'The bus has transported clients to cultural events, nature outings and even funerals, which has been especially appreciated by Aboriginal Elders who would otherwise have been unable to attend,' she said.

'It has quickly become a pivotal resource for young carers, too. Perhaps they don't have access to a car or can't afford rising fuel costs. It also lessens their reliance on parents to transport them to and from activities which provides crucial balance in their lives.'

The bus was one of six projects funded by a \$205,000 donation this year:

- Creating a green space to nurture physical and mental wellbeing of clients of our Integrated Youth Substance Misuse Specialist Service and sobering-up centre.
- Updating the Centacare video to tell our story across multiple digital platforms, engage with a wider audience and increase understanding of our mission and purpose.
- Developing digital resources for Power Up: Online. A project, developed in partnership with Port Adelaide Football Club and CatholicCare NT, that promotes online safety in secondary students.
- Building a digital training package to integrate attachment and trauma-based therapies into existing case and best practice frameworks at Centacare.
- Applying a cultural lens to Centacare's Therapeutic Framework digital training through collaboration with an Aboriginal Community controlled organisation.



# Centacare

**Centacare Catholic  
Family Services**  
Archdiocese of Adelaide

45 Wakefield Street  
Adelaide SA 5000  
08 8215 6700  
enquiries@centacare.org.au  
www.centacare.org.au



Scan for a  
mobile-friendly  
version



### A Child Safe Organisation

Centacare has an ongoing commitment to building and maintaining a Child Safe Organisation. We endorse the Charter of Rights for Children and Young People and promote those rights in our policies and practice.



NATIONALLY RECOGNISED  
TRAINING  
RTO No. 1004

Centacare is a registered training organisation.



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.

