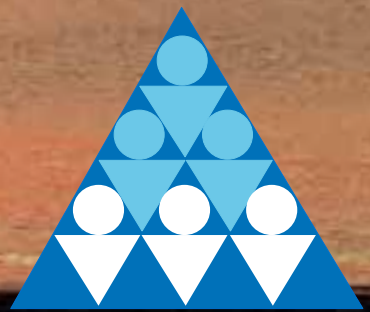


ANNUAL REPORT

2023 - 2024



CENTRECARE
"People Making Time for People"



Chairperson's Report



In 2023/24, the demand for our services has continued to grow. Many individuals and families are grappling with rising living costs, housing insecurity, and mental health challenges, often compounded by the lingering effects of the pandemic and economic and social challenges that have struck our communities. Despite these hardships, Centrecare remains steadfast in its mission to provide life-affirming support, advocacy, and practical assistance to those who need it most.

One of the most pressing issues of the year has been the increasing pressure on housing services. The shortage of affordable housing has left many in precarious situations, highlighting the critical role of our subsidiary, Stellar Living, and Centrecare's Entrypoint Service. Together, they have worked tirelessly to assist vulnerable families and individuals, advocating for their right to secure, stable, and dignified living arrangements.

Our commitment to the Valuing Children Initiative (VCI) continues to inspire us. VCI challenges us to place the needs, rights, and wellbeing of children at the forefront of our work. This year, the initiative has expanded its reach, engaging more communities and raising greater awareness about the importance of fostering environments where every child can thrive.

Centrecare's dedication to reconciliation also remains a cornerstone of our ethos. Our ongoing implementation of the Strategic Plan and Reconciliation Action Plan (RAP) has allowed us to deepen our engagement with Aboriginal and Torres Strait Islander peoples, ensuring that cultural respect and inclusivity are embedded in all aspects of our service delivery.

Of course, none of this would be possible without the unwavering commitment of Centrecare's staff. To our incredible team, your compassion, expertise, and resilience are the foundation of everything we achieve. Despite increasing demand and sector-wide challenges, you continue to deliver services with empathy and professionalism, making a profound difference in the lives of those we serve.

To my fellow Board Members, I extend my heartfelt thanks for your ongoing support and guidance. Your collective wisdom and dedication have been instrumental in shaping the strategic direction of Centrecare.

Finally, to our Director, Adjunct Professor Tony Pietropiccolo AM, I remain deeply grateful for your visionary leadership. Your steadfast commitment to Centrecare's values and your belief in the inherent worth of every individual inspire us all to strive for excellence in our work.

Lou D'Alessandro

Director's Report



2024 marks 35 years since I began as Centrecare's Director and this year I was reminded why our services are more important than ever.

The cost-of-living crisis has continued to drive an increasing number of Western Australians to seek emergency assistance from services already under strain.

Foodbank's School Program struggled to feed the increasing demand of hungry children.

Housing costs forced individuals and families into uncertain living conditions, like makeshift housing, tents, caravans, cars, and the streets. The stress of housing uncertainty can have a devastating impact on individuals and families, with a reported increase in mental health issues, family and domestic violence, criminal activity, and poverty.

Our society needs to do better.

As a result, Centrecare and the Valuing Children Initiative launched the End Child Poverty Campaign in April 2024. Its aim is to lobby the state and federal governments to take effective and sustainable action towards lifting over 800,000 Australian children out of poverty.

Despite the strain on our services, Centrecare's staff remained driven and compassionate – providing support and counselling to individuals and families in need. This included caring for victims of domestic and family violence, helping young people seek a positive pathway for their life, providing counselling to individuals impacted by problem gambling or helping individuals and families find secure housing.

Whether frontline workers or administrators, Centrecare's staff are incredible people who represent the caring face of our community.

Their commitment, professionalism and dedication to their fellow citizens is uncompromising and authentic and they have my sincere thanks and utmost respect.

The diversity and complexity of Centrecare's services requires a skilled and dedicated management team.

Thank you to all Centrecare managers, especially to Leanne Strommen, Cherie Broers and Jeannette Jerome, for their help and support.

My thanks also to the Board Chair - Lou D'Alessandro, and all Board members for their guidance, encouragement, and belief in the importance of Centrecare's work.

Their genuine interest in retaining Centrecare's values is fundamental to our organisation's wellbeing.

Adj.Prof. Tony Pietropiccolo AM

Our Tradition

Centrecare is founded on the Catholic Church's holistic vision for community. Our inspiration is drawn from the Christian message of love, hope and justice. We are encouraged by those individuals, irrespective of race or belief, who seek to create a society that transcends, dignifies and unites all people.

Our Purpose

To provide people and communities with professional social services that enhance wellbeing and are inspired by compassion and recognition for human dignity and worth.

Our Values

Respect

Recognition of the intrinsic worth of all human beings and the importance of sustaining their dignity and valuing their views.

Excellence

A commitment to the continued improvement of our skills and to the highest standards in service delivery.

Celebration

Celebrating the beauty of life, friendship and the resilience and achievements of the human spirit.

Compassion

An open hearted and thoughtful response to the experiences of the people we serve and those we work with.

Acceptance

Welcoming people in all their diversity in a manner that diminishes anxieties, enhances self-worth, communicates goodwill and leads to reconciliation.

Professionalism

Delivering services and treating others in a non-judgemental, caring and highly proficient manner.

Members of the Association and the Board of Management

Association Members

- ▲ David Pires (President)
- ▲ Norman Brahim
- ▲ Shauna Deane
- ▲ Tony Giglia
- ▲ Martin Gribbon
- ▲ Susan Rooney
- ▲ Errol Goves (commenced Oct 23)

Board of Management Members

- ▲ Lou D'Alessandro (Chair)
- ▲ Shauna Deane
- ▲ Nadia Fini-Lefroy
- ▲ Susan George
- ▲ Rob Leicester
- ▲ Anne Zaninovich

Partner Agencies

Centrecare is pleased to be working in partnership with the following organisations.

- ▲ 54 Reasons
- ▲ Anglicare WA
- ▲ Communicare
- ▲ Lamp Inc.
- ▲ St Bartholomew's House
- ▲ Stellar Living
- ▲ Waalitj Foundation
- ▲ Wungening Aboriginal Corporation
- ▲ Zonta House

Supporting Bodies

- ▲ Catholic Diocese of Bunbury
- ▲ Catholic Archdiocese of Perth
- ▲ Deloitte Australia
- ▲ LifeLink Fundraising Program
- ▲ Tony Fini Foundation



Centrecare has developed a partnership with Deloitte Australia, providing Centrecare staff with the opportunity to undergo training.

Funding Bodies and Programs Delivered

Anglicare WA

- WA Rent Relief Program

Attorney-General's Department

- Regional Family Dispute Resolution
- Children's Contact Service Kalgoorlie
- Post Separation Cooperative Parenting Kalgoorlie
- Family Law Counselling Goldfields/Perth
- Family Relationship Centre Midland
- Family Dispute Resolution

City of Kalgoorlie-Boulder

- Men's Behaviour Change Program and Youth Intervention

Communicare (Department of Social Services)

- Settle In Program

Department of Communities

- Family Link
- Goldfields Financial Counselling Service

Department of Communities (Child Protection & Family Support)

- Bunbury Counselling Service
- Centrecare Family Accommodation Services
- Centrecare Youth Support Service
- Counselling for Adolescent and Parents
- COVID-19 Family and Domestic Violence Grants
 - ◊ Northwest
 - ◊ Southwest
- Early Intervention Family Support Services Southwest
- Family and Domestic Violence Counselling & Education
- Family and Domestic Violence Counselling & Support Service
- Family Support Network Lead Agency Cannington/Armadale
- Family Support Network Lead Agency Perth/Midland
- Goldfields Youth Support Service
- Housing Support Workers Drug & Alcohol Southwest
- Homeless Assessment and Referral Service Metropolitan
- Homelessness Accommodation Support Worker
 - ◊ Corrective Services Men
 - ◊ Northwest Metropolitan
 - ◊ Southeast Metropolitan
- Intensive Family Support Services
 - ◊ Armadale
 - ◊ Cannington
 - ◊ Joondalup
 - ◊ Midland
 - ◊ Mirrabooka
 - ◊ Perth
- Private Rental Advocacy Support Service
- Sky

Department of Education

- Child and Parent Centre
 - ◊ Gosnells
 - ◊ Maddington

Department of Health Mental Health Commission

- Counselling Face to Face
- Family & Care Support
- Personalised Support
 - ◊ Linked to Housing
 - ◊ Other

Department of Justice

- Adult Justice Services Reintegration Goldfields
- Individual Support and Transition Service
- Youth Justice Services
 - ◊ Banksia Hill Program
 - ◊ Beyond YJS

Department of Local Government, Sport and Cultural Industries (Gaming & Wagering Commission of WA)

- Gambling Help

Department of Social Services

- Early Intervention Support to Vulnerable Families with Children and Young People (Family First)
- Family and Relationship Services Goldfields/Perth
- Financial Counselling for People Affected by Problem Gambling
- Specialised Family Violence Services Goldfields/Perth/Southwest

Lotterywest

- Emergency Relief
- Stronger Futures Children Outreach

National Indigenous Australians Agency

- Indigenous Advancement Strategy Esperance

WA Primary Health Alliance

- Integrated Primary Mental Health Care
- Psychological Therapies for People with Mental Illness and are in Residential Aged Care

WA Police

- Stronger Futures - Early Intervention Youth Outreach

Wungening (Department of Justice)

- Adult Justice
 - ◊ Reintegration Parenting Men
 - ◊ Reintegration Parenting Women
 - ◊ Reintegration Men
 - ◊ Reintegration Women

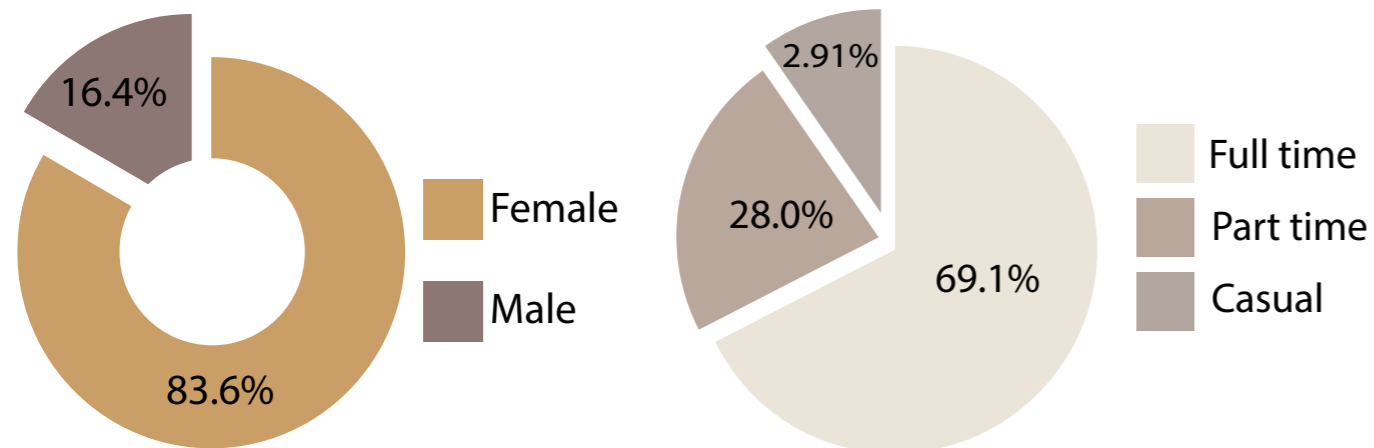
Our Management Team

Director	<i>Adj. Prof. Tony Pietropiccolo AM</i>
General Manager Community Services	<i>Leanne Strommen</i>
Chief Financial Officer	<i>Jeannette Jerome</i>
Chief Corporate Services	<i>Cherie Broers</i>
Community Services Executive Manager	<i>Nigel Calver</i>
Community Services Executive Manager	<i>Kate Ihanimo</i>
Community Services Executive Manager	<i>Jenni Lys</i>
Community Services Executive Manager	<i>Evelyn Tui</i>
Business Executive Access Wellbeing Services	<i>James Flaherty</i>

Our Staff



Pictured at our Annual Staff Away Day, 2023. Top: left - Kalgoorlie, right - Esperance, bottom - metropolitan staff.



Achievements and Milestones this Year



2023 Employee of the Year



L-R: Pictured with Director - Adj. Prof. Tony Pietropiccolo AM are finalists: Heidi Gregory, Jané Hansen, Lorraine Johnson, Tony, Terry Slomp, Nathalie Homer and Renae Bishop.



Winner Nathalie Homer with Director - Adj. Prof. Tony Pietropiccolo AM

Staff Anniversaries

In October 2023 we celebrated the anniversaries of:

30 Years: Leanne Strommen, **20 Years:** Andrew Selwood, **10 Years:** Belinda Yates, Noelle Martignone-Roberts, Susan Pope, Susan Schneider, Viv Catchpowl and Wei (Viv) Tan.



L-R: Susan Pope, Leanne Strommen, Andrew Selwood and Wei (Viv) Tan.



Belinda Yates



Susan Schneider



Noelle Martignone-Roberts



Viv Catchpowle



Valuing Children

— INITIATIVE —

WWW.VALUINGCHILDREINITIATIVE.COM.AU

The Reconciliation Action Plan (RAP) Committee has completed the actions and embedded into the organisation's structure and processes, from our Innovate 2021-2023 RAP.

Through our RAP commitments we have reviewed and improved:

- our recruitment and selection strategies including increasing the number of First Nations specific positions;
- the necessary tools, training and support to deliver culturally appropriate and safe services; and
- cultural supervision provided to counselling and outreach services staff.

Cultural training was provided by Kambarang Services to our Bunbury, Kalgoorlie, Norseman, Esperance, and Midland staff.

National Reconciliation Week was celebrated with our Cultural Leads holding Lunch Box Sessions at Centrecare's metropolitan and rural branches.

We remain focused on establishing respectful relationships and taking a consultative approach with First Nations communities across the regions. We met with local men on country in Norseman and Woody Island focussing on wellbeing.

The result of the Voice Referendum in September 2023 was deeply disappointing as it highlighted just how far Australia still has to go to reconcile with First Nations People. The result was met with grief, stoicism, resilience, and a determination by First Nations People to continue to pursue their goals for genuine reconciliation. Centrecare will proudly walk alongside them as an ally on this journey.

In 2023 Centrecare completed the annual RAP Impact Survey provided by Reconciliation Australia, reporting on our progress toward reconciliation through our Innovate RAP. The results from this survey and the independently run 2022 RAP Barometer survey were very encouraging.



Centrecare was pleased to be a sponsor for the 2024 National Reconciliation Week Street Banner Program with our banner flying proudly in Forrest Place, Perth.

Centrecare is a professional agency committed to maintaining high standards in the delivery of services. Such practice is guided by a number of influences, which include Centrecare values, practice supervision and adherence to relevant professional codes of ethics, agency policies, and procedures. Centrecare's Therapeutic Framework continues to provide the foundational structure for working with all people in need of our services. Centrecare is committed to ensuring staff understand the theoretical and application of the Framework in practice and how to utilise the tools and resources to support children, adults and families on their journey towards improved life and wellbeing outcomes.

The data we obtain not only enables our staff to monitor and assess the outcome of the support provided, but also allows the organisation to gain insight into what is working well, track community trends, and better understand how we are making a collective difference in people's lives. In the past financial year, 42 Therapeutic Framework Training sessions were with 140 individuals attending.

Centrecare staff have completed significant family domestic and sexual violence training with external providers. Additionally, training has also been provided in changes to the Family Law Act, Case Note Writing and Documentation, Professional Boundaries, Burn out Prevention, Mental Health Awareness and Suicide Risk Assessment, and other therapeutic interventions.

Centrecare is fully committed to the National Principles for Child Safe Organisations and the Western Australian Reportable Conduct Scheme. Child wellbeing and safety are core priorities in our policies, emphasising the recognition of children's rights and our responsibility towards children. Safeguarding Children training by The Australian Childhood Foundation is a requirement for all Centrecare staff and partner agency staff. 212 staff have completed this training.

Staff delivering services to children, families and individuals all participate in monthly clinical, cultural, group, and regular management supervision.

The pursuit to end child poverty and entrenching the rights of children has been rewarding for the **Valuing Children Initiative (VCI)**.

Amplifying the voices of children, we worked alongside Bold Park Primary School to develop our Best Practice Guide and Kids Guide. We developed this work from our own reports and workshops engaging with children for the 'Come Play in the City Project'.

For Children's Week in October 2023, we released the second of our surveys into Adults Attitudes Towards Children, which showed that attitudes towards children are changing. We still have a long way to go in ensuring children are heard at the decision-making tables. Our youth ambassadors Indigo Ellis and Joshua Patrick led the media story on the survey results, alongside children from Bold Park Community School. In June 2024, Sarah Quinton also presented the findings with Lead Researcher - Stephan Lund at the Australia Institute for Families Studies Conference in Melbourne.

During Anti-Poverty Week, VCI led a discussion at a lunch for Business News, which included Senator Dean Smith and many notable Perth figures, including our own Ambassador - Glenda Kickett.

Partnering with many organisations Australia-wide, in April 2024 we launched the national campaign 'End Child Poverty', calling on the Federal Government to legislate for an end to child poverty. VCI was honoured to host Dr. Richard Denniss from The Australia Institute for a roundtable on child poverty with representatives from the sector, resulting in a report by the Institute on Australians' attitudes towards child poverty. 81% agree income support should be paid at a rate so no child should live in poverty. This powerful work was the basis of a nationwide media story that caught the attention of many and featured the lived experience story of our Ambassador - Joshua Patrick.

VCI continue to be involved in developing policy and advocacy through the Child Policy Advisory Committee (CPAC), Child Voice Community of Practice (CoP) for National Principles on Child Safety, CoP for Child Voice and the Equity Project.

Adj. Prof. Tony Pietropiccolo AM and Development Executive - Sarah Quinton also ensured our messages of ending child poverty, valuing children and a call for a Children's Minister and Child and Youth Impact Assessment Tools to be used in government was heard by Minister for Youth - Hannah Beazley MLA, Minister for Early Childhood Education; Child Protection; Prevention of Family and Domestic Violence; Community Services - Sabina Winton MLA and Commissioner for Children and Young People - Jacqueline McGowan-Jones.

We presented to 100 child champions at the Swan Communities for Children encouraging them to use the tools to raise the voices of children and listen to what they have to say.



Centrecare Director - Adj. Prof. Tony Pietropiccolo AM and Valuing Children Initiative's Development Executive - Sarah Quinton met with the Governor of Western Australia, His Excellency the Honourable Chris Dawson AC APM and Mrs Dawson.

Summary of the Year

Community services for you and your family.



**63
Services**



**33,343
Clients**



**170,066
Contacts**



**11
Locations**



**205
Advocacy Actions**

Entrypoint Perth is a free and voluntary assessment and referral service assisting people who are homeless or at risk of homelessness in Western Australia to access accommodation and support options. People accessing Entrypoint experience a range of circumstances, including staying temporarily with other households, living in improvised dwellings, sleeping rough, experiencing homelessness due to Family Domestic Violence (FDV), or facing termination from a rental or other housing.

Entrypoint supports people state-wide. For people in Perth, Entrypoint acts as a triage service facilitating an initial assessment and then providing formal referrals to specialist homelessness services, FDV services, and other accommodation and support services. Entrypoint also provides information and guidance on services that may suit the client's needs and how to navigate these. For Western Australians experiencing homelessness in regional areas, Entrypoint provides an information service.

Entrypoint has faced increasing demand as more Western Australians face housing stress and homelessness. Centrecare is excited by the announcement of the WA State Budget 2024-25 which will see an investment in housing and homelessness initiatives including an expansion of Entrypoint. We look forward to implementing extended service hours and new initiatives in Entrypoint in 2024-25.

Case Study

Entrypoint was contacted by the Principal of a primary school. The Principal was seeking support for a family who had recently left a private rental property as the tenancy agreement had not been renewed. The Principal advised that the family - Anna and her three children - had been moving between self-funded hotel accommodation and couch surfing with friends for the last week. The Principal disclosed that the friend's house was not a suitable environment for the children and advocated for Entrypoint to assist Anna to explore suitable housing options.*

An Assessment and Referral Officer spoke to Anna about her circumstances, assessed her needs and risks, and discussed available options. Anna was eligible for referral to supported accommodation services. With Anna's consent, the Assessment and Referral Officer arranged these for her. Anna and the Principal advised they were having a meeting with the school guidance counsellor the next day to explore other accommodation options. To ensure safe and suitable accommodation for Anna and her children in the short term, Entrypoint used brokerage funds to book one night of accommodation at a hotel.

**Name changed for anonymity*



Entrypoint supports people state-wide.

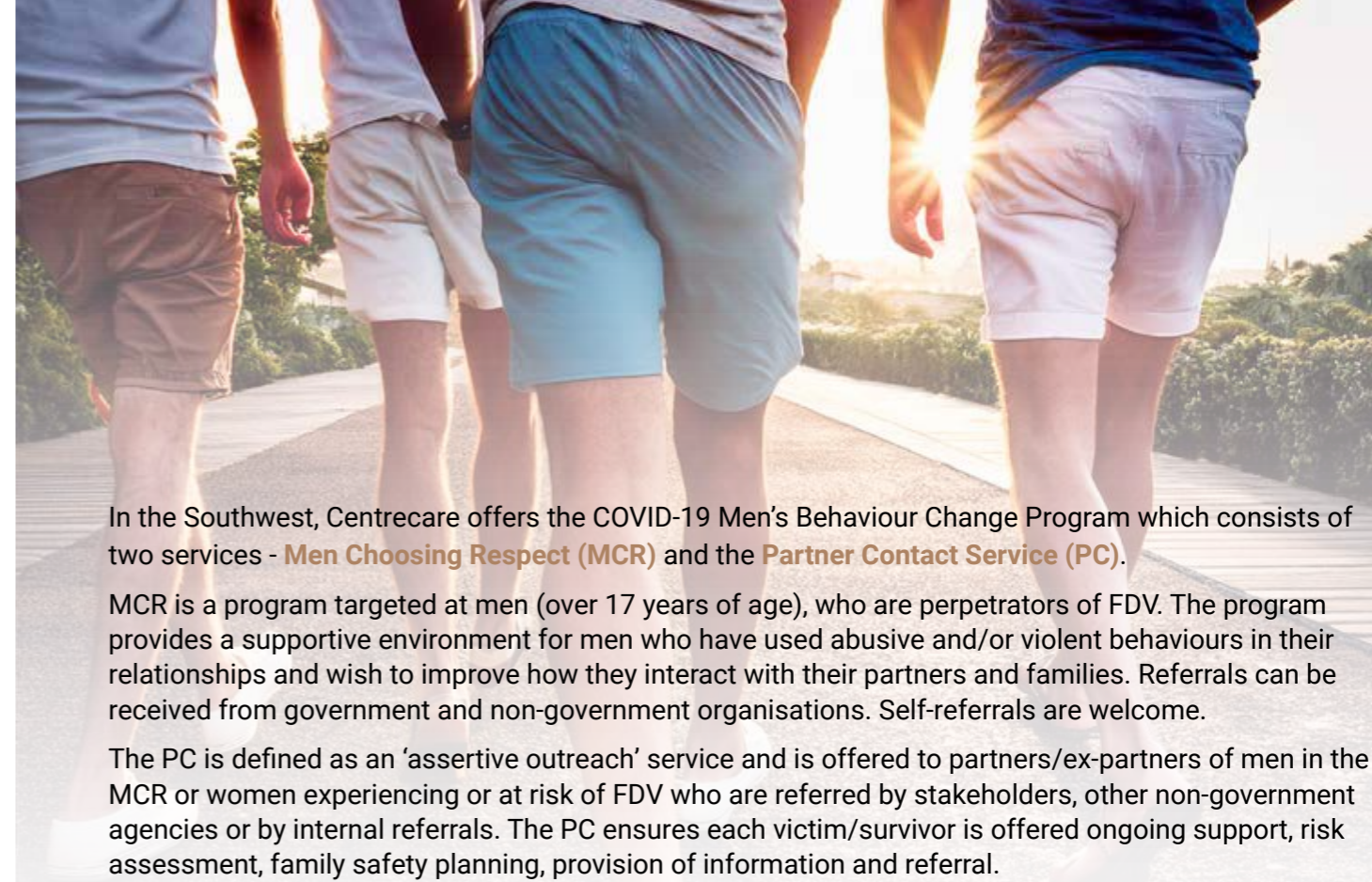
Centrecare's **WA Rent Relief** program, delivered in partnership with Anglicare and St. Vincent de Paul, provides much needed relief to individuals and families with rent arrears. With the sharp increase in rental prices and the continuing rise of living costs, individuals and families (including families with two incomes), have been struggling to maintain their rental properties. This program has been designed to offer financial relief to eligible participants by providing up to \$5,000 towards past and future rent. The case management element to the program offers a holistic service and supports participants to avoid falling back into arrears. Since inception in January 2024, the program has supported over 1,000 families.

Case Study

Annie's husband of 35 years had suffered a stroke, affecting his ability to work and leaving Annie with managing the numerous financial responsibilities while relying on Centrelink payments. She reported low moods, anxiety, grief, social isolation, and persistent feelings of helplessness. She had frequent thoughts of suicide. The couple presented with \$1,170 rental arrears and after being assessed as eligible for the Rent Relief program received a total of \$3,540 in brokerage. This covered the total arrears and provided a safety net by covering a portion of future rent.*

Confirmation was received from the landlord that the couple could remain in their tenancy; and Annie received support in relation to her mental health. The caseworker completed a suicide risk assessment as well as a safety plan. In addition to a referral for financial counselling, a referral was also made to Centrecare's Private Tenancy Support Service for the couple to maintain their tenancy. The couple have been supported to manage the daily responsibilities of maintaining their tenancy and expressed gratitude for Centrecare's assistance.

**Name changed for anonymity*



In the Southwest, Centrecare offers the COVID-19 Men's Behaviour Change Program which consists of two services - **Men Choosing Respect (MCR)** and the **Partner Contact Service (PC)**.

MCR is a program targeted at men (over 17 years of age), who are perpetrators of FDV. The program provides a supportive environment for men who have used abusive and/or violent behaviours in their relationships and wish to improve how they interact with their partners and families. Referrals can be received from government and non-government organisations. Self-referrals are welcome.

The PC is defined as an 'assertive outreach' service and is offered to partners/ex-partners of men in the MCR or women experiencing or at risk of FDV who are referred by stakeholders, other non-government agencies or by internal referrals. The PC ensures each victim/survivor is offered ongoing support, risk assessment, family safety planning, provision of information and referral.

Currently there are two groups per week on offer, being run from our Bunbury office. This program can also be delivered to individuals who may not be suitable for groups.

Case Study

Mark was referred to the Southwest Men's Behaviour Change Program (SW MBCP) by the Department of Communities – Child Protection and Family Support (DoC-CPFS). The DoC-CPFS had concerns in relation to the client's extensive use of FDV during the 16 year relationship Mark had with his partner and post separation.*

Mark initially presented as resistant to engaging in the program, reporting that he did not have any behaviours which needed to change. Facilitators completed three individual screening appointments with Mark to assess suitability and build accountability and awareness of what constitutes FDV.

While Mark was waiting to commence group, he consented to facilitators conducting weekly check-ins, so he was kept accountable. Mark would often blame his ex-partner for the abuse occurring or minimise the impact of the abuse on his ex-partner and children.

Throughout this consistent engagement it was identified Mark had previous Alcohol and Other Drugs (AOD) concerns. Facilitators referred Mark to the appropriate AOD services for support.

After commencing and progressing in the SW MBCP group, Mark's attitude and awareness around his choice to use violence increased. This resulted in more meaningful participation in group activities; he demonstrated an awareness in group discussions and reflected on the impact his behaviour choices had on not only his ex-partner but also their children. He also began to witness his own abusive behaviours present through his eldest son. After this realisation, Mark was observed to be more committed to, and engaged in the behaviour change process. This change presented as increased attendance, and him asking more questions during group sessions to better understand his thought processes and behaviours.

Towards the end of the group Mark was observed to challenge other members of group to consider their own violent behaviour. He was reflective of his behaviour and used specific examples of behaviour to support meaningful change in other participants.

**Name changed for anonymity*

The **South West Family Support Services** and **South West Support Network** is run in partnership between Centrecare, Wungening Aboriginal Corporation and Lamp Inc. This early intervention strategy aims to support families to overcome identified challenges, building both home-based and community supports, as well as strengthening family and developing resilience in relation to life stressors.

The Bunbury office celebrated the official launch of the South West Family Support Services, South West Support Network in October 2023. This was a huge success with over 90 staff, partner and community members in attendance.

Case Study

May is a single parent with four children in her care and was referred to the South West Family Support Service due to significant concerns around the home environment. The house had mice and cockroach infestations, clutter and significant water damage caused by burst pipes. This led to an unsafe environment with mould growing in rooms and water constantly over the floor. May needed extensive supports in terms of maintaining her tenancy.*

It was identified May and her children were experiencing a number of health issues. May's health issues were impacting on her ability to maintain the home environment. She had problems with her hip that needed medical attention and had been travelling to and from Perth Children's Hospital every second week for her children's medical appointments. This led to May feeling overwhelmed, experiencing carer burnout making it challenging to maintain consistent boundaries and routines for the children.

Through engagement with the service she was able to get her children re-enrolled in school and access school supplies. The school community supported the family to meet her goals around truancy. May was able to implement morning and evening routine charts to promote positive behaviours. She also engaged in a variety of community programs increasing her supports and promote skill development.

Brokerage was utilised to support May to purchase cleaning supplies and storage containers. This helped towards decluttering and appropriately storing items. The case worker also advocated on her behalf to have her kitchen repaired.

Through her ongoing engagement with South West Family Support Service, May and her family, within a few months, achieved their goals, increased self confidence and independence.



Official launch of the South West Family Support Services.



**Name changed for anonymity*

The **Goldfields Financial Counselling Service** provides support to residents of Kalgoorlie-Boulder at Centrecare Kalgoorlie, along with regular outreach support to Norseman, Leonora, Laverton, Coolgardie, and Kambalda. The service is staffed by accredited members of the Financial Counsellor's Association of Western Australia and provides a diverse range of support to clients including the provision of financial counselling workshops. The service receives a variety of referrals including: self-referrals, internal referrals within Centrecare, and external organisations. The aim is to help clients address and resolve financial issues impacting their lives. The Financial Counselling Service can provide holistic, wrap-around support for clients to resolve both their financial concerns and any other presenting issues that may be co-occurring.

Case Study

Frank was a 58-year-old man, self-referred to Goldfields Financial Counselling following an injury at work. Frank had previously been working in mining and earning a substantial income, however, the injury prevented a return to his previous role.*

Frank was receiving worker compensation payments, which while helpful, amounted to a fraction of his previous take-home pay. The decrease in income resulted in him accruing significant arrears of his utilities, rates and mortgage. Frank presented primarily for assistance in accessing an early release of his superannuation to pay his debts and avoid further deferrals of his mortgage.

Following intake, screening and assessment, Frank and the financial counsellor listed and prioritised the debts and liabilities. The financial counsellor discussed with Frank the challenges that may prevent him from accessing his superannuation as he was already receiving worker compensation payments.

The financial counsellor liaised with Frank's bank and arranged a minimum payment plan that would allow him to meet his mortgage arrears. Support and advocacy with the local shire and Western Power allowed payment plans, while leaving him with enough funds for day-to-day expenses. Once the plans were established with the creditors, Frank realised he would not need to resort to accessing his superannuation fund.

**Name changed for anonymity*



Laverton community BBQ provided by the Goldfields Financial Counselling Service.

The **Goldfields Reintegration and Parenting Service (RPS)** provide reintegration support for clients exiting prison in the Goldfields region, up to six months before their release and up to twelve months following their release. Referrals are solely from transitional managers within the Western Australian prison system, with the majority coming from the transitional manager at Eastern Goldfields Regional Prison. The Service provides support in parenting and accommodation, with additional support provided via case management and referral pathways for clients to achieve their reintegration goals. Additionally, it operates closely with Eastern Goldfields Regional Prison to meet with clients, as well as provide parenting education workshops within the prison. Clients returning to communities outside of Kalgoorlie-Boulder are also supported with transport across the vast geographical area of the Goldfields.

Case Study

Jeremy, a 19-year-old Aboriginal man with a history of youth offences, was imprisoned for breaching a community-based order. Referred to the Reintegration Parenting Service (RPS), he received support four months prior to release.*

During the initial assessment, Jeremy said he needed support for employment, accommodation, obtain his driver's licence, and personal information. His support plan incorporated the above which was required for his application for parole.

Follow-up discussions and appointments were held to assist him to align with the plan. The case worker also helped him identify a reliable family figure who could support him on his release.

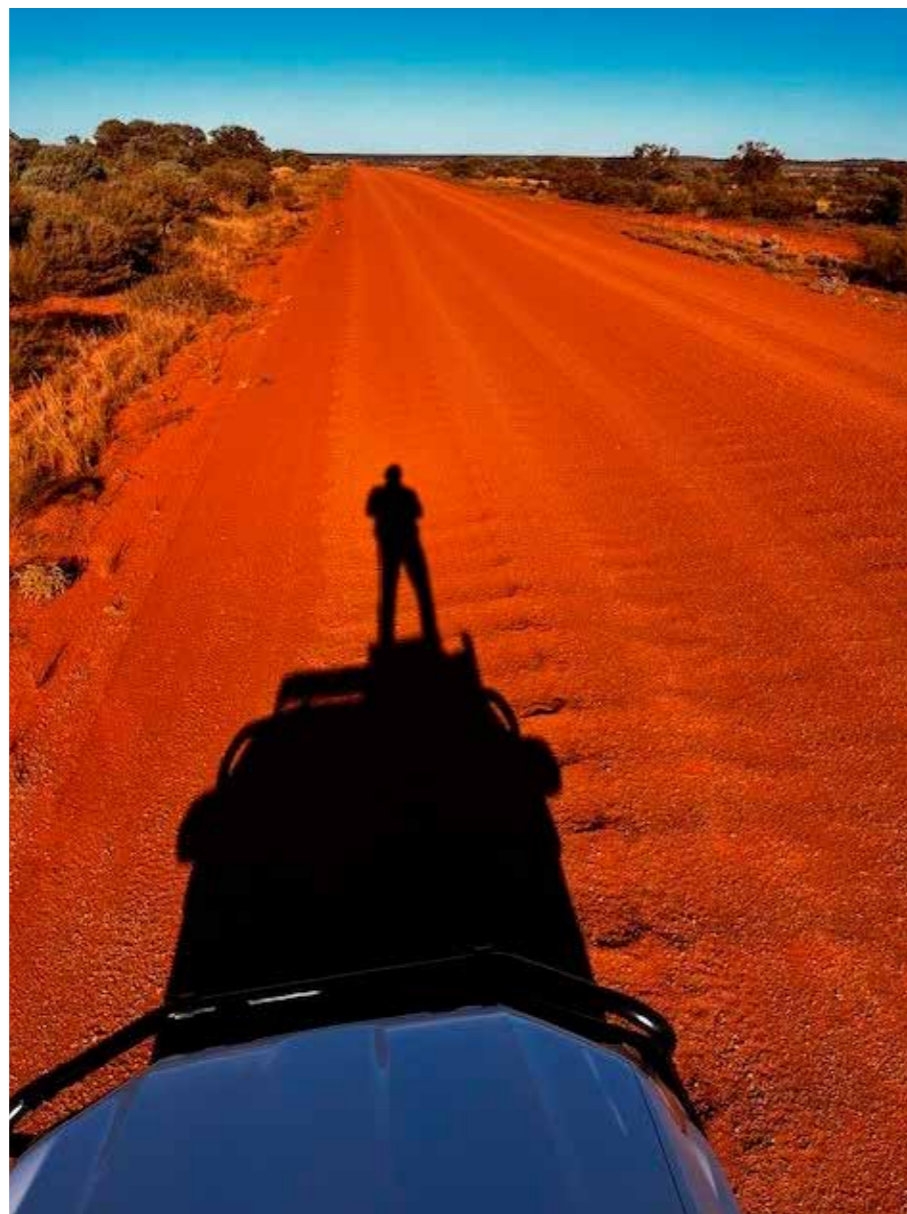
Post release, RPS transported Jeremy back to his community and support was provided by maintaining contact via phone.

His case worker facilitated connections with a roadworks contractor for potential employment and a local service for licence support.

Jeremy, who now resides with his family, has achieved employment and obtained his driver's licence.

Jeremy and his case worker reviewed his goals and achievements before exiting the program, with reminders of available support systems if needed in the future.

**Names changed for anonymity*



Centrecare, in collaboration with Wungening Aboriginal Corporation, operates two **Family Support Networks (FSNs)**; **Cannington-Armadale** and **Midland-Perth**. Through partnerships with various service providers, we ensure the delivery of high-quality services to the community.

Our focus areas include:

- helping families enhance their parenting skills to ensure the safe care of their children at home
- providing families with integrated and coordinated services
- assisting families in developing culturally safe support networks.

Both FSNs feature a common entry point for referrals, accessible via phone. The FSNs are divided into two streams.

1. Assessment and Coordination (A&C): This stream handles referrals from other agencies or self-referrals.
2. Intensive Case Management (ICM): This stream offers more intensive in-home support for families.

The FSNs are also active participants in local networking events, community engagement and inter-agency collaboration.

Case Study

Jenny (35) is a single mother of one child, her daughter Lisa* (3). Jenny and Lisa both have a lived experience of FDV and Lisa has additional experiences of sexual abuse perpetrated against her by her biological father.*

The primary focus was to assist and link them both into services that could provide support around understanding child development, trauma, parenting strategies and support around emotions.

Jenny engaged consistently with Midland-Perth Family Support Network (MPFSN) staff and worked proactively towards her goals. MPFSN linked Jenny and Lisa to the Child and Family Therapeutic Services (CAFTS) through Uniting WA. This program provided direct counselling support to Lisa and individual support to Jenny free of charge. Both also engaged in privately run Protective Behaviours counselling sessions. Additional resources were provided to Jenny around child safety and personal space. MPFSN provided resources around trauma and its impacts on development and conversations around her daughter's emotional expression.

MPFSN provided Jenny with multiple options for legal services to assist her with ongoing court proceedings. Jenny chose Gosnells Community Legal to represent her.

Jenny's engagement was incredibly positive and consistent. She showed great strengths in her parenting and increased her understanding on how the effects of trauma can reflect in her daughter's development. She proactively sought out strategies to provide positive emotional support and responses towards Lisa. Jenny promoted Protective Behaviour strategies inside and outside of her home to protect Lisa regarding her father.

Jenny and Lisa left the MPFSN service due to relocation but continue to work with Cannington/Armadale Family Support Network.

**Names changed for anonymity*



Cannington-Armadale Family Support Network hosted a 16 Days in WA community event.

Centrecare's **Specialised Family Violence Service** works with vulnerable adults and children who are experiencing FDV. The Service provides three - six months of counselling free of charge with the aim to promote safety, healing and resilience to those impacted by abuse. Below is an example of how multiple Centrecare services provided a collaborative approach to empower a client to safely leave a highly abusive relationship.

Case Study

Kate had initially engaged with the Specialised Family Violence service two years ago acknowledging she was experiencing FDV from her partner. Years later, she was contacted by the Partner Contact Service to offer support as her partner was engaged in the Men Choosing Respect (MCR) program.*

At first, Kate was unsure whether the service would benefit her but was willing to participate. She was supported with regular phone contact over the span of a year, and eventually requested to re-engage with the Specialised Family Violence Service for face-to-face counselling after realising her situation was high risk. Kate decided to leave the relationship and was able to do so safely, with guidance, as she engaged multiple services, including the police who enabled her to obtain a Family Violence Restraining Order.

Kate expressed that the services offered provided a safe space to be able to explore her feelings about the relationship, improve her understanding of FDV, and ultimately increase her feelings of personal safety. Emotional regulation skills such as grounding techniques, deep breathing and journalling were identified goals she met during sessions. The facilitators in the MCR would report to her counsellor if there was any perceived risk to her safety.

Staff involved in the case were supported by their management and supervisors to ensure the client's safety was always paramount considering the complexity of the case. Staff were collaboratively able to offer ongoing monitoring of risk and conducted safety planning with both the victim/survivor and perpetrator.

**Name changed for anonymity*



Perth staff attending the 33rd March Against Domestic and Family Violence.



Participants at the Sky camp held at Woodman Point take to the high seas.

The **Sky Service** supports children and their families who have experienced or been at-risk of homelessness.

Case Study

The Sky Service ran a family camp in April 2024 for families participating in the programs, the first since the Covid-19 pandemic. Five families came together, comprising five adults and 17 children ranging from three to 14 years of age. The camp was held at Woodman Point Recreational Camp in Perth. The two-night, three-day camp featured a range of activities designed to enhance communication skills, connect to culture, and strengthen family bonds. This offered a unique and enriching experience that combined fun, education, physical activity, and quality family time.

The camp offers specific activities that foster collaboration between children and parents, like raft building and culturally specific story telling and games while also doing everyday things such as eating meals together, looking after a dormitory room, sharing bathroom facilities, and cleaning up. There was a sparking of creativity and imagination, enhancement of motor skills, increased cognitive abilities, developing social skills, children playing and most importantly families laughing and loving having time together away from their everyday lives.

"We had an amazing time, we loved spending quality time with the kids... especially on the beach because we never get to go there."

This feedback indicates the benefits of the camp extended beyond its duration, fostering stronger family relationships, healthier lifestyles, and a greater appreciation for nature. Over the three days, families participated in a drama and music workshop designed to encourage effective communication and cooperation. A local Aboriginal cultural educator introduced them to Aboriginal language and storytelling to support connection to culture. Additionally, there were ample opportunities for relaxation, beach time, bush walks, kite flying, soccer and painting.



The **Beyond Youth Justice Service (Beyond YJS)** works with young people, aged 10 to 18 years, and their families, who are subject to statutory services and have been referred by the Department of Justice. Young people who require rehabilitation and emotional wellbeing support are referred via formal referral from the Department of Justice. Youth Justice Services regions include Centro Metro, North West, South East and South West.

Beyond YJS significantly expanded its services this year, underscoring our commitment to supporting at-risk youth and their communities. The team has doubled in size and will have a total of 16 staff, across both Centrecare Gosnells and Wungening Mirrabooka offices allowing us to support and mentor even more young individuals.

In addition, brokerage and activities funding was introduced this year. Brokerage enables our workers to offer financial support to young people for essential items that aid their rehabilitation, such as sporting equipment, licensing expenses, school supplies and sporting club registrations. Activities funding allows us to facilitate community engagement by providing tickets and access to events like zoo visits and other enriching activities that support pro-social community engagement.

With these expansions Beyond YJS continues to create meaningful, lasting change by fostering a supportive, inclusive environment where every young person has the opportunity to thrive.

Case Study

James a 17-year-old, was referred to BeyondYJS. The referral stated that James had a diagnosis of attention deficit hyperactivity disorder (ADHD), was disengaged from education and was consuming excessive amounts of alcohol. James would often abscond from the family home for days at a time to associate with negative peers and partake in substance use.*

Throughout the support period, it became evident James required support to reduce his substance use, increase his understanding of the impact of offending behaviours on the community, improve his social skills and attitudes, complete his Kaya Wandjoo course and explore employment opportunities.

BeyondYJS provided ongoing and consistent support to James resulting in positive outcomes such as:

- *Attending substance abuse counselling engaging him in conversations about reduction strategies and the effects of cannabis on the body.*
- *Engaging in conversations regarding his offending behaviour. As a result, he expressed his intention not to reoffend and a desire to focus on employment.*
- *Successfully completed the Kaya Wandjoo course and secured full-time employment. James also opened a bank account and now receives their wages directly into their account.*

BeyondYJS supported James in improving his social skills and attitudes by increasing his victim awareness, paying attention to his emotions, thoughts, and triggers, and practising effective communication skills.

Through targeted support addressing his criminogenic needs and personal goals, James has emerged with a renewed sense of purpose and direction. The dedication and guidance provided by BeyondYJS played a crucial role in the success, from addressing substance abuse issues to enhancing social skills and attitudes. As James moves forward into full-time employment, he does so equipped with the tools and support necessary to navigate life's challenges..

**Name changed for anonymity*

Access Wellbeing Services (AWS), the social enterprise division of Centrecare, continues to deliver much needed Employee Assistance Program (EAP) to government, corporate, and community organisations on a commercial basis.

AWS provided EAP counselling support to 3,213 individuals, conducting a total of 7,467 sessions. Examining the issues for which clients sought our services reveals important trends. While 'anxiety' remains the most frequently cited concern among our clients, its prevalence decreased this year compared to previous years. Conversely, there was a noticeable increase in clients seeking assistance for stress management. This shift, coupled with a significant rise in the utilisation of our counselling services among individuals aged 35-54, indicates how economic stressors within the wider community have impacted on the use of EAP. More people are reaching out for help as life's challenges intensify, reflecting the growing importance of our support services.

Clinical supervision was another key focus area for AWS, as we strive to support the continuous professional development of our clients. This year, we delivered professional practice supervision to approximately 180 individuals, encompassing 2,100 sessions. This not only reinforces our commitment to high standards of professional practice but also ensures our clients receive the best possible support.

Training services have been a significant component of AWS's offerings this year. We delivered over 500 hours of corporate mental health and wellbeing training to 15 different organisations. This training equipped employees with essential knowledge and tools to better manage workplace challenges and stressors. Recognising the importance of this service, AWS is taking steps to further grow this area ensuring we continue to meet the evolving needs of our clients.

In our pursuit of excellence and customer satisfaction, AWS has taken significant steps to enhance its customer focus. We have been actively developing and refining our systems to ensure we can respond swiftly and effectively to client requests as they arise. This ongoing improvement process is central to our strategy of delivering exceptional service.

AWS has also sought to ensure we are providing services in the locations most relevant to our customers. In May 2024, AWS expanded its reach by opening a new counselling outlet in Fremantle to allow us to better serve our clients in the south-west of Perth, providing convenient access to face-to-face counselling sessions with our experienced professionals.





“I always feel better after attending, and knowing I have another appointment makes me relax more.”

Bunbury Counselling and Family Support Services

“Cam and Nat have provided an excellent class that has helped me personally learn my trigger points and learn how to deal with my anger more appropriately. I honestly thank them both.”

South West Mens Choosing Respect Program

“Centrecare was good for me and my mentor Tobi was always helpful and boss to talk to, 5 stars from me” (sic)

Beyond Youth Justice

“It was absolutely amazing, kids loved it, everyone got along very well, my oldest loved the cultural Aboriginal bit with all the Australian animals. I was so scared to go alone, because I have four kids, the camp was a real eye opener, I learnt a lot seeing other parents deal with their kids. The staff also showed me how to deal with behaviors. I am more patient and understanding now. Every weekend I try to take the kids out to do something which I never did. I am so glad I said yes to going on camp.”

Sky

“You’re really good at your job. Being a first-line responder, I know how important that first call is and taking the time to listen, so thank you.”

Cannington Armadale Family Support Network

“Megan, Tammy and Deb were absolutely amazing. I am so glad I took this course. I learnt many things that will help me in the future” – Life Skills Participant

Goldfields Reintegration and Parenting Services

“Thank you so much. What a relief that is for me! I really am so grateful and appreciative. Your help has made my stress level go from 100 000 to 1.” (sic)

WA Rent Relief

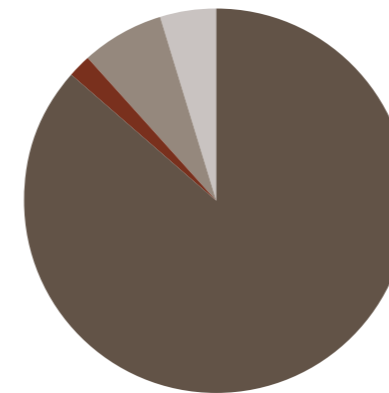
“After becoming pregnant and homeless due to domestic violence I was in a really vulnerable position. Centrecare helped me find a beautiful home and I was able to move in, set up my daughters room and am very very lucky. I will be forever grateful and can’t thank Jinan from Centrecare enough. We also have a huge backyard for my daughter. I can see many fond memories being made in our forever home.”

Homelessness Accommodation Support Worker Southeast

Finances

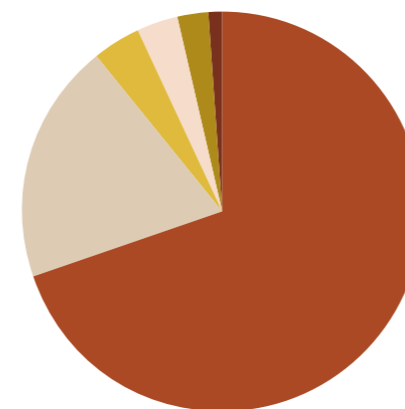
FINANCIAL REPORT FOR 12 MONTHS TRADING ACTIVITIES

Income



State and Federal Government Funds	86.5%
Access Wellbeing Service Revenue	6.7%
Other Income	4.7%
Non Government Funding	1.9%
Rental Income	0.2%
<hr/>	
	100.0%

Expenditure



Salaries, Wages and Oncosts	69.8%
Operating Expenses	19.4%
Administration Expenses	3.9%
Depreciation	3.5%
Property Expenses	2.3%
Vehicle Expenses	1.1%
<hr/>	
	100.0%

Refer to the ACNC website for the full audited financial report. <https://www.acnc.gov.au/charity>

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"People Making Time for People"

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