



2016

annual review



VISION

Communities will be built on justice
and transformed through faith,
hope and love

MISSION

To provide high quality care services
to support people, strengthen
families and build communities in the
spirit of the Gospel

VALUES

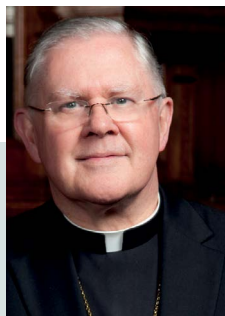
Respect for the dignity
of the individual

Integrity in the delivery
of our care services

Equity and justice for
those we support

providing help
creating hope

Click here to view our partners who we
work with throughout the year



From our Archbishop

Especially in this the Year of Mercy, we remember and celebrate what mercy means - that God is merciful, that Jesus is the embodiment of God's mercy, and that the followers of Jesus continue his mission of mercy in the ministries of the Church, as well as in their personal lives of faith.

Pope Francis also wants to encourage us to take advantage of opportunities to receive God's mercy, and to show mercy to others.

I am continually encouraged when I see the difference the Church's charitable works make in all areas of our communities and how each day we see God's mercy in action. The Archdiocese of Brisbane is immensely proud of the work of Centacare, which makes known the good news of the Kingdom of God through practical, caring service.

This report recounts another successful year as Centacare continues to provide many important services, in the areas of disability, family, youth and children, aged care, health and wellbeing, child care, education and training, homelessness and domestic violence. Centacare does not simply provide services, but seeks to embrace the broader community and work for the good of all within our society.

Centacare's commitment to transforming the lives of the most vulnerable, in the spirit of Christ's love and compassion, continues to hearten me and should inspire all who desire to see poverty and injustice eliminated.

May the Lord of mercy bless the work of Centacare and all those helping to achieve its vision and mission.

Most Rev Mark Coleridge
Archbishop of Brisbane



Executive Director Report

It is with pleasure that I introduce the 2015-16 Annual Review for Centacare Brisbane.

As I look back with pride on this year and our achievements, I feel grateful and proud of our staff and volunteers who continue to meet the ever increasing needs of the community and provide quality care services to over 160 000 individuals across South East Queensland.

Over the past year we have continued to focus on improving the effectiveness of the services we provide across the communities we serve.

As we deliver our services on a daily basis, Centacare's focus is also on our preparations to meet the challenges and opportunities afforded by government reform and new financial management requirements.

In response to the changing environment, our focus continues to be:

- improving our service to ensure that we continue to meet the needs of our clients
- ensuring we provide sustainable services
- inspiring our staff by investing in a skilled and motivated workforce
- being a more effective organisation.

We were delighted this year to witness one of the biggest social policy reforms in Australia's history as the National Disability Insurance Scheme (NDIS) began to roll out across the country. The NDIS aligns strongly with our person-centred approach, providing real choice for people with disability and empowering them to live the life they want to. Throughout 2015-16 it was a priority for us to focus on person-centred care as a major influence on how we shape our services and support across all of Centacare.

As a result we saw the establishment of Centacare's centralised contact centre and 1300 CENTACARE (1300 236 822) phone number. The aim is to provide a first point of contact making it easy for clients to locate the most suitable service.

We give thanks to all who continue to support the difference that Centacare is making in creating hope and assisting our community to build a better life now and into the future. Thank you to Centacare's

directors and senior managers for their ongoing support and commitment in a year where Centacare has undergone substantial change. My heartfelt thanks also goes to our staff and volunteers and the many funders, including the federal and state government, stakeholders and supporters.

Finally, my sincere appreciation for the assistance received from the Centacare Council who give voluntarily of their time to help enhance and sustain the work of Centacare.

We hope you find this report of interest and we look forward to your continued support for our activities and programs.

Peter Selwood
Executive Director

Financial Summary

Total service expenditure summary	2012	2013	2014	2015	2016
EXPENSES					
Administration	9 524	9 373	8 286	8 700	9 567
Depreciation and interest	6 639	7 156	7 144	6 746	6 450
Motor vehicles	3 216	2 896	1 832	2 106	1 658
Client services	6 325	5 771	7 644	8 226	8 888
Property & Occupancy	7 520	8 620	7 203	7 093	7 572
Staff costs	105 037	109 278	116 987	120 057	124 216
TOTAL	138 261	143 094	149 096	152 928	*158 351

*The operations of Centacare include Centacare Administration Services (CAS). This entity provides services that are not considered to be of a public benevolent nature. CAS maintains separate, audited financial statements and operations in compliance with taxation rulings. The table above includes the operations of both Centacare and CAS and is provided for general information purposes only.

Child Care Services

Our child care services highlight how our Church, in partnership with parish, school and local communities can work together with government to achieve positive benefits and outcomes for children and their families. It is through the professionalism and dedication of our staff that our services are sustained. Each service plays an integral part in providing direct care to children and support to families. Our staff continue to go the extra mile to ensure the best care and outcomes are available to the children in our care.

KEY HIGHLIGHTS FOR THIS YEAR

- During the year we partnered with CatholicCare in the Wollongong Diocese to support the establishment of Catholic Child Care in selected schools in the Diocese. Centacare currently manages the services on behalf of CatholicCare, providing guidance in the areas of governance and best practice in early education and care.
- Quality improvement in services continued during the year with a number of services being refurbished or gaining purpose built spaces that enhance the children's engagement and experiences.
- The Archdiocese of Brisbane's Safeguarding Children and Vulnerable Adults' policy was integrated into our service delivery. All staff undertake training in this area, outlining specific procedures for reporting safeguarding issues in child care and advocating for the wellbeing of children.

- Our workplace health and safety (WHS) practices were reviewed during the year with particular attention paid to ensuring the safety and wellbeing of children in our care, whilst attempting to lessen the administrative burden on staff.
- In September 2015 a conference was held with attendance of over 300 Centacare staff and leading industry practitioners. The focus of the conference was 'Let's Connect', with the aim for us to reflect on the year and to inspire and engage staff in continuous improvement of practice.

supporting families by providing education and care in a safe and fun environment

the faces of centacare



26 055

children were supported by
CENTACARE CHILD
CARE SERVICES



23 854

children attended
OUTSIDE SCHOOL
HOURS CARE



1577

children attended
LONG DAY CARE



624

children attended
KINDERGARTEN

Pastoral Ministries

During the year the work of Pastoral Ministries continued to reach out to individuals and advocate for greater opportunities and fairer social structures. We seek to ensure those who are most vulnerable are not further isolated because of their social circumstances. Our staff and volunteers worked to provide help and create hope across many social and community needs during the year.

KEY HIGHLIGHTS

Hospital Chaplaincy

Eight Catholic trainee chaplains who graduated from the Multifaith Academy at West End joined the Catholic pastoral care teams in six hospitals to provide pastoral care to the sick. Management in both Private and Queensland Health hospitals report very high levels of satisfaction with the contribution Centacare's pastoral care makes to the holistic care of patients.

Centacare Prisoners Services

There has been significant change in Centacare Prisoners Services including:

- The appointment of five new lay prison chaplains along with the Archbishop's appointment of Fr Tony Girvan as full time prison chaplain. Fr Tony ministers pastorally and sacramentally in ten prisons in the Archdiocese.
- This year saw a change in management with a focus on new partnerships being formed with other services in the sector to maximise effective assistance to prisoners and their families.
- An increase in Court Support Volunteers, particularly for the Ipswich, Beenleigh and Southport courts. Specialist domestic violence courts now operate at Beenleigh and Southport with Centacare Court Support volunteers contributing significantly to the smooth running of these courts and assisting those coming to court for their hearings.

Murri Ministry

Murri Ministry provides pastoral and spiritual assistance that is consistent with Aboriginal culture and tradition. During the year 80 children were prepared for and received the Sacraments, 300 people were referred to the ministry for welfare assistance and we supported the preparation of 250 funerals. We continued to conduct a number of community activities and workshops in schools, parish and cultural events and as a result have served over 3000 people.

Needs of seafarers

Apostleship of the Sea, Stella Maris at Wynnum continued to attend to the needs of seafarers who are far from home, spending long periods of time at sea and who value the hospitality and services extended to them at the centre in Wynnum. After many years, the National Office for Apostleship of the Sea will no longer be served from Brisbane. A national review is under way, commissioned by the Australian Catholic Bishops Conference, to discern a new vision in these times for the best way to minister to the seafaring community.

Catholic Psychiatric Pastoral Care

A course for the training of new pastoral carers has been conducted during the year. A special recreation area is being planned for the centre to provide a more diverse range of activities for members who visit the centre. Trained pastoral carers support the six ministries: hospital visitation, hostel visitation, the day centre, Catholic companionship, the prayer ministry and the office.

providing spiritual and pastoral support across healthcare, corrections and the community



3000

people supported through
APOSTLESHIP
OF THE SEA



15 748

people supported through
CENTACARE PRISONERS
SERVICES & PRISON
CHAPLAINCY



53 928

people supported through
COURT SUPPORT



25 000

people supported through
HOSPITAL
CHAPLAINCY



750

people were assisted through
MURRI MINISTRY



2082

people were assisted through
PSYCHIATRIC
PASTORAL CARE

the faces of centacare

Family and Relationship Services

The safety and wellbeing of children, young people and families remains at the forefront of Centacare's commitment to the communities we serve.

During the year we have seen an increase in demand for many of our services. Our domestic and family violence services have seen the impact of increased public awareness following the Not Now-Not Ever report from the Domestic Violence Taskforce chaired by Dame Quentin Bryce AO; the high profile 2015 Australian of the Year, Rosie Batty, and some shocking murders of women in our communities. This higher profile leads to more victims approaching services which have adapted to these changes so they can respond to a higher level of crisis and risk.

KEY HIGHLIGHTS

- There has been a significant expansion of domestic and family violence services including:
 - A new service for the Fraser Coast community commenced on the 29th of March 2016, which includes outreach to Maryborough and assures that clients in this area are able to access services.
 - Our schools domestic and family violence program – LoveBites has seen staff co-facilitate the delivery of the LoveBites program across 10 local high schools on the Gold Coast, in partnership with 14 other agencies including the Queensland Police, Department of Health, Department of Education and a number of other local non-government agencies.
 - Our Domestic Violence Assistance Program (DVAP) on the Gold Coast has seen a 100% increase in the number of clients seeking support with increasingly complex needs. The service has increased agency partnerships, resulting in co-location of staff to enhance support services for clients.
 - The Perpetrator Intervention Program Initiative (men's behaviour change program) with the Southport Domestic Violence Specialist Court Trial has seen an increase in numbers of clients being referred from the court.

- Our Family Dispute Resolution Services have also seen an increase in demand for services at our Caboolture outreach and our Family Relationship Centres at the Gold Coast and Chermside. Whilst families are presenting with greater complexity, our centres have had another extremely busy year providing family dispute resolution and wrap around services for families including:
 - A regular schedule of Keeping Kids in Mind courses.
 - Hundreds of pre-mediation information sessions for parents considering Family Dispute Resolution.
- Our counselling program in the past 12 months has seen growth in demand for Family Relationship Services for Carers (FRSC) and services for parents supporting children with disabilities.
- Our staff have continued their active participation in the Wiyu Laiyu Gari Nga Yandina (WLGnY) workers group over the year. WLGnY is a collaboration between a number of organisations including Centacare, Relationships Australia, Uniting Care Community and Anglicare in support of our work with Aboriginal and Torres Strait Islander families. The highlight for this year was a very successful family law forum for Kinship Carers. The forum was well attended by Indigenous and non-Indigenous carers.
- In March 2016 we developed and launched a new Saturday Pre-Marriage Education Group program. This change to a one day program was based on the feedback from participants and received overwhelming positive feedback from course participants.
- Our Centacare Community Connections has also been actively partnering in their local communities with:
 - Cannon Hill forging a partnership with BallyCara Aged Care Services who have been able to offer volunteer positions to three of our asylum seekers who have completed Certificate III in Aged Care.
- South Burnett recently partnered with other local organisations for domestic violence awareness week to raise awareness. The 'Living on Little' budgeting program was delivered with more programs now scheduled.

supporting individuals, families and communities to enhance and maintain healthy relationships

the faces of centacare



7977
people participated in
COMMUNITY
DEVELOPMENT PROGRAMS



4046
people participated in
CHILDREN'S
PROGRAMS



12 132
people participated in
DOMESTIC & FAMILY
VIOLENCE SUPPORT



1231
people participated in
RELATIONSHIP
EDUCATION



5620
people participated in
COUNSELLING



4066
parents and their children
were assisted through
FAMILY DISPUTE
RESOLUTION SERVICES

Centacare Community Services

Centacare Community Services provides practical support to seniors, carers, people with a disability, indigenous Australians, veterans, people living with mental health issues and those experiencing homelessness. Our focus is on assisting and supporting people to live full and meaningful lives in their chosen communities.

The work carried out by Centacare in the areas of aged care and disability support is taking place in a climate of unprecedented change. These changes are focused on placing decisions in the hands of clients through the National Disability Insurance Scheme (NDIS) and Aged Care reform.

This year saw our focus on the continued preparation for the NDIS with a range of projects including extensive workforce development. During the year we were able to secure a Disability Services funding contract for an additional three years to transition clients to the NDIS.

In addition our aged care services transitioned existing Home Care Packages to Consumer Directed Care (CDC) Packages. CDC gives the client and carer more power to influence the design and delivery of the services they receive. As all packages have individual budgets, much time has been invested with clients to identify the best use of funding through support that is aligned to their individual goals.

KEY HIGHLIGHTS FOR THIS YEAR

- During the year we continued to focus on improvements to our client and staff accommodation including:
 - commenced planning for the redevelopment of our Aishling Centre located at Eagleby, to create new short stay accommodation and nine independent housing units
 - Waminda Respite Centre located at Bribie Island underwent an upgrade of the internal client facilities and reopened in May 2016
 - the upgrade of Melody Street Respite centre as an integrated contemporary day respite facility commenced
 - the purchase of a permanent new home for our Pechey Place Cottage overnight respite.

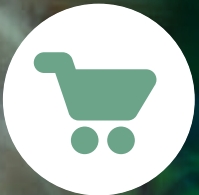
- The ongoing development of community partnerships continued during the year including:
 - Centacare leading a successful Dementia Friendly Communities Conference, which drew together experts from government, non-government organisations, academia and those with personal experience.
 - New partnerships were developed with the Mater Hospital 'At Home' program, Prince Charles Hospital and Camp Hill Medical Centre, with the aim of providing clients additional health services.
 - Centacare enabled eminent academic Prof Randy Frost to conduct an enormously successful, 'hidden treasures' workshop on hoarding.
 - My Future: My Life's, 'THINK PREPARE PLAN' conferences were hosted in Brisbane and Townsville with Dr Patrick Schwarz from National-Louis University, Chicago as the keynote speaker. Parents, educators and disability professionals attended these workshops.
 - With a consortium of like-minded organisations Centacare was successful in securing funding to extend respite services targeted to working carers.
- This year we saw another performance from the Blue Roo Theatre Company with the production 'Bulimba Opera' performance at the Bulimba Festival and the Judith Wright Centre. This joint collaboration with Queensland Opera and Blue Roo was also nominated for the National Disability Award and secured a grant to continue the partnership.
- Our Anam Cara service, which works with individuals living with mental illness and their families and carers, welcomed its 100th client to the Transitional Housing Program since its commencement in 2007. This service continues to help clients living with psychiatric illnesses come off involuntary treatment orders and move out of a secure mental health unit into their own home, obtain a driver's licence and gain employment.

enabling the people we work with to live meaningful lives within the communities of their choice



AGED CARE

assisted	9336	640 872
people		hours of support



INDEPENDENT LIVING

assisted	285	1 476 908
people		hours of support



HOUSING SUPPORT & HOMELESSNESS

assisted	15 386	77 924
people		hours of support



MENTAL HEALTH SUPPORT

assisted	177	66 928
people		hours of support



RESPITE & TRANSITION

assisted	1257	229 834
people		hours of support



LEARNING & LEISURE

assisted	805	276 923
people		hours of support

the faces of centacare

providing help
creating hope



www.centacarebrisbane.net.au

1300 236 822