

ANNUAL REVIEW

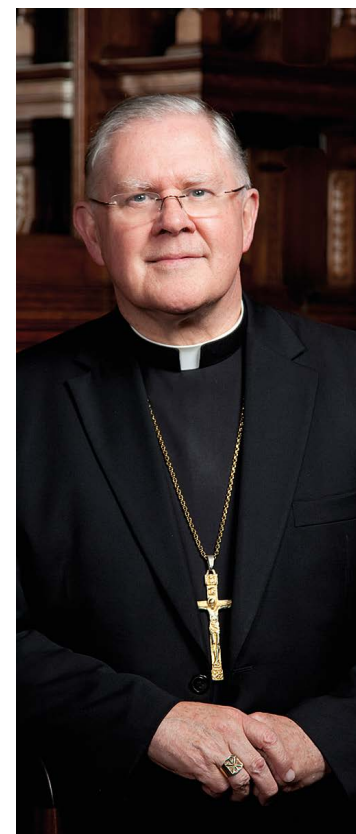
2016

CONTENTS

TRANSFORMING LIVES



TRANSFORMING LIVES



FROM THE ARCHBISHOP

At the heart of the ministry of Jesus was the time he simply spent with people, reaching out and accompanying them on their journey of life. As the Church we are called on to do the same by providing help and creating hope through a real and physical presence following in the footsteps of Jesus.

Looking to him, Centacare responds to human need by offering programs and services to the community of South East Queensland without regard to religion, race, culture or economic circumstance.

One of my real joys is to see first-hand the difference made to people's lives by the practical support of Centacare, presenting the public face of a merciful Church to many who would not otherwise encounter us.

Centacare's work transforms lives every day in a range of areas, including disability, family, youth and children, aged care, health and well-being, child care, education and training, homelessness and domestic violence. I thank God for the inspiration that enables Centacare to be a merciful presence in an often merciless world.

Throughout the pages of this report you will read about the lives Centacare has transformed through service, education and advocacy. But what you see here is only the tip of the iceberg. Only God sees Centacare whole.

May God continue to bless the outreach of Centacare as we look to the Year of Mercy and seek to follow Christ more closely.

+ Mark Coleridge

Most Rev Mark Coleridge
Archbishop of Brisbane



STRATEGIC DIRECTION

Centacare's strategic direction process aims to establish an effective strategic framework for a coordinated and joint approach to delivering and supporting our vision of leading social change, strengthening families, supporting people and in the spirit of the Gospel.

FOR THE PERIOD OF 2014 – 2016 WE HAVE SOUGHT AND ARE SEEKING SUCCESS THROUGH

Improving our service by ensuring we continue to meet the needs of our clients by:

striving for excellence in service delivery, leading to positive outcomes for our clients

seeking to broaden our range of programs in response to changing community needs

focusing on encouraging and enabling clients to attain independence

working collaboratively with other organisations to provide a wider range of services and support for clients

engaging and supporting new and emerging community groups

Being a more effective organisation, streamlining our internal business processes by:

ensuring we continue to improve internal business processes that maximise efficiencies, reduce duplication and also respond to changing internal and external reporting requirements

ensuring that our client information management systems, policies and processes are consistent, clearly articulated, reflect service delivery needs and relevant state and federal compliance

utilising available and emerging technologies to optimise our systems

increasing our public profile to strengthen our influence within the community

seeking and responding to feedback from our staff, clients and the community

Inspiring our staff, ensuring a skilled and motivated workforce through ongoing learning and development by:

ensuring staff receive quality training and induction to equip them to meet the needs of our clients

providing staff with high quality, regular supervision and professional development

ensuring managers and leaders are well equipped for their role and ensure their continued growth as our future leaders

recognising the flexibility and diversity required for staff to manage the place work has in their life

ensuring our staff are led by well informed and motivated leadership teams, committed to our whole of organisation strategic direction

Making sure that we are financially viable and provide sustainable services by:

ensuring that managers have access to reporting and a clear understanding of our financial position

identifying opportunities to tender for government funding

continued focus on the ongoing development of a fundraising plan with the Archdiocesan Resource Development Office

seeking and developing intra and inter agency collaborations and partnerships with a view to improving client outcomes

TRANSFORMING LIVES



FROM THE EXECUTIVE DIRECTOR

At Centacare everything we do is focused on providing support and helping people to realise their aspirations and hopes, no matter the challenges and circumstances they face.

During this year, impending sector reforms saw many months of detailed preparation for the transition to the Commonwealth Home Support program. With the My Aged Care portal being the single point of entry, Centacare has been working to ensure our systems are compatible and staff are placed to respond quickly and efficiently to clients' needs.

Throughout May and June 2015 our aged care services transitioned existing Home Care Packages to Consumer Directed Care (CDC) packages. CDC is designed for the client and carer to have 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 supports which are aligned to their individual goals.

Centacare was successful in acquiring additional Home Care Packages in the Fraser

Coast, Kingaroy and Cherbourg regions, seeing an expansion of aged care services within these areas.

Centacare also planned and prepared to ensure our organisation, services and staff are well prepared to continue to offer quality and responsive support to clients once the National Disability Insurance Scheme (NDIS) is implemented in 2016.

The introduction of the NDIS will radically change the way services are designed and delivered, producing a fundamentally different support environment for clients. This change is driven by two key principles of the scheme:

- Insurance approach – a life time approach (entitlement) to support the individual's needs
- Consumer driven – choice and control, which means a competitive market.

During the year we continued to see a number of developments within the organisation



to support the achievement of Centacare's 2014 – 2016 Strategic Directions plan. The plan continues to guide the organisation during a period of significant change in the not-for-profit environment.

Our notable developments were:

Continually improving our service by ensuring we to meet the needs of our clients.

Throughout the year we continued to build on our person-centred approach for our disability and aged care programs, but also across the entire organisation. We firmly believe people should determine the support they receive and be empowered to make decisions that will enable them to live positive and fulfilling lives.

There has been a focus on enhancing the client experience through the development of a single point of contact, which includes phone, email and social media.

Our engagement with the community at large through fundraising events, coverage by the media, an increasing number of visits to our relaunched website and an ongoing presence on social media continued to build our profile and increase awareness of our mission. Our continued focus is to position Centacare as a leader in the social services sector.

Inspiring our staff by ensuring a skilled and motivated workforce through ongoing learning and development.

Staff learning and development was a major focus throughout the year to ensure the skills and knowledge of our staff are being continually enhanced. A large number of staff attended a range of in-house and external training and information sessions. A focus during the year was to continue to develop and support our mandatory training via e-learning and online methods.

We have and will continue to invest significantly in the development of our staff, recognising the importance of building and developing capabilities to meet current and future needs. Learning and development programs are aligned with our Strategic Directions Plan to allow

- aspirations for a culture that reflects our values
- that our staff are employed with capabilities and qualifications required to complete their roles
- continued growth and development of our future leaders.

Being a more effective organisation by streamlining our internal business processes.

Another major focus over the past twelve months has been the development of our organisational capacity and systems. In a period where there has been little opportunity for growth in funded services, it was timely to review and develop the capacity of Centacare, to better respond to changes in our communities and the way in which social services are delivered. As funding for services becomes more client directed over time: our client records management systems; practices of invoicing and recovering fees; the marketing of services; and consistency of service delivery and client experience, become even more crucial.

Ensuring we are financially viable whilst providing sustainable services

Throughout the year Centacare continued to engage in an operational restructure across the whole of the organisation. Our aim has been to ensure that we are able to maximise our capacity and effectiveness to provide services to our clients

Over the past year, we have focused on managing operating expenses. Staffing accounts for more than 75% of our organisational expenses and our challenge is to ensure we manage this effectively.

Our many services cannot be delivered effectively without a contemporary information

and communication technology (ICT) capability, supported by an organisation-wide network. During the financial year Centacare continued to invest in ICT. This included the ongoing development of a client information management system that will provide us with a standardised system for service delivery.

This annual review provides an opportunity to once again thank Centacare's Directors and senior managers, staff and volunteers for their ongoing support and commitment. In a year when Centacare has undergone a substantial change, the organisation's management team has continued to very effectively discharge its responsibilities. They are a group of highly committed people and I'm very appreciative of their loyalty and hard work. My heartfelt thanks also goes to our amazing staff and volunteers and the many funders, stakeholders and supporters who are listed elsewhere in this report.

Finally, my sincere appreciation for the assistance received from the Centacare Council, who are talented people and give voluntarily of their time to help enhance and sustain the work of Centacare. Their commitment, guidance and support during the past year has been highly valued.

As proud as we are of the achievements of the past year, we know that when it comes to transforming people's lives by providing help and creating hope there is little time to pause.

Peter Selwood
Executive Director



YEAR IN REVIEW

FINANCIAL SUMMARY

Total service expenditure summary	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015
EXPENSES	\$000	\$000	\$000	\$000	\$000
Administration	9 142	9 524	9 373	8 286	8 700
Depreciation and Interest	5 954	6 639	7 156	7 144	6 746
Motor Vehicles	2 818	3 216	2 896	1 832	2 106
Client Services	5 189	6 325	5 771	7 644	8 226
Property & Occupancy	6 757	7 520	8 620	7 203	7 093
Staffing	95 045	105 037	109 278	116 987	120 057
Total	*124 905	*138 261	*143 094	*149 096	*152 928

*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.

OUR PEOPLE

Child Care Services:	1 240
Community Services:	1 614
Family & Relationship Services:	114
Pastoral Ministries:	31
Administration Services	34
Number of Employees:	3 033

As at 30 June 2015

VOLUNTEERS

Child Care Services:	21
Community Services:	110
Family & Relationship Services:	26
Pastoral Ministries:	314
Total:	471

As at 30 June 2015

TRANSFORMING LIVES

SERVICE
LOCATIONS

116
CHILD CARE
SERVICES

35
COMMUNITY
SERVICES

12
FAMILY &
RELATIONSHIP
SERVICES

27
PASTORAL
MINISTRIES

Centacare operates throughout the Archdiocese of Brisbane with sites reaching from Hervey Bay to the Gold Coast.

TRANSFORMING LIVES

PROVIDING EDUCATION & CARE

SUPPORTING FAMILIES | SPIRITUAL DEVELOPMENT
EDUCATIONAL PROGRAMS FOR CHILDREN AND YOUTH | MARRIAGE EDUCATION
COMMUNITY DEVELOPMENT AND ENGAGEMENT

Centacare is committed to providing a safe and supportive environment for all children and families who access our child care and education services. Through dedication, commitment and making sure a caring, warm and inviting environment is provided, children are given every opportunity to explore and learn, have fun and have the freedom to play and make choices.

CHILD CARE SERVICES

Centacare Child Care Services is one of Australia's largest approved child care providers of centre-based care. Our 116 child care services (over 1 200 staff and volunteers) work in partnership with Parishes, schools, local communities and government to provide a positive environment for children. During the year our Outside School Hours Care (OSHC), Long Day Care and Kindergartens provided care to just under 25 000 children.

The past twelve months has seen a time of continued growth for our Child Care Services.

During the year we:

- opened two new OSHC services at Gatton and Sippy Downs in response to a growing demand for care in these areas
- renovated our Long Day Care Centres at Graceville and Coomera and our OSHC at Hendra, Cannon Hill and Bracken Ridge
- gained approval for a significant increase in existing service capacity and additional elements of care in response to greater demand within the community

To date 73% of our services have been assessed and rated under the National Quality Framework. They were assessed to determine competency in the following quality areas: educational program, and practice; children's health and safety; physical environment; staffing arrangements; relationships with children; collaborative partnerships with families, communities and leadership and service management.

In addition we successfully completed the Injury Prevention and Management Program (IPaM) in partnership with Workplace Health and Safety Queensland.

Also, partnerships continued with the Queensland Catholic Education Commission and other Queensland Catholic Dioceses, to strengthen our ongoing commitment to embedding spirituality in our Early Years Learning Programs.

PROVIDING EDUCATION & CARE

22 713

CHILDREN
ATTENDED
OUTSIDE SCHOOL
HOURS CARE

1562

CHILDREN
ATTENDED
LONG DAY
CARE

664

CHILDREN
ATTENDED
KINDERGARTEN

1270

PEOPLE
PARTICIPATED IN
PRE-MARRIAGE
EDUCATION

4964

PEOPLE PARTICIPATED
IN COMMUNITY
DEVELOPMENT
PROGRAMS

SUPPORTING FAMILIES

Our services are founded on the Christian values, of the significance of relationships and the support we should extend to one another.

In line with these values, our educators support families in raising their children by:

- developing strong connections between children's family, friends and community
- responding to each child's needs with care that is sensitive and empowering
- maintaining open communication with families
- providing education and care that is creative, challenging and investigative
- sharing information and anecdotes about children's experiences
- engaging in shared decision-making.

SPIRITUAL DEVELOPMENT

Nurturing young children's spiritual development supports them to become relational, resilient and active members of their families and communities.

Our Educators endeavor to provide opportunities for children to express their spirituality in the course of their learning each and every day.

FAMILY & RELATIONSHIP SERVICES

Our family and relationship services aim to support families when times are tough and work together to avoid the risk of family breakdown, by relieving crisis and building strength for the future through positive parenting and respectful relationships.

EDUCATIONAL PROGRAMS FOR CHILDREN AND YOUTH

During the year we continued to provide a range of educational programs for children and young people, which can be either school based or centre based. They include programs

to raise awareness about healthy relationships and increasing skills in recognising danger signs (e.g. Engaging Adolescents - Healthy & Unhealthy relationships, LoVE BiTES, and in-school social development programs such as 'I Can').

MARRIAGE EDUCATION

Through our Pre-Marriage programs we help couples to prepare for married life. Delivered in either group or private settings, couples reflect on their strengths and challenges and what it takes to have a strong, healthy and lasting marriage.

Our FOCCUS program helps couples to explore their relationship and at the same time provide the awareness to tackle future challenges. Over the past year, our marriage education has seen a two percent increase in the number of clients participating in the FOCCUS program.

COMMUNITY DEVELOPMENT AND ENGAGEMENT

We provide two 'Community Connections' programs, which operate as Neighbourhood Centres offering a range of creative programs to support their local communities. Our Cannon Hill Centre has a busy thrift shop staffed by generous volunteers, an Emergency Relief program, a counselling service and a refugee and asylum seeker program that assists by offering appropriate and relevant social support, education and a community space.

Our Kingaroy centre also has an Emergency Relief Program and a number of social support groups, such as Community Kitchen, Community Garden and a Multicultural Group. The Centre also makes referrals into our allied Centacare counselling and women's services.

Alongside our staff, a strong volunteer team assists in delivering a range of programs. Over the past year we have seen a 20 percent increase in the number of clients accessing our Neighbourhood Centres.

HELP AND HOPE TRANSFORMING LIVES

A Story of Hope & Courage from Sri Lanka to Cannon Hill

If you were to walk past Nironchani on the street you probably would not notice anything different about her and if you did, you would notice a lady with a beaming smile. Behind that smile lays a story of a young woman who risked her life and that of her two young children to get to Australia. Two years ago she took this risk to provide a safe and better future for her children. Her story is one that most of us could never imagine.

Nironchani is from the Tamil group in Sri Lanka where there has been ongoing ethnic conflict for many years. She fled her homeland in fear and started her journey to Australia.

The dangerous journey was made in a small boat. Nironchani and her children were crammed in with 66 other people. It took 31 days to reach Christmas Island.

She made this journey with her two children and after the fourth day the boat broke down. Food started to run out and she began to fear the worst. After the twelfth day only the children got to eat, and after the 25th day no food was given to anyone. The boat drifted in the middle of the ocean with only rain water for the passengers to drink.

"Suddenly out of nowhere the Navy came to our rescue and took us to Christmas Island where we stayed in a camp for over three months. I could not stop smiling, I knew my children would now be safe", said Nironchani.

The family were then settled in the north side of Brisbane. Nironchani enrolled her children in the local school and she started to attend a Tamil Mass in Coorparoo where people told her about Centacare.

Nironchani made contact with us and now attends Centacare Community Connections at Cannon Hill. She travels to the centre using public transport from Chermside. At the centre in Cannon Hill she has received support and help for her and her family and she has also recently joined a sewing group and has started to make friends and practice her English.

"I was taught how to sew by the nuns growing up in Sri Lanka and now I am also sewing with nuns in Australia at Cannon Hill. I love being here, I am happy now. I enjoy coming to this centre as I am alone when the kids are at school," said a shy but smiling Nironchani.

Sister Suzanne Gentle, centre coordinator, said, "Nironchani has been amazing in the sewing group. She has settled right in and has already made a beautiful dress. We also found out she used to be a tailor back home."

Centacare Community Connections is part of Centacare Family & Relationship Services. It provides counselling, family support, emergency relief, information, referral and practical assistance.

Various groups are held at the centre each week including sewing, playgroup, English conversation and Welcome Circles.



SUPPORTING INDEPENDENT LIVING

HOME SUPPORT | MAKING HOMES SAFE AND SECURE
TRANSPORT OPTIONS FOR INDIVIDUALS | PREPARING SECONDARY STUDENTS WITH
A DISABILITY PLAN FOR LIFE AFTER SCHOOL

Centacare's community aged care and disability programs enable people to continue to live independently in their own homes. Our programs assist and support clients to live fulfilling lives, with as high a level of autonomy as possible.

Centacare does not have a 'one-size-fits-all' approach when it comes to the independence of our clients. We believe everyone has the right to make choices about where and how they live, as well as how they are supported.

MAKING HOMES SAFE AND SECURE

The home safety programs provide assistance with the provision of minor home maintenance, wood chopping, lawn mowing, fall prevention repairs and modifications relating to safety and security. These quality, cost effective solutions

enable individuals to remain safe, secure and independent in their homes.

Over the past 12 months our Home Safety Program has provided support to more than 12 094 seniors and people with a disability to enjoy a secure independent life.

HOME SUPPORT

Support is key to helping people remain at home and in their community. We offer domestic assistance, personal care, social support, and respite as well as home modification and garden maintenance.

TRANSFORMING LIVES

TRANSPORT OPTIONS FOR INDIVIDUALS

Centacare's transport network operates from Beaudesert, Caboolture, Sunshine Coast Hinterland and Gympie and provides transport options for individuals to attend medical appointments as well as participation in family, social and community life. This program is supported by volunteers who undertake a variety of vital roles, including a concierge and driver. A key component of our transport network is assisting rural community members to access medical appointments in Brisbane and regional areas.

PREPARING SECONDARY STUDENTS WITH A DISABILITY PLAN FOR LIFE AFTER SCHOOL

Since 2012, Centacare's My Future: My Life (MFML) has continued to expand and now offers a range of services for Queensland secondary school students with a disability, educators and their families. The program assists students to focus on what they can do, what they want to do and to imagine and pursue a full, rich and inclusive life after school.

This year saw the re-launch of a more user friendly and interactive MFML website, as well as a Facebook presence. The aim is to allow the ongoing assistance and the development of support for students and to provide stories of inspiration.

In 2014-2015 via MFML assisted:

- 411 students received financial assistance
- 423 parents, educators and disability professionals attended THINK PREPARE PLAN Workshops
- 207 Students received one-to-one support with transition planning
- 5 229 individuals received information about My Future: My Life through either information sessions at schools, at network meetings or by attending transition or career expos.

Funded by the Department of Communities, Child Safety and Disability Services, the My Future: My Life initiative operates in collaboration with the Department of Education and Training and in partnership with Independent Schools Queensland (ISQ) and the Queensland Catholic Education Commission (QCEC).

PEOPLE
SUPPORTED

9802
AGED CARE

12 094
HOME SAFETY
PROGRAM

286
INDEPENDENT
LIVING

6270
MY FUTURE:
MY LIFE

HELP AND HOPE TRANSFORMING LIVES

ALEX SAYS THANKS

Alex, aged 17 who is a recent graduate from Caboolture Special School, falls within the autism spectrum and also has an intellectual impairment. At school his favourite subject was horticulture. One day Alex and his dad Bill came up with the idea of setting up a business called 'You Grow it, We MOW it', so that Alex could continue to enjoy his passion for horticulture. The business was set up with the help of Centacare's initiative My Future: My Life.

Alex's father applied for support of \$2000 and this enabled Alex to purchase gardening equipment and a trailer to start his own lawn mowing business, with the help of his dad who supports him.

This was quickly put into practice when he completed a job on an acreage property and finished off by saying "Dad, look at my masterpiece", with a beaming smile.

Bill is very proud of his son setting up his own business and he is very grateful for the assistance that My Future: My Life has provided him in achieving this.

"By Alex going into business, it has made me feel that I am doing the best to help him and give him something to aim at and I have My Future: My Life to thank for that", said Bill.

MORETON BAY TRANSPORT PROGRAM VOLUNTEERS GIVE BACK!

Some might say volunteers are priceless, and that is certainly true with our group of Moreton Bay Transport Program volunteers. The volunteers completely manage and organise the social bus trips for clients and these outings have gone from success to success since a new 22 seater bus was introduced.

The trips are voted on by the clients and previous trips include going to the beach and the countryside, locations that the clients can't normally access.

One of Centacare's valued volunteers Kerry said, "I volunteer because I am retired and I have MS, so I volunteered as I just wanted to keep active and busy, it fulfils that role for me! It makes me feel fantastic when I get to see the clients getting out and enjoying themselves. If we weren't doing this, they would not get out of their homes often. This is why I volunteer!".

Planned upcoming trips include the movies and lunch. The trips are made more fun with the volunteers and clients taking the microphone at the front of the bus to entertain each other through jokes and stories. Lyn, Program Coordinator said, "it always makes me happy to see the clients coming back with a beaming smile on their faces".

"I enjoy the scenic trips and it gets me out of the house. I also get to meet others and make friends whilst visiting interesting places. The organisers and bus drivers are all very kind and always helpful," said Mrs Schultz, a client.

Another client Gladys said, "The trips give me the opportunity to speak to people outside the home that I wouldn't get to do otherwise".



TRANSFORMING LIVES

PEOPLE
CREATING
HOPE

HOSPITAL
CHAPLAINS
56 Chaplains

PRISON
CHAPLAINS
27 Chaplains

CATHOLIC
PSYCHIATRIC
PASTORAL CARE
96 Volunteers

APOSTLESHIP
OF THE SEA
35 Volunteers

CATHOLIC PRISON
MINISTRY
100 Volunteers
(Court Support Volunteers)

PASTORAL CARE

INDIGENOUS EDUCATION AND FORMATION | SUPPORTING SEAFARERS |
SUPPORTING PEOPLE SUFFERING WITH A PSYCHIATRIC ILLNESS | ASSISTING
RELEASED PRISONERS RESETTLE IN SOCIETY | COMMITMENT TO MINISTER TO THE
SPIRITUAL NEEDS OF PATIENTS AND PRISONERS | TRANSFORMING LIVES

Our Pastoral Ministries provide a range of community support services throughout the Archdiocese of Brisbane. Centacare's pastoral carers offer support that seeks to, 'walk with you along your path'. Our focus is on emotional support and spiritual care, with staff and volunteers offering assistance to the community by providing hope and justice for all.

INDIGENOUS EDUCATION AND FORMATION

The vision of Murri Ministry is expressed through the Gospel of Jesus - spirituality and culture, care and compassion, social justice, history, faith and action, effective teamwork and positive relationships with non-indigenous people.

This year our Murri Ministry continued its work in the area of indigenous education and formation. Pastoral support was offered to indigenous families in crisis and those experiencing grief. Murri Ministry worked closely with many community and government groups in all areas concerning indigenous issues, with the ongoing focus on sensitivity training for other pastoral ministries and clergy of the Archdiocese. Outcomes of these efforts have included better educational opportunities for indigenous students, with more students receiving scholarships for schooling. The payment of under award wages is finally being addressed, as well as well as stolen wages. There is greater awareness of deaths in custody and support is now available, along with improved health outcomes from 'Close the Gap' initiatives.

Murri Ministry again took part in the annual 'National Sorry Day', a day of reflection and

support for the indigenous Australians who were forcibly removed from their families. The day gave members of the community the chance to take part in the healing process for the stolen generations, their families and communities.

SUPPORTING SEAFARERS

Centacare's Apostleship of the Sea (AOS) is an international mission for seafarers based at the Stella Maris Seafarers' Centre, Wynnum. The centre provides telephone and internet facilities for seafarers, enabling them to contact families back home as well as other support.

Over the past few years, Australia has adopted and ratified the ILO Convention MLC 2006 giving seafarers a Bill of Rights. However the adoption of this has not been widespread and the exploitation of seafarers and their families still occurs. The level of stress and overwork experienced among ships' crews has led to a higher rate of accidents and an alarming increase in suicide rates. That's why the dedication of volunteers at Apostleship of the Sea is so important in providing support to seafarers and making their life a little easier.

At the same time, seafarers are being denied access to shore based welfare facilities and we are finding it ever more important to take the

Church on board ships to provide for phone calls and internet access to their families.

During the year we helped over 16 000 seafarers. We provided almost 10 293 phone cards, helping to facilitate on-going and much needed contact for seafarers with their families. To provide a well-earned break, we transported seafarers from their ships, including over 4 108 bus trips to local stores.

The staff of AOS visited over 1 200 vessels, providing a range of on board support and assistance. Care provided is non-judgemental and we treat each person with the dignity and respect they deserve.

Our plan for the future is to provide more trained pastoral carers for visiting ships. Currently, we are only catering for a third of the number of ships passing through the Port of Brisbane. Our goal is to bring the Church to each and every seafarer who passes through the Port.

SUPPORTING PEOPLE SUFFERING WITH A PSYCHIATRIC ILLNESS

Catholic Psychiatric Pastoral Care's (CPPC) program of activities continued to grow during the year. In our centre located at Fortitude Valley, there was a strong emphasis on group activities to help members overcome the isolation of their lives and to experience peer support, friendly relationships and a sense of belonging. A total of 200 members (people with a mental health disorder) attended the day centre during the year.

A very important part of CPPC is utilising religious music for the benefit of members and the wider community. A number of hymns are used in weekly and special Masses, Holy Communion at the hospitals and hostels visited by the Pastoral Carers, the daily Liturgies of the Word at the members day centre and at retreat and team days for the Pastoral Carers. CPPC also has its own Members' Choir which sings at all of its special Masses.

This year the music resources have been expanded using new technology. This has provided a step forward in the quality of religious music resources and has contributed to CPPC's provision of rich spiritual nourishment in its daily ministries. It provides the people with what Pope Francis calls, 'The Gospel of Joy'.

Over the course of the year 34 trained pastoral carers visited 10 hostels and 13 hospitals in the Brisbane area. Mass is celebrated on a rotational basis for hostel residents. Our Pastoral Carers come from professional backgrounds and have received high quality specialised pastoral care training to work specifically with people who have mental health disorders, as well as their families and carers.

ASSISTING RELEASED PRISONERS RESETTLE IN SOCIETY

Catholic Prison Ministry (CPM) has worked over the past twelve months to continue to assist and respond to issues affecting both prisoners and their families.

This assistance has taken the form of visits to prisons for support and counselling, parole application assistance and the administrative needs for post release clients on many matters relating to reintegration, especially housing and employment. Advocacy is also a major focus for the direction of Catholic Prison Ministry.

Video conferencing is available at the Catholic Prison Ministry office at South Brisbane for families to be able to have a more personal form of contact with their loved one in prison. These sessions can be arranged by appointment with all prisons in Brisbane.

This year also saw the continuation of the Court Support Volunteer programs that provides support and information to people involved in the court system. This enables defendants to participate more fully in the legal process and supporting victims of crime during a stressful time.

COMMITMENT TO MINISTER TO THE SPIRITUAL NEEDS OF PATIENTS AND PRISONERS

Centacare oversees Catholic hospital and prison chaplaincy in government as well as some private hospitals throughout the Brisbane Archdiocese. Our 56 hospital and 27 accredited prison chaplains continued with their dedication and commitment to minister to the spiritual needs of patients, their families and

staff in 17 hospitals every day. During the year there were 37 500 people visited by our hospital chaplains.

At the end of 2014 another eight students were selected to participate in our scholarship program to become hospital chaplains/pastoral carers. The scholarships are funded by an anonymous donor to assist students to complete the Certificate of Spiritual Care. After graduation, these students will work as volunteer hospital chaplains/pastoral carers.

HELP AND HOPE TRANSFORMING LIVES

STANDING UP FOR THOSE WHO ARE ISOLATED AND VULNERABLE

A seafarer phoned Centacare Apostleship of the Sea for assistance while still on board his ship, that was waiting to anchor. The seafarer had been working for ten months under a signed a contract of employment for \$880 USD per month, requiring twelve hours of work a day, seven days a week. A few days before he was due to be discharged from the ship the company presented him with a new contract that he was encouraged to sign for \$200 USD per month, including a small overtime allowance of \$60 USD. The seafarer asked for our help to intercede with the company.

As a matter of justice, we contacted the Australian Maritime Safety Authority (AMSA) and the International Transport Workers' Federation (ITF) and also met the ship when it docked.

As a result of our actions, the seafarer was given his original contract and paid the appropriate money he was due.

The Apostleship of the Sea (Stella Maris) is recognised by all seafarers as an organisation that can help them when in need. It turns out the company had been operating in this way with seafarers from developing nations for many years.



SUPPORTING WELLBEING

SUPPORTING CARERS | GIVING THE ELDERLY A SENSE OF BELONGING AND COMMUNITY | ENGAGING THOSE WITH A DISABILITY | SUPPORTING MENTAL HEALTH
INDEPENDENT LIVING | HOUSING AND HOMELESSNESS | PREVENTING DOMESTIC
AND FAMILY VIOLENCE | COUNSELLING AND RELATIONSHIP ENHANCEMENT
INDIGENOUS SUPPORT

At Centacare, we aim to support the wellbeing of people by helping them to achieve and maintain their independence, to improve their health and provide assistance to help achieve the outcomes that matter to them.

Support and enablement are consistent themes that run throughout the different programs we offer. Those seeking our services can make use of early help and preventative support, improving the likelihood that they will regain or maintain the lifestyle they desire.

SUPPORTING CARERS

Caring for someone who is frail, aged, living with dementia, has a disability, a mental illness or chronic illness can be challenging without appropriate support.

This past year Centacare provided a variety of overnight respite options at our 15 onsite locations. In addition, our carer program offers a range of in-home support options, which have helped carers to take a much needed break from their caring role.

Our 17 centre based day respite centres provided a range of social, psychological and physical support, including extended and weekend support for carers.

During the year, our 'Share the Care' program won the Leading Aged Services Australia (LASA) 'Organisation Award', which recognises care providers who demonstrate leadership, innovation and excellence.

Centacare Enoggera's 'Share the Care' program gives carers access (conveniently in one location) to services such as assistance to maintain a healthy lifestyle and an opportunity for rest and education to strengthen skills when caring for a loved one.

During Carer's week, 12 – 18 October 2014 Centacare hosted a series of events for our carers, including morning teas, high teas and lunches and a carers' mass to thank and acknowledge their wonderful work.

TRANSFORMING LIVES

GIVING THE ELDERLY A SENSE OF BELONGING AND COMMUNITY

Centacare respite centres are hubs for our work at Centacare and continue to offer a wide range of programs, both within the centres and in clients homes, with activities designed to engage clients. They range from centre based activities such as craft, men's sheds, fitness and entertainment activities away from the centre, such as outings and day trips. These activities are tailored to provide enrichment and fulfilment for the participants, whilst facilitating a sense of belonging through companionship.

Vintage Voices Choir

During the year Centacare's Vintage Voices Choir won the 2014 Catholic Social Services Australia Award for Excellence in Service by an organisation. The Vintage Voices is a choir made up of an enthusiast group of older members of our society, with the majority of the singers being in their 70's and 80's from diverse backgrounds. The choir is led by the Choral Director, Dr Debra Shearer-Dirie and has grown from a small group to over 60 members.

Annual Seniors Family Fun Day

As part of Seniors Week celebrations (16 – 24 August 2014) our Aspley, Northgate, and Enoggera Services combined to host the Seniors' Family Fun Day. The aim of Seniors Week is to unite different generations and to ensure older people are able to continue to make valuable contributions in their families, neighbourhoods and communities. The fun day was a brilliant success with a great variety of stalls, children's activities, and entertainment.

ENGAGING THOSE WITH A DISABILITY

Centacare's learning and skills programs are designed to enhance the independence, confidence, self-esteem, interaction and life choices for people with a disability. Individuals can access a range of learning programs, as well as recreational and social activities.

Our services provide flexible programs that actively engage with people to help them identify and achieve their individual goals. Our priority is to provide quality care in a safe, secure and stimulating environment. Our skilled staff and volunteers are matched to meet individual needs and goals.

Centacare HAND

Our Centacare HAND service in Brisbane North offers learning and leisure programs with a particular focus on art, theatre, woodwork and social activities. During the year Centacare HAND turned 30, celebrating with an Anniversary Ball for current and former clients, staff, family and friends. There was a sense of nostalgia as people looked at old photos and memorabilia, remembering the 'good old days'.

Centacare Albert River Farm

Throughout the year we saw the ongoing development of the Centacare Albert River Farm at Yatala. The Biannual Family Fun Day was just one of the many events and activities held at the farm. The fun days conducted in July and December, have proven to be an overwhelming success, bringing together the local community to experience warm country hospitality and fun family activities. Outdoor and horticultural opportunities are tailored to meet the needs of the various client groups who attend the venue. This type of service is unique in South East Queensland and provides a richness to our service mix and client engagement.

Blue Roo Theatre

The Arts and Theatre Program continued to prosper this year with an increase in performances during the year. In conjunction with the Blue Roo Theatre Company we aimed to engage those with a disability to gain self-confidence, whilst also providing them with learning opportunities through singing and drama.

Performances during the year included:

- **Song Circle** - A creative collaboration with Opera Queensland and Open Stage to create 12 original songs about the Blue Roo ensembles vision of independence. It was funded by Arts Queensland and Centacare Disability Services and performed at the Judith Wright Centre of Contemporary Arts.

- **A Waddle of Ducks** - This production features Blue Roo's street theatre ensemble. The performance creates a positive atmosphere, bringing laughter and mayhem around Brisbane and beyond.

- **North Queensland tour** - Blue Roo were also able to take their show on the road with a tour of North Queensland.

MacKillop Learning and Leisure program

January 2015 saw the successful transfer of the MacKillop Learning and Leisure program from Caloundra Parish to Centacare Sunshine Coast. This service now based at Beerwah provides 22 clients with a range of learning programs, as well as recreational and social activities.



SUPPORTING MENTAL HEALTH

Our range of mental health services continued to provide support to people living with a mental illness. Clients receive individualised one-to-one support and are encouraged to identify particular needs and strengths and to develop their own goals. This helps to facilitate full participation in the wider community and as a result provides an enhanced quality of life.

In February 2015 our Specialist Cleaning Service team in association with Communitify had the opportunity to talk on ABC radio about hoarding, indicating the growing community awareness of this issue. Centacare's Specialist Cleaning Service responds to hoarding and squalor issues within the community.

INDEPENDENT LIVING

Centacare's Independent Living Services support individuals with a disability through person centred planning, which caters for a whole of life approach. The service is tailored to respond to a wide range of individual needs and areas of support, including engaging in wider community life, personal care, management of household tasks and accessing education, training and employment opportunities.

HOUSING AND HOMELESSNESS

During the year Centacare submitted its application for registration as a community housing provider under National Regulatory System Community Housing (NRSCH). Registration is the foundation required to enable Centacare to maintain and expand community housing projects.

Through our partnerships with individuals and communities, Centacare works with people who experience homelessness, or those at risk of becoming homeless. During the financial year we saw a collective Centacare

response to the issues of homelessness. This was achieved through our specialised Housing and Homelessness services at Fraser Coast and South Brisbane and through support from our community aged care, mental health and disability services, prison ministries, employment services and our counselling programs.

PREVENTING DOMESTIC AND FAMILY VIOLENCE

Our range of domestic and family violence prevention services are available to women, children and men. We offer support and prevention programs, which include counselling, women's support, group work, court support and assisted referrals to other services.

Over the past 12 months Centacare has continued to report increases in areas such as child safety, domestic and family violence prevention, suicide, mental health and substance abuse. These critical issues require our staff to work with the clients to ensure they are supported and where needed, referred to specialist services safely and compassionately. Our domestic and family violence court support services are reporting an increased service demand from victims.

Last year we reviewed our Beenleigh Court based Domestic Violence Assistance Program as part of a process to address the increasing demand on service provision. According to the Magistrates Annual Report, Beenleigh Court is the second busiest domestic violence court in Queensland with a 20% increase in orders from 2008 to 2014. We have streamlined systems and found it necessary to remove all funded administration due to budget limitations. We are seeking additional funding to enable the service to continue to meet the increasing demand.

As a result of increased demand in this area we have also increased our support of preventative and early intervention work (e.g. parenting services such as '123 Magic').

To help separated parents we provided the 'Keeping Kids in Mind' program, as well as many pre-mediation parenting workshops.

During the year we attracted funding for two new services, both of which work with parents and families needing specialised support. They are:

- Parenting Orders Program (POP) – Gold Coast
- Partnership Response at Domestic Violence Occurrences (P.R.A.D.O) in Maroochydore and Gympie.

Centacare will continue to seek opportunities to fund and expand this critical and increasing domestic and family violence work and to raise the profile of domestic and family violence issues and child protection in the Archdiocese.

COUNSELLING AND RELATIONSHIP ENHANCEMENT

Centacare's work in the area of counselling is inspired by our vision of 'strengthening families'. We offer assistance that is respectful and sensitive to the needs of all individuals regardless of age, gender, financial status, and cultural or religious background.

During the year we continued to meet the needs of the community in this area including:

- our Family Relationship Centres (FRCs) have streamlined services to reduce waiting times, and to offer more counselling services and additional parenting information workshops. This helps parents to understand the impact on their children of parental conflict over separation, domestic and family violence, loss and grief issues and hostile post-separation parenting arrangements
- our FRCs continued to work with local Legal Aid services for family law sessions, which help parents understand family court processes and legal pathways
- partnerships with Centacare Bundaberg as part of the Mental Health Community

Recovery Program continued to provide counselling and community education services to support people affected by Cyclone Oswald. The program attracted positive local comment and was a great success both in increasing community resilience and supporting individual community members

- demand for our Family Dispute Resolution (FDR) has grown in the Caboolture area following increased participation in community events. We are now providing weekly services, including assessments and joint FDR sessions where appropriate.

INDIGENOUS SUPPORT

This year we focused on improving our accessibility for Aboriginal and Torres Strait Islander communities to our family support program. As a result we have seen an increase in referrals for support. We will continue to develop our service accessibility for Aboriginal and Torres Strait Islander communities and at the same time focus on growing our relationships with indigenous service organisations.

During the year Centacare Waminda at Ningi reopened after renovations. The reopening was attended by a large crowd of locals, family, friends, politicians and organisations. A smoking ceremony reaffirmed the return of the service and the unique place this service has created in the journey of reconciliation.

Centacare continued its community support in the Cherbourg community. These services have worked collaboratively with the local communities by providing a range of unique activities including:

- weekly prison trips to support the Elders to maintain cultural links with their young people who are in prison
- healthy living nights to promote nutritious meals
- other social opportunities.

HELP AND HOPE TRANSFORMING LIVES

COUNSELLING SERVICES – CASE STUDY

When parents separate it has an impact on the whole family. Many families are able to work through the challenges that may present as a result of parents separating, while some families need support. This was the case when parents with three children aged 6, 10 and 13 separated. There was high conflict in the family especially between the parents and between the mother and 13 year old son. This was causing further conflict between other family members.

Despite having high conflict with each other both parents had a strong child focus and were willing to work with each other for the benefit of the whole family. As a result the family participated in a combination of counselling sessions. Over the course of this process counselling took place for the parents individually, children together and individually, parents together and then parents with the older children.

The outcomes for the family were that the parents were then able to work together again in further sessions with the children to establish consistent boundaries and behaviour management strategies across both households.

(Names have not been included for privacy)

DOMESTIC VIOLENCE MEN'S BEHAVIOUR CHANGE PROGRAM (GOLD COAST)

We engaged a group of men in a 16 week Behaviour Change Program, with over 50% having a Voluntary Intervention Order referral from the court due to domestic and family violence. At the same time, we engaged their partners through a women's advocate, to ensure that they were safe during the program and to maintain a follow up process for 6 months after the program ended.

Feedback regarding the impact of the service was received from both parties on completion of the program, including the following:

Perpetrator benefits:

"Life has become easier; we actually enjoy each other's company more".

"I have put the key learnings up in my bathroom, which I look at every day. Being mindful each day of the shifts I need to implement".

Aggrieved (victim) benefits:

"I felt empowered and supported throughout a difficult time, which helped to make changes to keep myself and my family safe".

"He actually listens to my opinion now, and thinks I have some valuable things to say now"

"We are able to talk more openly....we actually talk about positive things now, not just blaming or telling me what to do"

ALBERT RIVER FARM OPENS UP TO THE COMMUNITY

The Centacare Albert River Community Farm is a 10 acre farm situated on the riverbank of the Albert River at Yatala.

The farm offers opportunities for members of the community, including high schools, disability and aged groups, to access the grounds for skill development and recreational activities that include picnics, yoga, crafts and nature walks.

With a strong focus on fostering interaction with people, the farm hopes to establish a thriving cross-community environment that enables and equips people with life skills.

The farm's purpose is to offer a place where someone can grow, whether it be their life skills or experience, the second they walk through the gates of the farm we want them to develop.

The farm aims to hold training sessions in small machinery operation, hospitality, retail and life skills in a learning environment. The grounds will also be used to grow crops, such as fruit orchards and a vegetable garden in joint ventures with local high schools. The riverbank will be revegetated with the establishment of botanical gardens. The farm was established to offer people the opportunity to come and experience a farm atmosphere, a place to sit and relax, learn new skills or to just volunteer their time.

By entering the gates of the farm the pace of life slows, you forget the hustle and bustle of life and feelings of hope, peace and inspiration start to take over – that's what makes The Albert River Farm so special.



VOLUNTEERS

Centacare volunteers are crucial to helping us deliver our services. Not only do they volunteer their time, they provide a warm, familiar and human face for some of the most vulnerable members of our community.

Our volunteers are aged up to 85 years old and make the decision to volunteer for many reasons, including to develop skills, gain experience, realise a passion, make a contribution, gain a sense of belonging and meaning or to do something worthwhile in the community.

Some of the areas in which our volunteers provide help and create hope include:

- visiting the sick, aged or people with a disability; providing emergency home help or transport for people who have difficulty using public transport as part of our Care and Concern program
- supporting clients to attend outings, providing assistance in our transport service, assisting at reception or helping with repairs and maintenance to ensure clients can live independently in their own homes
- delivering services to seafarers onboard and on land
- providing court support and assistance to released prisoners through Catholic Prison Ministry
- working as pastoral carers
- assisting with recreational activities, including art and craft, drama, music, games and outings, administration support, personal companionship, cooking and gardening as part of our day respite centres.

At Centacare, we are proud and feel privileged to be able to work with a group of dedicated volunteers who are committed to making a difference to the lives of people in our community.

Transport program volunteer wins LASA Volunteer Award

During the year our volunteer Community Support Worker/Driver at Caboolture, David Price won the 2014 LASA Volunteer Award. This award recognises an individual who exemplifies the tireless generosity of volunteers in caring for and supporting older people, people with disabilities and their carers.

Volunteer run social day trips

This year saw the commencement of the Social Day Trip Program, which is completely managed and organised by a group of dedicated volunteers from our Moreton Bay Transport. The success of the program has meant a new 22 seater bus was introduced to keep up with demand. The destination of the day trips are voted on by clients and previous trips include the beach, countryside and locations that the clients can't normally access.

TRANSFORMING LIVES

471 TOTAL VOLUNTEERS	CHILD CARE SERVICES 21 Volunteers	COMMUNITY SERVICES 110 Volunteers	COMMUNITY DEVELOPMENT PROGRAMS 20 Volunteers	DOMESTIC FAMILY VIOLENCE SUPPORT 6 Volunteers
	HOSPITAL CHAPLAINS 56 Volunteers	APOSTLESHIP OF THE SEA 35 Volunteers	CATHOLIC PSYCHIATRIC PASTORAL CARE 96 Volunteers	PRISON CHAPLAINS 27 Chaplains
				CATHOLIC PRISON MINISTRY 100 Volunteers



TRANSFORMING LIVES

QUALITY CARE

Centacare is committed to service excellence, including compliance with all regulatory standards and obligations. We look to improve our services continuously, with the focus on our clients, and maintaining strong corporate and care governance.

Centacare continues to enhance its governance and risk function by providing resources and support to services and through the promotion of quality client care with activities such as:

- systems and process evaluation and advice
- advice and support regarding regulatory and quality frameworks
- policy and procedures development
- assistance with risk assessment.

Governance

Corporate governance is the system by which Centacare is directed and managed. The aim of corporate governance is to create long-term, sustainable value for stakeholders and clients.

Strategic oversight of the quality of care within the organisation continues to be the responsibility of the Centacare Council (The Council), an advisory body appointed by the Archbishop. This Council ensures accountability and sound corporate governance. The Council maintains the mission and vision of Centacare

and ensures its integration within policy. It also makes recommendations to the Archbishop and Vicar General about other areas of potential integration.

The Council ensures that Centacare's financial policies reflect our mission and vision, assist in achieving corporate goals and are consistent with the Archdioceses financial policies and procedures.

Centacare maintains operations in accordance with Canon Law, relevant legislation, service standards and sound accounting practices.

We seek to provide as accurate information as possible based on written procedures, policies and guidelines, through an organisational structure that provides appropriate division of responsibility and accountability, as well as the appropriate selection and training of staff.

Centacare reports its state of affairs and operations to relevant authorities in accordance with funding agreements and regulatory and legislative requirements.

OUR PEOPLE

CENTACARE DIRECTORS



PETER SELWOOD
Executive Director



FR JOHN CHALMERS
Director
Mission & Formation



JENNIFER CLARK
Senior Director
Community Services



ANNE-MARIE CORBETT
Director
Governance & Risk



ALANA CROUCH
Director
Child Care Services



BRAM GREEN
Director
Information
Communications
Technology



CHRISTINE HODGE
Director
Family &
Relationship Services



DIANE LALLY
Director
Human Resources



STUART LUMMIS
Director
Planning & Building
Property & Facilities



DEREK MILLAR
Director
Accounting & Finance



JUDY NORRIS
Director
Pastoral Ministries
From March 2015



SR ANNE SURTEES
Director
Pastoral Ministries
Resigned March 2015

CENTACARE COUNCIL AND CENTACARE ADMINISTRATIVE SERVICES COMMITTEE (CAS)



MONS. PETER MENEELY
Vicar General



JENNY PARKER
Council Chair



PETER CARROLL
CAS Chair



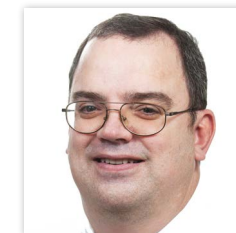
VERONICA CASEY



JEFF FALVEY



KATE JONES
Completed term 2014



PATRICK O'SULLIVAN



FR NIGEL SEQUEIRA



CHRIS GARNIER



JEREMY HOWES
Financial
Admininstrator



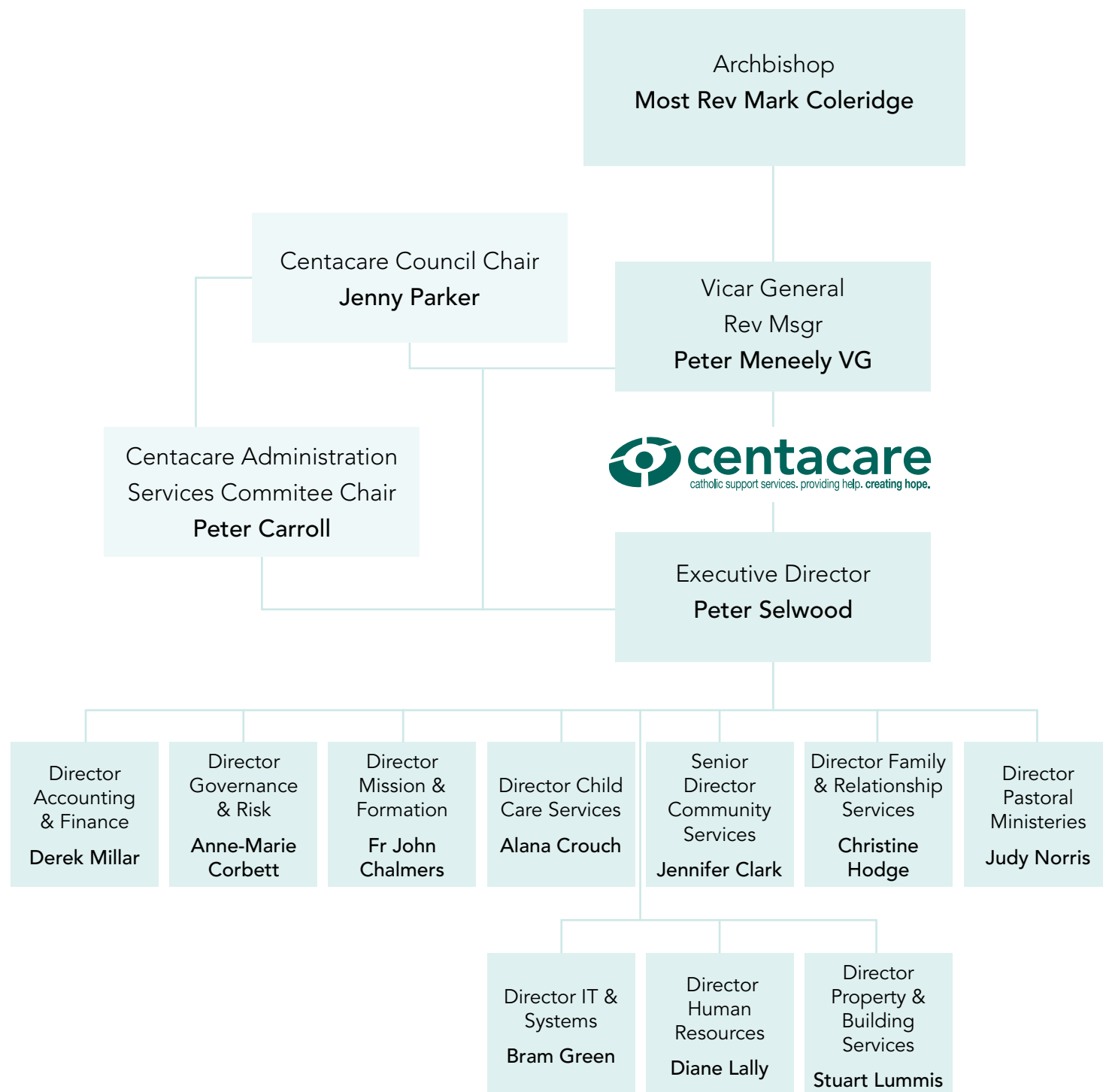
PAT CUNNINGHAM



LOUISE MORRIS

Staff in Attendance: Peter Selwood | Derek Millar | Anne-Marie Corbett | Jennifer Clark

ORGANISATIONAL CHART



THANK YOU

To our community and all the people that support us, we could not do our vital work without you. Your ongoing support and generous contributions are greatly appreciated.

Centacare would also like to thank the State and Federal Governments for financially supporting our work in the community over the past year.

Acknowledgements and Funding Bodies

AUSTRALIAN GOVERNMENT

Department of Social Services
Attorney-General's Department
Department of Health
Department of Education and Training

QUEENSLAND GOVERNMENT

Department of Communities, Child Safety and Disability Services
Queensland Health
Department of Education and Training
Department of Housing and Public Works
Arts Council
Department of Justice and Attorney General – through Legal Aid Queensland
Gambling Community Benefit Fund
Queensland Corrective Services
Queensland Police Service

LOCAL GOVERNMENT

Brisbane City Council

Centacare is an approved provider of

Home Care Packages Program
National Respite for Carers Program
Commonwealth Home Support Program
Queensland Community Care Services
Veterans' Home Care Program
Home Assist Secure Program
Specialist Homelessness Services
Homestay Program
Disability Services
Community Mental Health Programs
Family Mental Health Support Services and Child care

Our Catholic Community

Archdiocese of Brisbane and Parishes
Brisbane Catholic Education
Queensland Catholic Education Commission
Catholic Social Services Australia
Catholic Religious Australia – Queensland (CRAqlld)
Archdiocesan Development Fund
Toowoomba Diocese and Warwick Parish
Australian Catholic University

Community partners

We are grateful to the many schools, Parishes and community groups who generously support our work through financial and material donations, volunteering and promotion.

Supporters and appeal donors who regularly give

Thank you to our regular givers who continue to provide much needed funds that enable us to provide help and create hope to those in need. Centacare relies significantly on donations for its non-government funded Pastoral Ministries, which provides practical and compassionate support to the imprisoned, the hospitalised, the unemployed, people with disabilities, the Indigenous community, those living with mental illness, prisoners and families and young people in crisis.

Bequestors

We appreciate the foresight of supporters who have left a lasting legacy through a gift to Centacare in their Will. We also appreciate the generosity of their families in supporting these wishes. Bequests enable us to reach out to more families, children, young people and individuals through traditional programs and innovative new services.





TRANSFORMING LIVES

ANNUAL REVIEW 2014 - 2015

CENTACARE BRISBANE LEVEL 1, 229 ELIZABETH STREET, BRISBANE.
GPO BOX 282 BRISBANE QLD 4001

p 1300 236 822 e CENTACARE@BNE.CATHOLIC.NET.AU

www.centacarebrisbane.net.au

 **centacare**
catholic support services. providing help. creating hope.