

WORKING
TOGETHER FOR A
Brighter
FUTURE
2016/17 ANNUAL REVIEW

VISION

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

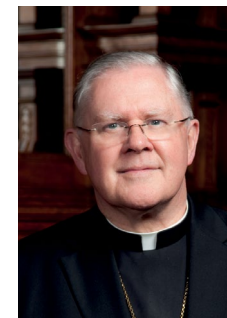
MISSION

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

Centacare MESSAGE FROM THE ARCHBISHOP



Throughout his public ministry, Jesus spent a lot of time with people, reaching out to build relationships and walking with them on their journey of life. As the Church, we are called to do the same by providing help and creating hope through a real, physical presence. That is why Centacare is such an important part of the Archdiocese of Brisbane and why we are proud and grateful for all that Centacare has provided to so many people through the last year.

The family is central to a flourishing society, and we are all duty-bound to do what we can to support families. In this, the Church, governments and other community organisations have a vital role to play. Support of families is at the heart of what the Church does through our parishes and schools. Inevitably there are times when families face especially difficult circumstances. That is why we need Centacare. As the welfare agency of the Archdiocese, Centacare's support of those most in need is a shining example of the Church's mission in action.

Centacare's professional and specialist services transform lives every day in areas as diverse as disability, family, youth and children, aged care, health and wellbeing, child care, education and training, homelessness and domestic violence.

I give thanks to God for enabling Centacare to do so much for the good of the community. I thank and congratulate the people who make Centacare what it is - the Centacare Council and executive team, staff and the hundreds of dedicated volunteers. Their dedication in the name of Jesus is a gift and inspiration to us all.

A handwritten signature in black ink, reading "Mark Coleridge".

+Mark Coleridge



Centacare

EXECUTIVE DIRECTOR'S REVIEW



This year has been a success for Centacare, as we continued to support over 160,000 people and foster social justice through the many services we deliver.

We recognise that our people are Centacare's most vital asset and their determination to achieve positive outcomes for those we support

is one of our greatest strengths. With this in mind we have implemented measures to improve our organisational culture and support our employees to build their knowledge and skills. By doing this we continued to strengthen our capacity to serve the people we support.

This year saw the relaunch of our vision, mission and values statements. Over the years, Centacare's core purpose as an organisation has not changed significantly; we have provided support and opportunities for people and families to live meaningful lives in the communities of their choice. However, during our strategic planning process, it became clear that Centacare would benefit from a rework of our statements and this was supported by staff workshops that encouraged input and feedback to ensure our mission, vision and values translate to our everyday work.

It has been a challenging time as we continue to prepare for major sector reforms. These reforms, including the commencement of the National Disability Insurance Scheme (NDIS) and Consumer Directed Care (CDC), give individual clients freedom to negotiate the support of their choosing, from service providers who will compete in a widely expanded and open market place.

From a service provider perspective, operating models will require significant alteration to meet a competitive market with quality, flexibility, price and choice being key drivers.

The NDIS is one of the largest social reforms ever undertaken in Australia. It is to be implemented progressively from 2016-2020 and seeks to provide close to 500,000 Australians

with an individual funding package that will allow the provision of support and services they need to live the lifestyle of their choice. This is a marked difference from the programs offered previously, where block funding is made available to service providers to facilitate support to individuals based broadly on hours worked.

Similarly CDC, in community aged care, places the choice of provider and nature of service in the hands of the recipient. Again this is very different from the traditional model of service.

We are pleased with the progress to date, but there is much work to be done.

This report highlights the great work of Centacare's directors and senior managers in a year where we have undergone substantial change, their efforts are always appreciated. In turn my heartfelt thanks go to our staff and volunteers and the many funders, parishes, stakeholders and supporters that partner with us.

I also convey my sincere appreciation to the Centacare Council and in particular the chair Jenny Parker for the ongoing evaluation, guidance and support of our plans and activities.

Finally a particular acknowledgement of Archbishop Mark Coleridge and Monsignor Peter Meneely. Their leadership of the Archdiocese and Centacare continues to support and motivate all that we do.

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

Peter Selwood
Executive Director

Centacare COMMUNITY SERVICES



AGED CARE

assisted
9509
people

providing
695 867
hours of support



HOUSING SUPPORT & HOMELESSNESS

assisted
15 502
people

providing
71 372
hours of support



RESPIRE & TRANSITION

assisted
1484
people

providing
368 131
hours of support



INDEPENDENT LIVING

assisted
255
people

providing
1 446 878
hours of support



MENTAL HEALTH SUPPORT

assisted
194
people

providing
76 452
hours of support



LEARNING & DEVELOPMENT

assisted
290
people

providing
129 029
hours of support

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.

An ageing population and increased demand for disability services are driving growth in the community services sector. To respond to these demands, broad reforms are occurring and creating significant change in the sector. The introduction of Consumer Directed Care (CDC) and the National Disability Insurance Scheme (NDIS), are expected to transform the operating environment for service providers.

This year saw us establish a project team to guide and transform the organisation, to ensure we will be able to thrive

in the new environment and most importantly meet the needs of our clients.

NDIS

The NDIS represents a new way of funding support for Australians aged 0-65 years who have a permanent and significant disability. The scheme funds 'reasonable and necessary' supports to assist a person to live a normal life, including care and support to improve their participation in society.

Our focus continued on preparing for the NDIS with a range of projects being undertaken including extensive workforce development.

HOME CARE PACKAGES

A Home Care Package (HCP) assists people to remain living in their own home. All HCPs are now delivered on a CDC basis, which gives people greater control over the management of their package. In February 2017, funding for a HCP was transferred to the consumer, replacing the previous system where home care 'places' were allocated to individual approved providers in particular locations. This change results in consumers having greater choice and control over their package, including the ability to change providers.

Our aged care services have transitioned existing HCPs to CDC Packages. As all packages have individual budgets, time has been invested with clients to identify the best use of funding by aligning supports to their individual goals.

HIGHLIGHTS

BUSINESS TRANSFORMATION

During the year a transformation project commenced to refine processes, future proof our structures and integrate services to ensure we are ready to respond to the changing market.

Key areas of focus include:

- A new client management system which will allow greater business intelligence and real-time tracking of service delivery. To improve the services that we deliver to clients.
- We have commenced the consolidation and integration of services with the establishment of six regional areas.
- To ready our services and back of house functions for a new operating model, a number of activities are occurring that will reengineer the way we do business including: refinement/development of business process tools and systems, development of financially sustainable service models, review of employee on-boarding and training practices, establishment of financial processes to support claiming, billing, reconciliation and debtor management, reviewing existing policies and procedures.

NDIS IMPLEMENTATION STRATEGY

To prepare for the NDIS, an implementation strategy was developed and will form the basis for future preparation activities. The plan accommodates the phased roll out of the NDIS.

The four key implementation activities include: a localised marketing campaign, client engagement strategy, staff engagement and capability strategy and a workforce strategy.

In partnership with our existing clients we continued to focus on ensuring that they are well placed in understanding how the NDIS will impact them. During the year we continued to

provide information workshops, one-on-one meetings and regular communication with clients. An NDIS pre-planning booklet was developed to assist those navigating the NDIS to ensure they understand their support requirements before any planning meetings with the National Disability Insurance Agency (NDIA) occur.

In the lead up to the roll-out of the NDIS in Ipswich, Centacare undertook a localised awareness campaign, which included billboards, newspaper advertisements and editorials and radio advertisements. A Centacare NDIS website was launched and our social media presence expanded. In addition, a local parish marketing campaign commenced with presentations and morning teas held.

A Learning and Development program for clients commenced in Ipswich during April 2017. The program offers vocational and recreational activities to encourage independence, build confidence and improve self-esteem. Initial activities included the Blue Roo theatre group, community volunteering, independent living skills and come and try social groups. Interest in these programs is building as the Ipswich region transitions to the NDIS.

SERVICE DELIVERY

On 1 July 2017 we saw the opening of a new Centacare office in Ipswich. With the NDIS rollout underway this office provides dedicated NDIS staff to assist clients.

During the year we continued to focus on improvements to our client and staff accommodation, including:

- the redevelopment of our Aishling Centre located at Eagleby, to create new short stay accommodation and nine independent housing units which will replace the existing facility. Stage one of the project opens in November 2017. It will be staffed 24 x 7 and has been designed for children

I have been coming to the Centre for six years now. I would recommend anyone wishing to have some company or if they want to make new friends to attend the Centre. The staff are wonderful nothing is a problem for them.

MARY G - COMMUNITY SERVICES ASPLEY

and adults with a disability, providing family and carers with respite.

- The upgrade of Melody Street Respite centre at Jamboree Heights as an integrated contemporary day respite facility.

The ongoing development of community partnerships continued during the year including:

- '500 Lives 500 Homes', which is a coalition of government and non-government agencies including Centacare, as a stakeholder, supported by the Queensland Government and Brisbane City Council. '500 Lives 500 Homes' is a three year campaign to break the cycle for families, young people and adults in our community who are homeless or vulnerably housed.
- The Step Forward - Together™ project, which is supporting Centacare and our clients to work together to innovate, solve problems and improve services with a wellness and 'can do' focus. The project has been developed by CommunityWest Inc a not-for-profit, business-to-business organisation committed to advancing quality care for our clients in the community. Centacare Brisbane is one of ten pilot sites across Australia to trial these principles and techniques.
- In collaboration with Churches of Christ Queensland, Centacare Memory Café was established in the inner north of Brisbane. The aim of the Café is to enhance the lives of people living with dementia and their carers. It provides the participants with a relaxed environment, as well as the opportunity to share stories and hear solutions from other people, whilst enjoying refreshments. The Memory Café offers a program of activity that is educational, stimulating and fun. Presentations and guest speakers are chosen by participants, depending on interests.
- In partnership with Footprints, the Stand up and Step out program was launched at our Enoggera service. The program utilises a renovated council bus that provides showers, laundry and other specialist services to the homeless in Brisbane North. This is a free service for those in need of a helping hand.
- Our partnership with Mater at Home was consolidated with podiatry and falls prevention classes being offered at four aged care centres.
- We joined with other Not for Profit (NFP) providers including Churches of Christ Care and UnitingCare to host a policy forum on challenges and opportunities arising from the introduction of consumer directed care and individualised funding within human services.

- With a consortium of like-minded organisations Centacare was successful in securing funding to extend respite services targeted to working carers who are caring for people living with dementia or neurodegenerative conditions.

- In November 2016 we saw the Blue Roo Theatre Company production of Orpheus and Eurydice. This collaboration reunited the Blue Roo ensemble with five of Opera Queensland's leading singers, along with a live orchestra of local musicians. This is just one of the many ways in which Opera Queensland and Blue Roo continue to redefine inclusive community engagement.

PREPARING SECONDARY STUDENTS WITH DISABILITY PLAN FOR LIFE AFTER SCHOOL

Centacare's My Future: My Life (MFML) offers a range of services for Queensland secondary school students with disability, educators and families. The program assists students to pursue a full, rich and inclusive life after school.

For MFML in 2016-2017:

- 478 students received financial assistance
- 266 parents, educators and disability professionals attended THINK PREPARE PLAN Workshops
- 133 students received one-to-one support with transition planning
- 4190 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, Training and Employment (DETE) and in partnership with Independent Schools Queensland (ISQ) and the Queensland Catholic Education Commission (QCEC).

*I really love it. I love the staff
and the clients: they're very helpful.*

I love going bowling.

JASON, CLIENT, ILUKA LEARNING & LEISURE



Centacare CHILD CARE SERVICES



26 927

children were supported by
CENTACARE CHILD
CARE SERVICES



24 923

children attended
OUTSIDE SCHOOL
HOURS CARE



1336

children attended
LONG DAY CARE



668

children attended
KINDERGARTEN

Our 126 Child Care Services with over 1200 staff 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 more than 27,000 children. Through dedication and commitment we provide a caring and warm environment and offer every child a chance to be part of a wider faith community.

The past twelve months has seen a time of growth for Child Care Services as we continue to experience an increased need for our services.

HIGHLIGHTS

- During the year we continued our partnership with CatholicCare in Wollongong, to support them in establishing Child Care in the Diocese.
- Working with Toowoomba Catholic Education we partnered to develop their Kindergarten presence in the Toowoomba Diocese.
- We opened a number of new services during the year:
 - St Cecilia's Child Care Centre, Hamilton
 - St Clare's OSHC, Yarrabilba

- St Clare's Kindergarten, Yarrabilba
- St Mary's OSHC, Maryborough
- St Mary's OSHC, Goondiwindi
- St Francis Outside of School Hours (OOSH), Edmondson Park (on behalf of CatholicCare, Wollongong).

- In August 2016 our 'Let's Connect' conference was held with attendance of over 300 Centacare staff and leading industry practitioners. The conference was designed to inspire and engage staff in continuous improvement of practice.
- Successful Gambling Community Benefit Funding applications allowed several services to undergo minor refurbishments to enhance the environment and extend on resources and equipment that support children's development, learning and play.
- This year saw the development of the Good Shepherd Child Care Service & Kindergarten, Springfield Lakes, which is due to open January 8, 2018 to help meet the needs of families in the Springfield Lakes and surrounding areas. The new facility will have sufficient indoor space (upstairs) for 130 children. The Long Day Care with an embedded Kindergarten program will cater for 83 children from 6 weeks old to Kindergarten age.

The facility will include four consultation rooms and two training/meeting rooms. Also a music room and art room have been included in the OSHC space, and will be accessible for school or community use outside OSHC operating hours.

The building is directly adjacent to the new Catholic Church now open on the Good Shepherd site and will be in keeping with the Catholic Education vision for the Good Shepherd school community. With a rapidly growing community, this identified the need for Centacare to provide 'wrap around' services for local

families. This service model may include: Family & Relationship Services, Community Services, Health Services and various supports from Good Shepherd Primary School.

- We continued to support The Archdiocese of Brisbane Safeguarding Children and Vulnerable Adults' policy, rolling out Safeguarding Training to all our child care staff in readiness of Mandatory Reporting from 1 July 2017.
- Our policy and practices were reviewed throughout the year to ensure that we are compliant and providing best practice in accordance with the changes to Child Care Regulations and Frameworks that will occur in October 2017 and March 2018.
- Over the past year Child Care Services has worked closely with the Qld Catholic Education Commission (QCEC) to develop our spirituality in the early years focus. This aims to assist our educators in nurturing and developing the innate spirituality of children in their early years through play-based experiences. QCEC has led and facilitated the Child Care Services Kindergarten teaching staff in the training and development of spirituality in the early years. This is to be used by our teachers when planning, to compliment the understandings in the Queensland Kindergarten Learning Guidelines.
- As part of a whole of Centacare services delivery integration it was decided to pilot projects that can demonstrate practical ways to deliver a holistic approach to service, using the resources available within our organisation. The first program undertaken was extending existing vacation care programs to Centacare Community Services disability clients. The learnings from the pilot have given us a foundation to progress with further enhancements to this service.

My two children absolutely adore attending Centacare's vacation care program. Centacare's programs, staff, facilities and engaging activities are excellent. The staff are incredible with the kids and the activities and excursions they create for the children are fantastic.

I highly recommend their services.

JANICE, PARENT. ST. SEBASTIAN'S OSHC, YERONGA.

Centacare

FAMILY & RELATIONSHIP SERVICES



6575

people participated in
COMMUNITY
DEVELOPMENT
PROGRAMS



16 321

people participated in
DOMESTIC & FAMILY
VIOLENCE SUPPORT



12 609

people participated in
COUNSELLING



3060

people participated in
CHILDREN'S
PROGRAMS



578

people participated in
RELATIONSHIP
EDUCATION



3306

parents and their children
were assisted through
FAMILY DISPUTE
RESOLUTION 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 the services we provide. In particular our domestic and family violence services have seen the impact of increased public awareness.

In April 2017, Family & Relationship Services implemented our new client information management system. This has improved our ability to respond to client risk and safety, as well as our data management and accountability. Importantly, it assists us to be able to focus on client needs, goals and outcomes in an integrated way and to support staff members in the management of their cases.

HIGHLIGHTS

PREVENTING DOMESTIC AND FAMILY VIOLENCE

This year has seen an increase in services across South East Queensland with a focus on a range of responses to domestic and family violence (DFV) for women, children and men, incorporating both victims and perpetrators. This is due not only to the increase in government funding in this area but also to the increased awareness of DFV in the community. DFV has increased in the community in severity, complexity and in its harm consequences – more victims are accessing help and the work has become more difficult and challenging.

Our support in the area of DFV during the year included:

- providing a range of DFV court services for victims and perpetrators across 10 South East Queensland Magistrates Courts

- coordinating and supporting a large group of volunteers, who provide information to victims and perpetrators in DFV courts
- successful participation in the Southport Specialist DFV Court trial – providing additional perpetrator behaviour change programs, which were part of the government evaluation of the trial
- the Sunshine Coast SCOPE program delivered a large number of services to women and children, including crisis victim support in collaboration with local Queensland Police Services
- our services supporting children who have been exposed to DFV – this exposure can have serious developmental impacts on children
- emergency relief programs that provide an entry point to Centacare Support Services (Hervey Bay, South Burnett, Cannon Hill, Aspley Care and Beaudesert Care and Concern).

Our service coverage increased during the year with the successful establishment of our Fraser Coast Regional DFV Service. This location provides a wide range of services in the region – court support, DV orders assistance, safety planning, safety upgrades program, counselling for victims and children, crisis support and working with a colleague organisation in a perpetrator change program.

Our Domestic and Family Violence Mobile Support Service has recently been established on the Gold Coast as an option for women and children escaping family violence, and who are at risk of homelessness or who are homeless.

COUNSELLING AND RELATIONSHIP ENHANCEMENT

Centacare's work in the area of counselling offers assistance that is respectful and sensitive to the needs of all individuals regardless of age, gender, financial status, cultural or religious background. All counselling services are experiencing increases in demand. Parental conflict, separation, co-parenting and parenting issues are significant. School bullying and sexting issues are also increasing.

We continued to meet the needs of the community in this area including:

- services focused on increasing partnerships and collaborations in communities, to enable us to refer to other services to meet the needs of families
- access to our Fraser Coast Family Mental Health Support Services in collaboration with local schools and service partners
- increasing carers support at our Sunshine Coast service, providing individual counselling sessions and young carer workshops during school holidays as well as fortnightly support to a mental health carers group
- partnerships with schools providing counselling services to students.

EDUCATIONAL PROGRAMS

During the year we continued to provide a range of psycho-educational programs in the community. These included:

- delivering the very popular 'Keeping Kids in Mind' program for separating parents who are navigating the Family Law System. As well as a large number of self-referrals, this parenting program is increasingly being referred to by the Family Courts
- parenting programs including 123 Magic and Engaging Adolescents
- pre-marriage programs that help couples to prepare for married life.

INDIGENOUS SUPPORT

This year we focused on improving our accessibility for Aboriginal and Torres Strait Islander communities to our family support program.

- Our Aboriginal and Torres Straits Islander workers undertook extensive networking with elders, local communities, partner agencies as well as undertaking advocacy with government agencies. Services provided include: Yarning Circles, family and relationship counselling and support, parenting programs, DFV services, school and group workshops and community outreach.
- The Brisbane based *Wiyu Layu Gari Nga Yandina Indigenous Workers Group facilitated a well-attended Kin Carers conference, to listen to the needs and issues of grandparent carers who engage with the family law system. This group is a collaboration with other organisations.

**Coming together in equal status to exchange and 'stand strong together.'*

NEIGHBOURHOOD CENTRES - COMMUNITY DEVELOPMENT AND ENGAGEMENT

We provide two 'Community Connection' programs that operate as neighbourhood centres offering a range of creative programs to support their local communities. Demand for services continued to increase during the year.

Our two Neighbourhood Centres (Cannon Hill and Kingaroy) provide a diverse range of local community services, including counselling, emergency relief and community services as well as a sexual assault service (Kingaroy). Other support includes an asylum seeker program that leads to community connectedness (Cannon Hill), play group support, craft and cooking workshops, community gardens and fitness groups, as well as a number of community and social events.

Centacare PASTORAL MINISTRIES



989

people supported through
APOSTLESHIP
OF THE SEA



17 113

people supported through
CENTACARE PRISONERS
SERVICES & PRISON
CHAPLAINCY



35 952

people supported through
COURT SUPPORT



25 500

people supported through
HOSPITAL
CHAPLAINCY



3250

people were
assisted through
MURRI MINISTRY



2310

people were
assisted through
PSYCHIATRIC
PASTORAL CARE

During the year Centacare Pastoral Ministries continued to reach out to individuals and advocate for greater opportunities and fairer social structures. Centacare Pastoral Ministries aims to strengthen the things that make a difference in a person's life, both seen and unseen.

Pastoral Ministries offers a compassionate presence, someone to talk with or just be with during:

- times of change or transition
- when facing personal challenges
- times of joy and celebration
- periods of bereavement, loss and grief
- when experiencing sadness, loneliness and isolation
- when looking for comfort or encouragement.

Our chaplains and pastoral carers assist with prayer, sacramental and other religious practices. They are skilled in helping people to find creative, meaningful and appropriate rituals to assist with spiritual care and healing.

HIGHLIGHTS

HOSPITAL AND PRISON CHAPLAINCY

Centacare oversees Catholic Hospital and Prison Chaplaincy in government as well as some private hospitals throughout the Brisbane Archdiocese. Our 64 hospital Chaplains and 28 accredited prison chaplains continued with their dedication and commitment to minister to the spiritual needs of patients, their families and staff.

An ongoing recruiting strategy has helped maintain our team numbers in hospitals and prisons.

CENTACARE PRISONERS' SERVICES

Centacare Prisoners' Services has worked over the past twelve months continuing 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.

During the year support was further developed in the areas of:

- video links for families to all Queensland prisons
- clinical counselling hours added to the service provision – fee for service Centacare Family and Relationship counsellors
- improving quality of life for all clients include providing information to meet clients needs, assistance in the completion of forms, birth certificates and drivers licences, productive referrals for rehabilitation and accommodation, accompaniment to post release appointments with parole/ court appointments, emotional support, encouragement and emergency relief.

PASTORAL AND SPIRITUAL ASSISTANCE CONSISTENT WITH ABORIGINAL CULTURE

Murri Ministry Aboriginal Catholic Ministry continues to serve the Murri community pastorally, especially through funeral ministry and hospitality. This year:

- we engaged with the Stradbroke Island community in a special way through spirituality retreat days
- we also engaged with the Cherbourg community in a new way via their 'Threads Project', a healing and educative program for children and adults
- we undertook immersion days with groups, church agencies, chaplains and schools
- we continued our links with the wider church through the National Aboriginal and Torres Strait Islander Catholic Council (NATSICC).

NEEDS OF SEAFARERS

Apostleship of the Sea, Stella Maris at Wynnum continued to attend to the needs of seafarers who are far from home, who spend long periods of time at sea and who value the hospitality and services extended to them. This year the focus shifted to on board ministry in the ships berthing at the Port of Brisbane.

CATHOLIC PSYCHIATRIC PASTORAL CARE

Catholic Psychiatric Pastoral Care's (CPPC) program of activities continued to grow during the year in the 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 227 members attended the day centre each month.

This year CPPC celebrated its 30 year anniversary. In celebration of this milestone a mass and fete was held at St Dymphna's with over 200 people attending. Donations of over \$49,000 were received during the fete.

Over the course of the year our trained pastoral carers visited 10 hostels with 532 pastoral contacts and 14 hospitals with 2540 pastoral contacts in the Brisbane area. Mass is celebrated on a rotational basis for hostel residents.

Many of the CPPC carers are volunteers. During the year we provided ongoing self-development support to our 75 plus carers in completing training in a range of areas.

COURT SUPPORT VOLUNTEERS

This year we continued to see an increase in Court Support Volunteers, particularly for the Ipswich, Beenleigh and Southport courts. Specialist Domestic and Family 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 hearings. We now support seven courts with well-populated teams.

*I volunteer at the court house
because I love interacting with
all people and find that giving
each person even a small amount
of kindness and assistance can
put them at ease in a sometimes
stressful situation.*

Centacare PARTNERS

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

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

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
Gold Coast City Council
Moreton Bay Regional Council
Fraser Coast Regional Council
Ipswich City Council
Scenic Rim Regional Council

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 for those in need. Centacare relies significantly on donations for its non-government funded Pastoral Ministries, which provides practical and compassionate support to the imprisoned and families, the hospitalised, the unemployed, people with disabilities, the Indigenous community, those living with mental illness 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.

Centacare is an approved provider of the following

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
National Disability Insurance Scheme

COMMUNITY PARTNERS

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

Financial SUMMARY

FINANCIALS

Total service expenditure summary	2012/13	2013/14	2014/15	2015/16	2016/17
EXPENSES	000's	000's	000's	000's	000's
Administration	9 373	8 286	8 700	9 567	9 017
Depreciation and interest	7 156	7 144	6 746	6 450	5 710
Motor vehicles	2 896	1 832	2 106	1 658	1 162
Client services	5 771	7 644	8 226	8 888	9 556
Property & Occupancy	8 620	7 203	7 093	7 572	7 443
Staff costs	109 278	116 987	120 057	124 216	134 368
TOTAL	143 094	149 096	152 928	158 351	167 256

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.