



Annual Review 2011|2012

reaching out - strengthening and supporting community



Our Mission

Centacare Brisbane, as part of the mission of the Catholic Church in the Archdiocese of Brisbane:

- provides leadership, education, professional support, policy analysis and advocacy in areas of community service and justice throughout the archdiocese
- supports and encourages parishes and other groups addressing community welfare needs and justice issues
- provides social services where appropriate.

Our Vision

- Leading social change
- Strengthening families
- Supporting people and communities in the spirit of the Gospel

Our Core Values

- Dignity of the human person
- Preferential option for the poor
- Interdependence and community
- Empowerment and justice

Centacare Brisbane

Level 2, 143 Edward Street Brisbane
GPO Box 282 Brisbane QLD 4001
e. Centacare@bne.catholic.net.au
www.centacarebrisbane.net.au



ARCHDIOCESE
OF BRISBANE

Member of Catholic Social Services Australia

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Foreword

from the Archbishop

Some months ago I attended an event called 'Vivid' and celebrated Mass for hundreds of young people.

The theme of the event was deceptively subtle but challenging – 'Go Make a Difference'. In my homily, I chose to focus on the first word of the theme, 'Go'. A God who says, "Stay exactly where and as you are", is a false God, because the real God wants us to go out into the world, leaving behind the familiar, safe and comfortable. God wants us to step outside of our comfort zone, to take a risk and be different. If we are going to make a difference in this life, we have to be different.

In this Year of Grace, if I were casting around for people living out the call to move beyond the safe and comfortable and be agents of change in the world, then I would look no further than Centacare. Daily, weekly and in a host of service environments with varying care needs, the staff and volunteers are there to help the most vulnerable and disadvantaged members of our community. That is a real sign of the real God.

What distinguishes Centacare from many other service organisations is their fidelity to Catholic belief in the inherent dignity of each and every individual. As Pope Benedict XVI pointed out in his Encyclical Letter *Deus Caritas Est*, people who work in medical or social service areas are dealing with human beings first and last, and human beings

always need something more than the administration of technically proper care. Of course the staff must be professionally qualified and proficient, as they are, but in Centacare they give that crucial something else – themselves. And that is what makes Centacare different and enables them to make such a difference to so many people in need.

An Annual Report can provide only a glimpse of the vast amount of good done by Centacare in South East Queensland. It may be early in my ministry in the Archdiocese, but I have already seen enough of Centacare to take great pride in what they offer the community in the name of Jesus Christ.

I want to take this opportunity to thank executive staff and the more than 3,000 staff and volunteers who work so selflessly and compassionately to present the human face of the Church. May the merciful God continue to bless all that Centacare do for those who are closest to his heart.

Sincerely in Christ



Most Reverend Mark Coleridge
Archbishop of Brisbane



Executive Director and Council Report

“As Centacare enters into another financial year, we look forward to continuing to strengthen families and communities by providing support to those in need.”

The year in review

Every year thousands of people seek our support and Centacare is both proud and privileged to be in a position to offer assistance.

This report provides an overview of the many and varied services carried out by Centacare and our achievements over the past 12 months as part of the Catholic Church in the Brisbane Archdiocese.

The 2011-12 financial year has provided many highlights for Centacare.

OUR PEOPLE

The Centacare team is the cornerstone in enabling us to provide the support people and communities need.

In November 2011, a review of our Human Resources function was undertaken to ensure that we have the capabilities and capacity needed to best meet the growing needs of Centacare. The review sought to position our Human Resource services to provide guidance on people management policy and practice, to support capability building in its client areas, and to develop best practices and efficient services based on Catholic values.

2011-12 saw the introduction of a number of initiatives to ensure that we continue to create an environment where we recruit, develop and retain a skilled workforce.

Safety, health and wellbeing

During this year we continued to focus our attention on Workplace Health and Safety (WH&S) with our participation in The Zero Harm at Work Leadership Program led by the Queensland Government. This program aims to build a positive culture of safety in all Queensland workplaces. As part of Centacare's participation in this program, we contribute through forums and provide examples of good practices and experience that can assist other workplaces to improve.

Valuing our people

Recognition of our people and the outstanding contribution they make occurred at our annual staff awards which were held during Centacare Week in November 2011. A number of staff received awards for their commitment to working together with the community. At the same time we also acknowledge 10, 20 and 25 years of service. These awards have been in place for a number of years and continue to be well received by Centacare staff.

Learning and development

During the year Centacare placed a strong focus on the development of our leaders via a number of leadership skill programs. Our programs which included: new management induction to Centacare; performance management training and a Franklin Covey program, were all aimed at the personal and professional development of our leaders. Our aim is to continue to maintain high performing teams to ensure that we provide the highest level of support through a broad range of services.

ORGANISATIONAL REVIEW

In April 2011 a three member Review Team was established to examine the Centacare Community Support Services and Disability Services directorates in light of Centacare's vision as well as the current and proposed government policies and funding.

The purpose of the review was to examine the organisational, financial, administrative and services structures of both directorates and make recommendations to the Executive Director and Centacare Council in terms of the most appropriate structures for the future. In particular to make recommendations on:

- services and their support structures
- organisational structures
- leadership and management models
- financial management practices.

After extensive internal and external consultation, in February 2012 the Review Team reported to the Executive Director and Centacare Council and their 19 recommendations were endorsed.



One recommendation included combining the two directorates into one new Directorate of Community Services under the leadership of a new position of Deputy Executive Director Centacare. Whilst the new Directorate took effect from 1 July 2012, an interim appointment was made to this position in April 2011 to lead the implementation of these recommendations and merge the two current directorates into one. Consistent with another recommendation, a Transition Project Team was also appointed to support the work of implementation.

ICT SERVICES

In early 2012, Information Communications and Technology (ICT) commissioned a review of our current information technology (IT) environments in Centacare and the greater Brisbane Archdiocese. The review highlighted specific areas of focus required within Centacare to ensure our IT services support our people and allow them to go about doing their jobs.

Bringing together Centacare ICT infrastructure

A significant focus for 2012-13 will be to move a number of remote sites to a new Centacare data network and consolidate IT resources to our new data centre. This will enable us to deliver a standard user experience, the immediate effect of which will be to:

- improve remote access capability for staff
- provide ubiquitous access for Centacare support workers and administration staff across a number of selected regional sites
- build a platform for "mobility" access to resources such as tablet devices
- improve disaster recovery capability.

Unified communications

Being a large and diverse organisation, one of our challenges is to communicate effectively. Unified communications brings voice together with other electronic forms of communication such as email, instant messaging and video conferencing. As we consolidate our IT resources, we will take the opportunity to implement unified communications in some of our regional and administration support locations. This will allow Centacare staff to use these forms of technology to increase communications efficiency and better support remote workers.

FINANCE

In 2011-12, Centacare consolidated and built on the positive outcomes of the 2010 -11 financial year, maintaining a strong focus on finances to ensure that Centacare remains a viable provider of services to all clients.

Operating income

During the 2011-12 financial year, Centacare's operating income continued to grow with a number of new programs and increased government funding to existing programs.

Operating expenses

The operating expenses increased in the financial year due to the rise in funded programs. A challenge Centacare has is continuing to manage staffing costs. This will continue in the future as legislation changes and as the implications of the Pay Equity Case takes effect within the community sector.

Centacare's operating expenses for 2011-12 and 2010 -11 are compared below.

Total service expenditure summary	2008	2009	2010	2011	2012
EXPENSES	\$'000				
Administration	7,353	8,015	8,833	9,142	9,524
Depreciation & interest	4,216	5,027	5,725	5,954	6,639
Motor vehicles	2,365	2,671	2,776	2,818	3,216
Client services	3,502	4,137	4,695	5,189	6,325
Property & Occupancy	4,629	5,710	6,585	6,757	7,520
Staff costs	65,217	77,135	86,565	95,045	105,037
TOTAL	87,282	102,695	115,179	124,905	*138,261

*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.

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Broadening the income base

Over the past year, Centacare has been investigating alternative sources of income to complement our government funding and enable us to sustain our broad range of services. Possible income sources include fund raising via campaigns, corporate donors and appeals such as the annual Centacare Appeal held in November 2011.

THE FUTURE

As Centacare enters into another financial year, we look forward to continuing to strengthen families and communities by providing support to those in need.

During the past year we continued to review our organisation to ensure that Centacare can continue to meet its statutory obligations and our commitment to clients.

As a result of our ongoing reviews the following initiatives will take place during the 2012-13 financial year.

- Centacare strategic planning. This will involve extensive reflection on the environment we currently operate in and which we expect to operate over the next three years. As an agency, we face many challenges including the need to balance financial viability with both our expanding program base and the delivery of services to those in need irrespective of cost.
- Development of the Centacare brand. This will ensure that we continue to be relevant to our existing clients and the community we serve, while at the same time ensuring that we continue to reflect our Catholic identity. There is much work to be done in this area but Centacare guarantees, care, compassion, justice and empowerment will remain central to our vision and values.
- The implementation of the new Community Service Directorate.

THANK YOU

This is a team effort and we sincerely thank our staff and volunteers, who are at the coal face of our work and continue to build our reputation for changing people's lives. We would like to acknowledge the leadership of the Centacare management team throughout the year. Their efforts and strong commitment to our values of supporting the healing ministry of Jesus provide guidance to enhance the wellbeing of families and individuals.

Centacare's many initiatives are achieved through an excellent and dedicated team of professional staff, volunteers and supporters. Their efforts are combined with the valuable contributions from the Queensland and Federal Governments, and local partnerships with other church and community agencies.

Thank you to all parishes, priests and fellow Catholic agencies for your ongoing support of our services. To our supporters and financial donors, as you read through this annual review we hope you see how your continued generosity enables Centacare to remain a reassuring and enabling organisation.

We would especially like to thank the recently retired Archbishop John Bathersby for his prayers, support and direction during his 20 year guidance of Centacare. He was always an interested and enthusiastic supporter of our work who steered us in the right direction and kept us true to our Mission. We welcomed our new Archbishop Mark Coleridge in May 2012 and we look forward to his direction and guidance in ensuring that Centacare continues to strengthen families and support communities in the spirit of the Gospel.



Peter Selwood
Executive Director



Margaret Vider
Chair - Centacare Council



“ Everyday Centacare
supports everyday
Queenslanders in need. ”

Centacare Community Support Services

“Centacare Community Support Services exists to assist and support a range of people particularly community members who are experiencing significant disadvantage, to live full and meaningful lives in their chosen communities.”

Overview of services

Centacare Community Support Services provides practical support to over 30,000 members of our local communities, including seniors, carers, and people with a disability, Indigenous Australians, veterans, people living with mental health issues and people experiencing homelessness or who are at risk of losing their tenancy.

Our focus is on assisting and supporting people to live full and meaningful lives in their chosen communities.

Centacare recognises that our communities are made up of people from many different backgrounds. Our community services aims to recognise and consider the unique needs of our community members with respect to their specific culture and history, and to respond appropriately and respectfully to all cultural needs.

The year that was

While the community services sector was preparing for the outcomes of the Australian Government's decision about the Productivity Commission reports, our 35 service locations continued to respond to their local communities in exceptional ways.

RECOGNISING CARERS

Centacare recognises and supports the unpaid community members who provide care to many Australians which enable them to remain living in their homes. This past year has seen Centacare provide a variety of overnight respite options located at 15 locations throughout the Archdiocese. Our 17 centre based respite locations provided a range of social, psychological and physical support, with extended and weekend support for working carers. The flexibility of our carers program is enhanced by our range of in-home support options, which have helped carers to have a break from their caring role.

SUPPORTING OLDER AUSTRALIANS

Our 24 aged care services continued to respond to the diverse requests of seniors to live independently in their chosen communities. These services promoted opportunities for seniors to enjoy their independence, health and social wellbeing and to continue participating in community life. Our aged care services provide programs within the Commonwealth Home and Community Care Program, Community Aged Care Packages, and National Respite for Carers Program and Veterans' Home Care Service.

TRANSPORT NETWORK

Centacare's Transport Network operating from our Beaudesert, Caboolture, Sunshine Coast Hinterland and Gympie services, has provided transport options to support individuals to participate more fully in family, social and community life. A key component of our Transport Network is assisting rural community members to access medical appointments within the Brisbane metropolitan area

SUPPORTING YOUNG PEOPLE WITH A DISABILITY

Our respite and transition services supported young people and their families to live meaningful lives in their communities. While providing high quality planned and emergency respite to support families these services continued to implement a range of new initiatives designed to assist families and young people with a disability.

These initiatives included the following:

- a trial of the Building Family Capacity Program, which supported families and individuals to develop their own support structures within communities. The trial has concluded but the principles of the work are being expanded into other areas of service provision.
- the My Future My Life Program to support young Queenslanders with a disability to transition from school
- programs to assist families with the purchase of aids and equipment to improve the lives of children with a disability.

HOME SAFETY PROGRAMS

The Home Maintenance and Modification Program, along with the Home Assist Secure Program has provided support to seniors and people with a disability. Our Home Safety Programs provided



A letter of appreciation from Shelly and Marty Pratt - Centacare clients

Dear Gina and the team at Centacare,
Happy New Year to all of you. We hope you had a well-deserved break and a restful Christmas. We spent Christmas at home and relaxed as a family. This was quite a change after experiencing such a hectic year. Lucas has had many opportunities to explore his new equipment. We would like to thank you for everything you did for us once again.

Lucas is using his iPad at speech therapy. He is really doing well with the proloquo2 go program and uses it to read many books including, "We're going on a bear hunt". He also likes to read photo stories of events that have happened in his life.

Please have a wonderful year. We are blessed to have your help and we wish you all the best for 2012.

Many thanks,
Shelly and Marty Pratt

assistance with the provision of minor home maintenance, wood chopping, lawn mowing, falls prevention, repairs and modifications relating to safety and security.

HOUSING AND HOMELESSNESS

Through our partnerships with individuals and communities, Centacare works with people who experience homelessness, or those at risk of homelessness. Over the 12 months, we have seen a collective Centacare Brisbane response to the issues of homelessness. Our specialised Housing and Homelessness services in Fraser Coast and South Brisbane have been supported by our community aged care, mental health and disability services, prison ministries, employment services and our counselling programs.

HOARDING AND SQUALOR

Over the past 12 months, the problem of hoarding and squalor has gained significant community awareness. Pilot projects with Brisbane City Council and the Homeless Community Action Plans have seen the profile of Centacare Specialised Cleaning Service grow significantly. Our model recognises that for the many Australians currently living in severe domestic squalor, the problem is not just damage to property and potential fire risks to neighbouring properties. The problem goes much deeper to damaged relationships and withdrawal from the community due to the spiral of worsening living conditions and the emotions that are attached to living in this type of environment.

ABORIGINAL AND TORRES STRAIT ISLANDER SERVICES

Centacare's Indigenous Services, including ALANI and WAMINDA expanded its community support into the Cherbourg community. These services have worked collaboratively with their 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; and other social opportunities.

MENTAL HEALTH

The Family Mental Health Support Program at Fraser Coast has worked with families affected by or at risk of developing mental illness. This service has offered home-based support, peer support, advocacy and family intervention through counselling, mediation and education. It also helps people living with a mental illness to learn skills to develop and maintain their ability to cope in their everyday lives. Education in the form of adolescent parenting programs, delivery of mental health first aid training and school programs have been provided to assist children and adolescents with issues such as bullying.

Looking ahead

With the release of the Australian Government's National Aged Care Reform called *Living Longer Living Better*, our service model must formalise its philosophy of person centred planning. Over the past year, pilot projects have researched and trialled person centred planning throughout the community aged care sector.

When considering the future of community services, consumer-directed care, self-directed and self-managed funding are concepts that will guide our future service models. Centacare has commenced work in systems development, in particular, client information management systems and strengthened information technology capacity. Leadership training for our senior managers and person-centred training for our client care staff are due to be finalised in 2013.

Why we do what we do

Centacare Community Support Services exists to assist and support a range of people particularly community members who are experiencing significant disadvantage, to live full and meaningful lives in their chosen communities. Our contribution to the work of Centacare is witnessed through our partnerships with families, individuals, communities and the Government funding departments.

Disability Services

“Centacare does not have a ‘one size fits all’ strategy when it comes to supporting people with a disability, the support we provide responds to individual needs.”

Overview of services

We know that every person with a disability has different needs.

The aim of our disability support services is to provide opportunities for our clients to live lifestyles that are similar to those of other people in the community and to prevent their inappropriate or early admission into residential care.

Centacare does not have a ‘one size fits all’ strategy when it comes to supporting people with a disability, the support we provide responds to individual needs. Tailored strategies are developed to maintain and increase each client’s network of relationships, with a focus on providing a safe and supportive environment for clients and their families.

The year that was

During the past year, the 600 staff and volunteers within Centacare Disability Services supported 650 people with a disability to live the lifestyle they have chosen. The clients supported by the service are over 16 years old and live in the Greater Brisbane area, the Gold and Sunshine Coasts and Ipswich. Many of the clients are supported in their homes, while others attend Learning and Leisure Centres to receive support and participate in a range of activities.

Centacare Disability Services has throughout the year, focused on its place within the Archdiocese of Brisbane. We have renewed our commitment to Catholic social teaching and the reasons for its existence, which revolve around a mission based in Christian service to those who are vulnerable in our society. Following his appointment, the new Archbishop of Brisbane, Mark Coleridge, visited two Centacare Disability Services residential services, as well as a long-established Learning and Leisure Centre. The clients were honoured by the visit and made it a real celebration providing the best of hospitality.

LEARNING AND LEISURE CENTRES

When clients have a disability that affects their employment opportunities, Centacare provides training to assist them to enter the workforce or take up valued roles within the community. This allows our clients to make a contribution and feel they are part of the broader society. The Learning and Leisure Centres provide training that can enable some people to join the mainstream workforce. For example, a particular success during the year was the program developed by the Learning and Leisure Centre at Yeronga to supply fruit and vegetables, on a commercial basis, to staff and other customers. Centacare Disability Services clients are involved in all aspects of the business: selecting, purchasing, packing and distributing hampers that provide real value for money. This experience of participating in work has enabled the clients involved to gain confidence and learn new skills that can be applied in other workplaces.

INTELLECTUAL DISABILITY OUTREACH SERVICE

During the year, Centacare Disability Services formed an initiative called the Intellectual Disability Outreach Service at two office locations. These clinics are held fortnightly and provide vital support from a psychiatrist and a psychologist to clients and community members who would otherwise not be able to afford this assistance. Outcomes for these clients include reviews of medications, support for staff regarding challenging behaviours and an increase in the quality of life for those who attend.



Looking ahead

The key challenge for Centacare Disability Services is to remain relevant with the introduction of client-directed funding through the National Disability Insurance Scheme (NDIS). This change will mean that people with disabilities, and their families and advocates, will decide who will provide services and what these services will look like. We believe that the change will lead to services that are more responsive to the needs of individual clients.

To ensure that we continue to remain relevant, a review during the year determined that our disability services should combine with

our community support services to ensure a holistic service can be offered to our clients. These services were combined from 1 July 2012.

It is through this change that we will ensure that people with disability remain at the centre of our purpose and existence. Our challenge is to avoid becoming so distracted by the change process that we take our eye off the ball. Centacare is confident that our staff will remain focused on our core mission because they always demonstrate that the interests of our clients are foremost in their minds.

Why we do what we do

Case Study as told by Michelle Thomas, Manager Salire

Anytime someone trusts us and allows us into the personal and intimate workings of their life, we are privileged. I am keenly aware that many of the people we support do not always have a choice about our involvement in their lives, so when I see trusting relationships develop, meaningful life experiences occurring and growing confidence, it reassures me that our involvement is respectful and empowering to the people we work with.

When I was asked to share a case study that reflects 'why we do what we do', I found it hard to select just one. Success stories that inspire me include seeing clients effectively managing their anxiety and their challenging behaviours, clients positively engaging in their local communities, and seeing people we support doing new things that many of us take for granted, such as maintaining a friendship, going on holidays, or gaining purposeful employment.

However, I have decided to share a case that has inspired me this week. Tonight, I was invited to a dinner. This dinner was cooked

for me by a person we support and was served to me as a guest in her home. This may not sound all that extraordinary or amazing, but a short six months ago, this young woman didn't cook meals for herself or have the confidence to invite someone to dinner to try out her cooking. In fact, six months ago, she struggled to have a positive conversation with staff and with other people in her life. It has been through the involvement of a team of people committed to supporting this young woman that she is now having quality life experiences and is facing the new possibilities of living a life of increased independence. Sharing a meal and a glass of wine and enjoying fun and conversation are experiences that many of us can take for granted. Observing the achievement of a young woman taking steps to become a competent and confident woman with choices and positive relationships is how I answer the question above. We do what we do because we see the difference we can make in people's lives.

Catholic Family and Community Services

“We aim to assist in enhancing and maintaining positive, satisfying and respectful relationships for individuals, couples, families and children.”

Overview of services

Centacare's Catholic Family and Community Services provides professionally delivered programs and services to the community in response to the needs of the most vulnerable and disadvantaged in society. Centacare's Catholic Family and Community Services has 126 staff in several locations across southeast Queensland.

Our services support people in managing the challenges of daily family life, such as parenting, personal and relationship issues, separation issues and grief and loss. We also work with couples preparing for marriage and couples who would like to strengthen a committed relationship. We offer a range of family violence prevention programs for women, children and men.

The year that was

Families and communities confront many challenges and pressures as they deal with daily life. The most common problems that our clients seek support with are relationship conflict, family breakdown, parenting difficulties and domestic and family violence. These problems cause anxiety, stress, fearfulness, uncertainty, grief and loss and many other emotional distresses that impact on the health and wellbeing. Our qualified and professional staff work in positive goal oriented ways to build on clients' strengths and support them to make healthy decisions and changes in their lives.

VULNERABLE AND DISADVANTAGED FAMILIES

We have been reviewing our services to improve accessibility for vulnerable and disadvantaged families. This has required an increase in networking, more targeted and structured referral systems and building up relationships and partnerships with organisations that provide support to families. To help these clients our staff are working to strengthen their skills in couples and family therapy, child protection, mental health issues, and suicide awareness.

Some initiatives and programs implemented this year aim to support individuals and groups to build community capacity and strong relationships with family, friends and community.

MUM'S AND DAD'S PRE - MEDIATION GROUP

Over the past 12 months our Mum's and Dad's pre-mediation group run by our Family Relationship Centre (FRC) on the Gold Coast, has been very successful in increasing the number of positive outcomes for parenting plans and has resulted in four couples reuniting. Our Chermide FRC also notes that because of the 'wrap-around supports' that the service provides, some parents have reconciled and many others have been able to co-parent after separation with greater awareness of their children's needs.

DOMESTIC AND FAMILY VIOLENCE PROGRAMS

This year saw the start of a state wide consultancy of the Suncoast Cooloola Outreach Prevention and Education (SCOPE) Domestic and Family Violence Program, which has been involved in a planning program with the Queensland Government. The Sunshine Coast SCOPE program coordinates a wide regional counselling, education and prevention response to domestic and family violence. This is in partnership with a number of regional domestic and family violence services and local police, courts and magistrates. The Domestic and Family Violence Assistance Program at Beenleigh helps women prepare applications for protection orders and to keep safe. We provide men's behaviour change groups at the Gold and Sunshine Coasts as well as other court support programs based at seven courts to assist perpetrators in understanding the court processes they are undergoing. Our Brisbane program provides counselling and group workshops for women.

PRE - MARRIAGE EDUCATION

Catholic Family and Community Services has been working with Woodridge parish to assist local African community leaders in the development of pre-marriage education that is sensitive to the community's cultural needs. This has been very well received by the Woodridge community and we look forward to continuing this program.



More than 30,000 people contact our various services each year.

- 5,120 clients used our counselling services
- 1,370 clients (685 couples) participated in pre-marriage education
- 10,943 clients which included 1,356 women, children and men seeking counselling, 3,214 women and 1,978 men received court support
- 1,634 parents worked with our practitioners on ways to develop co-operative parenting plans as part of post separation planning
- 1,397 used emergency relief at our South Burnett and Cannon Hill Family Support Centre
- 4,279 clients participated in community educational support activities

SOUTH BURNETT

The South Burnett Community Development Program provides a large network of community services which allows a very rapid response to community needs and local emergencies. This includes a social housing service to assist in the management of a local program for people who have experienced homelessness. The South Burnett Women's Service assists both women and men dealing with domestic and sexual violence by providing referrals, support and information.

INDIGENOUS PROJECTS

Murri Connections is a support group that Centacare co-facilitate in partnership with two other north side service organisations. We co-locate a counsellor at a local Indigenous Family Support Service to provide counselling support to the local Aboriginal and Torres Strait Islander community.

MULTICULTURAL PROJECTS

Catholic Family and Community Services works with the assistance of trained volunteers to support four after-school homework groups in Woodridge, Kuraby, Holland Park and Upper Mt Gravatt-Wishart. The volunteers help local migrant and refugee children to achieve success in their homework tasks and to build social connectedness.

CARE & CONCERN COORDINATOR

This 2011-12 financial year saw a new Project Officer appointed. This staff member has been working to meet with all 44 groups in the Archdiocese to resource parish coordinators and parish volunteers who provide practical support to anyone in the community who needs a hand during times of difficulty.

CANNON HILL FAMILY SUPPORT CENTRE

The centre located in St Oliver Plunkett Parish provides a counselling program and a hub for many social inclusion activities such as community days, a thrift shop, garage sales, playgroups and cooking and sewing groups. These activities rely on the wonderful volunteers from the local Cannon Hill community. A highly successful course called 'Women with Will' commenced this year and provided women who are keen to return to the workforce with support, skills and opportunities to build confidence.

Looking ahead

In the year ahead we will continue to build external relationships and partnerships to consolidate existing services, to increase accessibility and to find creative responses to budgetary constraints and funding changes. We will also focus internally on strengthening systems and the capacities of our staff and leadership team.

Centacare is placing an emphasis on training in mental health skills over the next two years. This will focus on training for staff as well as developing a training course in partnership with the University of the Sunshine Coast to provide a Graduate Diploma in Mental Health and in Couples and Family Therapy.

Why we do what we do

As the many challenges and pressures that families and communities confront every day continue Centacare Catholic Family and Community Services will focus on its mission of providing support to strengthen families. Every day we change people's lives just like this.

Donna had moved from overseas and since arriving in Brisbane she was feeling overwhelmed by her role as a parent with her husband working long hours. Life seemed very difficult and Donna was feeling very isolated through not having her own family or old friends for support. She found our Cannon Hill Family Support Centre and came along to counselling. After a few sessions Donna joined the Tuesday sewing group at the Centre as an avenue to increase her social connections. After attending the sewing group and meeting other mums in a relaxed social setting, Donna became more positive and energised. She began making outfits for her children and spoke of a reawakening of her creative side. Donna is now generously supporting activities at the Centre.

Pastoral Ministries

“Apostleship of the Sea lifted us up and never let us down. They sent monthly financial support. Even though we were thousands of miles apart, we never felt alone.”

Claire

Overview of services

Centacare Pastoral Ministries provides a range of faith based services in the community, and health care and correctional institutions, within the Brisbane archdiocese.

Centacare's Pastoral Ministries serve a growing number of individuals and their families including; international mariners, the hospitalised, the imprisoned, Indigenous Australians, people living with mental illness and young Australians learning about the risk factors of HIV/AIDS.

The year that was

HOSPITAL CHAPLAINS

The 2011-12 year saw the successful launch of the Scholarship Training Program for new hospital chaplains. With the aim of augmenting the pastoral care and chaplaincy service, a scholarship endowed by a benefactor has seen 13 trainee chaplains, undertake the Certificate in 'Spiritual Care' through the Multifaith Academy for Chaplaincy and Community Ministries. In return for having fees paid for this training, scholarship holders will work one day a week for three years in the hospital.

CATHOLIC PRISON MINISTRY

Catholic Prison Ministry's Court Support Program, delivered in eight courts throughout Southeast Queensland, assisted almost 50,000 people throughout the year, providing information, referrals and advice for court users. Through our family and prisoner support program we provided assistance to more than 250 individuals. The Reintegration Support program, run in partnership with Centacare Employment Group, received referrals for over 230 ex-prisoners and those at risk of incarceration.

SHILOH'S HIV/AIDS EDUCATION CAMPAIGN

As a result of this education campaign, thousands of senior students in Queensland schools were educated during 2011-12. SHILOH has been contacted by a record number of schools to arrange a presentation in the next 12 months.

MURRI MINISTRY

During the year Murri Ministry intensified relationships with many other groups and organisations to achieve common goals. These included:

- the Catholic Justice and Peace Commission and Catholic Prison Ministry developing a paper on black deaths in custody
- the Cherbourg Catholic community developing a history of the Cherbourg-Barambah chapel in preparation of its 50th anniversary
- parishes engaging in Murri social justice issues
- community caring agencies distributing necessity packs for children.

CATHOLIC PSYCHIATRIC PASTORAL CARE

Catholic Psychiatric Pastoral Care attracts trained pastoral carers who visit members in mental health units, boarding houses and hostels, or hosting visitors to the centre. This year, in consultation with the Seminary Rector, Monsignor Randazzo, two seminarians have joined the course. It is anticipated that with seminarians undertaking the course each year, a cohort of priests trained in psychiatric pastoral care will eventually be able to engage the one in four Australians with a mental illness. At the heart of Catholic Psychiatric Pastoral Care's spirituality is the Prayer Ministry, through which prayers are offered for every person with mental illness.



Looking ahead

Catholic Prison Ministry has developed a children's colouring-in book to be distributed throughout the state in the coming months. The book is for children who have a father in prison. Catholic Prison Ministry has also been working on a resource handbook for families of prisoners, a thorough guide for what happens when a loved one or family member goes to prison, including the effects on those loved ones.

Murri Ministry is committed in the coming year to working more closely with ecumenical agencies, including Queensland Churches Together and to establishing strong links with community agencies for referrals.

The Catholic Prison Chaplains who visit the nine prisons within the Brisbane Archdiocese will have seven new chaplains accredited by the Department of Corrections to join them during the next year. A further six potential chaplains are undertaking

the rigorous accreditation process and it is hoped they will also become part of the team during the year.

Ryan House, named after long-time chaplain, Fr Kevin Ryan, has now settled, through the generosity of the St Joseph Sisters, at Mackwood Life, Annerley. Chaplains now have a home for meetings, safe storage of confidential records, and nearby overnight accommodation for chaplains from afar attending Brisbane meetings.

Catholic Psychiatric Pastoral Care has developed a state of the art website, in an attempt to reach out more widely to people with mental illness. This was achieved with funding from the Sisters of St Joseph, in honour of St Mary of the Cross MacKillop's Canonisation. With this initiative, Catholic Psychiatric Pastoral Care's services are more clearly known and accessed by parishes, schools and other agencies across Australia and beyond.

Why we do what we do...

Peter* was released after spending 19 years in prison. He had no family support and had moved into Ozcare Supported Parole Centre at South Brisbane. Catholic Prison Ministry found him accommodation in community housing, furnished his house, providing him with a computer and got him a bicycle for transport. Peter has been out of jail for eight months now and has full time employment. Despite the barriers he faced getting out, including overcoming institutionalisation, isolation and loneliness, he has now begun to build a network of friends.

This might seem like a fairly simple outcome, however it can be extremely difficult for people coming out of prison to achieve goals like this while trying to overcome the trauma of prison and the seeming insurmountable challenges facing them.

* name has been changed.

Claire, asked that the story of her husband's catastrophic accident and Apostleship of the Sea's assistance be told as a story of God in their life. In 2010, Claire received a phone call telling of her

husband Ilnor's serious on-board accident; a crushed right hand, broken knee and head lacerations. Apostleship of the Sea's Ted and Rosie immediately contacted Ilnor in the Royal Brisbane Hospital (RBH) and Claire in the Philippines. Claire writes: "at first I had little knowledge of Apostleship of the Sea. I thought it was an entertainment centre for seafarers where they have internet and called their loved ones. But Apostleship of the Sea took care of everything for Ilnor. They coordinated with me on Ilnor's progress and helped me to calm down." Apostleship of the Sea brought Claire to Brisbane and after four months of treatment in the RBH repatriated Claire and Ilnor and their son back to the Philippines. Claire wrote:

"Apostleship of the Sea lifted us up and never let us down. They sent monthly financial support. Even though we were thousands of miles apart, we never felt alone. My heart is overflowing with gratitude to these people who I consider God sent to us".

Employment Services

“Over 12 months, the REAL program has provided individualised and flexible support to 46 women. As a result, the participants have developed more life and work skills, and have increasingly displayed a positive attitude and behavior.”

Overview of services

Centacare Employment Group provides employment and vocational services to disadvantaged job-seekers who are looking for greater participation in the workforce.

Centacare Employment Group also assists employers meet their recruitment needs. Our services are delivered under contract with the Federal Government's Job Services Australia and Disability Employment Services (DES) Programs.

Centacare Employment Group is a major provider of employment services throughout southeast Queensland assisting 7,500 job-seekers at any one time. With more than 200 highly skilled staff we are committed to offering a range of employment services to people experiencing difficulty in finding work.

The year that was

An important aspect of Centacare's employment service is developing programs that continue to meet the needs of particular groups with unique requirements. As a result, during the 2011-12 financial year, a number of new programs were established.

THE POSITIVE FUTURES MEN'S HEALTH PROGRAM

The program helps male jobseekers who are experiencing disengagement and long term unemployment. It guides these clients towards understanding and managing their mental health and wellbeing to achieve meaningful employment outcomes. Over the 12 month program, 193 men voluntarily attended at least one of the five different workshops.

The following key results were identified through participant feedback:

- 87% of participants believe they have a greater range of strategies to help them improve their health and wellbeing
- 76% of participants feel more motivated to look for work
- 86% of participants have a better understanding of how their health and wellbeing can affect their ability to find and keep a job.

THE RECLAIMING EMPLOYMENT AND LIFE (REAL) PROGRAM

This program was developed to provide specialised support to women ex-offenders endeavouring to reintegrate into communities and workplaces after their release from prison.

Over 12 months, the REAL program has provided individualised and flexible support to 46 women. As a result, the participants have developed more life and work skills, and have increasingly displayed a positive attitude and behaviour. The REAL program has established important links through the Murri Court. This connection helps to ensure that this service is known within the Indigenous community to provide support to Indigenous women offenders as part of their parole sentencing.

Some key achievements of the REAL program:

- 40% of participants achieved an employment or study placement
- 86% of participants reported that they were more 'work ready' after participating in REAL workshops.

THE REINTEGRATION SUPPORT PROGRAM

Centacare Employment has worked closely with Catholic Prison Ministry for some years, drawing on their expertise in providing non-vocational support to ex-offenders. During 2011-12 this specialised service was provided to 218 participants.

ARTHUR GORRIE TRANSITIONS SUPPORT PROGRAM

This program is designed to ensure that prisoners are able to reintegrate into the workforce and the community upon release. Centacare Employment provides transitional support in the form of pre-employment activities such as resume preparation, vocational goal setting and planning, completing initial registration paperwork, advice on labour market opportunities and copies of relevant tickets and certificates.

Since starting the program in September 2011, 200 inmates have received support from Centacare Employment Group.



SKILLING QUEENSLANDERS FOR WORK FLOOD REPAIR PROJECT

The Caboolture Girl Guides Project allowed 10 long-term unemployed job seekers to participate in learning specific work skills for the construction industry. As a result, each participant obtained a Construction Industry White Card and a Senior First Aid Certificate while restoring the Guide Hut and surrounds.

BUFFED

During the year, in collaboration with Buffed, which is Australia's first social franchise, we were able to offer an opportunity for three marginalised job-seekers to run their own small business. The collaboration allowed our clients to operate their own shoe-shine stand, while receiving training in specific work skills, including training and mentoring in business development.

Jobseekers serviced		
Placements into employment	2011-12	2010-11
JSA Total	3009	3679
JSA Jobseeker – high support (Streams 3 and 4)	1446	1343
DES Participant	599	545
Completed 6 months employment	2011-12	2010-11
JSA Jobseeker – high support (Streams 3 and 4)	461	367
DES Participant	302	173

Looking ahead

CEG's JSA contract was extended for three years from 1 July 2012 in nine of our 10 sites. Growing partnerships with other caring agencies, particularly in the Catholic network, will enhance the individual service offered to each jobseeker.

Centacare Employment Group continues to develop relationships with over 30 Catholic Schools through their Inclusive Education Units. Our work involves assisting year 11 and 12 students with disabilities and learning difficulties to transition into further study or work.

Centacare Employment Group is a part of the DEEWR Working Group for Brisbane Homelessness. The goal of the group is for employment and training providers and the business sector to work collaboratively to increase employment and training opportunities for people who are homeless. The next year will see a continued focus in this area.

Why we do what we do

'Severe financial hardship, poverty, debt, homelessness, housing stress, financial tensions and breakdown, boredom, alienation, shame, stigma, increased social isolation, crime, erosion of confidence and self esteem, the atrophy of work skills and ill health.'

These consequences create a long list of serious and complex barriers that affect most of our clients, who experience insecure work or long periods of unemployment. For the community more broadly, these consequences contribute to an increase in problems such as poverty, homelessness, family breakdowns and poor health.

The Positive Futures Men's Health Program (which is a series of workshops) is an example of our employment and psychology staff working together to address the barriers faced by older, unemployed men who are experiencing mental health problems.

Continued next page...

From previous page...

How just one workshop affected one of our clients as told by a Centacare Employment Group team member.

I just had a wonderful session with Sam* this morning – an attendee of the Half-Time Review program, held at the Browns Plains Office a week or so ago.

Sam related to me the issues and factors that have put him into a spiral of depression and self-imposed isolation and have led him to suicide ideation. For some time now Sam has been sinking

deeper into depression, increasing his feeling of helplessness and leading him to struggle to find a reason not to kill himself.

Sam told me about his experience on the Half-Time Review – how he sat there hearing the words of the presenter, but how they were not enough to engage him. At the end of the day he was asked to write down a set of new goals: however, he found this difficult as he did not feel his life was such that he could make plans. He told me that the question the 'lady on the course' asked him didn't go away. Three days after the program



he said he pulled out the companion material and read it all again. He said he then took out the booklet where he was asked to write down his goals and started writing. When that booklet was full, he bought another and continued writing.

Sam set a goal for himself to re-engage with his circle of contacts that he discovered had been 'worried about him'. He explained the hole he'd been in and how he didn't want people to see him like that. One friend in particular said that didn't matter – they were his mates and would help him. This friend referred Sam to a contact who was looking for a driver of a light truck for a delivery run. Sam

followed up the contact himself, talked on the phone and convinced the employer to take him on. With the ongoing support of Centacare Employment Group, including the provision of new safety clothing, Sam started full time work.

Sam said a light has gone on for him and he has rediscovered a determination he had lost. He says through work he is 'a man again'.
*client name has been changed.

1. Alison McClelland and Fiona MacDonald, July 1998. The social consequences of unemployment for the Business Council of Australia.

“Centacare offers everyday support to the community”



Child Care Services

“I am always impressed at the creative things my daughter does at her after-school care. She loves it there and sometimes it is a struggle to get her to come home. Jayne and her team provide such a wonderful learning and caring environment for all the children.”

Karyn, parent of child attending Centacare's St Andrew's Outside School Hours Care

Overview of services

Centacare Child Care Services offers Outside School Hours Care, Early Learning Centres, Kindergartens and Family Day Care.

Our dedicated staff provide safe, caring and fun recreational environments that support children's developmental and educational needs.

Our Early Learning Centres provide care for children from six weeks to school age. Each centre offers an approved kindergarten program under the Queensland Kindergarten Funding Scheme and aims to foster a warm and respectful environment for children where they are supported to explore, discover and develop a positive sense of self.

Most of our Outside School Hours Care programs operate from Catholic schools and provide before and after school care, and many offer vacation care during the school holidays for school-aged children. Our programs reflect and recognise the importance of recreation, play and further development of life skills.

Centacare Child Care Services manages Outside School Hours Care services in the Archdiocese of Brisbane in partnership with Catholic parishes and Brisbane Catholic Education.

The Family Day Care schemes provided by Centacare engage babies and children up to 12 years of age in learning opportunities in a home environment.

The year that was

NEW REFORMS

In the past year the child care sector as a whole has seen many reforms, new initiatives and milestones reached. From 1 January 2012 new Learning Frameworks under the National Education and Care Law Act and Regulations came into effect. These national reforms aim to raise quality and drive continuous improvement and consistency in education and care services.

The National Quality Standard is divided into seven quality areas:

- educational program and practice
- children's health and safety
- physical environment
- staffing arrangements
- relationships with children
- collaborative partnerships with families and communities
- leadership and service management.

The National Quality Standard aims to promote: children's safety, health and wellbeing; a focus on achieving outcomes for children through high-quality educational programs and an understanding of what distinguishes a quality service.

Requirements such as qualifications, educator-to-child ratios and other key staffing arrangements will be phased in between 2012 and 2020.

In response to the changes in legislation and the growing recognition of the importance of early childhood development we employed a policy officer early in 2012. New policies, required under the national regulations, have been written and a review of current child care policies and procedures has commenced to ensure consistency across care types.

SERVICES GROWTH

Outside School Hours Care

Centacare Child Care Services began to grow again in the 2011-12 year. In partnership with parishes we opened three new Outside School Hours Care Services on Catholic school sites, expanding our outreach to families in the Nundah, Zillmere and Kedron local communities. We continue to witness our vision, mission and values in practice as our staff work with families and children and the school and parish



communities to provide a safe, fun and enjoyable service where children feel they belong and have a voice in the care being provided.

Kindergartens

The past year has seen the development of seven stand-alone Kindergarten Programs. In partnership with Brisbane Catholic Education and Queensland Catholic Education Commission, Centacare Child Care Services has undertaken a building program throughout 2012 to construct six new Kindergartens (funded by the Queensland Government) at Eli Waters, Benowa, Beaudesert, Jimboomba, Goodna and Alexandra Hills. We also accepted and welcomed the opportunity to manage the new stand-alone kindergarten at Warwick on behalf of the Diocese of Toowoomba and Warwick Parish. All of the new kindergartens will open in January 2013.

LONG DAY CARE

All 10 of our Long Day Care services are now participating in the Queensland Government Kindergarten Funding Scheme. Each centre now employs a trained early childhood teacher in its kindergarten room.

PARTICIPATION IN SECTOR GROUPS

Participation in sector groups and forums continued throughout the year. Centacare Child Care Services was invited to join the newly established Australian Children's Education & Care Quality Authority (ACECQA) National Consultative Forum. As one of the larger service providers Centacare Child Care Services is positioned to provide insight into what drives quality and the effects of administrative burden (by government) in the child care sector. Representation continued at various sector groups and meetings including:

- Australian Catholic University Faculty Advisory Committee
- Office of Early Childhood Education and Care sector meetings
- PANOSH review group
- QCAN state council representation
- Queensland Catholic Education Pre Prep task force

Representation also continued across Archdiocesan agencies groups such as WH&S committee, trainers and developers and Equal Opportunity for Women in the Workplace Agency.

Child Care Services continued to review and revise areas of compliance and safety. A Work Safe Consultation Group meet quarterly to provide feedback to Centacare from services regarding general practices, implementation of regulations and new initiatives for safe practices. We were pleased when some of the children attending our services won the 2012 Centacare Safety Calendar competition.

Looking ahead

The year ahead is a time of excitement for Centacare Child Care Services as we open our seven new kindergartens. New Outside School Hours Care services are also expected to open early in 2013 at Beaudesert, Springfield and Cleveland.

In late 2012, the head office of Centacare Child Care Services will move to the new premises at Rosalie. The new premises also accommodates space for a 'project team' and large boardroom.

Why we do what we do

Our child care services and staff are evidence of how our church, in partnership with parish, school and local communities can work together with government to achieve positive benefits and outcomes for children and their families.

It is through the professionalism and dedication of our staff that our services are sustained. Each service plays an integral part in providing direct care to children and support to families. Many staff continue to go the extra mile to ensure the best care and outcomes are available to children.

Corporate Governance Report

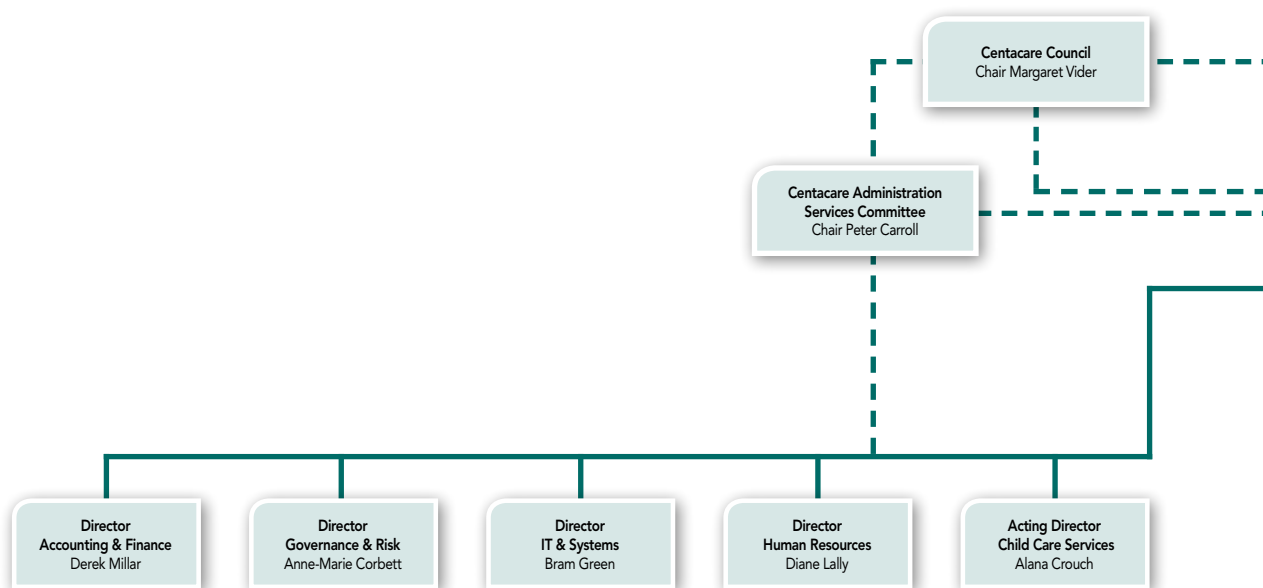
Internal Control Framework

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 especially those who we support, our clients.

The Centacare Council (The Council), an advisory body appointed by the Archbishop, recognises the need to ensure accountability and sound corporate governance.

The Council sustains the mission and vision of Centacare and ensures its integration in policy and makes recommendations to the Executive Director about other areas of possible integration.

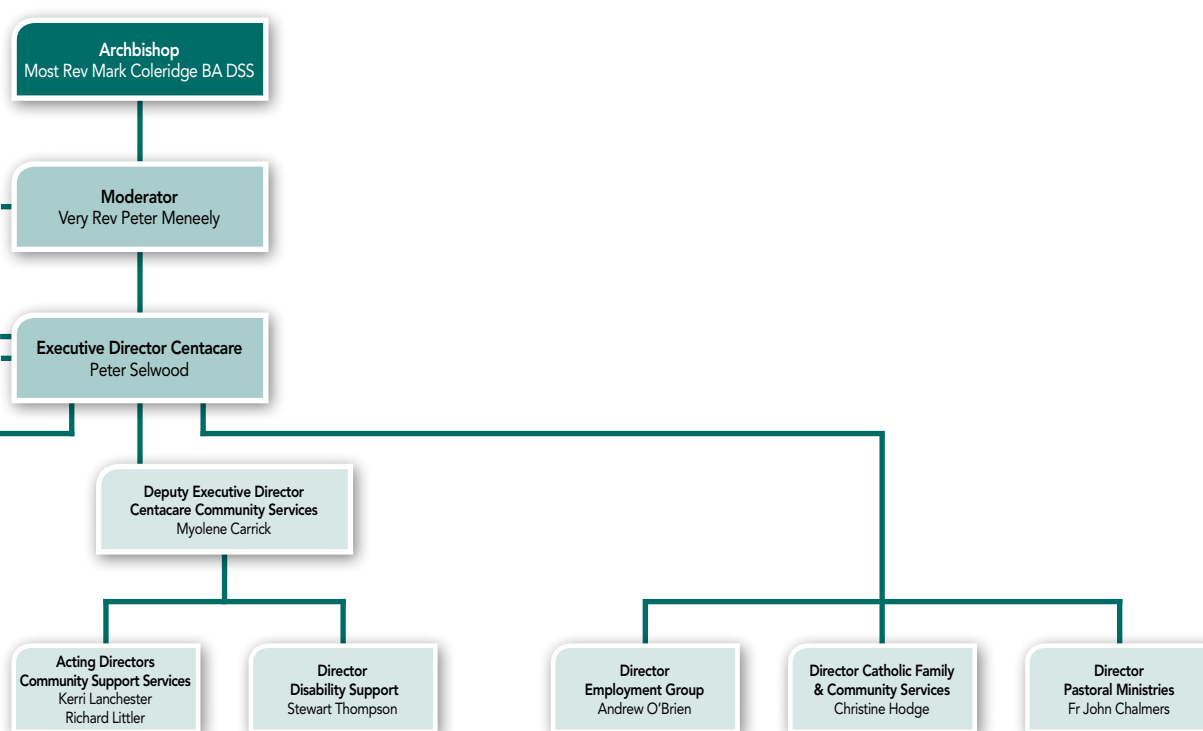
The Council ensures that Centacare's financial policies reflect the mission and vision, assist in achieving corporate goals and are consistent with the Archdiocesan financial policies and goals.





The work of The Council is supported by the work of its Centacare Administration Services Committee. 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.



Centacare

Council Members



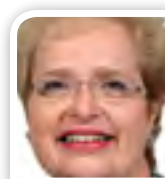
Margaret Vider
(Council Chair)



Jim Russell
(Deputy Council Chair –
term finished Dec 2011)



Peter Carroll
(Deputy Council Chair –
from January 2012)



Veronica Casey



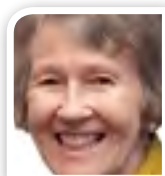
Very Rev
Fr Peter Dillion



Jeff Falvey
(from January 2012)



Lisa Forbes
(Term finished Dec 2011)



Barbara Hay



Paul Howard
(Term finished Dec 2011)



Sr Mary Lawson
(Term finished Dec 2011)



Very Rev
Fr Peter Meneely EV



Kerry O'Brien



Patrick O'Sullivan



Jenny Parker
(from January 2012)

Staff in
attendance
at Council



Peter Selwood



Anne-Marie Corbett

CAS Committee



Jim Russell
(Committee Chair Term
finished Dec 2011)



Peter Carroll
(Committee Chair
from January 2012)



Jeff Falvey
(from January 2012)



Jeremy Howes



Patrick O'Sullivan



Jenny Parker
(from January 2012)

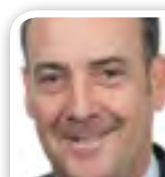


Kevin Ross
(Term finished Dec 2011)



Margaret Vider

Staff in
attendance on
CAS Committee



Peter Selwood



Anne-Marie Corbett



Derek Millar



Fundraising

We can all make a difference

Centacare needs your support to continue our work in the community. The need is great and so are the resources required to achieve our mission.

There are a number of ways that you can get involved in partnering with us to offer hope to people in need.

MAJOR GIFT OPPORTUNITIES

A major gift from an individual or an organisation through a charitable trust, private or public ancillary fund or a company can have a significant impact and ensure the long-term survival and sustainability of a program or individual project. This type of gift is often spread over a period of years.

Special care is taken to ensure that our major gift benefactors are kept up to date and informed with scheduled progress reports on their specific project or program. Interested benefactors can meet with the relevant Centacare managers and take service tours.

Centacare is proud to acknowledge such a commitment and is pleased to tailor appropriate recognition to suit our benefactors if this is requested.

REGULAR GIVING AND ANNUAL APPEALS

Making regular donations through direct debit from a bank account or credit card is a convenient way to help Queenslanders in need throughout the year.

Single gifts through our annual fundraising direct-mail and parish appeals also make a huge difference to the lives of the people we help.

BUSINESS–COMMUNITY PARTNERSHIPS

Centacare offers businesses the opportunity to work with us to make a real difference to individuals, families and communities in need. We are always looking to develop mutually beneficial partnerships that will support businesses to achieve their corporate social responsibility objectives.

Partnership options are tailored specifically to ensure that both organisations' needs are achieved.

Levels of involvement range from sponsoring specific programs through to staff volunteer engagement.

GIFTS IN WILLS

By including a gift to Centacare in your will, you offer a lasting gift of hope to future generations of Queenslanders. During the last year, Centacare was the grateful beneficiary of gifts made by people who had chosen to continue their support beyond their lifetime through a bequest in their will.

Centacare is truly grateful that each year more supporters make the choice to leave a lasting legacy through a bequest to Centacare Brisbane.

Our Community

strengthening and supporting the community

Carer's day for families who have children with disabilities

Darra Jindalee Parish and Centacare-Trinity have jointly hosted a carer's day for families who have children with disabilities.

Staff and guests at the Centacare-Trinity and Darra-Jindalee Parish "Carer's Day" on June 17 2012.



Restoring a girl guides' hut damaged by floods

Ten long-term unemployed people graduated from a Centacare Employment managed project. This gave them valuable construction skills while restoring a girl guides' hut damaged by floods in Caboolture.



Left to Right: Local Group Leader Abbie Hannah, Sarah Murray, Jessica Murray, Mackayla Hannah and Morayfield MP Darren Grimwade outside the Girl Guides hut at Caboolture, which was refurbished by Centacare Employment Group job training project.



Lending a hand to build confidence

For people with a disability, learning new skills can boost confidence and help self-esteem.

Woodwork Lesson: Centacare volunteer Chris Ahfock with student Branden Taylor at HAND Wilston.

Turning one - Centacare's Merry Hearts group are changing attitudes

In January 2011 the Merry Hearts Choir of Centacare's North East Community Care (NECC), Northgate, made their singing debut and proudly lived their motto that "everybody can do something".

Turning one: Merry Hearts Choir, accompanied by Service Manager Jenny Totterdell (left), provides musical entertainment at North East Community Care's Christmas party



Sharing a passion for food

Senior's week 2012 saw Centacare run "cooking connections" – three exciting cooking workshops that gave clients the opportunity to celebrate the wide variety of cultural, indigenous and traditional cooking skills from people who share a passion for creating food.

Clients enjoy 'cooking connections' workshops.



A family saved from tragedy

With a dream of a good life and good fortune for his family, seafarer Ilner Siloterio never expected he'd be faced with a life threatening situation that could take him away from his beloved family. Centacare Stella Maris Seafarers' Centre in Wynnum stepped in to provide ongoing emotional and financial support during Ilner's recovery.



Maddie wins top award

A year of hard work has ended in a prestigious award for Maddie McDade, 24, a client of Centacare's Hands Up and Day (HAND) Respite Program, Wilston.

HAND client Maddie McDade is presented with the Harry Cusack Award for her community work by Councillor for Central Ward David Hinchliffe. With her is HAND Respite Centre manager Karen Martin (back) and peer support volunteer Kylie Deane



Chuffed to be buffed

The cheery smile of Centacare Employment Group client Rick Pass beckons the steady passing traffic of well-heeled city workers to enjoy a shoe shine.

Delivering on healthy choices

One day of the week comes packed full of goodness for a number of clients of Centacare's Impari Learning and Leisure Services, Yeronga.

Since starting a fruit and vegetable pick-up and delivery service, their first stop on a Wednesday morning is always the Brisbane Markets at Rocklea.

Once selected, boxes of produce are carefully loaded by clients into the centre's minibus and unloaded and repackaged back at the centre into one kilogram bags.



Acknowledgements

Thank you for your support

Centacare acknowledges the traditional custodians of the land, the Aboriginal and Torres Strait Islander peoples.

We pay our respects to them for their care of the land and are committed to actively working alongside them, especially in the promotion of social inclusion and justice.

Centacare also wishes to acknowledge and thank the following individuals and organisations for their support:

- all of our volunteers who are dedicated to supporting the community and strengthening families
- all of our Supporters and Donors who have contributed through our appeals and events.

AUSTRALIAN GOVERNMENT

- Department of Families, Housing, Community Services and Indigenous Affairs
- Attorney-General's Department
- Department of Health and Ageing

QUEENSLAND GOVERNMENT

- Department of Communities
- Queensland Health
- Department of Education
- Department of Employment, Economic Development and Innovation – Skilling Queenslanders for Work Program
- Beenleigh Magistrates Court
- Legal Aid Queensland – Community Legal Services Program
- Queensland Gambling Community Benefit Fund
- Queensland Corrective Services

OUR CATHOLIC COMMUNITY

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

Centacare is an approved provider of Community Aged Care Packages; National Respite for Carers Program; Commonwealth HACC Program; Queensland Community Care Services; Veterans' Home Care Program; Home Assist Secure Program; Disability Services; Community Mental Health Programs and Family Mental Health Support Services.

ROCKHAMPTON DIOCESE



The Archdiocese of Brisbane.
Service area of Centacare Brisbane.

Catholic Family and Community Services

PO Box 289 (58 Morgan Street) FORTITUDE VALLEY QLD 4006
P: 07 3252 4371 F: 07 3854 1246 E: cfcsc@centacarebrisbane.net.au

Child Care Services

PO Box 730 (50 Cleveland Street) STONES CORNER QLD 4120
P: 07 3244 2500 F: 07 3244 2555
E: childcare@centacarebrisbane.net.au

Centacare Employment Group

Suite 2, 21 Dexter Street MOOROOKA QLD 4105
P: 07 3426 0101 F: 07 3426 0199 E: centacare@bne.catholic.net.au

Community Support Services

PO Box 177 (43 Crown Street) HOLLAND PARK QLD 4121
P: 07 3324 0674 F: 07 3847 7892 E: info@centacarecss.org.au

Disability Services

NORTHSIDE
33 Station Street NUNDAH QLD 4012
P: 07 3370 3500 F: 07 3266 7577 E: nds@bne.centacare.net.au
SOUTHSIDE
Unit 5, 18 Torbey Street SUNNYBANK QLD 4109
P: 07 3323 2100 F: 07 3345 9489
E: disbsbk@centacarebrisbane.net.au

Pastoral Ministries

GPO Box 282 (Level 2, 143 Edward Street) BRISBANE QLD 4001
P: 07 3336 9246 F: 07 3221 3485 E: centacare@bne.catholic.net.au

