



Annual Review 2012|2013



centacare
catholic support services. providing help. creating hope.

creating

HOPE

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Faith is truly a good for everyone; it is a common good. Its light does not simply brighten the interior of the Church, nor does it serve solely to build an eternal city in the hereafter; it helps us build our societies in such a way that they can journey towards a future of **hope**.

”

Pope Francis
29 June 2013

Our Vision

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

Our Values

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

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OF BRISBANE



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Following Jesus means learning to come out of ourselves in order to go to meet others, to go towards the outskirts of existence, to be the first to take a step towards our brothers and our sisters, especially those who are the most distant, those who are forgotten, those who are most in need of understanding, comfort and **help**.

”

Pope Francis
27 March 2013



Foreword

from the Archbishop

Since his installation, one of the most powerful themes of Pope Francis' pontificate has been the importance of working for social justice. During his recent visit to Rio de Janeiro his message was clear "I would like to make an appeal to those in possession of greater resources, to public authorities and to all people of goodwill who are working for social justice: never tire of working for a more just world, marked by greater solidarity!".

It is troubling that in a prosperous nation like ours, there are people who face the grimmest kind of social and economic pressures. Since the family is absolutely central to the flourishing of society, we are all duty-bound to play our part in supporting families in every way possible. Government, of course, has a vital role to play, but so does the Church and other community institutions. The support of families and the young is right at the heart of what the Church does through the parishes and schools. But there are times when some people face especially difficult circumstances. That is why we need Centacare. Through Centacare's professional and specialist services, the Church can reach out to support people at a time when they are especially vulnerable and in need. I praise God for that.

I thank the many people involved in the work of Centacare for all that they have done. I am grateful for the remarkable contribution of the Centacare Council, the Management team and all the staff and volunteers. Their dedication and generosity in reaching out to the needy in the name of Jesus is an inspiration for us all.

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

Most Rev Mark Coleridge
Archbishop of Brisbane





Executive Director & Council Report

Centacare is the social service agency for the Archdiocese of Brisbane.
We serve without regard to race, age, gender, religion
or economic circumstance.

The Year in Review

This financial year was very eventful for Centacare as we witnessed major strategic changes within the organisation at both management and service delivery levels. This report provides an overview of the changes we have made during the year all of which are focused on improving our many responses to continue providing help and creating hope.

Demonstrating our commitment to providing many responses

- **Centacare implemented the restructured Community Services Directorate.** We are continuing to implement many changes that were driven from a review undertaken in 2011-2012. There has been a need to radically change our service delivery model to cater for a move to consumer choice funding. Overall the end goal is to ensure that we are in a position to continue to meet the needs of our clients.
- **We undertook an aged care services review in preparation for government reform.** This was to ensure that we offer an efficient and consistent delivery of service within our aged care service programs. There is still work to be done in this area; however, we have made an excellent start.
- **We were involved at the strategic level in preparing for the implementation of the National Disability Insurance Scheme.** Our staff attended national events to ensure Centacare had clarity around the government policy and frameworks for this structural change.
- **Our corporate team expanded with the creation of a Communications and Marketing Team.** This team will support the growing marketing and communication needs across the organisation. During the year the focus was on brand development and communication development, especially in the online space to ensure that our brand is recognised within our community.
- **There was considerable investment in our information and technology environment over the year.** Our many responses cannot be delivered without contemporary IT capability underpinned by an organisation-wide network. Centacare has invested in a client information management system which will give us a standardised system for our client and service delivery information. This project will continue into the next financial year to further enhance our IT capability.
- **Our property management strategy was implemented.** One area that is a large expense for Centacare is our property and accommodation costs. We have and will continue to review our needs in this area with the aim of reducing our costs where possible without sacrificing the quality of our service.

Workforce development

- **We established a transition team to assist with the management of changes occurring across Centacare.** This team provides support via training and mentoring to Centacare leaders to develop their change management skills.
- **Our work to centralise human resource functions continued.** A number of human resource systems continue to be combined to allow Centacare to better manage information in this area.
- **We embedded human resources specialists within some of our directorates – Child Care, Employment and Community Services.** This allows on-the-ground human resource specialists to assist with recruitment, performance management and general support specific to needs of the business area.
- **We continued to recognise our people at the annual Centacare Awards.** During Centacare Week 2012 our staff were acknowledged for 10, 20 and 25 years of service and excellence awards were provided for outstanding client service.
- **Our focus on developing our people didn't stop.** During the year a number of our staff participated in professional development days including the Myers-Briggs Type Indicator. This allows us to acknowledge the strengths and appreciate the differences in people, enabling more productive teamwork.
- **We developed and focused on enhancing our volunteer process.** A volunteer handbook was launched to enhance our volunteers' experience and ensure that both parties benefit from the relationship.
- **There is a strong focus on managing operating expenses each year.** Our operating expenses increased during the year due to the rise in funded programs we offer. With 80% of our organisational expenses being staff, our challenge of managing staff costs continued during the year. This will be ongoing as the Pay Equity Case takes effect in the community sector.
- **We participated in the Annual Catholic Campaign to broaden our income base.** This year saw the inaugural Annual Catholic Campaign which is a major fund raising initiative of the Brisbane Archdiocese. Centacare was a beneficiary from this campaign and it is hoped that this alternative source of funding will enable us to complement our government funding to provide our many responses to those in need.

Information Communications and Technology

- **We focused on bringing together Centacare information technology to a new data network.** A number of remote sites were brought into a new Centacare data network and a new data centre. The aim of this is to deliver a standard user experience by improving remote access for staff, to allow access to a number of selected regional sites and build a platform for mobile devices.
- **Our unified communications program continued throughout all of Centacare.** Being a large and diverse organisation, one of our challenges is to communicate effectively. Unified communications joins telephony with other electronic forms of communication including email, instant messaging and video conferencing.

Finance

- **The centralisation of the accounting and finance functions to our corporate finance team occurred.** This rationalisation has enhanced the effectiveness and efficiency of bill payment, cost management and reporting within Centacare. Our services can now benefit from more detailed financial information allowing them to better manage service delivery to clients.
- **Our operating income continued to grow.** In developing ongoing relationships with government we continued to grow the number of new programs and increase funding to existing programs.

With thanks

Providing help and creating hope to those in need is a team effort and we sincerely thank our management team, staff and volunteers for their ongoing efforts.

Centacare's many initiatives are achieved through an excellent and dedicated team of professional staff, volunteers and supporters, combined with the valuable contributions from 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. Also thank you to Archbishop Mark Coleridge and Reverend Monsignor Peter Meenley Victor General, for their continued support and guidance. To our supporters and financial donors - as you read through this annual review we hope you will see how your continued generosity enables Centacare to provide help and create hope for more than 175 000 people in South East Queensland in the spirit of the Gospel.



Peter Selwood
Executive Director

Margaret Vider
Chair — Centacare Council

Centacare's Operating Expenditure

2012-2013 expenses are shown in comparison with previous periods.

Total service expenditure summary	2009	2010	2011	2012	2013
EXPENSES	\$'000				
Administration	8,015	8,833	9,142	9,524	9,373
Depreciation and interest	5,027	5,725	5,954	6,639	7,156
Motor vehicles	2,671	2,776	2,818	3,216	2,896
Client services	4,137	4,695	5,189	6,325	5,771
Property & Occupancy	5,710	6,585	6,757	7,520	8,620
Staff costs	77,135	86,565	95,045	105,037	109,278
TOTAL	102,695	115,179	124,905	*138,261	*143,094

*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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“With Centacare you can definitely see the organisational values being applied with the staff and the children”.

Josh (St Andrew's Ferry Grove
Outside School Hours Care)

”



Child Care Services Overview

Supporting families by providing education and care
in a safe and fun environment.

The year in review

Our Child Care Services and staff work in partnership with parishes, schools and local communities and government to provide an environment that provides positive outcomes for children. The professionalism, dedication and commitment of staff is evident every day. Their caring, warm and friendly manner forms a foundation and offers every child a chance to be part of a wider faith community.

The past twelve months has seen a time of reflection, review and growth for Child Care Services.

- **We are now in the second year of the National Education and Care Law Act and regulations implementation.** These national reforms have provided a platform for services to benchmark consistency and to drive continuous improvement.
- **Our services have embraced the two national frameworks for child care and education** — Early Years Learning Framework [EYLF] (Six weeks – school age) and the My Time Our Place Framework (school age). We are now in our second year of implementing these frameworks. This involves many aspects of learning through play and adopting natural elements into design and environment.
- **We opened seven new kindergartens during the year** — Eli Waters, Benowa, Beaudesert, Jimboomba, Goodna, Alexandra Hills and, on behalf of the Toowoomba Diocese, Warwick. These kindergartens were established in partnership with the local parishes, Brisbane Catholic Education and the Toowoomba Diocese.
- **10 kindergarten programs were embedded in our Long Day Care Centres.** These are based on the EYLF and embrace the inclusive vision that all children experience learning that is engaging and builds success for life. A child's right to experience the joy of childhood is fundamental and learning is promoted through play, emergent and planned learning experiences and interactions.
- **Two new Outside School Hours Care Services (OSHC) were opened** — Cleveland and Springfield Lakes. In both these areas of growth we were delighted to be able to provide this support to families of Good Shepherd Catholic Primary School, Springfield Lakes and Star of the Sea Catholic Primary School, Cleveland.
- **Four Outside School Hours Care services previously managed by the Redland Bay City Council were transferred to our management** — Alexandra Hills, Capalaba, Victoria Point and Birkdale. This official handover was on 29th January 2013. Our philosophy of developing an environment for children to play and develop a love of learning that embraces nature, the arts and literature will continue in these centres.

Looking ahead

- **In the year ahead we will open two more stand-alone kindergarten services.** These will be located at Gatton and Mango Hill and will be in partnership with parishes and Brisbane Catholic Education.
- **A secondary campus for Scarborough OSHC will be established at Kippa Ring.** This is in response to the first group of children starting grade 7 at high school in 2014.
- **A new structure for the administration and management of service delivery will be implemented during the year.** This will ensure that our focus continues on delivering education and care in a safe and fun environment.
- **Centacare Child Care Services will continue to embrace and implement the National Partnerships Agreement on Early Childhood Education by the Commonwealth, States and Territories in 2008.** This means Centacare Child Care Services strives to promote good educational and developmental outcomes for children attending long day care, family day care, outside school hours care and kindergartens to:
 - maintain and improve staff qualifications and staff-child ratios
 - provide affordable child care for families
 - ensure the rigor of assessment and continuous improvement
 - reduce the regulatory burden on educators to enable them to focus on the children in their care.

stories of HOPE

New partnerships enriching our services

Centacare Child Care Services, in partnership with the Australian Catholic University, Banyo Campus, Queensland Catholic Education Commission and Parishes, have begun to implement 'The Framework for Early Years Spirituality Development in the Catholic Traditions'. Dr Jan Grajczonek has continued to work with staff at our Long Day Care services to introduce this framework. The framework focuses on the characteristics and attributes that comprise the very essence of young children's spirituality and suggests a pedagogy that acknowledges, responds to, and nurtures, those characteristics in each child. This framework is intended as a reference document to inform, guide and shape policy, curriculum and practice regarding the development of young children's spirituality in Catholic child care and early childhood settings.



Caring for
more than
19 500
children



17 344

children attended
Outside School Hours Care



1571

children attended
Long Day Care



450

families supported through
Family Day Care



217

families supported through
Kindergarten

creating

HOPE

opportunity

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No one can remain insensitive to the inequalities that persist in the world! Everybody, according to his or her particular **opportunities** and responsibilities, should be able to make a personal contribution to putting an end to so many social injustices. The culture of selfishness and individualism that often prevails in our society is not, I repeat, not what builds up and leads to a more habitable world: rather, it is the culture of solidarity that does so; the culture of solidarity means seeing others not as rivals or statistics, but brothers and sisters. And we are all brothers and sisters!

”

Pope Francis
25 July 2013



“

Centacare has the right way of offering dignity and support to its clients whilst empowering them.

Ann Donaghy – Community Services staff member – Enoggera Respite Centre

”



Community Services Overview

Enabling the people we support to live meaningful lives
within the communities of their choice.

The year in review

On 1 July 2012, we combined Community Support Services and Disability Services to form the new Community Services Directorate. This change enabled Centacare to offer a holistic service to clients in the areas of disability support and aged care.

The past twelve months has been an exciting time in Community Services. We have brought together various groups so that they can work more effectively to support some of the most vulnerable people in our community. We have implemented many staff, policy and procedural changes to ensure we continue to provide the highest possible quality of care. The major changes were:

- Our service deliverables were divided into two main service areas:
 - Community Support
 - Aged Care
 - Housing Support and Homelessness
 - Disability Support
 - Mental Health
 - Respite and Transition
 - Learning and Leisure Independent Living
 - Choices — Centacare's Host Agency.
- Two Regional Managers were appointed to look after the following areas:
 - North Country and Sunshine Coast Region, encompassing the Fraser Coast, South Burnett and Sunshine Coast
 - Moreton Bay Region, covering the entire Moreton Bay Regional Council area.

Community Services

Aged Care

Our Aged Care services have been very active during the year. We watched with anticipation the unveiling and implementation of the National Aged Care Reform, Living Longer Living Better program.

There have been a number of highlights for aged care during the year including:

- **We have been actively involved in national consultations to provide input on the development of the Home Care Packages and the future Home Support Program.** Along with other aged care providers, we applied for the inaugural round of Home Care packages and waited for the announcement of the successful future consumer-directed care package providers.
- **Centacare has undertaken research and development projects relating to the implementation of person-centred practice frameworks within Centacare's aged care services.** We provided feedback to the aged care legislation amendments and attended community briefings regarding the implications for service providers. We welcomed the decision by several hospital and health service providers to move away from aged care service and community care service provision. We worked with these agencies to transition over 1200 individuals to Centacare.
- **Centacare Amelia House Respite Service celebrated their 25th anniversary.** This service offers support to South-East Brisbane communities.
- **Our five Home Safety Services welcomed Caloundra Home Assist Secure to provide assistance with the provision of essential home maintenance and minor home modifications.** Older Australians and younger people with a disability have benefited from a range of options including home maintenance, lawn mowing, fall prevention, repairs and modifications relating to safety and security.
- **A transit lounge was established in Caboolture to support our clients and volunteer drivers as part of our transport offering.** This provides a comfortable environment for travellers to wait for connecting transports.
- **The development of our strategic partnerships continued during the year to strengthen Centacare's capacity to respond to current and future needs.** By working together with our community and sector partners we have been able to reduce duplication and identify efficiencies to enable us to better respond to the growing needs in community aged care. Examples of collaborative partnerships that Centacare has been involved with include:
 - Brisbane North Medicare Local Commonwealth HACC, supporting 900 older Australians to transition from their Hospital and Health Service for domestic assistance
 - West Moreton/Oxley Medicare local partnership to tender for Commonwealth HACC funding
 - The Memory Walk aimed to raise awareness of the lives of people with dementia and their families.

Housing Support and Homelessness

Our housing support and homelessness programs have strong partnerships with individuals and communities to ensure we can support people who experience homelessness, or those at risk of homelessness.

- **We have seen a collective Centacare response to the issues of homelessness.** Our specialised housing and homelessness services in Fraser Coast, West Moreton and South Brisbane have been supported by our community aged care, mental health and disability services, prison ministries, employment services and our counselling programs.
- **Our commitment to the maintenance of existing partnerships and relationships and the development of new links has enhanced our capacity to respond to change in the support needs of our community.** Examples of collaborative partnerships where Centacare have been involved include:
 - Hoarding & Squalor – Centacare in conjunction with *Communitify* and Brisbane City Council convened a forum to increase community awareness of the nature of extreme domestic living environments and the underlying causes.
 - The 500 Lives 500 Homes project – an initiative to identify the housing, health and support needs of people experiencing homelessness.
 - The Lady Musgrave Trust – supporting young women in need.

Disability Support

Respite and Transition

Our Respite and Transition services continued to provide short-term and time-limited breaks for people with a disability, families and other voluntary carers of people with a disability.

- **During the year we have been restructuring our responses to make them more visible and appealing.** Previously this service was provided as part of a holistic package to clients and their carers. It was provided on the basis of professional assessment rather than individual choice. Our offering now means that clients will be able to choose their care.

Mental Health

Our Mental Health support this year continued to assist people living with a mental illness and support carers, families, children, young people and adults at risk of developing a mental illness. This included home based services, peer support, advocacy and family intervention through counselling, mediation, employment, education, skill development and supported accommodation.

- **Our Anam Cara service expanded to support the growing awareness of mental health within our community.** The demand and acceptance of mental health services are becoming more widespread. Anam Cara has entered a partnership with Queensland Health, Metro North Mental Health and Royal Brisbane and Women's Hospital to introduce the Early Psychosis Outreach Support Project.
- **We utilised new mental health respite funding to employ a regional model of service provision across Kingaroy, Hervey Bay and Gympie.** In working with this new model of service delivery, we believe that it will give hope and opportunity to many more families and people living with mental illness to access respite services in these regions.

Learning and Leisure

During the year our Learning and Leisure services offered a wide range of programs and support services – such as community based learning and leisure activities, social support, planning skills, goal achievement, computer skills, arts, driver and travel (public transport) training for adults with disabilities.

- **During the year Centacare took over the Albert River Community Farm at Yatala. Much of the year was taken up by repairing the farm which had been unattended to for some time.** The aim of this service is to offer our clients participation in a number of farm related activities.

- **Our Impari service based at Yeronga expanded its fruit and vegetable business.** This includes buying produce from the Brisbane Market at Rocklea, packaging and selling it to families, friends, supported accommodation clients, staff and the wider community.
- **Our HAND service, Wilston and Everton Park, was involved in The Blue Roo Theatre Company where clients participated in drama productions.** This year it was "Flood Country" performed at the Judith Wright Centre and the Commedia Dell'Arte Group, South West Queensland tour of "Capitano Pretends Again".

Independent Living

Centacare provided 24 hour support on a daily basis to people over the age of 18 to live in their own homes. Areas of support included assistance with personal care, management of household responsibilities, personal finances, health and well-being, ongoing development of communication skills, personal development and positive behaviour support.

- **Our Independent Living services have undergone a major restructure in anticipation of consumer based funding.** The independent living service will need to continue this reform to continue to provide viable support, enabling people to live the lifestyle of their choice within the community.

Centacare Choices

Centacare's "Host Agency", known as Choices, assists people with a disability to select their support arrangements from a range of service providers. Schemes such as Self-directed Funding mean that clients will have more choice about how and where their money is being spent. This is the future of the community services sector and we will continue to see changes in the area over the next few years.

- **In March 2013 Centacare Choices was established to assist people with a disability to self-manage their funding.** Centacare Choices can assist clients to understand self-directed support, assist in developing a client's support plan, establish brokerage agreements with other services and build safeguards to help protect clients.
- **The team have been busy assisting a number of clients with their self-directed support requirements.** There are thirteen families/individuals currently receiving support from Centacare Choices with four more committed to commence when their funding is released.

Looking ahead

- **With the new Federal Government and a relatively new State Government, navigating the 'where to from here' is a significant priority for Centacare Community Services.** Establishing ourselves as a service provider of choice with a consumer guided menu of services and competitive pricing structure will be imperative.
- **Our work will continue to focus on help and support that will meet the needs of clients who will be given the capacity to choose who will support them.** This is in response to the establishment of National Disability Insurance Scheme where Centacare will not receive funding directly from the government but rather from clients. Whilst challenging, such changes are welcomed as it will enable people with a disability to exercise a greater degree of autonomy in their decision making.
- **We have reviewed our operations in the North Country and Sunshine Coast Region to make sure that Centacare is well positioned to meet the needs of our clients.** There will be a realignment of a number of roles within these regions and there are significant changes occurring to better support our clients' requirements.
- **During the year we combined the Respite and Transition, and Learning and Leisure service streams into one service.** This will equip us to provide more support for clients to participate in the community.
- **In the next year we will be reviewing our Independent Living service, which supports clients to live in their own homes.** The reason the changes have been necessary is that we need to ensure Centacare will be in a position to meet the changing disability support environment.
- **Our new Volunteer Coordination Project will continue to receive our attention to ensure its growth.** We are excited to increase our volunteer pool, to retain valuable volunteers and identifying areas where Centacare volunteers can continue to contribute to the important work we do.



Support to
more than
57 000
people



30 650

people assisted through
Aged Care



233

people assisted through
Independent Living



58

people assisted through
Mental Health Support



23 375

people assisted through
Housing Support and Homelessness



270

people assisted through
Learning and Leisure



3229

people assisted through
Respite and Transition

stories of HOPE

Promise for the future

Jazz, a school-based administration trainee at our St Mary's Beaudesert service, recently received the 'Success through Adversity' award at the Queensland Government Trainee and Apprentice Awards. Jazz battles enormous odds every single day. Since becoming our trainee, her attendance to school has resumed and her grades have improved to mostly A's. Jazz has grown in confidence and she continues to develop her technical skills. Her outlook and demeanour has completely changed since being supported by positive role models at St Mary's Beaudesert. She can now see a bright future ahead of her.

Empowered to take control

At the beginning of this year Heather became a client of Centacare. Heather had recently turned 18 and moved to trial a co-tenancy with another young woman. This was a very challenging time for Heather and there were many significant changes in her life. She missed the feeling of being part of a family. A young person entering into the world of adults is a challenging milestone and one that requires at times, a great deal of considered thought and support.

Kylie is a Support Coordinator with Salire and has had the privilege of supporting Heather in finding her feet in the adult world.

Kylie worked diligently in facilitating opportunities and discussions with Disability Services and the Office of Adult Guardian to support Heather in finding a way to change her accommodation arrangements. Through the hard work of Heather, Kylie and the supporting team, an important dream has been achieved. After the planning meeting Heather made contact with her sister-in-law and it is through this renewed relationship that another circle of peers eventuated. Heather made the decision to live with another young friend and is enjoying her new home and the life-style that comes with being empowered to make choices about how she would like to live her life. Heather currently enjoys babysitting her niece with the support of her sister-in-law.

Congratulations to Heather for bravely taking control of her own life and we wish her much fun and success as she works towards achieving her other goals, including learning to surf and becoming an Assistant in Nursing.



Helping them find their voice

If you are ever passing Our Lady of Lourdes Catholic Parish in Sunnybank you might be lucky enough to hear the sound of the Vintage Voices choir. The first thing that will strike you will be the quality of the singing and the second will be the enthusiasm with which the songs are sung. On closer inspection the choir will surprise you even further, as you'll notice it's made up of the older members of our society with the majority of the singers being in their 70's and 80's.

The energy and excitement of the choir is increased when the Choral Director, Dr. Debra Shearer-Dirié, enters the room and starts the group off doing vocal exercises. Within minutes you can see how this choir has formed into its own community where caring for each other and friendly smiles are extended to everyone. The choir has been running since June 2010 and continues to grow from strength to strength with membership now reaching over 60 members.

One of the most heart-warming stories of how this local choir is changing lives is the story of Ron who at 92 years of age is proud to tell you that he was a professional trumpet player in his day touring Australia. "This has been a God send to me, I've made a lot of friends and this choir takes the place of everything I have lost – it gives me something to look forward to".

creating

HOPE

promise

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You have the **promise** of hope in your heart. You are bearers of hope. It is true that you live in the present but you are looking towards the future... And it's also your responsibility. Become artisans of the future.

”

Pope Francis
28 August 2013



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*When working with people
with difficulties, it's about
giving them the vision of
seeing what they can do to
move forward.*

Michelle Hoppner
– Employment Services staff member

”



Employment Services Overview

Helping disadvantaged people get work
and find their place in the world.

The year in review

In July 2012 Centacare tendered to provide Disability Employment Services (DES) in nine Employment Services Areas (ESAs) stretching from Northern NSW to the Sunshine Coast. We were successful in obtaining contracts in three ESAs (Gold Coast, North Brisbane and Outer North Brisbane) and unfortunately lost our DES business in South Brisbane, Logan and Goodna. There were significant changes to the make-up of providers for DES services across Australia as the government seeks to continually increase employment participation across all types of unemployed persons.

An important element of Centacare Employment Services is providing programs that continue to meet the needs of groups who have unique requirements.

- **During the year the Reintegration Support program continued to work closely with Catholic Prison Ministries.** Our experience in providing non-vocational support to ex-offenders provided hope and allowed a number of participants to obtain employment and start to reintegrate into the community.
- **Our Working Futures in Aged Care program allowed 37 jobseekers the opportunity to undertake work preparation and certificated training in aged care under the specific program funding from the Department of Education, Employment and Workplace Relations.** The program resulted in 10 participants obtaining a Certificate III and a further 12 obtaining competencies in six core skill sets. 10 participants secured employment during the four month project.
- **A new suite of unique workshops - WELL4WORK - was designed and provided to highly disadvantaged jobseekers with significant barriers impacting upon work readiness.** These workshops provide assistance in managing 'life stressors' and 'work wellness' to improve their employability and longevity in the workforce. The WELL4WORK program utilises a practical strength based perspective towards:
 - mental health management and working
 - substance use and relapse prevention to assist with employment preparation and maintenance phases
 - confidence and self-esteem building in employment activities and participating in the workplace
 - parenting and mature age jobseekers returning to the workforce with transferable skills and strengths
 - communication skills and managing frustrations in the workplace providing tools and strategies in regulating emotions
 - communicating and managing conflict situations in the workplace and other settings
 - how to transition to employment and manage life working and keep it all together.

- **Centacare Employment Services identified 14 areas of assistance that could be provided to increase work wellness as part of jobseeker case management.** Over 200 jobseekers have already participated in these workshops. An interim survey of 128 participants revealed over 50% were positive they had gained the tools to get ready for employment as well as maintain employment and less than 10% provided negative feedback.
- **The loss of significant portions of our contracts has meant we have had to say farewell to approximately half of our staff between January 2012 and June 2013.** This included long-serving and highly committed employees. We wish them all well and pay tribute to our current staff for maintaining a strong ethic of service and cheerfulness during a period of uncertainty.

Outcomes for 2012-13

Placements into employment	2012-13	2011-12
Job Services Australia - total	2279	3009
Job Services Australia - Jobseeker – high support (streams 3 and 4)	1143	1446
Disability Employment Services - participants	261	599

Completed 6 months employment	2012-13	2011-12
Job Services Australia - Jobseeker – high support (streams 3 and 4)	361	461
Disability Employment Services - participants	248	302

The year ahead

- **2013-14 will be a year of consolidation whilst planning our approach to the tendering of Job Services Australia contracts.** The regular cycle of tendering and the accompanying resource commitments is a feature of the current Employment Services system.
- **Our service approach will continue to remain the same; however, we are continually reviewing and implementing improved systems to ensure our cost structure maximises resources in client servicing.** The employment market has proven to be more difficult since April 2012 and government projections of the unemployment rate suggest it will be some time before this improves. The compliance demands of the contracts have increased substantially in the last 18 months which means our systems need to change to meet these demands.

The consequences of unemployment create a long list of serious and complex issues. For our clients, the majority experience insecure work or long periods of unemployment. For the community, they contribute to an increase in issues such as poverty, homelessness, family breakdowns and poor health.

stories of HOPE

The staff at Centacare Employment Services have diverse personal backgrounds and possess a wide range of qualifications – from sales to psychology. Our goal is to work together as a team to support job seekers. It is the lives of the people we support that provide us with enthusiasm and hope.

Empowering to gain skills and knowledge

Brendan, a client from our Mitchelton site, recently completed a Certificate II in Hospitality with a local training organisation where he has gained valuable skills and knowledge. He recently completed work experience with Coles and Woolworths and has secured an interview with BWS. He has provided feedback to Program Manager, Steve Greer that all the staff are very helpful and professional at Centacare and always offer a high standard of service. And whilst we have supported Brendan throughout his journey, it is he himself that has made the positive change.

Opportunity to find gainful employment

Ben, a client from our Toowong office, recently started working at a service station as a cleaner/yardman. Since commencing work, he openly admits that it has changed his life – he now has a positive attitude and renewed confidence and he is grateful for his employment opportunity. Ben's growing ability and confidence has attributed to the caring support given by all the staff at the service station.

The management and staff have taken Ben under their wing and are now training him in the operation of the console and providing friendly customer service.

The sky's the limit for Ben and we wish him well in the future. A big thank you to the highly supportive owners and managers for the faith they have placed in Ben.



Creating
opportunities
for more than
14 000
job seekers



11 218

people assisted through
Job Services Australia



2642

people assisted through
Disability Employment Services



1034

people assisted through
Psychology Services Queensland



“

I was referred to Centacare for counselling after a recent family bereavement. As someone new to counselling I was very unsure about what to expect. Since the moment I met my counsellor I knew I had made a positive decision. I am back on track with my life and I really appreciate Centacare for the help and support they provided me! It's refreshing these days to deal with an organisation that really cares for its client's wellbeing.

”

Ross, Nundah

Family & Relationship Services Overview

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

The year in review

This year saw Centacare's Family & Relationship Services focus on strengthening their collaborative partnerships and relationships with a range of other services and organisations. This allowed us to be more responsive by offering a holistic approach and access to additional services.

Some major achievements in our Family & Relationship Services during the year were:

- **On the Gold Coast we delivered in partnership with local services and Qld Police Service (QPS) the 'Love Bites' sexual abuse and domestic violence awareness program in 10 local high schools for 2500 students.** This program won the QPS 'State Silver Award'.
- **Our outreach of the Domestic Violence Assistance program has been extended to Coomera.** This program which takes place in the Gold Coast City Council Community Centre gives local families access to a range of support services that have been needed for some time.
- **Our Family Relationship Centres (Chermside and Gold Coast) worked with over 2000 parents at a time of great difficulty and stress in their lives.** This service allows us to achieve outcomes such as developing cooperative post-separation parenting arrangements that focus on the best interest of their children.
- **Our Cannon Hill service was re-named Centacare Community Connections.** This is a vibrant community hub that continues to respond to local community needs with a thrift shop, counselling, parenting programs, a children's playgroup, a craft group and emergency relief programs.
- **Our Fortitude Valley service continued with many family and relationship strengthening programs including homework groups and a playgroup for 108 children (51 families) from migrant communities.** These groups are a wonderful social activity which bring families together and build a sense of connection in their community.
- **In the Sunshine Coast Region our SCOPE (Sunshine Cooloola Outreach Prevention and Education) program and staff provided responses to 7327 women, children and men.** The SCOPE program allows us to offer wrap-around services for clients. An innovative Family Therapy program provides effective family counselling using a professional partnership model with other service agencies and the University of the Sunshine Coast. Our Men's Court Support program, covering five local courts, receives positive feedback from clients, police and court personnel alike.
- **Across the Wide Bay South Burnett Region our staff provided support to 3341 local people.** Our small Fraser Coast counselling program is booked ahead solidly. South Burnett staff provide counselling, community development activities and a sexual assault prevention program as well as maintaining a high level of responsiveness to community identified needs. Our community service based at Kingaroy has also been re-named as Centacare Community Connections.

- **We have commenced a process of training other Centacare staff in community mental health approaches.** We look forward to these staff supporting Centacare's mental health services.
- **Our Employee Assistance Program was discontinued this year.** We have provided this well regarded service for more than 13 years and we thank both the staff who delivered the program and the organisations that contracted with us over that time. New arrangements were made with Access EAP to provide this vital service.

Looking ahead

- **We will continue to review our services to improve our approaches to regional responses. We will be working to build partnerships that improve access to our services for vulnerable people and families with a focus on community outreach.** We have some innovative opportunities emerging from building relationships with other organisations. We will collaborate and build on service strategies to provide more diverse responses.
- **Our Domestic and Family Violence Prevention services have been incorporating some new processes into their service strategies.** These include working with new database referral systems for women and children who are victims of domestic violence, to assist them with finding safe accommodation and managing service responses to Voluntary Intervention Orders. These changes are providing greater resources to the community and increasing safety for victims.
- **Our services note that families and individuals have been presenting with increasingly complex and higher risk personal and family issues.** Redundancy and lack of work opportunities are resulting in ongoing and long term assistance needs. Lack of income is increasing a reliance on service organisations which are being stretched trying to cope with demand. We will continue to develop responses to meet the needs of families and individuals in these situations.



A client recently wrote:

"After escaping domestic violence with my baby, I began to get back on my feet. But the nightmares, insomnia and anxiety refused to go away. I really needed to talk to someone who would understand, but I didn't know who I could turn to for help.

"Finding an experienced Counsellor who specializes in trauma was not easy. After a few years, I came across Centacare at Cannon Hill. This was a life changing moment.

"Whilst working in a well paid job with a high level of corporate responsibility, I fell ill and was forced to resign. I had undergone several tests for cancer and consulted with specialists for various health issues. The medical expenses had drained my finances and I was struggling to afford the basic necessities. I was embarrassed, worried, vulnerable and falling apart.

"The staff at Centacare were welcoming, non judgmental and displayed kindness beyond words. They truly displayed the Catholic ethos of looking after your neighbour. I was comforted, listened to, assisted and understood. I began my counseling sessions with Angela, after being diagnosed with post traumatic stress disorder. I had finally found an amazing, intelligent and experienced counsellor; one with a sense of humour!

"My child also has sessions with Angela which has helped to address school bullying, anxiety and sleeping issues. As I write this from outside the counseling room, I can hear my child's laughter and it fills me with joy that after all the pain and trauma, the tears and struggle, we have found support and strength."

stories of HOPE

Opportunities to develop through homework

The Centacare homework groups inspire parents and offer them the opportunity to develop their learning skills. Parents come along to each session with their children, not to sit back and watch, but to take the opportunity to learn and catch up on what they missed out on as children. Not only have the parents opened up new opportunities for themselves but their children also benefit from seeing the determination of their parents to learn and grow.

Supporting families in the community

Earlier this year our Cannon Hill service was able to assist a single parent with a primary school aged child who had been made redundant and was undergoing financial hardship. She had no family support to assist her and we were able to help her pay a major bill and buy food through our Emergency Relief scheme.

Although her work situation has not changed, she recently appeared at the door of our service with some toys that her child had grown beyond and a box full of beautifully wrapped and labelled Christmas gifts for our 2013 Christmas Hampers. Whilst she lives on a tight budget she told us that during the year she has been planning 'to give to those who are in need and make life a little easier for someone else'.

Empowering people to prosper

The Participating in Prosperity (PiP) program ceased funding this year but there were many wonderful stories of women who had experienced vulnerabilities taking up the challenge of moving into the workforce or study. The participants all achieved goals which empowered them to move on with their lives. A significant outcome for many was reconnecting to the community and having the opportunity to get to know other women who were in similar situations. One participant said 'I would not be where I am today without the support and learnings from PiP with all the help, guidance and tools.

Reaching out to the community

Family & Relationship Services have established an outreach site at the Upper Coomera Community Centre. This will enable us to provide services in a corridor that was identified as having high social needs with limited access to services. Our support includes the provision of counselling, 'Nuts & Bolt's', men's discussion groups, family mediation, parenting, free legal advice and community education programs. These services will help build social and support networks that empower and enable local people to contribute positively and develop a sense of belonging in their community.

More than
25 000
people
participated in
our services this
year...



12 229

people participated in
Domestic and Family
Violence Prevention



6305

people participated in
Counselling



1323

couples participated in
Pre-Marriage Education



4387

women were assisted through
Court Support



1606

men were assisted through
Court Support



6153

people participated in
Community Development
and Education



1237

people assisted through
Emergency Relief



“

The hospital chaplains have a huge impact, because without pastoral care, we couldn't do our jobs either. They provide a service, not just a spiritual service, but they provide care and comfort, not just to patients, but to relatives and to staff as well.

Karen - Ward Nurse, St Andrews Hospital, Brisbane

”



Pastoral Ministries

Overview

Spiritual and pastoral support across healthcare,
corrections and the community

The year in review

During the year the work of Pastoral Ministries continued to reach out to individuals and advocate for greater opportunities and fairer social structures. We seek to ensure those who are most vulnerable are not further isolated because of their social circumstances. In each of the seven ministries chaplains, priests, staff and volunteers worked to provide help and create hope across many human needs. The past 12 months saw many achievements namely:

- **Our Apostleship of the Sea has helped over 15 200 seafarers in the centre which came from a total 3635 ships.** We have provided almost 5000 phone cards, facilitating on-going contact with their families. Our ship visitors have been on 620 vessels and we ran over 1500 bus services.
- **During the year Catholic Psychiatric Pastoral Care gained 12 new pastoral carers which meant 72 trained pastoral carers visited 10 hostels and 11 hospitals weekly.** Among the 12 graduates from the 2012 Training Course are two Seminarians from Holy Spirit Seminary. The 12 participants in the 2013 course include a Capuchin Priest, a Franciscan Missionary of Mary and a Capuchin Postulant. The year also saw Catholic Psychiatric Pastoral Care finance the refurbishment of furniture and new music equipment at the centre. They also funded a new part-time position in food preparation.
- **Catholic Prison Ministry has been at the forefront of prison advocacy during the past twelve months.** We have responded to a number of issues affecting both prisoners and their families whilst visiting their love ones.
- **Murri Ministry coordinator Ravina Waldren was awarded WILPF (Women's International League for Peace and Freedom) Queensland Peace Prize.** This was for her work in building human rights and peace in the Aboriginal community.
- **Our hospital and prison chaplains continued with their dedication and commitment to visiting patients and prisoners each week.** In 2013, there were around 90 trained hospital pastoral carers and around 25 accredited prison chaplains.
- **Neil McGuire, founding member and Fundraising Manager for Shiloh since 1996 leaves a legacy.** Neil passed away in October 2012 after battling leukaemia since 1988. Together with Josephine Barletta and Kerry and Helen Ryan, Neil formed Shiloh and kept it going when few believed it had a future. Neil has been a most loyal, committed and dedicated committee member and many will remember his organised race days, Christmas in July extravaganzas, trivia nights and raffles over the years. Kev Clayton now heads Shiloh's fundraising committee.

Looking ahead

- **An Archdiocesan Review of Centacare Pastoral Ministries is currently underway.** This will mean some significant changes in how these services are delivered and where they will be managed in the Archdiocese's structure.
- **Another 12 students are being selected for scholarships to become hospital chaplains/pastoral carers in hospitals.** The scholarships are funded by an anonymous donor to assist students to complete the Certificate of Spiritual Care. After graduation, these students will work as hospital chaplains/pastoral carers in hospitals.
- **Murri Ministry Aboriginal Catholic Ministry will engage more broadly with the newly arrived international clergy in the Archdiocese.** One of the challenges for 2014 is developing an Aboriginal Catholic Ministry website, a first within the Brisbane Catholic Archdiocese. Murri Ministry will celebrate their 20th Anniversary in November 2013.
- **During the second half of 2013, a Catholic Psychiatric Pastoral Care Advocacy group will visit parishes and schools within the Archdiocese.** The purpose of these visits will be to educate about the reality many people face, of living with mental illness and to promote the support and hope Catholic Psychiatric Pastoral Care offers. Outreach negotiations are under-way to visit a new hostel with 56 residents.
- **Over the next year Catholic Prison Ministry will release a Family Handbook.** This book will be aimed at providing information, resources and assistance to families of prisoners in Queensland. We will continue with our advocacy for prisoners and families and we will endeavour to expand our reintegration support to cater for the growing prison population.



stories of HOPE

Helping keep families in contact

Emmanuel came into the Apostleship of the Sea centre, telling how, on a 10 month contract, he had only been able to get ashore twice. The ship had internet on-board but he was only allowed to send one email a week and no more than two hundred characters. He said that when he is at the Apostles of the Sea centre, it is the only place he can spend quality time on Skype talking to his family.

Finding opportunities to reintegrate into the community

Catholic Prison Ministry's Reintegration Support program has been running in partnership with Centacare Employment Services for almost four years. In those years we have assisted 978 people exiting prison, or at risk of imprisonment. The purpose of the program is to find gainful employment for ex-offenders, giving them income and a sense of belonging and contributing to the community.

Pastoral care providing promise

Catholic Psychiatric Pastoral Carers visit hospitals and hostels each week. They enable otherwise forgotten people to experience a home in the Church through individualised and group pastoral care as well as through weekly Liturgies of Word and Communion.

Students making good choices

Shiloh received this letter from a year 12 student:

"Thank you so much for your inspirational talk today. I was very much inspired by your compassion and selflessness towards a very important issue in society today. I now have a deeper and more meaningful understanding of HIV/AIDS and will definitely be passing on your message to whoever I meet. Today has definitely made me realise, I am an important person in society because I can change the lives of many. I am forever grateful."

Pastoral
Ministries
provided hope
to more than
84 000
people



15 200

people supported through
Apostleship of the Sea



50 530

people supported through
Catholic Prison Ministry



15 100

people supported through
Hospital Chaplaincy



2090

people were assisted through
Murri Ministry



2000

people educated through
Shiloh HIV Support

Corporate Governance Management

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.

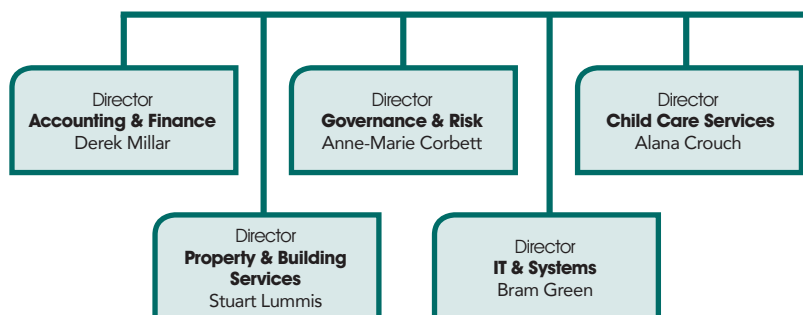
The Council also ensures that Centacare's financial policies reflect the mission and vision, assist in achieving corporate goals and are consistent with the Archdiocesan financial policies and goals.

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

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

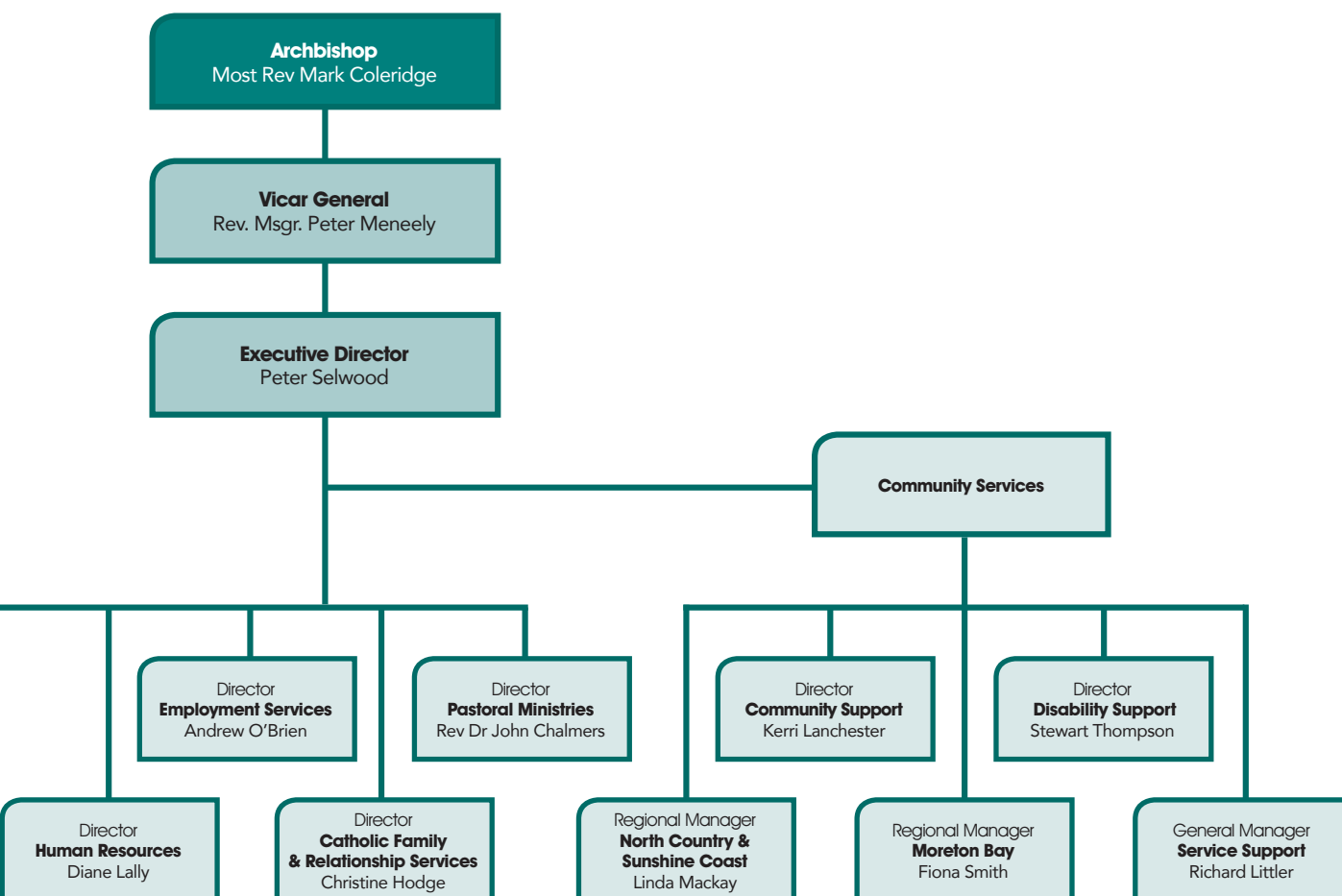
We seek to provide as accurate information as possible based on written procedures, policies and guidelines through an organisational structure that provides appropriate division of responsibility and accountability as well as the appropriate selection and training of staff.

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





Internal Control Framework



Centacare Leadership Team



Peter Selwood

Executive Director



Rev Dr John Chalmers

Director
Pastoral Ministries



Anne-Marie Corbett

Director
Governance & Risk



Alana Crouch

Director
Child Care Services



Bram Green

Director
ICT



Christine Hodge

Director
Family & Relationship Services



Diane Lally

Director
Human Resources



Kerri Lanchester

Director
Community Support



Richard Littler

General Manager
Service Support Division



Stuart Lummis

Director
Planning & Building,
Property & Facilities



Linda Mackay

Regional Manager
Community Services
North Country & Sunshine Coast



Derek Millar

Director
Accounting & Finance



Andrew O'Brien

Director
Employment Services



Fiona Smith

Regional Manager Community
Services Moreton Bay



Stewart Thompson

Director
Disability Support

Council & CAS Committee

Centacare Council



Margaret Vider
Chair



Veronic Casey



Jeremy Howes



Kate Jones
(from February 2013)



Jeff Falvey



**Rev. Msgr.
Peter Meneely**
Vicar General



Peter Carroll
Deputy Chair



Jenny Parker



Patrick O'Sullivan



Fr Nigel Sequeira
(from August 2012)



**Very Rev.
Peter Dillon**
(Term finished Feb 2013)



Barbara Hay
(Term finished Dec 2012)



Kerry O'Brien
(Term finished Feb 2013)

Staff in Attendance

Peter Selwood
Derek Millar
Anne-Marie Corbett

Centacare Administration Services Committee



Peter Carroll
Chair



Margaret Vider



Jeff Falvey

Staff in Attendance

Peter Selwood
Derek Millar
Anne-Marie Corbett
Carmel Sellick



Jeremy Howes



Jenny Parker



Patrick O'Sullivan

creating

HOPE

empowerment

“

The government and other organizations should work to create the social conditions that will promote and protect the rights of the poor and **empower** them to be the builders of their own future.

”

Pope Francis
1 October 2009
(then Cardinal Jorge Mario Bergoglio)

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 Social Services
- Attorney-General's Department
- Department of Health

QUEENSLAND GOVERNMENT

- Department of Communities, Child Safety and Disability Services
- Queensland Health
- Department of Education, Employment and Workplace Relations
- Department of Housing and Public Works
- Beenleigh Magistrates Court
- Legal Aid Queensland – Community Legal Services Program
- Queensland Gambling Community Benefit Fund
- Queensland Corrective Services

LOCAL GOVERNMENT

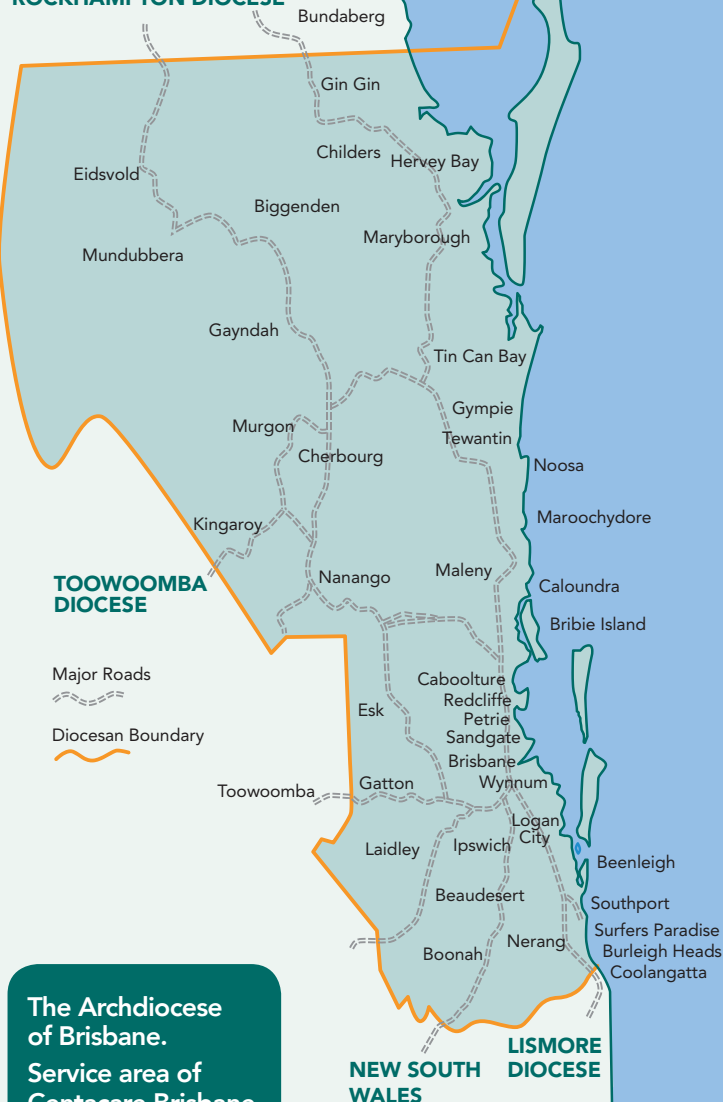
- Brisbane City Council

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
- Presentation Sisters
- 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.

Centacare

Level 1, 229 Elizabeth Street BRISBANE QLD 4001

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10 Herbert Street PADDINGTON QLD 4064

P: 07 3367 6300 F: 07 3367 3656 E: childcare@bne.centacare.net.au

Centacare Community Services

50 Cleveland Street STONES CORNER QLD 4120

P: 07 3255 7755 F: 07 3255 7766 E: info@centacarecss.org.au

Centacare Employment Services

50 Cleveland Street STONES CORNER QLD 4120

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Centacare Family & Relationship Services

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Centacare Pastoral Ministries

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