



annual review  
2013 | 2014

providing help. creating hope.  
EVERYDAY

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 is also your responsibility. Become artisans of the future.

Pope Francis  
28 August 2013

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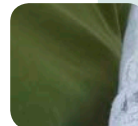
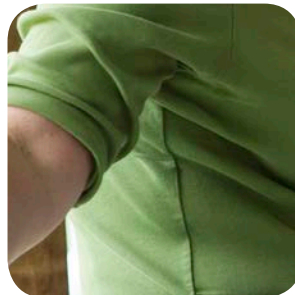
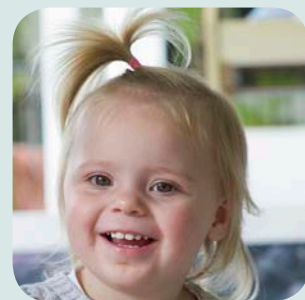
## Our Vision

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.

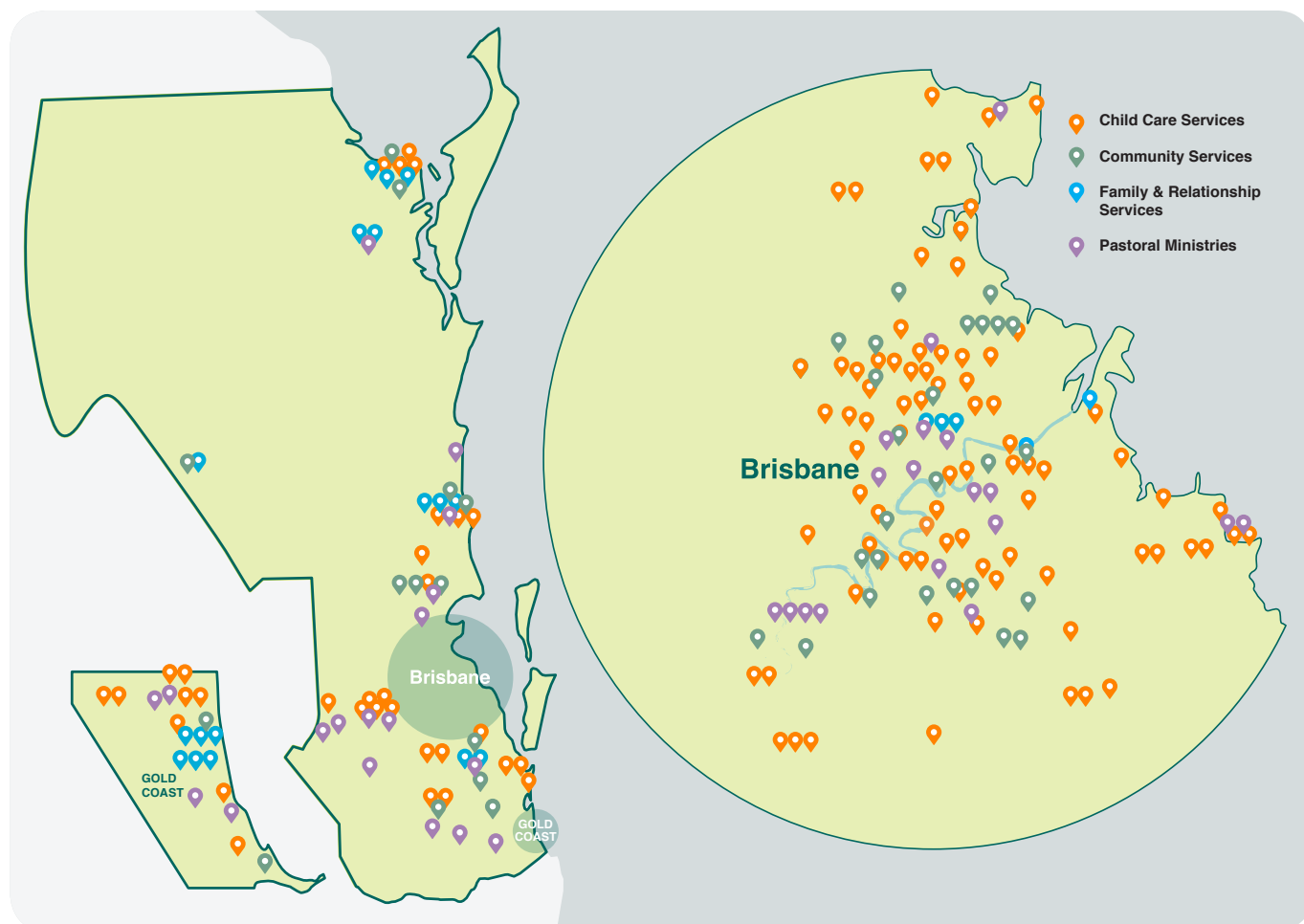
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ARCHDIOCESE  
OF BRISBANE



EVERYDAY

centacare provides help  
and creates hope  
in more than 250 centres  
across South-East Queensland



# from the ARCHBISHOP

In the everyday work of Centacare we see deep into the heart of the Archdiocese of Brisbane – so deep in fact that we see the heart of Christ. As a professional and practical expression of living the Gospel through action, Centacare proclaims the hope that is born of Easter, the hope of new life when all seems lost.

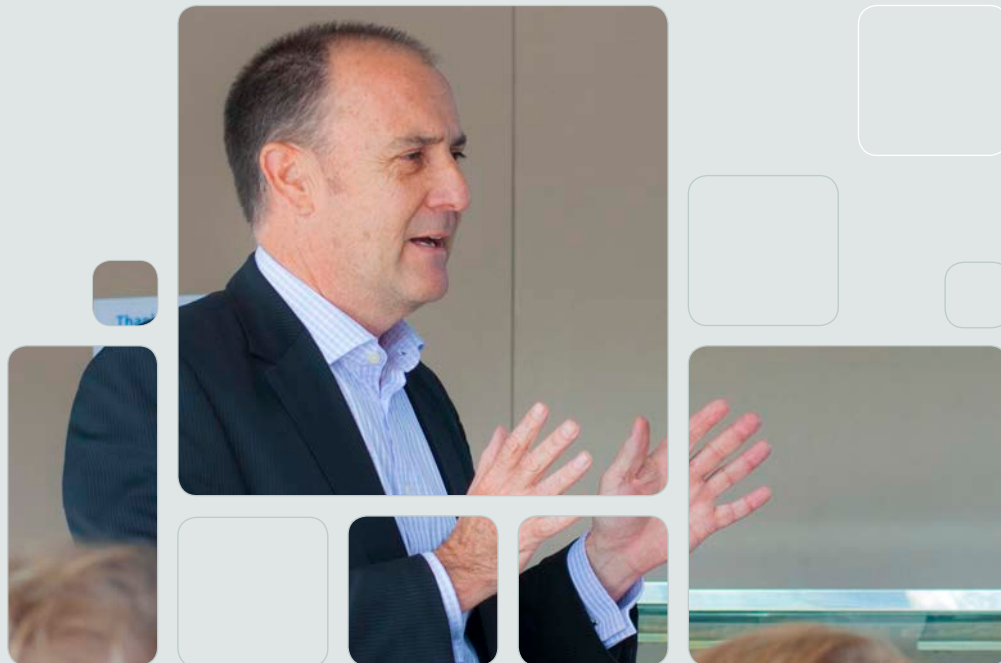
Empowered by the love of Christ, Centacare responds to human need in a spirit of service and enables people in need to live their lives to the full. Centacare helps to create a more just and inclusive society for all; no-one is ignored or left behind. Its staff and volunteers go the extra mile to provide quality care to people wounded by loneliness, fear, frailty or powerlessness.

From humble beginnings in small parish communities, Centacare has grown into a large professional organisation supporting over 150 000 people – families, children, young people and adults. We can all be proud of the staff and volunteers who do what they do every day to give flesh to the mission of Christ. I thank the many involved in the work of Centacare for what they contribute. Their dedication and generosity in providing support to those most in need is an inspiration to us all.

The pages of this report tell of the lives Centacare has touched and of Centacare's work in creating a hope-filled society through service, education and advocacy. It is a story of the Church at its best.

I commend to you this Annual Review.

Most Rev Mark Coleridge  
Archbishop of Brisbane



# from the EXECUTIVE DIRECTOR

In a year of significant challenges, Centacare staff continue to respond to the needs of children, young people, families and the individuals we support. The year has shown, in many different ways, how we are able to meaningfully improve the lives of our clients. We have actively demonstrated our capacity to respond to the calls from government and communities to not only assist but to change circumstances for those who are marginalised or need help.





## Response to a changing environment

The past year has been one of achievement in which Centacare demonstrated resilience and continued focus on mission in the face of significant sector-wide reform as well as government funding constraints. We are committed to meeting the challenges that will occur in the years to come.

While continuing to deliver our services on a daily basis, we maintained a strong focus on our preparations to meet the challenges and opportunities afforded by government reform and new financial management requirements. We are actively engaging with government and community responses and findings to public inquiries into child protection related matters, namely the Royal Commission into Institutional Responses to Child Sexual Abuse.

## Centacare's strategic direction

In response to our changing environment, our focus over the next three years will be in the following areas:

- Clients – to continually improve our service by ensuring that we continue to meet their needs.
- Financial - ensuring we are financially viable and provide sustainable services.
- Learning and development - inspiring our staff by ensuring a skilled and motivated workforce through ongoing learning and development.
- Internal business process - being a more effective organisation by streamlining our internal business processes.

Centacare's response will ensure the best possible care is provided in conjunction with the necessary organisational preparation, business planning and change management. A number of major developments will be rolled out over this period, including Consumer Directed Care within the Aged Care and Disability Services sectors. It is a strategic priority that Centacare focuses on person-centred care as a major influence on how we shape our services and support.

“ Centacare focuses on person-centred care ”



## Centacare Employment Services

Centacare is constantly reviewing service priorities having particular regard to our service capability now and in the future and the level of resources at our disposal. As a result of reviewing our service priorities, a very difficult decision was made to transfer our employment services, Job Seekers Australia (JSA) and Disability Employment Services (DES) contracts to another employment provider.

The ongoing government changes and the competitive nature of employment services within Australia meant that Centacare did not have the economies of scale or level of resources to sustainably continue to provide this service. Our focus during this transfer was to ensure that our clients could achieve continuity of care with an employment service provider who had proven performance in placing job seekers and that our staff had the support they needed during this period of change.

We would like to thank our staff and clients who over the years supported this service and wish them all the best for the future.

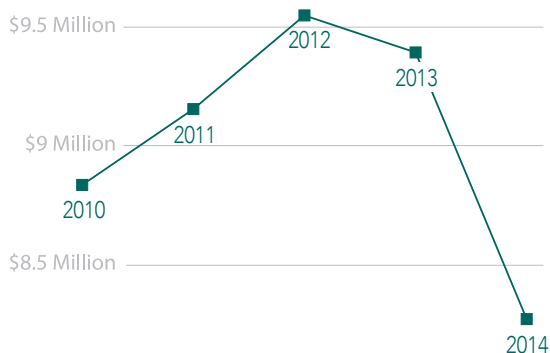
## Financial Performance

Centacare has always sought to be a good steward of the resources with which it is entrusted. Over the past year, we have focused on managing operating expenses. Staffing accounts for 78.5% of our organisational expenses and our challenge is to ensure we manage this effectively.

Our many services cannot be delivered effectively without a contemporary information and communication technology (ICT) capability, supported by an organisation-wide network. During this financial year Centacare continued to invest in ICT. This included the ongoing development of a client information management system that will provide us with a standardised system for our service delivery. There will also be a focus on enhancing the client experience through the development of a single point of contact that will include phone, email and social media.

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

Centacare has reduced  
administration expenses by  
**11.6%**  
over the last 12 months





## With thanks

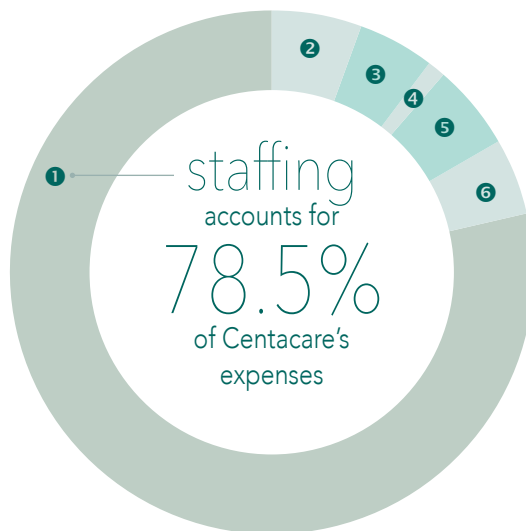
Centacare's many initiatives are achieved through a dedicated team of professional staff, volunteers and supporters, as well as the valuable contributions from the Queensland and Federal Governments and local partnerships with other church and community agencies.

In a period of such change, a great deal of pressure fell on the shoulders of the Centacare leadership team, the leaders of Archdiocesan shared services, and our service leaders. It is important to acknowledge their outstanding contribution. To our many staff across the organisation, thank you for your dedication and the amazing difference you make to our community and clients.

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 Monsignor Peter Meneely (Vicar General) and the Centacare Council 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 150 000 people in South East Queensland.

Peter Selwood  
Executive Director



- ① staffing
- ② administration
- ③ depreciation & interest
- ④ motor vehicles
- ⑤ client services
- ⑥ property & occupancy



# the year in REVIEW

## hope created...

9978 people assisted with domestic and family violence support

21 152 children attended outside school hours care

20 000 people in hospital were supported

17 269 seniors received aged care support allowing them to continue to live in their own home

### THE FACTS

- Every minute of every day, 128 people are receiving support from Centacare Community Services
- 6% of the South-East Queensland population\* receives Centacare services
- Centacare services are provided across an area of 22 420 km<sup>2</sup> \*

(\*Australian Bureau of Statistics, 2011)

### Financial Summary

Expenses	2010	2011	2012	2013	2014*
	\$	\$	\$	\$	\$
Administration	8 833 000	9 142 000	9 524 000	9 373 000	8 286 000
Depreciation and Interest	5 725 000	5 954 000	6 639 000	7 156 000	7 144 000
Motor Vehicles	2 776 000	2 818 000	3 216 000	2 896 000	1 832 000
Client Services	4 695 000	5 189 000	6 325 000	5 771 000	7 644 000
Property & Occupancy	6 585 000	6 757 000	7 520 000	8 620 000	7 203 000
Staffing	86 565 000	95 045 000	105 037 000	109 278 000	116 987 000
<b>Total</b>	<b>115 179 000</b>	<b>124 905 000</b>	<b>138 261 000</b>	<b>143 094 000</b>	<b>149 096 000</b>

\* 2014 excludes Centacare Employment and includes Parish Outside School Hours Care services.

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.

## centacare child care services

575 children	Family Day Care
658 children	Kindergarten
1607 children	Long Day Care
21 152 children	Outside School Hours Care

## centacare community services

8960 people	Aged Care
21 279 people	Housing Support & Homelessness
278 people	Independent Living
668 people	Learning & Leisure
96 people	Mental Health Support
1834 people	Respite & Transition

## centacare family & relationship services

955 children	Children's Programs
4141 people	Community Development
2074 people	Family Dispute Resolution
7039 people	Family Relationship Counselling
1248 people	Family Relationship Education
9978 people	Domestic and Family Violence Support

## centacare pastoral ministries

14 300 seafarers	Apostleship of the Sea
50 300 people	Catholic Prison Ministry
20 000 people	Hospital Chaplaincy
2010 people	Murri Ministry
1300 people	Prison Chaplaincy
1110 people	Psychiatric Pastoral Care



- ❶ Aged Care  
692 385 hours
- ❷ Respite & Transition  
271 512 hours
- ❸ Independent Living  
1 378 005 hours
- ❹ Learning & Leisure  
303 469 hours
- ❺ Housing Support & Homelessness  
67 950 hours
- ❻ Mental Health Support  
34 331 hours



# OUR PEOPLE

Centacare's ability to deliver quality services to our clients over the past year has been possible because of the commitment and dedication of our staff. Our commitment to building and maintaining a professional workforce is underpinned by learning and professional development aimed at equipping staff to meet ongoing needs.

We appreciate the dedication and the contribution made by our people who have seen many changes and challenges within Centacare over these 12 months.

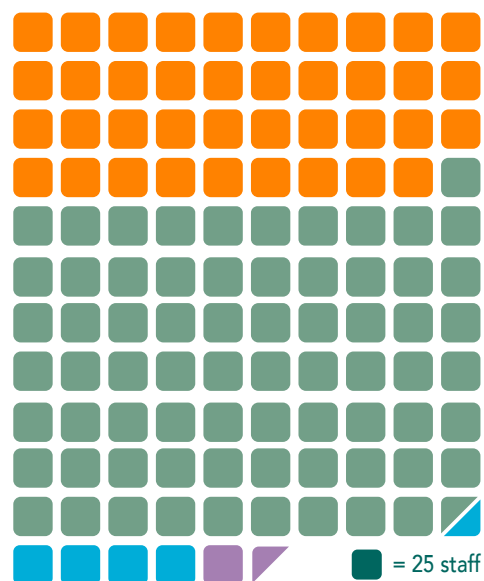
As we enter into an increasingly competitive community services environment and face the challenges of government reform in the sector, the focus is on providing tailored learning and development opportunities for staff. We are determined to make our organisation an employer-of-choice in the non-government sector and to further develop our employee attraction and retention strategies.



“I’ve worked for Centacare for just over ten years now, I can honestly say that I am proud to work for an organisation that values its people and clients. It’s also important to me that I work for an organisation with a social justice ethos and Centacare really fulfils that.”

Kate  
Governance & Risk

## Centacare Staff

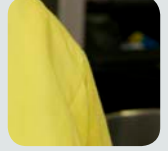
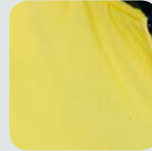
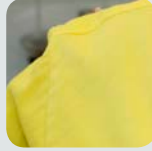


Child Care Services	975 employees
Community Services	1760 employees
Family & Relationship Services	116 employees
Pastoral Ministries	34 employees
<b>Centacare employees at 30 June 2014</b>	<b>2885</b>



Centacare Amelia House Services





# VOLUNTEERS

Centacare's more than 489 volunteers are crucial to helping us deliver our services. Not only do they volunteer their time, they provide a warm, familiar and human face for some of the most vulnerable members of our community.

“

When an opportunity came up to volunteer with Centacare, I jumped at the chance. It gives me great satisfaction and I feel like part of the team here! I really do feel like I am helping to improve people's lives and am giving back to the community.

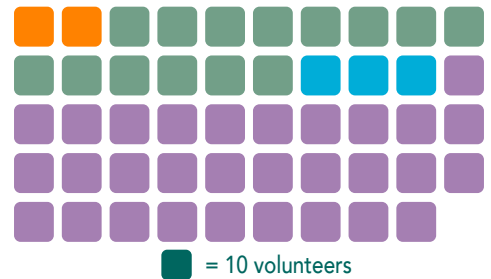
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Barbara – Centacare Community Services Volunteer

Some of the areas our volunteers assisted us to provide help and create hope include:

- delivering services to seafarers on-board and ashore
- providing court support and assistance to released prisoners through Catholic Prison Ministry
- providing hospital pastoral carers and chaplains - many lay volunteers are trained through an accredited course
- working as pastoral carers with Catholic Psychiatric Pastoral Care
- visiting the sick, aged or disabled and providing emergency home help, as well as transporting people who have difficulty using public transport as part of our Care and Concern program
- assisting with recreational activities, including art and craft, drama, music, games and outings, providing administration support, personal companionship and gardening as part of our day respite centres
- providing assistance with home safety programs, administration support, indigenous support, disability programs and aged care services
- supporting clients with repairs and maintenance to ensure clients can live independently in their own homes.

## Centacare Volunteers



Child Care Services 21 volunteers

Community Services 139 volunteers

Family & Relationship Services 29 volunteers

Pastoral Ministries 300 volunteers

Total number of  
Centacare volunteers  
at 30 June 2014

489



Robbie, our volunteer with  
Centacare Community Services  
Caboolture

# meet our VOLUNTEERS



Caroline – Centacare Community Service Aspley

Caroline found Centacare through QUT, when looking for an organisation to complete her final Human Services student professional placement.

"Centacare was so enjoyable for me; it offered me great learning opportunities within a dynamic, empathetic, friendly and hardworking team. This experience has led to me continuing to volunteer, whilst completing my Master of Social Work studies. I love being part of a team that offers compassionate and competent care in such a caring way."



Linda – Centacare Community Services Enoggera

Linda has been with Centacare for three years and volunteers three days a week, always arriving early and staying late, she enjoys it that much!

"I help in the kitchen, drive the bus that transports clients, go on outings, make them tea and sometimes just chat and provide a friendly smile. I was always a carer for my mum and volunteering feels normal for me and volunteering at Enoggera feels like home. Volunteering fulfils my life and I feel like I am changing other people's lives too."



Cameron – Centacare Pastoral Ministries

Cameron has had a colourful past and found himself in a life changing situation that altered the way he looked at things and the impact he was having on others. He was asked by someone if he would like to be a Catholic Prison Chaplain, he accepted and has never looked back.

"This volunteer position involves me going into prisons and sitting down with prisoners face-to-face and listening to them and seeing how I can help. I feel like I am making a difference in their lives. I volunteer for six to seven hours on a Saturday and sometimes it's even more than that and that's on top of my normal job – I never stop! I used to be a hollow and a cold person and volunteering has helped me be a better person. I would say to anyone wanting to volunteer, do it as it's so rewarding helping others."







# supporting WELLBEING

supporting **carers** | giving the **elderly** a sense of belonging and community  
 engaging those with a **disability** | supporting **mental health**  
 preventing **domestic and family violence** | **counselling**  
**suicide** prevention | **indigenous** support

At Centacare, we believe that supporting the wellbeing of individuals is integral to respecting their dignity and enhancing quality of life. Centacare assists families to reach their full potential when confronted by life's challenges. We provide support, outreach and early intervention services to children and young people and families who need extra help. Our mental health support, including rehabilitation, early intervention and mentoring, looks to enable people with mental illness to live full and meaningful lives.



## Supporting carers

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

Centacare provides a variety of overnight respite options located at 15 locations throughout the Archdiocese. Our 17 centre-based respite centres provide a range of social, psychological and physical support, with extended and weekend support for carers. Our carer program is enhanced by a range of in-home support options, which have helped carers to take a much needed break from their caring role.

During the year, we launched our SHARE the Care program. The program supports carers of the frail aged and people living with dementia. It aims to support carers in five key areas of health and wellbeing, accessing other services, encouraging rest and relaxation, education and strengthening skills.

Whilst this program is still new we are receiving encouraging feedback from our carers participating in the program.

## Giving the elderly a sense of belonging and community

Centacare respite centres offer a wide range of programs and activities designed to engage our elderly clients. The activities include centre based activities such as craft, men's sheds, fitness and entertainment as well as outings and day trips. Our activities are tailored to provide enrichment and fulfilment whilst facilitating a sense of belonging through companionship.

This year Centacare extended services to the Medicare Local group by way of developing a social network within our North Brisbane areas. Clients attend a monthly outing together, which enabled those who have been socially isolated to form new friendships and enjoy the opportunity to visit new places and experience new adventures.

Last year proved to be another wonderful year for Centacare's Vintage Voices Community Choir. With a record number of performances that included retirement villages and nursing home 'sing-a-longs' for the residents.

The overall highlight was the choir's performance at the 5th World Forum of Music Conference at the Conservatorium of Music, Southbank. The theme of 'singing through life' and 'community connections' have helped to achieve the aim of improving the perceptions of older people in the community through performance.



Helping with planting at  
Centacare Albert River Farm



Centacare's Vintage Voices rehearsing for their performance at the 5th World Forum of Music at the Conservatorium of Music Southbank.



Kerri Steen and Glen Anthony from our Southside Community Connections at Coorparoo entered Art From the Margins. Kerri Steen received a commendation for her work.

## Engaging those with a disability

This year we saw the ongoing development of the Centacare Farm at Yatala. Our farm enables clients across both our Disability and Aged Care Services to participate in outdoor and horticultural pursuits. This type of service is unique in South East Queensland and provides richness to our services.

The Arts and Theatre programs at our HAND service continued to prosper with an increase in performances during the year. Our inclusive theatre Blue Roo is aimed at engaging those with a disability to gain self-confidence, whilst also providing them with learning opportunities through singing and drama.

Performances during the year included Waddle of Ducks at the Wilston Shopping Village and the Commedia Dell Arte performance for Minister Tracy Davis at the Centacare Farm. We also prepared for our performance 'Song Circle' in partnership with Queensland Opera in October 2014.

A number of our clients participated in the Art From the Margins show at City Hall in September 2013. One of our artists from our Community Connections at Coorparoo received a commendation for her work. This small group of younger people living with disability have been working with an art teacher for the last two years and this will continue as preparations begin for an even bigger participation in late 2014.

During the year we relocated our Intellectual Disability Outreach Clinic to Stones Corner. This has significantly enhanced the clinic's effectiveness and its connection to the broader Centacare services network. It provides services to our clients requiring specialist clinical support services, which are often out of reach and critical to the pursuit of their own goals.

## Supporting Mental Health

Our mental health rehabilitation services continued to provide support to people living with a mental illness, focusing on their recovery. Clients receive individualised one-on-one support and are encouraged to identify particular needs and strengths to develop their own goals to enhance their quality of life.

“Over the past twelve months Centacare continued to focus on preventing domestic and family violence. During the year we have seen a significant increase in high risk domestic and family clients.”

## Preventing Domestic and Family Violence

Our range of domestic and family violence prevention services are available to everyone. We offer support and prevention programs which include counselling, women's support, group work, court support and assisted referrals to other services. Over the past twelve months Centacare continued to focus on preventing domestic and family violence. During the year we have seen a significant increase in high risk domestic and family clients.

We have seen a five percent increase in the number of clients assisted by our Domestic and Family Violence Prevention Assistance SCOPE program, located on the North Coast.

On the Gold Coast we expanded our Men's Behaviour Change program to meet service demand. Our Changing Gears program runs over sixteen weeks for perpetrators of domestic violence, covering a range of topics associated with relationships. There is also a Women's Advocate role within the program in order to provide education, advocacy, support and referral for women who may be victims of domestic violence.

It is pleasing to note that Centacare received the Queensland Police Service Silver Award in 2013 for Excellence in Crime Prevention for our LoVe BiTes domestic violence and healthy relationships awareness program in schools.

## Counselling

Centacare's work in the area of counselling is inspired by our vision of 'strengthening families' in all their diversity. We offer assistance that is respectful and sensitive to the needs of all individuals and we continued to meet the needs of the community with:

- the expansion of outreach counselling and support services in the Brisbane areas of Mitchelton, Runcorn and Chermside
- a new counselling and intervention service based in Hervey Bay, to support children and young people through 'out of home' placements
- a partnership with Centacare Bundaberg to provide counselling and community education services to support people affected by Cyclone Oswald.

During the year we commenced a range of outreach services at Upper Coomera Community Centre. This was an area in great need of support programs and we have been able to offer everyday assistance by providing individual, child and relationship counselling. In addition a number of support programs were established including Parenting Adolescents - a Creative Experience (PACE), Triple P Parenting Program, our men's support group Nuts and Bolts and family dispute mediation.

“

Our family member who needed support is not always easy to be around – but we love him. We have never felt right about leaving him before but this was never an issue at Centacare. The staff treated him with dignity and respect and were so accommodating to his high needs and personality. We never felt a burden.

The standard of care, concern and humanity you displayed was very touching. You didn't patronise us on any level – you were clear, honest and humane. Thank you so much, you have helped us when we needed support the most.

”



## free to dream of a bright future

One of our young female clients recently immigrated to Australia in hope of a better life. Her new life soon turned into a nightmare for her and her children.

Socially isolated and a long way from family, her abusive partner made life unbearable. She felt trapped as she knew that if she left him, she and her children would be deported. Out of sheer desperation, she finally approached Centacare for help.

Centacare worked with her to develop a safety plan and put a range of other local service supports in place. Our staff were able to assist her to find accommodation so that she and her children could have a safe place to live and are working successfully through immigration issues.

She tells us her children are thriving in their new life, free from the threat of harm and she is so grateful to Centacare for offering her a fresh start. She is once again free to dream for a bright future for her and her children.

## Suicide Prevention

Centacare Family & Relationship Services continues to see a concerning increase in clients accessing its services with risks related to domestic and family violence, child protection, self-harm and suicide. Often clients present with multiple and complex needs and have minimal family or informal networks and supports. Our practitioners continued to work supportively and non-judgementally with individuals, couples and families to assist clients through times of great distress and in achieving identified goals and aspirations. Where high risk is identified practitioners provide timely referrals to specialist services in the community.

## Indigenous Support

Centacare's Indigenous services expanded its support into the Cherbourg community during the year. 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
- other social opportunities.









# providing EDUCATION and CARE

providing **child care** services  
preparing couples for **marriage**

programs for **children and youth**  
providing **community development**

The safety and wellbeing of children, young people and families remains at the forefront of Centacare's commitment to the communities we serve. We provide safe and supportive child care services for parents. We walk alongside families when times are tough and work to avoid family breakdown by relieving crisis and building strength for the future, through positive parenting and respectful relationships.

## Providing child care services

Our 116 Child Care Services with over 1500 staff work in partnership with parishes, schools, local communities and government to provide a positive environment for children. During the year our Outside Hours School Care (OHSC), Long Day Care, Kindergartens and Family Day Care provided care to more than 23 000 children. Our dedication and commitment provides a caring and warm environment 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. In response to community demand we opened two new Kindergartens, St Benedict's Kindergarten at Mango Hill and Our Lady of Good Counsel in Gatton. We also opened new Outside Hours School Care (OHSC) services at Siena Catholic College, Sippy Downs and Our Lady of Good Counsel School, Gatton. Alongside our expansion of new centres we upgraded the outdoor play spaces at St Augustine's Child Care Centre, Springfield Lakes and St Mary's Child Care Centre, Coomera.

During the year we continued to monitor the progress of the Productivity Commission Review and its outcomes. This public inquiry into future options for child care and early childhood learning, will focus on developing a system that supports workforce participation and addresses children's learning and development needs.

As part of the National Quality Standard Framework a number of centres were assessed to determine our competency in the following quality areas:

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

To date, 39 services have completed the assessment process for the national quality rating. The results were pleasing with 28% of services rated working towards the national quality standard, 54% of services meeting the national quality standard, 10% exceeding the national quality standard and 8% of services have a decision pending.

“

Our dedication and commitment provides a caring and warm environment and offers every child a chance to be part of a wider faith community. ”



# EVERYDAY



## Programs for Children and youth

During the year we continued to expand and enhance our range of school-based education programs. These programs cover subjects such as self-esteem, healthy relationships, life and communication skills, affirming individual uniqueness, handling challenges and developing friendships.

Our Children First Program focuses on developing new ways of coping with the feelings associated with separation and divorce. We continued to provide LoVe BiTees, our domestic and family violence and sexual assault education and prevention program for year ten students.

## Preparing couples for marriage

Centacare's relationship education offers a range of programs aimed at assisting couples to have a healthy and growing marriage. Our pre-marriage program FOCCUS helps couples to explore their relationship and at the same time provide the awareness to tackle future challenges. Over the past year, pre-marriage education has seen a 6% increase in the number of clients participating in our FOCCUS program.

## Providing Community Development

During the year both our Cannon Hill and South Burnett services, which are operating as very busy local service hubs in their communities, were restructured to become 'Neighbourhood Centres'. These Centres offer a range of low cost or free services, including social, recreational and adult education activities for members of the local community and in particular those people experiencing disadvantage.

Alongside our staff a strong volunteer team assists in delivering a range of programs. This year we have seen an increase in the number of clients using the services these Neighbourhood Centres provide.







“

My children attend after school care at Emmaus College. Jacques has speech and language difficulties and also suffers from anxiety. I would like to take this opportunity to say Cathy and the team have been fantastic in supporting him. They take the time to build on his communication skills and help him in social situations. His anxiety had been getting worse and he was chewing his clothes constantly. Cathy introduced a small bean bag for him to hold onto to distract him. This has worked wonders. It's these actions that show your staff are kind and caring and professional, ensuring that even with large numbers of children they can still attend to individual needs.

”

## Hope & Courage from Sri Lanka

Centacare touches the lives of many and one such story is that of a client of one of our Neighbourhood Centres.

Two years ago she fled her homeland in fear and started her journey to Australia to provide a safe and better future for her children.

The dangerous journey was made in a small boat where she and her children were crammed in with 66 other people. It took 31 days to reach Christmas Island. The journey was treacherous and the passengers were without food for most of the trip, "I prayed to God we would make it."

The family were then settled in Brisbane. Her children attended the local school and she started to attend a Tamil Mass in Coorparoo where people told her about Centacare.

At the centre in Cannon Hill she has received support and help for herself and her family and she has also recently joined a sewing group and has started to make friends and practice her English.



# supporting INDEPENDENCE

making homes **safe** | everyday **help at home**  
 getting people **where they need to be** | keeping a **roof over their heads**  
 supporting those with a disability **24 hours a day**  
 helping students with a disability **pursue their goals**

Centacare is a passionate advocate for the independence of our clients. We believe they have a right to make choices about where and how they live, as well as how they are supported. For this reason, our services are tailored to the specific needs of each client.

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



## Making homes safe

Over the past 12 months our Home Maintenance and Modification Program and our Home Assist Secure has continued to provide support to more than 17 000 seniors and people with a disability. These home safety programs provided assistance with the provision of minor home maintenance, lawn mowing, fall prevention, repairs and modifications relating to safety and security. These quality cost effective solutions enable individuals to remain safe, secure and independent in their homes.

## Everyday help at home

Our home support helped to maintain the well-being and independence of people of all ages with domestic assistance, personal care, social support and respite, as well as light home and garden maintenance.

In September 2013 our Assistive Technology program, the first of its kind, was made available to clients. This program integrates various telecare solutions within clients' homes including a robotic vacuum cleaner, a key fob, a personal alarm and a tablet.

## Getting people to where they need to be

Throughout the year, Centacare's Transport Network operating from our Beaudesert, Caboolture, Sunshine Coast Hinterland and Gympie services, provided transport options for individuals to participate 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 and regional areas.

## Keeping a roof over their heads

Through our partnerships with individuals and communities, Centacare works with people who experience homelessness, or those at risk of becoming homeless. Over the past twelve months we saw 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.



# EVERYDAY



## Gail goes digital

When Gail first came to Centacare she was feeling depressed and isolated and she was in need of 'getting out more'. By coming to our Aspley services she has now started to do that.

Gail also participates in Centacare's Assistive Technology program that offers various telecare solutions within clients' homes including the Roomba (robot vacuum cleaner), a tablet, a key hide and a Tunstall personal alarm. Gail said, "I live by myself and I've had a few falls around the house. I have had to crawl to the phone in the past when I fell on the floor. Wearing the personal alarm has made me feel more secure in my own home. I also love my Roomba vacuum cleaner. It has made my life a lot easier as I am unable to vacuum my home easily in my wheelchair."

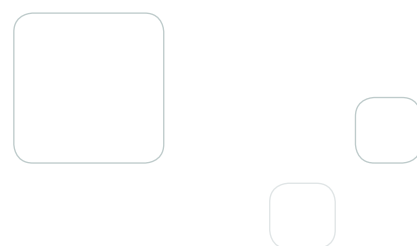
The tablet has opened up the world to Gail. She loves catching up with family and friends through internet and Skype. The personal alarm and key hide have provided Gail with the security of knowing that someone is always there if she needs assistance.

## Supporting those with a disability 24 hours a day

Centacare's Disability Independent Living Program continued to operate 24 hours a day, seven days a week. The program enabled 278 clients with a disability to receive in-home support, while living in their own choice of accommodation. These clients receive flexible, quality care that assists them with all the tasks of daily living, enabling them to live lives as valued and contributing members of their community.

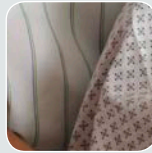
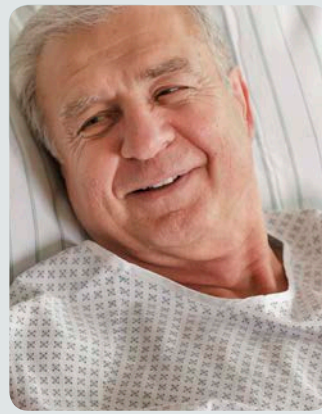
## Helping students with a disability pursue their goals

Centacare's My Future My Life (MFML) helps students with a disability to pursue their goals for when they complete school. The Department of Communities, Child Safety and Disability Services funded Centacare for the statewide administration of the MFML initiative for the period of 2012 to 2015. This year, Centacare presented 247 information sessions across the state, provided information and support to plan and prepare for life after school to 3451 students, parents and teachers. Overall we had 307 participants in the program.









# providing PASTORAL CARE

supporting **seafarers** | responding to people suffering from **psychiatric illness**  
assisting **prisoners** resettle in society | **indigenous** education and formation  
listening to **hospital patients** and **prisoners**

Centacare's pastoral care staff and volunteers offer assistance to the community by providing resilience, hope and justice for all. We seek to ensure that those who are most vulnerable are not further isolated because of their social circumstances.



## Supporting Seafarers

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

During the year we helped over 16 000 seafarers. We provided almost 5300 phone cards, helping to facilitate on-going contact for seafarers with their families. The staff of AOS visited over 730 vessels, providing a range of on-board support and assistance.

Our transport service for seafarers from their ships continued with over 1700 bus trips to local stores.

## Responding to people suffering with a psychiatric illness

Catholic Psychiatric Pastoral Care's program of activities continued to grow. In our centre located at Fortitude Valley there was a strong emphasis on group activities to enable our members to overcome the isolation of their lives and to experience peer support, friendly relationships and a sense of belonging. We continued to offer group activities each week including personal and spiritual growth, meals, relaxation, games, crafts, arts, music, movies and cultural activities.

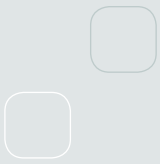
During the year, 72 trained pastoral carers regularly visited ten hostels and eleven hospitals in the Brisbane area.

## Assisting released prisoners resettle in society

Catholic Prison Ministry has been at the forefront of prison advocacy during the past twelve months and we have responded to a number of issues affecting both prisoners and their families. Over the next year Catholic Prison Ministry will work with a variety of employment agencies to provide the Reintegration Support Program where employment is found for released prisoners.



# EVERYDAY



## Enabling seafarers to have fresh food

Apostleship of the Sea volunteers and staff have to be ready to react to the needs of the seafarers. One evening we met 14 Chinese seafarers who asked for our assistance to buy groceries locally.

It is now common for seafarers to buy their own food rather than using a ship's chandler. We take it for granted that we can buy fresh food whenever we like and need. Too often seafarers have to settle for inferior quality food and have the cost deducted out of their own wages.

At Apostleship of the Sea, we pride ourselves on looking after the whole person, not only their spiritual lives but their health and wellbeing as well.

## Indigenous education and formation

This year our Murri Ministry continued its work within the community in the area of indigenous education and formation across the Archdiocese. Pastoral support is offered to Indigenous families in times of crisis and grief. This service has responded to hundreds of calls for support during the year.

## Listening to hospital patients and prisoners

Centacare oversees Catholic hospital chaplaincy in government as well as some private hospitals throughout the Brisbane Archdiocese. Our 86 hospital and 28 prison chaplains continued with their dedication and commitment to minister to the spiritual needs of patients, their families and staff.

At the end of 2012, twelve students were selected to participate in our scholarships to become hospital chaplains/pastoral carers. The scholarships are funded by an anonymous donor to assist students to complete the Certificate of Spiritual Care. After graduation, these students will work as hospital chaplains/pastoral carers.

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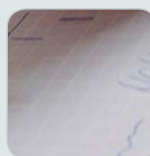
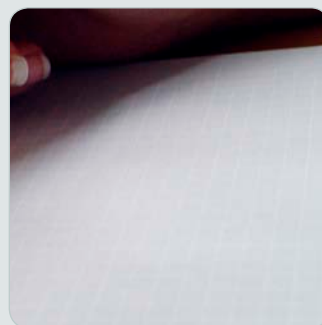
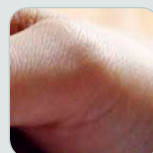
There was a strong emphasis on group activities to enable our members to overcome the isolation of their lives and to experience peer support, friendly relationships and a sense of belonging.

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# supporting QUALITY CARE

Centacare is committed to service excellence, including compliance with all regulatory standards and obligations. We look to improve our service continuously, with the focus on our clients, and maintaining strong corporate and care governance. Our services are supported by policy and procedural frameworks in accordance with the Archdiocesan governance structure.

Centacare continues to enhance its governance and risk function to provide resources and support to services and promote quality client care. Centacare achieves this through activities such as systems and process evaluation, advice and support regarding regulatory and quality frameworks, policy and procedures development and assistance with risk assessment.



## Governance

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

Strategic oversight of the quality of care within the organisation continued to be the responsibility of the Centacare Council (The Council), an advisory body appointed by the Archbishop. The Council ensures accountability and sound corporate governance. It sustains the mission and vision of Centacare and ensures its integration in policy while making recommendations to the Archbishop and Vicar General 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 with 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 as well as regulatory and legislative requirements.



# CENTACARE SENIOR LEADERSHIP TEAM



**Peter Selwood**  
Executive Director



**Fr John Chalmers**  
Director  
Mission & Formation



**Jennifer Clark**  
Senior Director  
Community Services



**Anne-Marie Corbett**  
Director  
Governance & Risk



**Alana Crouch**  
Director  
Child Care Services



**Bram Green**  
Director  
Information  
Communications  
Technology



**Christine Hodge**  
Director  
Family & Relationship  
Services



**Diane Lally**  
Director  
Human Resources



**Richard Littler**  
General Manager  
Community Services  
Service Support Division



**Stuart Lummis**  
Director  
Planning & Building  
Property & Facilities



**Linda Mackay**  
Regional Manager  
Community Services  
North Country and  
Sunshine Coast



**Derek Millar**  
Director  
Accounting & Finance



**Fiona Smith**  
Regional Manager  
Community Services  
Moreton Bay



**Sr Anne Surtees**  
Director  
Pastoral Ministries



**Stewart Thompson**  
Director  
Disability Support



# CENTACARE COUNCIL



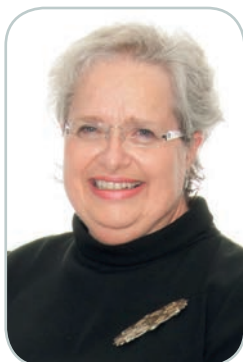
**Mons. Peter Meneely**  
Vicar General



**Jenny Parker**  
Chair



**Peter Carroll**  
Deputy Chair



**Veronica Casey**



**Jeff Falvey**



**Kate Jones**



**Patrick O'Sullivan**



**Fr Nigel Sequeira**

# CENTACARE ADMINISTRATIVE SERVICES COMMITTEE (CAS)



**Peter Carroll**  
Chair



**Jeff Falvey**



**Chris Garnier**



**Jeremy Howes**



**Patrick O'Sullivan**



**Jenny Parker**

**Staff in Attendance** Peter Selwood | Derek Millar  
Anne-Marie Corbett | Jennifer Clark | Kate Cherry

**Staff in Attendance** Peter Selwood | Derek Millar  
Anne-Marie Corbett | Carmel Sellick



# THANK YOU

To all the people who generously support us, we could not do our important work without you.

Centacare thanks state and federal government departments for supporting our work in the community over the past year.

Thank you to our community and private funding supporters, your ongoing assistance and generous contributions are vital to our work and is greatly appreciated.



## Funding bodies

### 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

Centacare is an approved provider of Community Aged Care Packages, National Respite for Carers Program, Commonwealth Home and Community Care 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.

## 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

Archdiocesan Development Fund

Toowoomba Diocese and Warwick Parish

Presentation Sisters

Australian Catholic University

## Community partners

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

## Corporate Partners

Centacare welcomes support from businesses who can contribute via sponsorship, corporate volunteering, event participation, pro-bono support and workplace giving. This year we welcomed a new corporate partner Kreative DNA!, who provided support via graphic design assistance and completing a garden make-over at one of our respite centres.

## Appeal Donors

Individuals donating to our appeals have helped us continue work in the area of Pastoral Ministry which offers support to international seafarers, chaplaincy, psychiatric pastoral care as well as our pastoral and spiritual assistance consistent with Aboriginal culture and tradition. Thank you to all who supported our fund raising initiatives.

## Supporters who regularly give

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

## Community Fundraising

In 2013, for the second time, Centacare took part in the Chatterbox Challenge fundraising campaign held during Disability Week. The aim of this campaign is to give disability a voice and to raise funds. The campaign is supported by Centacare alongside seven other disability service providers. Thank you to all staff who have been instrumental in making this campaign a success.

## Bequestors

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







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  
sisters, especially those  
who are most distant, those  
who are forgotten, those  
who are most in need of  
understanding, comfort  
and help.

Pope Francis  
27 March 2013

