

Annual Report 2008-2009



CentaCare

CentaCare
Wilcannia – Forbes



Front cover photo by Fiona Basile

...Supporting families and communities in Western NSW.

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Our Mission

To empower individuals, families and communities in Western NSW, by enhancing social and emotional well-being and strengthening networks of support.

Our Vision

CentaCare has a vision of communities imbued with a spirit of justice, where there is tangible respect for:

- The sacredness of all creation
- The dignity of each person
- The inherent right of all to participate fully in our co-creative mission

Our Values

- Respect for the dignity of human life
 - Equality and justice for all
- Interdependence and community
- Excellence, innovation and leadership

From the Chief Executive Officer



I am delighted to present CentaCare's Annual Report 2008-2009



Despite the huge geographical distances separating our CentaCare community, the last twelve months bears witness to the power of our shared mission to bind us as one. Our committed team across a broad range of services, has worked creatively and tirelessly *to empower individuals, families and communities in Western NSW, by enhancing social and emotional well-being and strengthening networks of support.*

Thousands of people living in rural and remote towns, hamlets, Aboriginal communities and isolated properties have benefited from our services. A key element of our service outreach has been the leadership taken in galvanising local services and organisations to work in close collaboration towards shared goals. CentaCare

sees this approach as crucial to building the community capacity of under-resourced rural communities, and to their ultimate survival, and as foundational to its commitment to people in Western NSW.

This last year has been one of both consolidation and expectation. It saw the strengthening of our organisational structure with the appointment of senior managers; the development of our presence in the Far West as we gained new funding for a range of services in Broken Hill and its vast surroundings; a refreshment of our CentaCare brand as illustrated in this report; and the development of new partnerships with philanthropic foundations.

We also celebrated successes such as being awarded the Orana Business Excellence Award for our *Communities for Children* project which placed the spotlight on families and young children in the towns of Dubbo, Narromine, Trangie and Wellington, and in partnership with many, created new opportunities for them; the beautiful parenting resources developed by some of our Aboriginal parents who participated in *Communities for Children*; the Kids at Heart festival held in Dubbo in October; the two Aboriginal Art exhibitions which highlighted the outstanding talent of artists in Central West NSW, and which has led to the establishment of a new art enterprise.

Our new Strategic Plan 2009-2012 set us on course to continue service excellence through new tools for Program Logics and service evaluation; providing solid management and leadership training within the agency; and further developing our IT infrastructure and expanding our funding base.

Added to the expectation inspired by our Strategic Plan, is the newly awarded contract to provide employment services, and our partnership with CatholicCare Sydney in providing these services across a large expanse of NSW.

It is only in partnership that CentaCare has been able to make such a significant contribution to people and communities of Western NSW. In particular, I thank the members of our Board for their constant support and guidance; Caritas Australia and Social Ventures Australia for their moral and financial support and continued belief in us; CatholicCare Sydney for its many levels of connection; Government departments, corporate and private foundations, and individual supporters, and most of all our dedicated team whose creativity and commitment to our mission brings hope and possibility to otherwise arid contexts.

Margaret Flynn,
Chief Executive Officer

From the Chair of the Board

Another year has passed and there are still two enduring constants for CentaCare. The severe drought extending across the Diocese and the continued commitment of the CentaCare team to the people of Western NSW!

The diverse range of services and their integration within each branch has brought wonderful holistic support to over 10,000 people living in rural and remote regions of the diocese, and the many heart warming reports on the effect on people's lives has been inspiring to me and the Board.



Sr. Marie Carey RSM

I have been pleased to see and support new developments over the year, both in terms of expansion of services and also the strengthening of the organisation itself. The stronger management structure, the training in management and leadership skills, and the efforts to expand our funding base have been significant steps in enhancing the capacity of CentaCare and its quality of service provision.

Sometimes it seems there is so much to do and there is a limit to what is possible, but CentaCare seems undaunted in its efforts to respond to the needs of people living in very under-resourced contexts. Quality personal interaction, and an enterprising spirit is a hallmark of the team, and of such vital importance. Congratulations to every dedicated member of the CentaCare team.



CentaCare Board

Sr. Marie Carey RSM (Chairperson)

Mr Allen Duggan

Mrs Maryanne Tinlin

Mr Basil Toohey

CentaCare's Strategic Objectives for 2009 – 2012

Our Strategic Plan 2009 – 2012 has three main goals with related and interdependent Strategies.

1. Service Excellence

- Evidence-based services with a program logic and service plan
- Accurate data collection and evaluation tools
- Develop and showcase models of excellence
- Take the lead in strengthening partnerships

2. Expertise and Leadership

- Encourage a culture of learning
- Training in management and leadership
- Support Indigenous leadership

3. Infrastructure

- Reliable IT and communication systems
- Expand revenue base
- Marketing and fundraising

Significant Developments

Service Excellence

With the assistance of Social Ventures Australia, we have further developed tools and frameworks for defining and assessing service outcomes.

Each program developed a watertight Program Logic which then informed the Annual Service Plans for 2009/2010, and toolsets have been developed for more accurate data collection, including demographic information, identification of issues, and service evaluation.

This Evaluation Framework is leading to:

- Accurate identification of the needs of individuals and their communities;
- Services specifically shaped to address identified needs;
- More focused evaluation of outcomes and service effectiveness;
- More effective continuous improvement processes.

Integrated Service Delivery

In its commitment to provide holistic support to service participants, CentaCare has continued to develop some excellent models of integrated service both in-house and within communities. With each of our Branches made up of a diverse range of services, we have been able to provide a 'one-stop-shop' service on many occasions where participants are referred to other in-house services as required. An example of this is a young person in a youth program being transferred to other members of the CentaCare team for counselling,

financial counselling, assistance with housing or culturally sensitive support from one of our Indigenous staff.

Similar approaches have developed in the wider community, with CentaCare often taking the lead role in encouraging service collaboration. This has been particularly evident in programs such as *Strong Young Mums* which is completely dependent on partnerships with TAFE, childcare centres and health services; *Manage Your Income* which works closely with Centrelink, Indigenous organisations, Roads and Traffic Authority (for drivers licenses) and others; and particularly *Communities for Children* where we have the funded role of facilitating communities to work as one in support of young families, and have over 80 partner organisations involved. These experiences give witness to how much more can be achieved through focused partnerships, and have set clear directions for our future service development.

Expertise and Leadership

The ongoing growth of our organisation has required a strengthening of our management structure, and also the provisions of training in management and leadership. We are extremely grateful to a significant donation which has led to plans for in-house training towards a Certificate IV in Frontline Management for approximately 15 new managers including 5 newly appointed Indigenous Managers. We look forward to this commencing in the coming year.

The year saw the further consolidation and upgrade of our IT and communications infrastructure which provides an internal network for all our branches and outreach sites. This is constantly increasing efficiencies across our widespread organisation, allowing staff to access the same information and resources no matter where they are based.

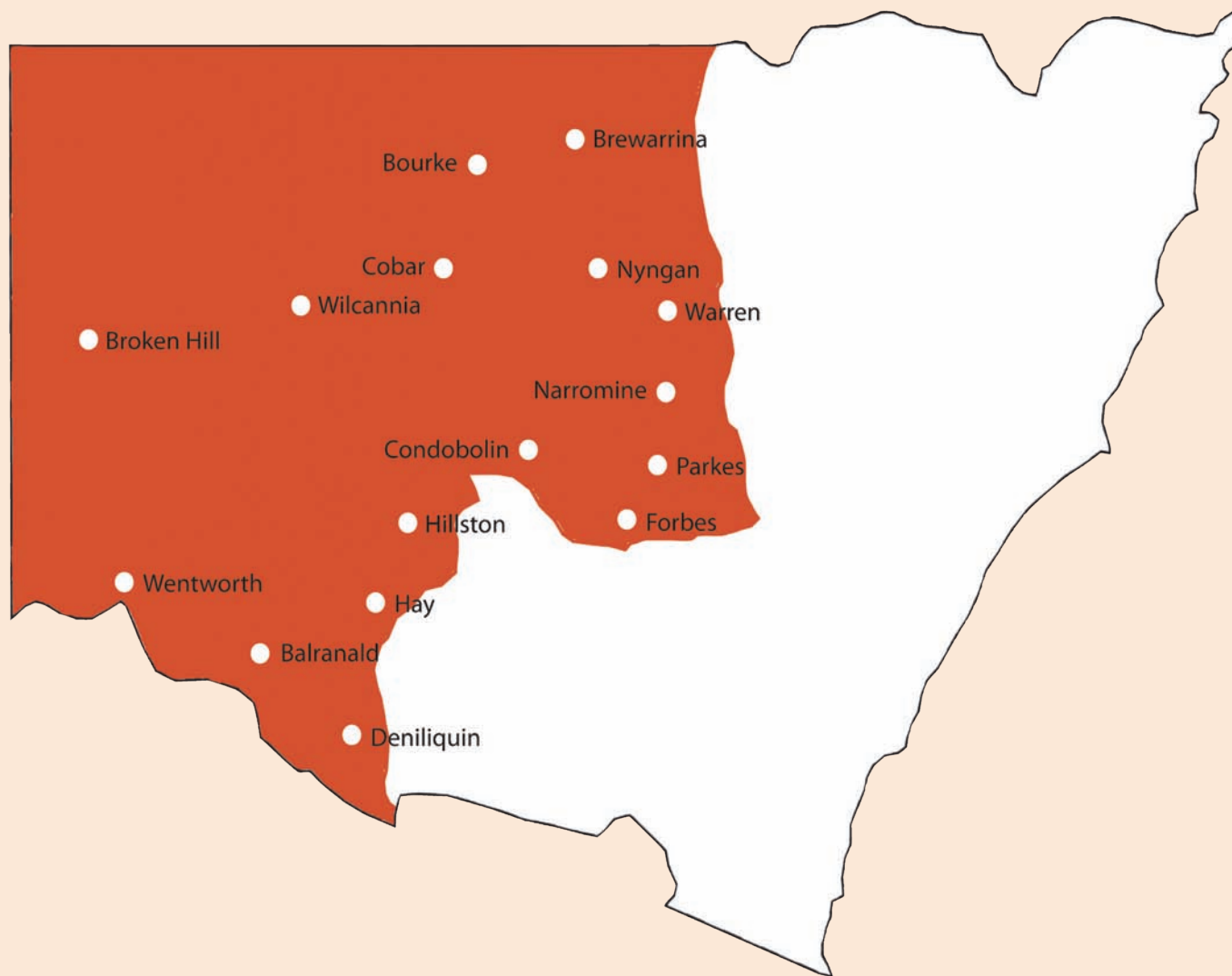
Our communication system is also continuing to improve with the upgrade of our telephone system at 5 of our sites, enabling VOIP calls and resulting in a reduction in telephone call expenses. The rollout of our new telephone system will continue over the next 2 years.

The end of the financial year brought the exciting challenge of opening 3 new offices, expanding 3 offices and finding 17 other outreach locations. The team worked tirelessly to ensure that suitable offices were found, cabled and fitted out by the commencement date of the Job Services Australia contract. Further developments in 2009/2010 will expand our IT infrastructure to increase the speed and capacity of the CentaCare network.

Marketing and Fundraising

CentaCare's strategic focus towards expanding its funding base, led to the creation of a Marketing/ Fundraising position which, thanks to the generosity of CatholicCare Sydney, is based in their Sydney office. This new move has served to strengthen relationships with both individual and corporate philanthropists.





...Services specifically shaped to address identified needs.

Service Summary

Parent Child Services

It has been an inspiring year of innovation and growth for the Parent-Child team. Programs strengthening family relationships through home visiting, play groups, and parent education were delivered throughout all branches within the Diocese.

The *Strong Young Mums* and *Building Strong Families* programs assisted men and women engaging them in training, finding employment and exploring their creativity. Art workshops in three communities identified some exceptional artists who displayed and sold some of their outstanding art work at art exhibitions in Forbes and Bourke.

Family workers in all locations became the driving force of collaborative community events – “Birth to Kinder” celebrations, family festivals, children’s expos and community awareness campaigns attracting a total of nearly 5000 families and creating gateways to informal support networks and many services.

As part of the *Communities for Children* initiative a number of stunning resources were produced - with groups of Aboriginal parents composing and designing their content. These resources have already been recognised and spread beyond the boundaries of the Diocese reaching more and more families.



Communities for Children

As Facilitating Partner of this highly effective program, CentaCare has worked in partnership with over 4,000 families, Local Government, Indigenous organisations, service providers and government departments in Dubbo, Narromine and Wellington to support parents in their crucial role and to increase developmental opportunities for their children.

Families NSW

Over 300 families were supported through early intervention programs in the towns of Bourke, Narromine, Trangie, Forbes, Parkes, Cowra, Lake Cargelligo and West Wyalong. Home visiting, play groups, parenting programs, groups for mothers and Picnic by the Pool were consistent elements of the service and were shaped according to the varied contexts and needs of participating families.



HIGHLIGHTS

The *Kids at Heart Festival* held in October which attracted over 1,000 families.

Receiving the Orana Regional Business Excellence Award 2008.

Strong Young Mums

CentaCare's *Strong Young Mums* program continued to benefit from strong partnerships with TAFE and local childcare centres and service providers in Bourke, Narromine and Lake Cargelligo. In Bourke particularly, the young mothers have completed a variety of courses in TAFE including Year 10 and Job Readiness. While their children are showing the benefits of more confident parenting, several of the mums are developing a sewing enterprise and already have orders for some of their products!

Aboriginal Men's Business

Approximately 200 Aboriginal fathers in towns such as Bourke, Narromine, Condobolin, Cowra and Lake Cargelligo participated in group workshops on issues such as health, financial management and parenting, and a range of activities for fathers and children to support the strengthening of their relationships. They also benefited from individual support and referral to other services. As a result, 50% indicated they felt more connected into support networks, and more confident to seek employment.

CASE STUDY

Three young mums under the guidance of a chef provided a three course meal for 50 community members at CentaCare's Building Better Roads for Young Mums dinner. As a result, one of the mums enrolled in a food handlers course in the hope of pursuing a career in hospitality. With increasing confidence, she started voluntary work within the community and assisted with catering for local functions. She has now completed the Responsible Conduct of Gambling and is currently enrolled in Computers First and Access to work courses. She has been actively seeking employment in the hospitality industry in Lake Cargelligo and now has employment at a local caf .

"...in partnership with over
4,000 families..."



Photo by Fiona Basile

Youth Services

Young people in rural and remote regions of Western NSW suffer considerable disadvantage with limited access to transport and training opportunities. For this reason, CentaCare's Youth Services team consistently sought opportunities for supporting young people to find the motivation to stay in school or for developing vocational interests and linking them to training and into employment.

Youth Pathways

Youth Pathways delivered personalised assistance to 150 young people throughout 22 schools in Central West NSW with Career advice, assisting with barriers that may include personal issues, bullying, study skills or discussing relevance of schooling in relation to career development.

Out There Learning

(Forbes/Peak Hill)

The *Out there Learning* program is a model created by CentaCare in support of young people at risk of disengaging from their mainstream schooling. Over the 12 months, 30 young people were mentored, assisted with homework and assignments, and engaged in hands-on learning experiences one day per week, under the guidance of a CentaCare youth worker.

Reconnect

(Bourke/Brewarrina)

Supporting young people at risk of homelessness, CentaCare Youth Workers provide a range of activities to encourage young people and their families to build stronger relationships and build connection with culture, community and education.

Connections

(Bourke, Narromine, Dubbo, Parkes, Cowra, Narrandera)

110 early school leavers were supported to engage in accredited training.



HIGHLIGHTS

94% participants remaining in mainstream schooling.

Establishing vegetable gardens and chook pens in the school grounds as part of the Farm Skills program.

Links to Learning

(Bourke/Brewarrina/Forbes)

60 early leavers were engaged in alternate learning opportunities.

Indigenous Youth Mobility Program

CentaCare supported 12 young Indigenous people from remote Murdi Paaki and Binaal Billa regions to relocate to Dubbo to undertake training such as traineeships, apprenticeships, TAFE or university study.

Job Placement, Employment and Training Program

(Parkes, Forbes, Lake Cargelligo, Condobolin, West Wyalong, Bourke, Brewarrina, Nyngan, Cobar)

Through the Job Placement, Employment and Training Program, CentaCare supported 105 young people aged 15 to 21 with personal and social difficulties to prepare to enter the workforce and undertake further training.

Youth Support Services

(Parkes and Forbes)

Youth Support Services assisted over 300 homeless or at risk of homelessness aged 16 to 21 years to gain stable accommodation. CentaCare Youth Workers helped them to develop independent living skills such as budgeting, personal and life skills. CentaCare assists by purchasing short, long term or crisis accommodation.

HIGHLIGHTS

Completion of courses in Year 10; Hospitality, Retail, Hairdressing, Health & Beauty, Business Administration, Mental Health, Bricklaying, Employability Skills, Farm Skills, Cultural Awareness, Driver Education, Budgeting, Children's Services, RSA & RCG, First Aid and White Card.

Entry to courses in Nursing, Hairdressing, Health & Beauty, Business Administration, IPROUD-preparation for the police force and Jackarooing.



"...helping them to develop vocational and independent living skills..."



Family Services

HIGHLIGHTS

CentaCare's Family Services division covers a broad range of services including counselling, family mediation, financial counselling, Manage Your Income, Dept. Housing Tenant support, Drought and Mental Health services and programs specifically for men. Over the last twelve months, over 2,000 individuals across Western NSW have received support.

Counselling

- Expanded the service into Broken Hill and towns of the Far West

Financial Counselling

- Developed over 265 direct links with other organisations to further assist our clients;
- Ran our first Financial Counselling course where 8 students gained accreditation.

Manage Your Income program

- 7 enterprise and employment projects developed with a total of 134 participants; supported 6 indigenous artists towards developing their own businesses; and 31 participants identified as mentors;
- Ran Indigenous Home Ownership workshops with 76 participants in the Murdi Paaki region (Walgett, Bourke, Wilcannia, Coonamble and Lightning Ridge);
- 20 informal partnerships formed with other services;
- Appointment to National Advisory Group for the Aboriginal Financial Services Network (IFSN);
- Invitation to present at the national AFFCRA Conference.

Drought Support

- Introduction of the Farm-Gate Friends groups connecting people living in isolation;
- A successful series of workshops on Carbon trading, database entry, Mental Health First aid and health and well-being;
- Developing strong partnerships with School of the Air, RFDS and the mobile toy Library;
- Through the *Country Mateship* program the network has grown to 73 with well attended workshops on Succession Planning, First Aid, Communication skills and MYOB; and two new Ag N Chat groups.



Men and Family Relationships

- Forbes Fatherhood Festival with approximately 300 families attending;
- Series of 'Respect and Participation' workshops for young men aimed at building increasing positive social interaction;
- Ante-natal program for expectant fathers.

Tenant Participant Resource Service

- Reconciliation Day planting of Native plants in Housing estates;
- Commenced project management of Community Garden Initiative.

Mental Health Services

- Over 50 people from Lake Cargelligo and Murrin Bridge, including Indigenous elders, young people and non-Indigenous people attended a Community Dinner during Mental Health week, prepared by members of the Strong Young Mums Program;
- Mental Health First Aid courses delivered in Barmedman, Forbes, Parkes and White Cliffs with a total of 48 participants. Aboriginal specific courses delivered in Lake Cargelligo, Murrin Bridge, Condobolin and Brewarrina with a total of 52 participants;
- 'Talk Out Loud' camp offering 12 young people from Lake Cargelligo, Forbes and Tullamore the opportunity to learn more about mental health issues, how to recognise symptoms and where to get help;
- The Breakaway Program for a group of girls aged 12-15 years in Brewarrina who are young carers of family members who have underlying mental illnesses.



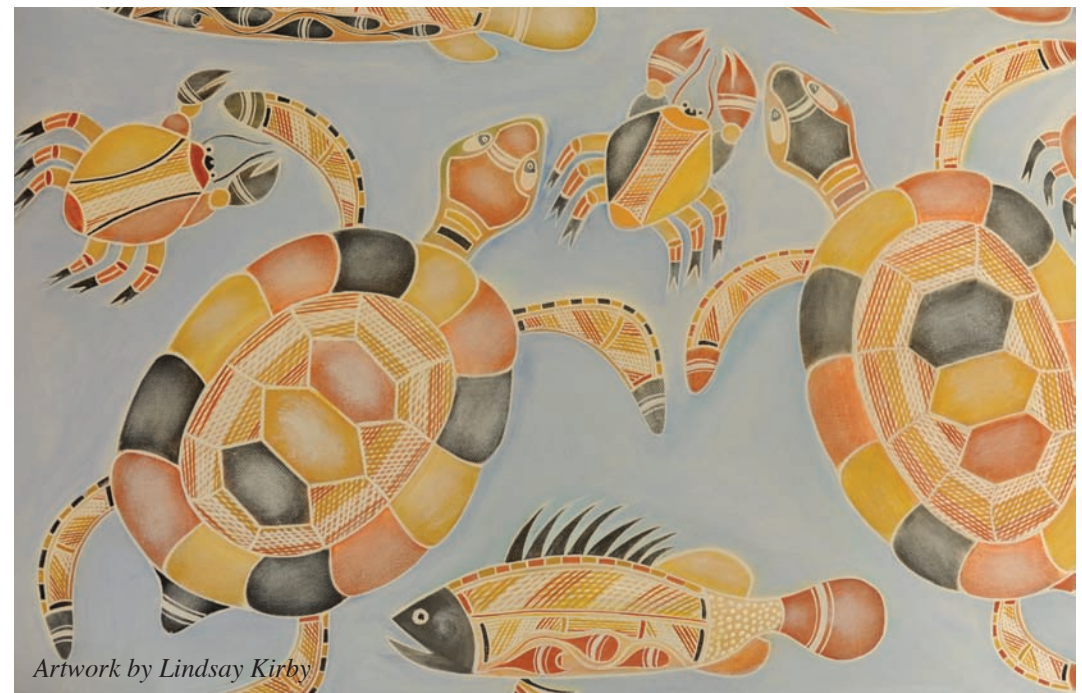
Photo by Fiona Basile

Indigenous Art Project

With the support of philanthropic funding, CentaCare launched an Indigenous Art Project in acknowledgement of the outstanding and often hidden artistic talents within Indigenous communities. A local artist, Sean Cassidy, was contracted to identify and work with artists in the Central West and Bourke region, and following great enthusiasm, several exhibitions were held in Forbes and Bourke.



Artwork by Bonnie Johnson



Artwork by Lindsay Kirby

HIGHLIGHTS

The project has generated significant interest in the region and has led to the exploration of establishing an art enterprise.

Our Partners

The work of CentaCare is only possible thanks to the generous support of State and Commonwealth governments, Corporations, Benevolent Trusts, sectors of the Catholic Church and private donors. Their support allows us to provide quality services to families and communities of Western NSW. In particular, we thank:

Australian Government Departments

- Education, Employment and Workplace Relations
- Families, Housing, Community Services and Indigenous Affairs

NSW Departments

- Education and Training
- Health
- Community Services
- Juvenile Justice
- Housing NSW

Other Organisations

- Caritas Australia
- Catholic Mission
- Catholic Diocese of Wilcannia-Forbes
- Catholic Parish West Wyalong
- AMP
- Angel Investor Network
- Commonwealth Bank of Australia
- Community Engine
- Mary Ward International
- Social Ventures Australia
- Vodafone
- Northparkes Mines
- Sisters of Charity Foundation



Photo by Fiona Basile

YOU CAN MAKE A DIFFERENCE

CentaCare is a non-profit organisation. Your support will make a difference. Donations can be made by forwarding a cheque or money order to our head office listed on the back page. If you wish to specify which program you would like your donation to assist, please do so. Otherwise, we value being able to direct your gift to the area of most pressing need at the time. Donations of \$2 and over are Income Tax deductible.

Financial Report

Summary Statement of Financial Performance

For the year ended 30 June 2009

	\$	\$		\$	\$
Income	2008/2009	2007/2008	Expenditure	2008/2009	2007/2008
Government Funding	4,837,877	4,308,977	Salaries and Related Costs	3,161,710	2,449,433
Donations and Fundraising Income	508,557	246,999	Program Operating Costs	961,936	944,725
Other Sources of Funding	110,247	89,006	Occupancy Costs	560,611	501,480
Fees	89,130	94,233	Motor Vehicle and Travel	206,544	269,343
Investment Income	(35,128)	(39,270)	Depreciation	487,864	239,721
Interest	179,439	201,912	Other	236,417	107,659
Other income	78,367	118,781	Total Expenditure	5,615,082	4,512,361
Total Income	5,768,489	5,020,638	Operating Surplus/Deficit	153,407	508,277

Note: The figures contained above and in the following graphs are consistent with and derived from the full audited Financial Statements which are available from the Director upon request.

FINANCIAL RESULTS

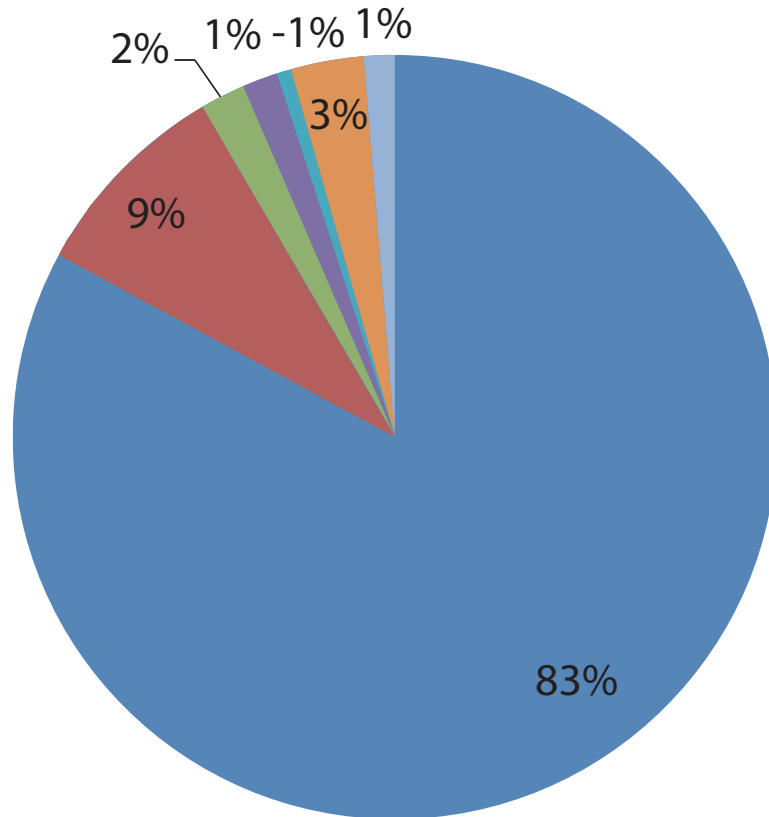
The 2008/09 financial year resulted in an operating surplus of \$153,407. In 2008/2009 total income expanded by \$748,000 to \$5.768m. The main source (84%) of income continues to be from government funding. The donation and fundraising income increased by more than 100% in the last 12 months. Our investments are in cash, balance funds and conservative funds, which have felt the effects of the global economic downturn.

The total expenses were \$5.615m, with the most significant increase being depreciation. A review of the fair value of the Leasehold Improvements and Plant and Equipment was conducted and significant adjustments were made. Salary & Wage related expenses have increased consistently with the total income. In summary, CentaCare Wilcannia Forbes remains in a strong financial position.

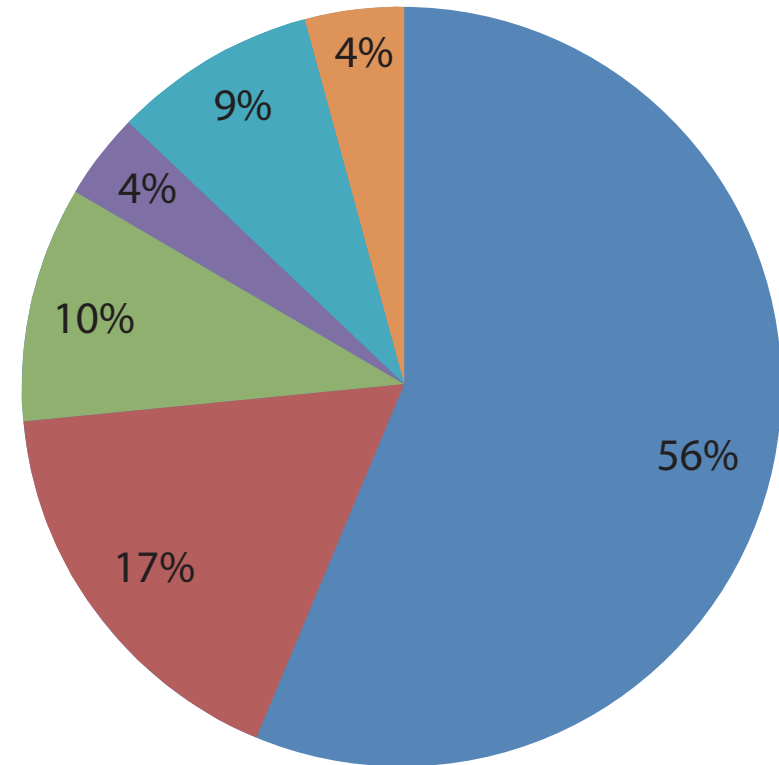
Margie Johnson, Finance Manager.

Income 2008/2009

Expenditure 2008/2009



- Government Funding
- Donations and Fundraising Income
- Other Sources of Funding
- Fees
- Investment Income
- Interest
- Other Income



- Salaries and Related Costs
- Program Operating Costs
- Occupancy Costs
- Motor Vehicle and Travel
- Depreciation
- Other



CentaCare
Wilcannia – Forbes

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