



CentaCare  
Wilcannia – Forbes

**2016–2017**

**ANNUAL REPORT**

CENTACARE WILCANNIA-FORBES





# 2017

CENTACARE  
WILCANNIA-FORBES  
**ANNUAL REPORT**

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## A MESSAGE FROM BISHOP COLUMBA MACBETH-GREEN OSPPE DD



Due to the dedication and service of so many good people and the preparations which have been laid down for the future, this is a year to be celebrated and to be very proud of. We have welcomed a new CEO, Anne-Marie Mioche and begun the task of preparing for the changes necessary for us to become CatholicCare Wilcannia-Forbes in January 2018.

I have had the privilege to meet with a number of our wonderful staff and have seen firsthand the extraordinary work they have been responsible for.

It is one of my greatest joys, as Bishop of Wilcannia-Forbes Diocese, to get out and meet the people who enable change and transformation in the lives of others. I am constantly humbled by the dedication and compassion I see demonstrated in our many members of staff. The commitment to clients, the care for individual lives, the concern for wellbeing, the determination to do all that can be done to help others confronts me in every office I visit and in every person I speak with.

I have been able to learn a little more about a number of programs

being offered and have spoken with people who have had their lives healed, turned around and restored. Being able to meet some of those clients and hear firsthand the stories of transformation and hope that they have told me has been inspiring. All those with whom I have spoken and with whom I have been able to sit for a little while, have told me of case managers and carers who would not give up on them and have articulated a sense of trust and confidence in CentaCare and in the people who have served them that is heart-warming.

It has been, without a doubt, a year of changes and consolidation. Anne-Marie heralds a new time and phase in our development and I look forward to overseeing the move to Catholic Care. I am confident that all staff know that the best of what CentaCare has always offered comes with us into this new time. As we navigate a name change, let us all rest assured that the heart and soul of CentaCare remains what it has always been. It was always an organisation which sought to show God's love and mercy in word, service and deed. Its focus has always been to heal and transform life. It was born of a Catholic Christian vision to bring the transforming love of Christ to all in need, especially those who were marginalised and truly vulnerable.

CentaCare becomes Catholic Care in 2018 and the focus remains what it has always been; the needs of those who come through our doors. Our focus is on Christ in their hearts and in ours. Our desire is to support those in need to stand tall again and live life to the full. Our motivation is the belief that it is possible to make a difference and our inspiration is the love that Christ revealed through his actions in the world. I offer a huge welcome to Anne-Marie and to a new chance to refocus again on the things that matter most to us.

May the coming year bring us experience of God's great love for us all and may we walk confidently into another new and exciting phase of our development.

Yours in Christ,

*Bishop Columba Macbeth-Green*

Most Rev Columba Macbeth-Green OSPPE DD  
Bishop of Wilcannia-Forbes Diocese



SUPPORTING INDIVIDUALS, FAMILIES AND COMMUNITIES

**BISHOP COLUMBA MACBETH-GREEN (OSPPE DD)**

CentaCare Wilcannia-Forbes

## A MESSAGE FROM THE CEO



I began work for CentaCare in January 2017 and I am very grateful to have the opportunity to lead this amazing organisation at a very exciting time in its development. This year marks 21 years since Bishop Barry Collins, concerned about the suffering he was seeing in his Diocese asked Sister Margaret Flynn to come out to Forbes and start CentaCare - their sole resources being their faith, a broken typewriter and an old car. This courageous venture saw the birth of a wonderful organisation which has served the people of this Diocese ever since.

Unfortunately, our Diocese still rates very highly on most disadvantage scales such as the Australian Early Development Index(AEDI), the Save the Children's Mother's Index (by local government area and on basic measures such completion rates for Year 12 or equivalent. This is, sadly, especially true in our Aboriginal communities.

People in our parishes face daily challenges. Issues related to employment, access to health care and other support services, environmental extremes, homelessness, and crime, means living and thriving in rural and remote communities like ours can be difficult. Commonly, individuals and families presenting to CentaCare W-F in these communities lack confidence and life skills such

as budgeting, shopping and healthy living. These social issues are often compounded by our geography: we cover 52 per cent of NSW and a territory bigger than a number of European countries – combined!

**Our humble beginnings and the challenges of the Diocese have forged the character of this organisation - it is innovative and resilient and deeply anchored within our Catholic social values.**

Our programs are diverse and include support for parents and children, counselling and relationship support, help with financial management, mental health services, men's programs, help with housing and accommodation, programs for Indigenous communities and programs for Youth.

Many of our programs such as the Aboriginal men's worker program are cutting edge and developed by us and the communities in which we work. Our services in these areas of vulnerability and need are transformational – they change people's lives from a position of disempowerment to a place where they are achieving and growing. This year our teams across the Diocese worked directly with 2697 people through individual, group and community support. 33% of our participants were of Aboriginal or Torres Strait Islander descent. 40% of our participants were female, 60% male. 353 participants (13%) were children. 44% of the families we worked with were on a low income. Our team provided a total of 11602 support interventions; 69% of these were individual support, 14% were group support; the remaining 17% were made up of Community Events, advocacy and referral.

The story of Sally is typical for the work we do. Sally is a young single mum with five children, two being of Aboriginal descent. Sally had experienced severe domestic and family violence and was at risk of homelessness. Sally's mental wellbeing had been affected by the trauma she had experienced. She suffered from stress and anxiety. Sally registered with our Specialist Homelessness Service in Cobar. Our Housing Support Worker assisted Sally in applying for an AHO property through FaCS Housing. Sally had to provide 'proof of Aboriginality' documents for her two sons. She provided these but they were not accepted which made Sally ineligible to apply for an AHO property. Further proof was required which Sally could only obtain by contacting the boy's father. She was fearful of doing so due to the history of Domestic Violence. CentaCare's Housing Support worker engaged with a total of eight services including Aboriginal Medical Services, the Landcouncil, schools and legal services to support Sally with a 'Proof of Aboriginality' statutory declaration which she received and was submitted to AHO. After weeks of advocating on Sally's behalf, her housing application was accepted. Sally was offered a four-bedroom house. She and her five children live now in safety.

**Despite the challenges of working in a tough environment (or perhaps because of it) CentaCare W-F has an incredible culture of passion, dedication and commitment. Our staff are a constant source of inspiration to me and this report is a reflection of their amazing work. It is our staff on the ground who make our mission a reality every day in every community.**

This is a coming of age for CentaCare W-F with a move to become CatholicCare in January 2018 under the leadership of a Board of Governance. This will position us well into the future to deal with an increasingly competitive environment. We are well advanced in our quest to gain ISO accreditation and this too will help us be more competitive. Technology has the potential to offer us innovative and cheaper ways to deliver our services and we are working to ensure that we are at the cutting edge in this area too. I feel privileged to have been given responsibility to lead this organisation and fortunate to have a very experienced and strong team as an executive. I would like to thank our Bishop, Bishop Columba Macbeth-Green not only for his lovely sense of humour but for his dedication to improving things for people in this Diocese and for his pastoral care of our workers. I would also like to acknowledge the advisory board and their work to seeing the birth of new company, in particular Father Barry.

*Anne-Marie Mioche*  
CEO

SUPPORTING INDIVIDUALS, FAMILIES AND COMMUNITIES

**ANNE-MARIE MIOCHE**

CEO - CentaCare Wilcannia-Forbes



# ABOUT CENTACARE WILCANNIA-FORBES

Established in 1996, CentaCare Wilcannia-Forbes is the official social service of the Catholic Church of the Diocese of Wilcannia-Forbes, which covers the western 52 per cent of New South Wales.

We have offices in Bathurst, Bourke, Brewarrina, Broken Hill, Cobar, Condobolin, Dubbo, Forbes, Lake Cargelligo, Narromine, Nyngan, Orange, Parkes, Wilcannia and with staff offering a diverse range of programs and services to individuals, families and communities, including:

- Programs for youth
- Support for parents and children
- Counselling and relationship support
- Help with financial management
- Mental health services
- Men's programs
- Community capacity building
- Help with housing and accommodation
- Programs for Indigenous communities



# CENTACARE WILCANNIA-FORBES OUR STORY

CentaCare Wilcannia-Forbes (CCWF) was established on 23 January 1996 as the official social service arm of the Catholic Church of the Diocese of Wilcannia-Forbes. CCWF services cover the western 52 per cent of New South Wales, with offices in Bourke, Brewarrina, Broken Hill, Cobar, Dubbo, Forbes, Lake Cargelligo, Narromine, Orange, Parkes and Wilcannia.

The Diocese of Wilcannia-Forbes is the poorest diocese in Australia. In 1996 the Diocese was in the grip of serious drought, which was causing much hardship in the community. Sr. Margaret Flynn, a Loreto sister and psychologist was asked by the new Bishop Barry Collins to see what could be done to alleviate the stress and depression affecting the communities within the Diocese.

CCWF opened its doors offering a counselling service. Its beginnings were extremely humble, operating out of a small office furnished with an old school desk, chair, and a second hand electric typewriter. From the beginning Sr. Margaret was receiving calls from all parts of the Diocese seeking help – particularly from the schools.

Many of these concerns were about children struggling with deaths or illness in the family. Margaret, aware she could not be constantly responding to calls from all over the Diocese, decided to see if she could train volunteers to provide small group programs such as 'Rainbows' or 'Seasons for Growth' directed at children dealing with loss through separation, divorce or death.

A key principle from the beginning was that CCWF would provide services to all members of communities in the Diocese, including Aboriginal communities. To do this, wherever possible, Aboriginal people would be employed and supported to provide culturally sensitive services to their communities. CCWF also places high value on taking a 'facilitator' role within a community to assist greater collaboration and coordination of services and initiatives so all are working towards a shared goal.

CCWF gradually gained a reputation with our funding bodies and other supporters for our accountability, innovative services, grass roots knowledge of rural issues, and work with and for Aboriginal communities.

The fact that many branches house a diverse range of services has led to us being able to provide holistic, integrated support to participants – a 'one-stop-shop' model that is able to shepherd the participant between services, as opposed to uncoordinated service where they are required to tell their story again and again. Now a new chapter is beginning for this wonderful organisation with the appointment of independent directors and a company structure.





## OUR MISSION

*Inspired by our Creator, The CentaCare W-F team is committed to a mission of empowering the individuals, families and communities of Western NSW, by enhancing their social, economic and emotional wellbeing and strengthening their networks of support.*

## OUR VISION VALUES AND MISSION

### OUR VISION

The CentaCare W-F team share 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

The principles of Catholic social teaching frame and guide our values and approach to planning, programming and action. These values are 'lived' by each member of the team and are as follows:

- Respect for the dignity of human life and for each person
- Respect and celebration for the culture of others
- Responsibility for the stewardship of creation
- Solidarity and a shared responsibility for our most vulnerable
- Equality and justice for all
- Interdependence, community and the common good
- Subsidiarity - placing ownership and responsibility with community and allowing them the primary role in the decisions that affect their lives
- Honest and open dialogue with all stakeholders within a spirit of collaboration, partnership and probity



## OUR FOUR DESTINATIONS

### 1 INDIVIDUALS AND FAMILIES HAVE EXPANDED OPPORTUNITY AND IMPROVED WELLBEING

In 2023, more individuals and families in rural, regional and remote Western NSW will have the opportunity to fulfil their potential and participate in their communities. They will be empowered to prevent issues before they start and have the self belief, knowledge and the skill to make positive lifestyle choices around relationships, housing, creating safe homes, education, finances and employment. They will be taking independent steps towards greater social, economic and emotional wellbeing.

### 2 LOCAL COMMUNITIES ARE THRIVING

By 2023, communities in rural, regional and remote Western NSW are increasingly socially inclusive - disadvantage is reduced and there is increased participation in families, education, training, jobs and community activities. CentaCare W-F has forged a facilitator role that supports the sharing of community knowledge and information needs; reduces silos and duplication of effort; and supports key sectors and stakeholders of the community to collaboratively engage in partnerships that shape opportunities for their own future. This also includes innovative partnerships and alliances that promote enterprise development for individual economic participation and economic growth/sustainability. Social services and rural, regional and remote policies are also positively influenced through the advocacy of CentaCare W-F; and the Aboriginal communities and organisations within the region have promoted strong leaders from within who facilitate community-based responses and solutions to the entrenched disadvantage experienced by our Aboriginal peers.

### 3 ORGANISATIONAL EXCELLENCE

In 2023, CentaCare W-F will be structured for sustainability and recognised as an organisation of excellence. It will have in place a governance and accountability framework, organisational structure; policies and procedures; communication platforms and mechanisms; and tools and systems that effectively support the empowerment of more individuals, families and communities in multiple locations across Western NSW. Moreover, its funding base will be diversified; a legal entity for the agency will be in place that protects and sustains the organisation; it will have positively influenced government policy and funding frameworks and it will be partner and ally with any number of agencies and stakeholders who are aligned with the CentaCare W-F Mission and Goals.



### 4 OUR TEAM IS OUR STRENGTH

Our team is central to CentaCare W-F effectively serving the individuals, families and communities of Western NSW. By 2023 CentaCare W-F will have embedded a culture of excellence and the right mix of professional development, training, supervision and support for people to be able to operate at their best. The team will be skilled, knowledgeable and performance-orientated and will attest (through multiple channels) that they feel valued, equipped for their jobs, safe, clearly understand and practice self care and have an appropriate program of development opportunities to consistently empower self and others.



## A MESSAGE FROM FROM THE DEPUTY CEO

This year, has realised some significant project outcomes within the program and service arm of the organisation. These projects focused our overall attention on quality improvements including internal tracking of client and program outcomes, ongoing training for our leadership and team members, deeper conversations about our Mission Statement and the development of several new and exciting programs.

Two years ago, the organisation identified the need to design an internal data collection portal ensuring that participant information could be collected and utilised to improve participant outcomes. The data system known as PIX (Participant Information System) provides us with valuable information about the longer-term needs of our participants and provides ongoing evaluative information about the programs. We have recently reviewed our internal data collection practices, to ensure consistency and to validate the data and it is now exciting to see that CentaCare can access their own data relatively quickly and with accuracy. Congratulations, to all the CentaCare staff for their perseverance and efforts in this area.



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The opportunity for our teams to regularly reflect and articulate our values continues to motivate our team to continue the exemplary work with our participants..

**KATE GIBSON**

DEPUTY CEO - CentaCare Wilcannia-Forbes

The ongoing commitment to our leadership team training has aligned with our commitment to the organisation's quality improvement goals and focused on the identified needs of the leadership team within the organisation. Both the Service Delivery Managers and Program Managers have been supported to participate in quality training which included Preventing Discrimination, Bullying and Harassment and ISO 9001 -2015 Training and Management Systems Internal and Lead Auditor Training. The leadership team has also had the opportunity to explore authentic leadership qualities and effective communication within a dual leadership model.

**Our commitment to training our team members continues to be a key priority ensuring that we are providing the most supportive and appropriate care for our participants. Team members are offered both individualised training opportunities and broader group training which is aligned to our agency and program priorities and included; Smartersoft Internal Database Training, Cultural Sensitivity, Identifying and Responding to Children and Young People at Risk of Harm, Wellness Training, Public Speaking, Youth Mental Health First Aid, Working with Clients with Complex Needs, Motivational Interviewing, Seasons for Growth, Domestic and Family Violence and Best Practice Home Visiting.**

We continue to explore our work in light of our Mission and Values with particular focus on the connection between CentaCare's Mission and the Catholic Social Teachings. The opportunity for our teams to regularly reflect and articulate our values continues to motivate our team to continue the exemplary work with our participants. This year we were delighted to receive funding from Mary Ward International, the project gave us the opportunity to implement an Aboriginal Community Consultation Project which aims to grow the capacity of identified Aboriginal team members employed by CentaCare. The team will learn how to effectively consult with community about an identified need and will support the community to co design and develop a response to their identified need. CentaCare will then support these communities in seeking funding for their project.

Our home grown Aboriginal Men's Program is steadily growing with a team of six Aboriginal Men's Workers based in Condobolin, Bourke, Cobar, Narromine, Broken Hill and Wilcannia. The program was designed to address a significant need to improve the lives and life expectancy of Aboriginal men with a core focus on healthy living and healthy relationships. In a combined effort, the first three-day Aboriginal Men's Camp was held at Toorale Station in Bourke, on Barkindji country. Eighteen men of all ages participated in cultural and educational activities with the support of representatives of the Bourke tribal council who welcomed the visitors to country and provided mentoring. The men connected through shared cultural experiences which included traditional cooking and art. Circle Work sessions provided safe forums for sharing stories and experiences. Guest speakers joined the men for the duration of the camp and created opportunities to tackle sensitive topics such as drug and alcohol addiction, domestic violence and child protection. Many of the men returned to their communities with a new sense of belonging and understanding and a refreshed vision for themselves.

SkillBuilders funded under the Communities for Children Program is a place based approach that aims to improve the life outcomes of children impacted by generational unemployment and poverty by creating opportunities to participate, co-own and co-design skill enhancing and relationship building activities. This year, Skillbuilders was assessed by CFCA (Child Family Community Australia) and gained approval as an emerging program for inclusion in the Communities for Children, evidence based service delivery.

**CentaCare recognises that without the support of our funders and partners our achievements and advocacy would not have been possible. We value the opportunities to learn from our partners and are encouraged to continue to find solutions to the challenges our participants face in Central and Western NSW.**

Thank you to the CentaCare team for your tireless commitment to the significant projects throughout the year and for your continued support of your participants who remain core to our goals.

*Kate Gibson*  
Deputy CEO



# PROGRAM HIGHLIGHTS

## FAMILY RELATIONSHIP SERVICES

The Family Relationship Services (FRS) portfolio CentaCare-WF provides a range of programs focused on supporting families and individuals. In 2016-2017 we held four programs within the FRS portfolio in the Forbes and Broken Hill locations. Our team consists of a Program Manager based in Broken Hill who also provides counselling, two Men & Family Support workers in Forbes, one Counsellor in Forbes, one Family Dispute Practitioner in Broken Hill and one Regional Assessment Worker in Broken Hill. The FRS team focus on empowering and strengthening family relationships by building on individual resources and capacities to enable more positive family functioning and resilience.

### MEN & FAMILY RELATIONSHIPS

The Men & Family Relationships program is funded by the Department of Social Services – FaRS Family Support Program. Our MFR program assists with maintaining positive family relationships, especially during times of change – when forming new relationships; following the birth of a child; during separation and divorce; when re-partnering and retiring. The service provides male centred – family focused engagement through individual and group parenting programs; activities for fathers and their children; in-home individual and family support. Popular activities delivered by our Men’s Family Workers in schools include the Dads in School day for kindergarten children and the RAGE workshop for youth.

### FAMILY DISPUTE RESOLUTION

The Regional Family Dispute Resolution Service is funded by the Attorney General’s Department and managed by the Department of Social Services – Family Law Services. Our Family Dispute Resolution Service assists families in resolving any differences they have concerning their children’s living and parenting arrangements following separation. The service provides child focused family relationship support and conflict resolution; parenting agreement regarding residency and contact of their children; property settlements; pre-and post separation information and support.

### REGIONAL ASSESSMENT SERVICE

The Regional Assessment Service (RAS) is funded via subcontract with Aged Care Assessment Services. Our RAS team conduct face-to-face Home Support Assessments for clients needing access to the Commonwealth Home Support Program services. This service is delivered as a part of the My Aged Care initiative with the objective to make it easier for older people, their families, and carers to access information on aging and aged care, have their needs assessed and be supported to locate and access services available to them.



### COUNSELLING SERVICE

CentaCare’s Counselling Service is partially funded via a subcontract agreement with CentaCare Ballarat, other funding is sourced via fee for service delivery. Our Counselling Service focuses on empowering and strengthening individuals, couples and families. Our Counsellors work within a strength-based and client centred model with expertise in a range of areas such as self-esteem and confidence building; grief and loss; motivation; career direction and more.

*Louise Hefferman*

**Program Manager**  
Family Relationship Services

Regional Assessment Services	
Individuals Supported	94
Individual Activities / Session	94
Community Events	1

Counselling Services		Men & Family Relationships		Family Dispute Resolution	
Individuals Supported	304	Individuals Supported	348	Individuals Supported	123
Individual Activities / Sessions	94	Individual Activities / Session	364	Individual Activities / Sessions	368
Group Activities	8	Group Activities	18		
		Community Events	10		

**869**  
Individuals  
Supported

**920**  
Individual Activities  
Sessions Group

**26**  
Activities

**11**  
Community  
Events



## GOOD NEWS STORY

### REGIONAL ASSESSMENT SERVICE

A wife contacted My Aged Care because she was requiring help with caring for her husband. The husband had recently been diagnosed with vascular dementia in Alzheimer's disease and he was gradually getting worse. During the Home Support Assessment, the RAS worker asked them if there was any support they felt they would benefit from. The wife explained that she knew she needed help, but had absolutely no idea what was available. Whilst going through the assessment, the RAS worker could tell that the wife was struggling with her caring role and needed support. The RAS worker gave her a flyer about a local dementia advisory service in Broken Hill that could be of benefit to her. The service is a group that has education resources, training, advocacy and support groups for those people living with someone that has dementia. When this was mentioned to the wife she was so happy because she didn't know where to turn for support regarding her husband's dementia.

**When this was mentioned to the wife she was so happy because she didn't know where to turn for support regarding her husband's dementia.**

She had spoken to their GP but wasn't given enough information. During the assessment, the RAS worker asked the wife how she was coping with the housework. The wife explained that her husband used to help her before he became unwell, and she had been doing it on her own for the past few months. The house was beautiful and clean, but she said she struggled to do it by herself. The RAS worker also asked about the house cleaning and informed the wife that there are aged care services in town that can help with domestic tasks such as vacuuming and cleaning the bathroom. The wife was thrilled to hear this and asked for a referral to be sent on their behalf. Throughout the assessment the RAS worker was able to ask different questions that triggered some other support the couple were in need of. The wife explained that she worked casually, but found it difficult to leave her husband on his own because he tended to wander. The RAS worker explained that there were flexible respite services in town that could provide respite and spend time with the husband while she left the house for a few hours. They were both very eager to try the service, the wife said it would take a load off her shoulders. The RAS worker also spoke to the couple about a possible dementia-specific social support group and encouraged the husband to try it and see if he enjoyed it.

The wife declared that he did not get out of the house much. **The RAS worker explained that this support group would pick him up in the bus, provide him with lunch, give him different activities to be part of and he would be able to meet new people. This would also give the wife some respite.** Using the NSAFE assessment tool, the RAS worker asked the couple if they had an emergency plan if there was a fire. The wife responded with "Oh I never thought of that, but we will definitely put something in place". On another occasion, the RAS worker asked the husband how he managed showering. He said that he sometimes became unstable when he was out of the shower drying himself. Because of this information the wife put a chair in the bathroom so her husband could sit on it if he was losing his balance. The wife said, 'Thank you for asking that question'. At the end of the assessment the husband said, 'I really enjoyed that'. His wife seemed very shocked; she said he did not say that about much anymore.

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Making it easier for older people, their families and carers to access information on aging and aged care



# PROGRAM HIGHLIGHTS

## ACCOMMODATION AND HOUSING

The CentaCare Housing team is enthusiastic, compassionate and dedicated to providing a service that supports stronger, healthier relationships, families and communities.

The Housing Portfolio consists of five separate programs, Specialist Homelessness Services, DVRE Domestic Violence Response Enhancement, Tenant Participation Resource Service and Reconnect CentaCare Housing programs provide a wrap around service with a strong focus on supporting women and children escaping domestic violence, individuals, families and young people who are homeless, who are at risk of becoming homeless, have a lack of access to affordable and sustainable housing options and lack the support networks to address the many complex needs which can lead to homelessness. The Housing Portfolio team consists of a Program Manager, two Team Leaders and fifteen Support Workers. Staff are based in over eleven sites, covering eleven communities. The CentaCare Housing team is enthusiastic, compassionate and dedicated to providing a service that supports stronger, healthier relationships, families and communities.

### SPECIALIST HOMELESSNESS SERVICES PARKES, FORBES, BOURKE AND COBAR

The Specialist Homelessness Services (SHS) program is funded by the Department of Family and Community Services aiming to reduce homelessness and provide education to improve the quality of life of individuals and families in Central West, Far West and North Western NSW through case management, individual client support, referral, employment and education support, crisis and medium term accommodation. The CentaCare W-F Homelessness Program aims to help clients maintain living arrangements, address complex needs, to successfully transition into independent, sustainable and long term accommodation and provides rapid response crisis support and accommodation to women and children escaping domestic violence. As part of the Specialist Homelessness Service, CentaCare W-F manages and operates the Women's Safe House and Dunbi Place in Bourke and the Women's Refuge in Forbes. In 2016/17, CentaCare's SHS services supported 975 individuals.

### DOMESTIC VIOLENCE RESPONSE ENHANCEMENT LACHLAN CONDOBOLIN LGA

The service is a domestic violence response service, an enhancement attached to the current Specialist Homelessness Service Forbes/Parkes and services Condobolin.

The target group are women and children escaping domestic violence in Condobolin for the provision of transitional accommodation and support, temporary accommodation support, case management and client focused case work, supported referrals and brokerage support.

SHS Forbes Parkes		SHS Bourke		SHS Forbes Cobar	
Individuals Supported	611	Individuals Supported	245	Individuals Supported	119
Families Supported	114	Families Supported	61	Families Supported	31
Children 0 -18	202	Individual activities	125	Children 0 -18	54
Domestic Violence Related Support	150	Children 0 -18	130	Community Events	6
		Group Activities	13	Domestic and Family Violence cases	24
		Community Events	7		

## RECONNECT PROGRAM

The Reconnect Program is funded by Department of Social Services and provides early intervention services to assist young people who are homeless or at risk of homelessness and their families. Through interventions such as counselling, mediation, group work and practical support, Reconnect provides young people with stabilised housing options, improved self esteem, cultural identity and pride, increased participation with the wider community and re-engagement with education, employment and training. In 2016/17, CentaCare's Reconnect supported 41 young people in Bourke.



## TENANT PARTICIPATION RESOURCE SERVICE

The Tenant Participation Resource Service is funded by Housing NSW and provides tenant engagement support, liaison and advice, referral and tenant advocacy and community capacity building to social housing tenants to increase engagement in community, identify needs and priorities, support tenants with knowledge of rights and responsibilities and to increase skills to participate in community life.

*Christine L'Estrange*

Program Manager  
Accommodation and Housing

1193 Individuals Supported	304 Individual Activities	206 Families Supported
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Reconnect		TRPS	
Individuals Supported	41	Individuals Supported	177
Individual activities	179	Meetings	29
Aboriginal families	41	Group Activities	68
Group Activities	37	Community Events	10
Community Events	4		

In 2016/17,  
CentaCare's TPRS  
program supported  
177 tenants.



## GOOD NEWS STORY

### SPECIALIST HOMELESSNESS SERVICE

A young single mother with five children (two being of Aboriginal descent), faced immediate eviction from her current residence. The young mother came to the CentaCare office and registered with the Cobar Specialist Homelessness Service as she was experiencing domestic and family violence and was at high risk of homelessness. This young woman experienced severe stress and anxiety and had limited networks of support. As this mother had two Aboriginal children she decided to apply for an Aboriginal Housing property through FaCS Housing.

Proof of Aboriginality documents provided for the children were not accepted by the Aboriginal Housing Director at FaCS. The certificate stating the child was Aboriginal was rejected as the child was under the age of eighteen and was therefore not an actual Local Aboriginal Lands Council member, leaving the participant ineligible to apply for Aboriginal Housing.



The Aboriginal Housing Office required further proof which was unattainable from the father due to the severe domestic violence history. The participant was extremely fearful of contacting the father, so the Support Worker had to find another way to gain proof of Aboriginality. The Support Worker researched many other alternatives to provide proof of Aboriginality by contacting numerous supporting services such as Cobar Aboriginal Lands Council, Bourke Aboriginal Medical Services, Cobar Aboriginal Health Workers, Cobar Public School, FaCS, and finally Bourke Thiyamali-li Aboriginal Legal and Domestic Violence Services.

**Thiyamali represented the young mother to appeal the rejection of the documents provided to prove Aboriginality, yet it was still not accepted. The Support Worker arranged further supporting documents from the public school, FaCS, Cobar Local Aboriginal Lands Council, Aboriginal community members and the participant completed a Proof of Aboriginality Statutory Declaration form, which were all submitted with supporting documents to FaCS Housing.**

The Aboriginal Housing Office finally accepted the documents and approved the participant's application for housing. The client's anxiety and stress were significantly reduced and she was relieved once her application was finally approved. She was immediately offered a four bedroom property in Cobar and no longer faced imminent homelessness with her five children.



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Helping clients maintain living arrangements and address complex needs in transition into independent, sustainable and long-term accommodation.



# PROGRAM HIGHLIGHTS

THIS YEAR AND BEYOND

## MENTAL HEALTH

As part of the Metal Health (MH) portfolio CentaCare W-F provides a mix of programs for carers and consumers including children who show early signs of mental illness. We deliver three programs within the MH portfolio in a total of 24 locations. Our team consists of our program manager, three team leaders and sixteen support workers. Our team has a deep commitment to raising awareness about mental illness, reducing stigma and improving the social and emotional health for those who suffer from a mental illness, their carers and family.

### FAMILY MENTAL HEALTH SUPPORT SERVICE

Family Mental Health Support Services (FMHSS) is funded by the Department of Social Services. The service provides early intervention support services for vulnerable families with children and young people (between the ages of 0-18) who are showing early signs of, or are at risk of developing mental illness, to improve their wellbeing and enable them to better participate in their communities and reach their full potential. The program is delivered in 17 locations throughout Central Tablelands, Lachlan Valley and Far West NSW employing a total of ten Mental Health Workers.

### FAMILY AND CARERS MENTAL HEALTH PROGRAM

FCMHP is funded by NSW Department of Health and works in collaboration with the area Mental Health Services and the Mental Health and Drug and Alcohol Office. It involves and supports other non-government organisations and community groups, families carers and consumers within the jurisdiction of the area serviced by Western and Far West Area Health Service, delivering support services to carers and families of those living with mental illness. The program is delivered in 14 locations employing seven Mental Health Workers.

*Tallya Judge*  
**Program Manager**  
Mental Health

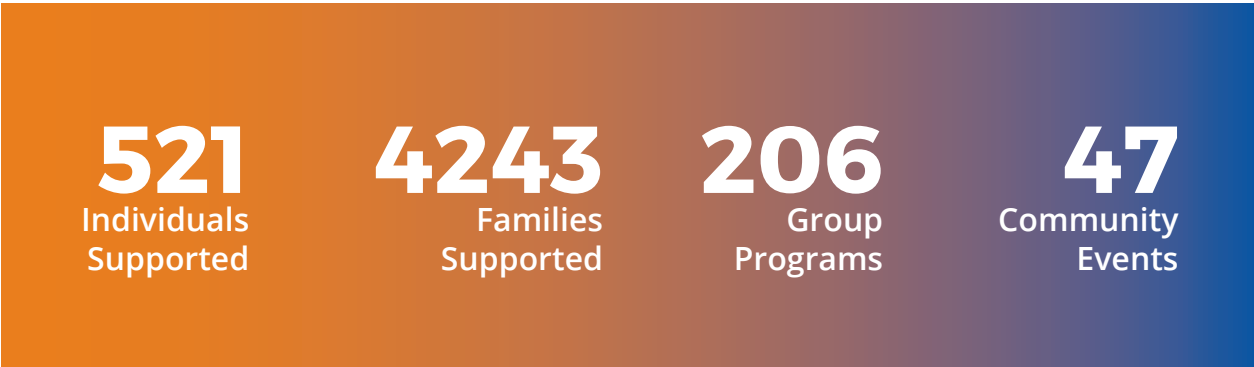


### PERSONAL HELPERS AND MENTORS SERVICES

PHaMs is funded by the Department of Social Services. The service aims to improve the independence, participation and lifetime wellbeing of people severely affected by mental illness, including building resilience and supporting them to sustainability manage the impacts on their lives. The program is delivered in Broken Hill, Euston, Wentworth and Dareton employing four Mental Health Workers.



FMHSS		FCMHP		PHaMs	
Individuals Supported	234	Individuals Supported	250	Individuals Supported	37
Families Supported	1700	Families Supported	1477	Families Supported	1066
Group Programs	35	Group Programs	160	Group Programs	11
Community Events	35	Community Events	6	Community Events	6





## GOOD NEWS STORY

### MENTAL HEALTH

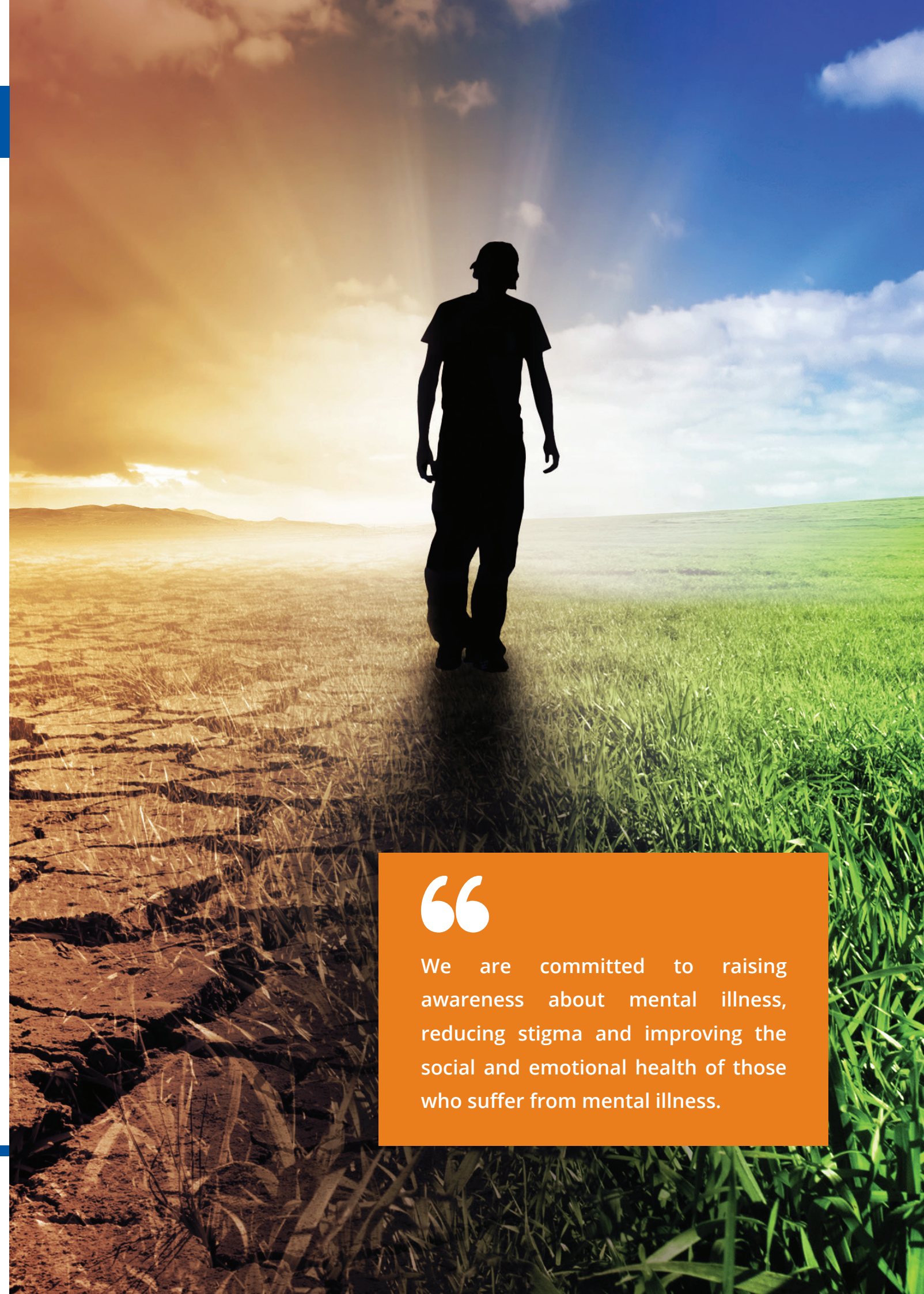
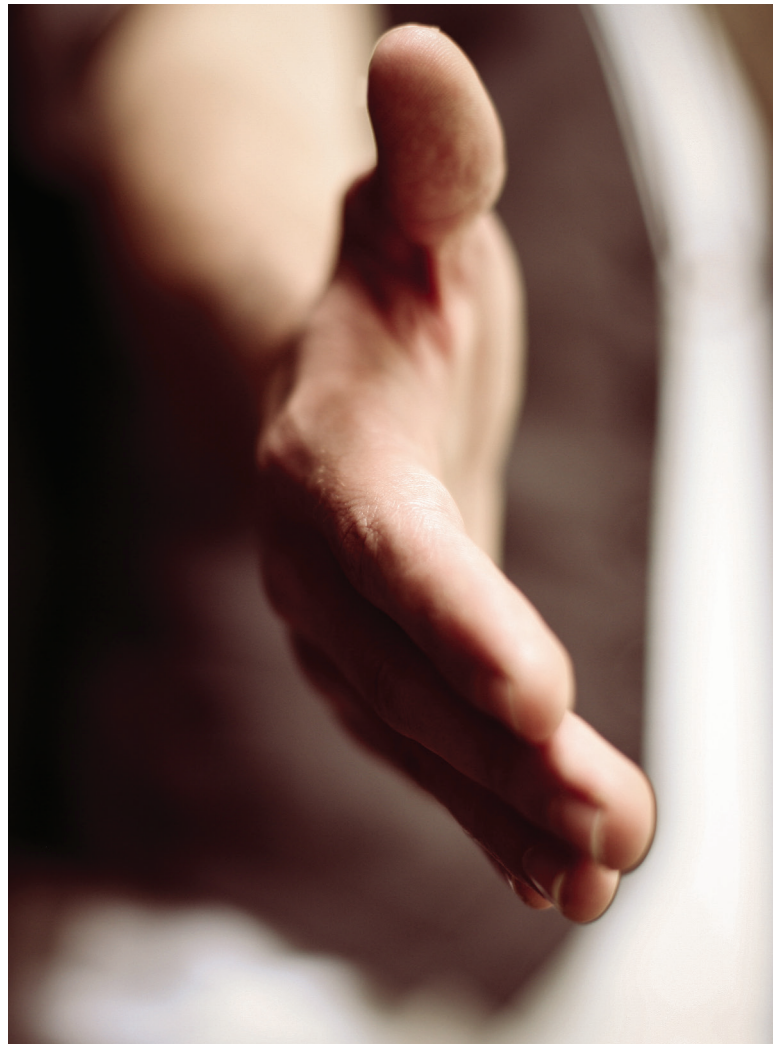
A six-year-old boy was referred to Family Mental Health Support Services by his mother who was concerned for her son's behaviour both at home and at school. He was hurting other children at school, having tantrums at home and lashing out physically at his parents.

The boy attended individual sessions with the CentaCare support worker and worked on identifying emotions and expressing emotions in a healthy way. The young boy also attended and completed the 'Fun Friends' program at the office with another boy of a similar age.

Fun Friends is a small group program to help children develop resilience and positive life-coping skills in a fun way through play, games, and story telling.

**Feedback from the boy's teacher and his mother was positive with comments that his behaviour had been much better at school.**

The School Principal advised that at the beginning of the year the boy was on the list of students that were headed for suspension, however after participation in the FMHSS program, he was no longer on that list and progressed very well at school. The boy stated a number of times that he was learning new skills that were helping him. His mother reported an improvement at home with less tantrums and aggression towards others.



“

We are committed to raising awareness about mental illness, reducing stigma and improving the social and emotional health of those who suffer from mental illness.



## FINANCIAL COUNSELLING AND CAPABILITY

### FINANCIAL COUNSELLING

CentaCare W-F Financial Counselling Program consists of six Financial Counsellors based in Forbes, Narromine, Dubbo, Bourke and Broken Hill delivering financial counselling services to over fifteen communities across Central and Far Western NSW. Our service is free and confidential, providing information, advocacy, options, referrals and community education to people in financial difficulty. We assist in addressing financial issues, in making informed choices and enhancing the client's ability to manage their financial affairs.

Financial Counselling receives both Federal funding from Department of Social Services and NSW State funding from Office of Fair Trading NSW. Our programs consist of Financial Counselling, Financial Counselling and Capability and Financial Counselling for people affected by problem gambling. Our suite of financial counselling programs target individuals and families experiencing financial hardship and difficulties and people who are most at risk of financial and social exclusion and disadvantage.

In addition to Financial Counselling and Capability our Problem Gambling Financial Counselling program focuses on working collaboratively with gaming venues and problem gambling services across our service area to form strong referral pathways to financial counselling for individuals who self exclude from gaming venues and provide supported referrals to Gambling Counsellors. Our problem gambling awareness workshops provide information to individuals and families affected by problem gambling on resources and support services available across our service area.

Our Financial Counselling Program Manager is an accredited Financial Counsellor and actively engaged with the Financial Counselling Association of NSW (FCAN) having been elected by the NSW membership as a Director on the board from September 2015 to September 2018 and Rural Committee Member 2012-13. She has been a contributing member of the FCAN Events and Professional Development Committee 2012 – 2017 chairing this committee in 2015, 2016 and 2017 and lead the delivery of state professional development conferences to the 200 plus NSW membership. As part of this appointment she has also been elected to represent NSW as a member of the national body Financial Counselling Australia (FCA) Representative Council 2016-2018. Our team of Financial Counsellors have combined experience of twenty years in the profession.

*Sandra Sallmayer*  
**Program Manager**  
Financial Counselling



## FINANCIAL COUNSELLING AND CAPABILITY

### MANAGE YOUR INCOME

As part of the Manage Your Income (MYI) portfolio, CentaCare W-F provides programs to Aboriginal communities with a focus on enhancing financial capability and literacy. In 2016/17, our team consisted of our Program Manager and four Financial Literacy Workers. The MYI team is committed to creating change in the lives of Aboriginal families and communities by creating links to other services and providing the skills and resources to manage money and make financial decisions.

MYI is an Indigenous financial literacy program delivered by CentaCare W-F, designed by and for Aboriginal people in Western NSW. The service model is informed by ongoing community consultation and over the years, has evolved in response to ever changing community needs.

In 2016/17, Financial Literacy Workers based in Broken Hill, Wilcannia, Bourke, Dubbo and Narromine have delivered 111 community education workshops including 'Save or Spend', 'Take Control' and 'Strive to Drive'. The workshops focus on budgeting including cooking to a budget, understanding contracts, payment options and bills, obtaining identification and driver's licenses and scams and consumer rights. Under MYI, CentaCare has also played a pivotal part in advocating on behalf of Aboriginal communities for greater financial inclusion and consumer rights.

In 2016/17, MYI received funding from the Department of Social Services under their Financial Counselling and Capability funding, AMP, Caritas and Catholic Mission.

*Christine L'Estrange*  
**Program Manager**  
Manage Your Income



CentaCare has also played a pivotal part in advocating on behalf of Aboriginal communities for greater financial inclusion and consumer rights.





## GOOD NEWS STORY

### MANAGE YOUR INCOME

Jack is a community elder who had lived in his little shack for almost ten years. He had built the shack from scrap metal that he had gathered, nailed together and wired up.

Jack's home was in need of some serious improvements but he did not have the funds or the strength to start to make the renovations happen.

The CentaCare W-F Financial Literacy Worker partnered with two other organisations, CRC and Salvation Army. Salvation Army assisted with a \$5,000 grant to help with the face lift of the little shack. The Financial Literacy Worker gathered a group of young men who were keen and willing to lend a helping hand. Together, they tore down the old shack.

**Jack was happy to see a group of young men who volunteered their time and skill to get the job done.**

Together, the men rebuilt a closed area for Jack to sit and attend to one of his favourite past-times, cultural carvings.

The team also laid concrete walk ways around Jack's caravan. A solar system was installed giving Jack his first ever power supply since moving into his tin shack a decade ago. Jack settled quickly into his 'new' shack and continues to enjoy the home improvements.

“

Providing programs to Aboriginal communities with a focus on enhancing financial capability and literacy





# PROGRAM HIGHLIGHTS

THIS YEAR AND BEYOND

## PARENT CHILD SERVICES

As part of the Parent Child Services portfolio CentaCare W-F provides a variety of early intervention and prevention programs to families with children 0-18 years. We deliver a range of activities within the portfolio in a total of 18 locations. Our team consists of the Program Manager, the Project Manager CFC, Team Leader FamilyCare, 13 Family Workers, five Aboriginal Men's Workers and a Research and Evaluation Officer. Our team is committed and passionate about improving individual, family and community wellbeing and supporting families through flexible service delivery to support them in developing practical life skills to assist them raising their children.

## FAMILIES NSW

Families NSW (FNSW) is funded by the Department of Family and Community Services. CentaCare W-F has delivered FNSW services for its fifteenth year in Bourke, Enngonia, Narromine, Trangie, Broken Hill, Menindee, Wilcannia, Forbes, Peak Hill, Parkes, Lake Cargelligo and Euabalong employing a total of six family workers. FNSW is an early intervention and prevention program targeting families with children 0-8. **In 2016/17 our Family Workers worked with 252 individual clients through home visiting, play groups, peer support groups, parent education programs and community capacity building initiatives.** We have engaged families through new initiatives such as Mums' and Bubs' Fitness in Lake Cargelligo, giving families opportunity to create support networks and receive information around healthy lifestyle choices and parenting topics; in Bourke the Family Worker engaged with fifteen local Aboriginal women who participated in Strong Aboriginal Women's workshop a program aimed at educating women about domestic violence issues in Aboriginal communities and the effects it has on children.



## FAMILYCARE

FamilyCare is funded by Department of Social Services under the Children and Parenting Support (CAPS) within the Families and Communities Program. CentaCare W-F has delivered FamilyCare services for the past two years in Broken Hill, Cobar, Bourke, Brewarrina, Nyngan, Warren, Parkes, Peak Hill, Trundle and Condobolin employing a total of eight Family Workers. In 2016/17 CentaCare W-F had the opportunity to employ Aboriginal Men and Family Workers in Broken Hill, Cobar, Bourke and Condobolin. The FamilyCare program takes a holistic and integrated approach in supporting families with children 0-18 who are affected by complex disadvantage through flexible needs and client responsive activities. **In 2016/17 FamilyCare supported 432 individual clients through home visits, peer support groups, PEDAL (Play Explore Discover And Learn) groups, supported playgroups and parent education programs.** Through FamilyCare, our Aboriginal men and Family Workers ran a combined Aboriginal Men's camp in Bourke. The camp focused on drug and alcohol, domestic violence and child sexual assault; in total sixteen men participated in the camp.

## STRONG YOUNG FAMILIES

Strong Young Families (SYF) is funded by Premier and Cabinet under the Indigenous Advancement Strategy; CentaCare W-F employs one Family Worker to deliver this program to families in Wilcannia. Our SYF model has an emphasis on engaging and supporting young parents from Aboriginal communities who are affected by complex disadvantage including unemployment, mental illness, family violence and poor housing. CentaCare W-F has delivered the SYF program in Wilcannia since 1st July 2015; during 2016/17 the Family Worker engaged with sixty individual clients. Through strong community partnerships, the SYF program delivered weekly playgroups, peer support groups and supported eight Community Events.

## ABORIGINAL FAMILY HEALTH STRATEGY

The Aboriginal Family Health Strategy (AFHS) is funded by NSW Department of Health. CentaCare W-F employs one Aboriginal Men's Worker in Bourke and another in Narromine in addition to the Aboriginal Women's Support worker in Narromine. The AFHS program aims to reduce the incidence and impacts of family violence within Aboriginal communities, increase knowledge and understanding of healthy lifestyle choices, respectful relationships and positive parenting practices. During 2016/17 CentaCare's AFHS workers supported 105 individual clients, provided 82 home visits, delivered three Healthy Lifestyle programs, two Mirang Dhali Cooking programs, one Cultural Artefact Workshop and received 52 external referrals into the program.



## PARENT CHILD

### SERVICES (CONTINUED)

#### BOURKE FAMILY SUPPORT

Bourke Family Support (BFS) is funded by the Department of Family and Community Services under Child, Youth and Family Support (CYFS). CentaCare W-F employs one Family Worker to deliver this program to families in Bourke. The BFS program targets families with children 0-12 years. During 2016/17 the Family Support Worker supported 45 individual clients, provided 104 home visits, 32 Healthy Lifestyle sessions, eleven playgroups, attended two Community Events and received eleven internal and 46 external referrals.

#### STRONG YOUNG MUMS

After twelve years of delivery, the Strong Young Mums program has come to an end. Our final funding, generously given by Northparkes Mines ceased on 31st December 2016. Over many years, CentaCare had supported young women in their role as parents and in their re-engagement with education in Bourke, Lake Cargelligo and Parkes. A total of 920 women and their children participated in the Strong Young Mums program between 2004 and 2016, almost two hundred of these came from the Parkes/ Peak Hill region. Women exiting the Strong Young Mums program were transitioned into the FamilyCare and FNSW programs where they continue to receive support.



#### COMMUNITIES FOR CHILDREN

Communities for Children (CFC) is a sub activity under Department of Social Services Families and Children Activity of the Families and Communities Program that aims to deliver positive and sustainable outcomes for children and families in disadvantaged communities. In 2016/17 CentaCare W-F employed one Project Manager and one Research and Evaluation Officer, both based in Dubbo. CFC is currently funded until 2019 and in 2016/17 subcontracted five Community Partners in Wellington, Dubbo, Narromine and Trangie (Dubbo Site): Dubbo City Council, Uniting, Orana Early Childhood Intervention, Narromine Community Skills and Leader In Development who through a combined effort provided much needed targeted and universal support and education services to over 1000 men, women and children. 57% of these were children. Early in 2017, CentaCare conducted community consultations for the review and update of the Activity Work Plan (AWP) in readiness for service delivery to 2019.

Community consultations confirmed that the priority areas of parent education, children aged 6-12, intensive family support and service coordination and collaboration continue to be reflective of high needs areas in all our CFC communities.

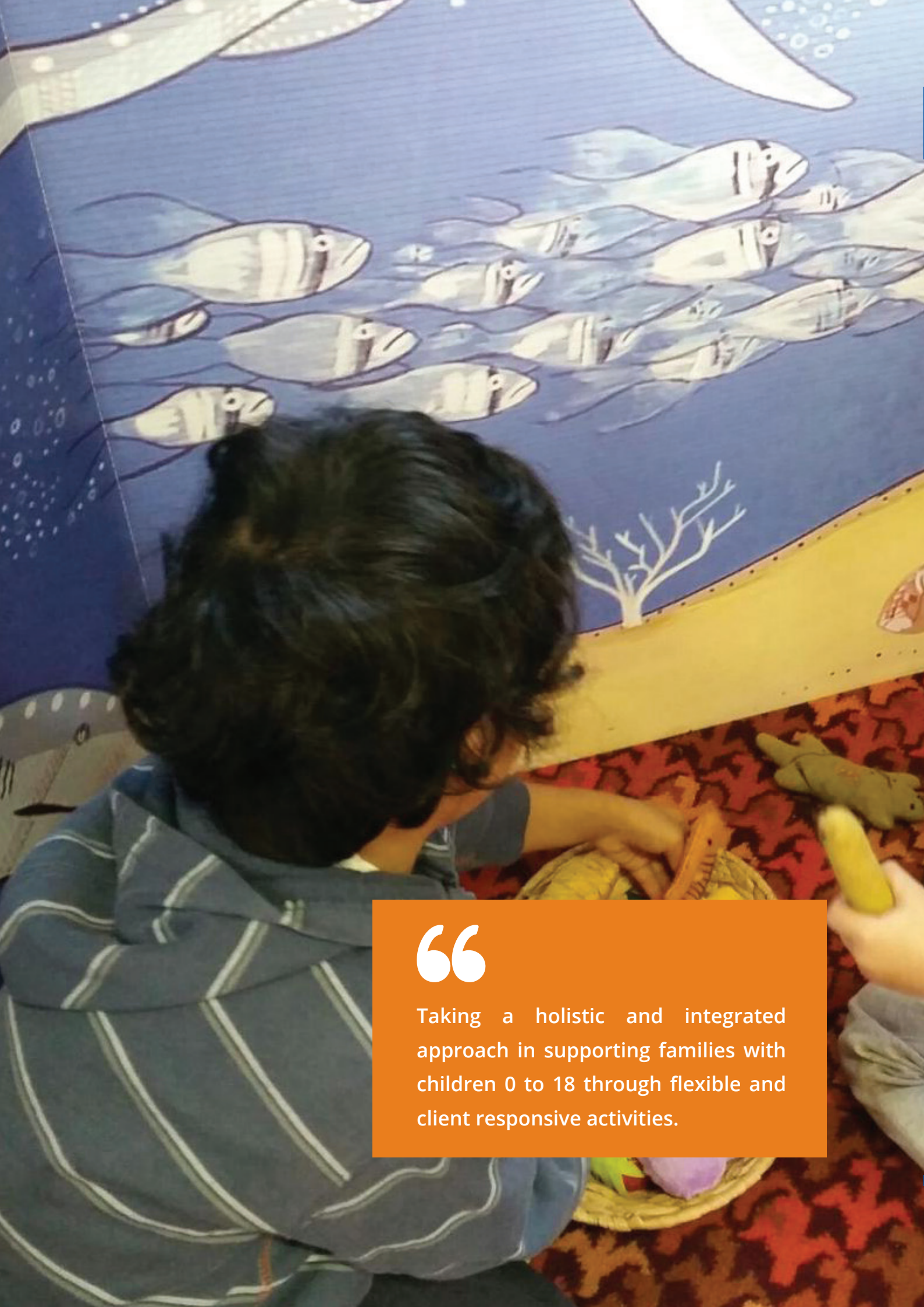
In readiness for the new AWP, our Community Partners continued to be trained in evidence based parenting programs and moving forward, will deliver fourteen different programs across the Dubbo Site.

Early in 2017, CentaCare submitted the Skillbuilders model which was developed to address needs of children aged 6-12, to the Australian Institute of Family studies (AIFS) and it was approved as an emerging program. This means CentaCare will be able to include it in the 2017/19 AWP as an evidence based program.

*Jane Kemp*  
Program Manager  
Parent Child Services







“

Taking a holistic and integrated approach in supporting families with children 0 to 18 through flexible and client responsive activities.

THIS YEAR AND BEYOND

## GOOD NEWS STORY

### FAMILY CARE

CentaCare's FamilyCare worker delivered the 123 Magic program to a mum and a dad. Both mum and dad reported they were having problems with their eight-year-old child's behaviour and his refusal to listen to them.

Dad admitted to losing his temper and shared that he took off in his car one day when the child did not listen. Mum was aware that they did not follow through with consequences to the child's behaviour and admitted that they yelled too much.

Both mum and dad were active participants asking many questions. The Family Worker and the parents had much discussion about keeping calm and communicating with each other so that the program could work in the home.

On completion of the program mum and dad felt confident with using the 123 Magic counting technique and being consistent with consequences. Since implementing the program mum and dad reported a positive change in their eight-year-old's behaviour. Mum said that their eight-year-old did not like to sit on the time out chair and as a result quickly ceased undesirable behaviour.

Mum and dad also discussed their concerns for their child choosing unhealthy friendships as he was physically assaulted by a friend in their street. The eight-year-old also experienced anxiety. We made a referral to CentaCare's Family Mental Health Support Service who continued working with the family.



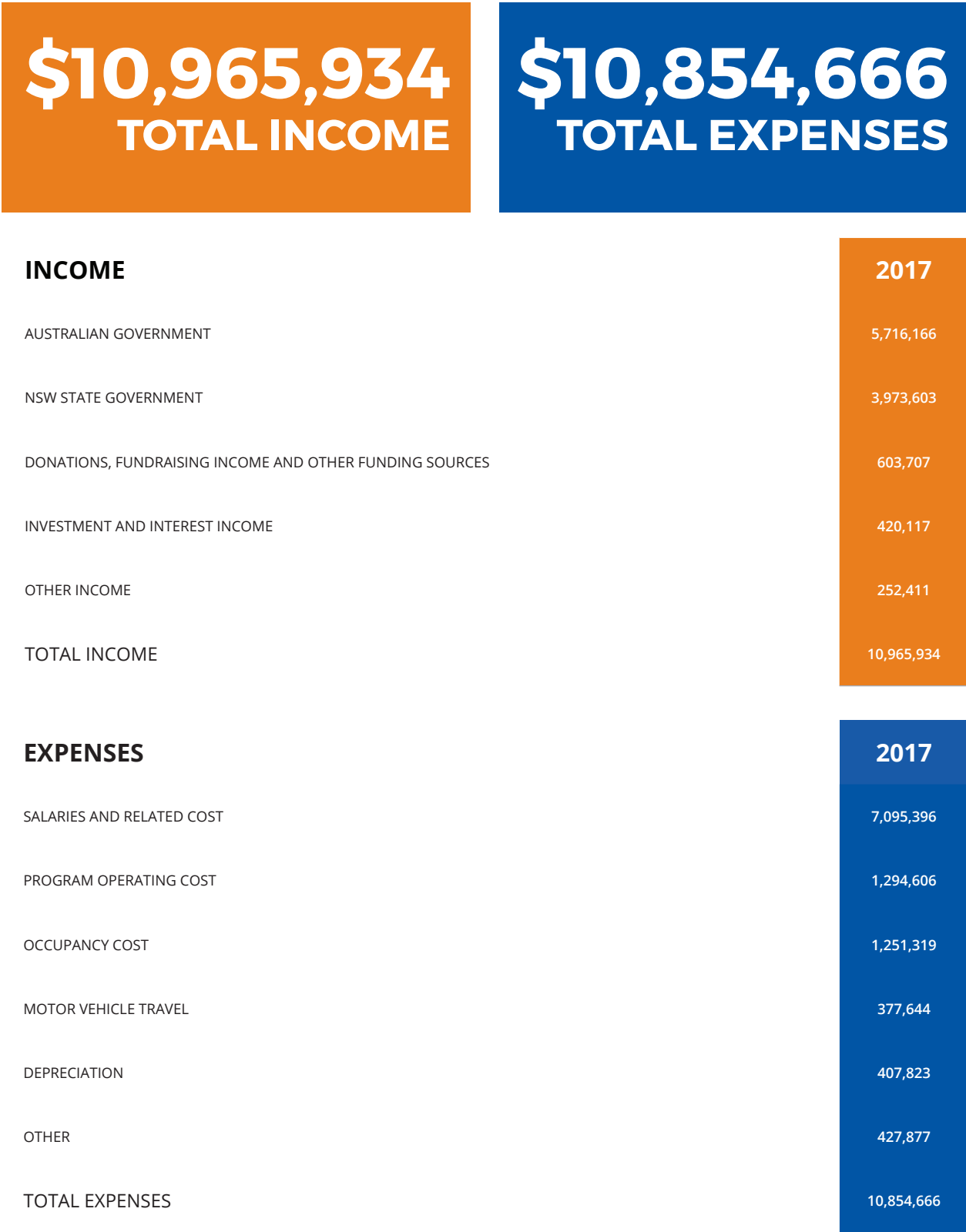
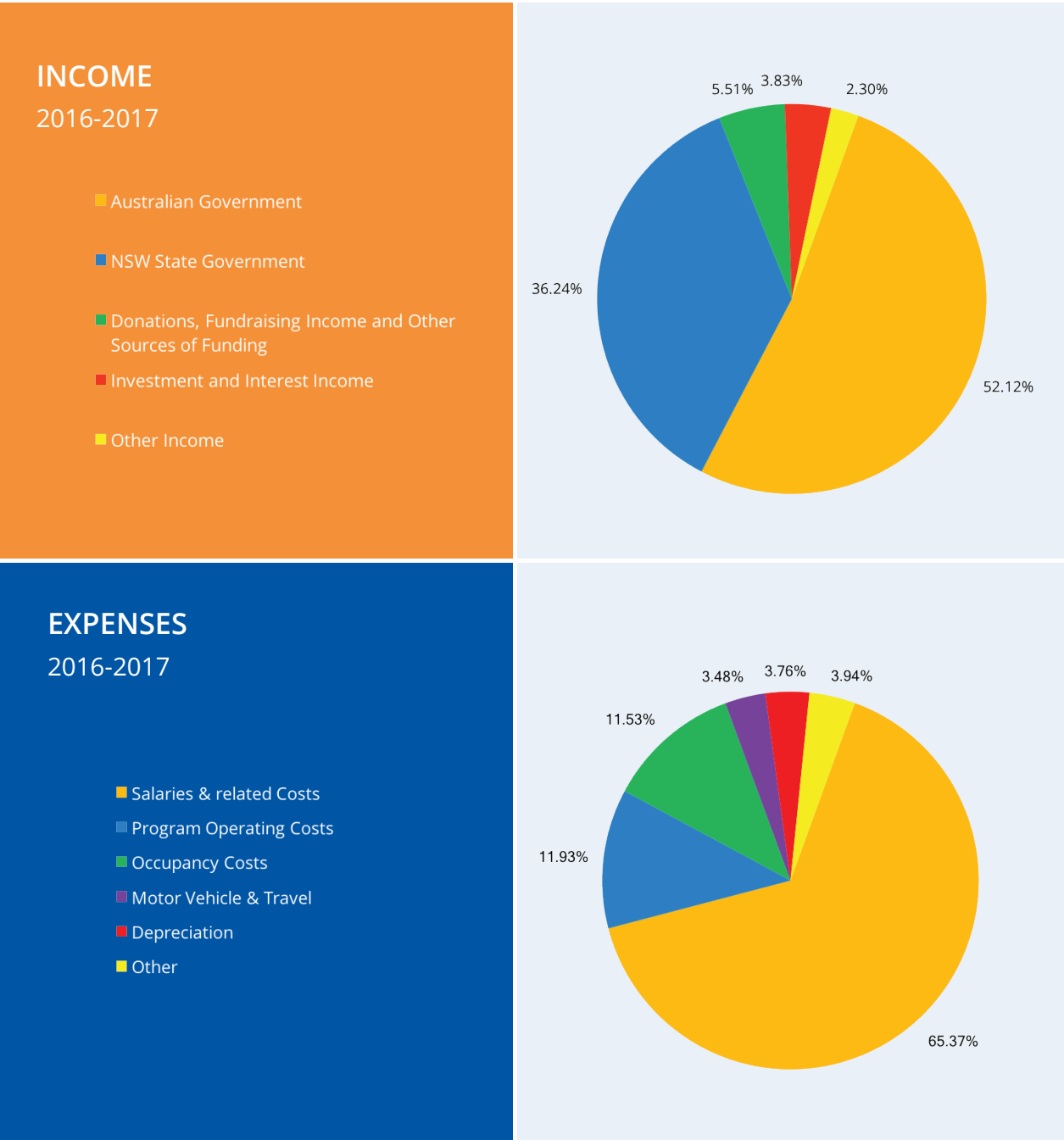
**On completion of the program mum and dad felt confident with using the 123 Magic counting technique and being consistent with consequences.**



# FINANCIAL REPORTS

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

The registered company auditor for the year ending 30th June 2017 was Pinnacle HPC Accountants.  
The audited consolidated special purpose financial report is available from the CEO upon request.





# FINANCIAL REPORTS

## FINANCIAL POSITION 30 JUNE

### CURRENT ASSETS

	2016	2017
CASH ON HAND AND CASH AT BANK	2,686,603	1,361,492
RECEIVABLES	187,770	260,226
OTHER	16,094	17,653
TOTALS	2,890,468	1,639,370

### NON-CURRENT ASSETS

	2016	2017
INVESTMENTS	2,654,337	2,837,005
PROPERTY, PLANT & EQUIPMENT	1,119,901	1,551,059
TOTALS	3,774,237	4,388,063

### TOTAL ASSET

	2016	2017
TOTAL ASSETS	6,664,705	6,027,434

### CURRENT LIABILITIES

	2016	2017
ACCOUNTS PAYABLE	121,367	211,860
EMPLOYEE ENTITLEMENTS PAYABLE	0	0
OTHER LIABILITIES	1,860,376	895,772
EMPLOYEE PROVISIONS	359,894	426,982
TOTALS	2,341,638	1,534,614

### NON-CURRENT LIABILITIES

	2016	2017
EMPLOYEE PROVISIONS	674,462	732,947

### TOTAL LIABILITIES

	2016	2017
NET ASSETS	3,016,100	2,267,561
EQUITY	3,648,605	3,759,872
NET SURPLUS/DEFICIT	436,267	111,268
ACCUMULATED FUNDS	3,648,605	3,759,872



## ACKNOWLEDGEMENTS

*CentaCare W-F acknowledges the traditional custodians of the land. We pay our respects to them for their care of the land and are committed to actively working alongside Aboriginal and Torres Strait Islander people, especially in the area of social inclusion and for reconciliation and justice.*

# CentaCare Wilcannia-Forbes

## Acknowledgements

### AUSTRALIAN GOVERNMENT

Department of Social Services  
Department of the Prime Minister & Cabinet

### NSW STATE GOVERNMENT

Family and Community Services  
Housing NSW  
Department of Finance and Services  
Fair Trading  
Department of Health

### OTHER ORGANISATIONS

AMP Foundation	Catholic Healthcare Limited
Caritas Australia	CentaCare Ballarat (Vic)
Catholic Diocese of Wilcannia-Forbes	CentaCare New England North West
Catholic Mission	CentaCare Bathurst
Northparkes Mines	Individual donors

## YOU CAN MAKE A DIFFERENCE

CentaCare is a not-for-profit organisation. With your support we can continue to develop and provide quality services to members of our community. To support our work, donations can be made by forwarding your cheque or money order to our head office listed below. Donations of \$2 or more are tax deductible.

CentaCare Wilcannia-Forbes  
PO Box 957  
FORBES NSW 2871





CentaCare  
Wilcannia – Forbes



Proudly part of the CentaCare Network and the  
Roman Catholic Diocese of Wilcannia Forbes

# CENTACARE WILCANNIA-FORBES **ANNUAL REPORT**

Empowering individuals, families and communities

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