



CentaCare  
Wilcannia – Forbes

# 2018 ANNUAL REPORT

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SERVING THE WHOLE COMMUNITY





SERVING  
THE WHOLE  
COMMUNITY

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

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



“May this coming year bring us the strength and spiritual capacity to endure and flourish as we begin the task of consolidating the many wonderful changes brought in 2018.”

“CatholicCare continues to be a unique and precious expression of the mandate to care for and serve those in most need in the Catholic Diocese of Wilcannia-Forbes and I am immensely proud of the organisation and inspired by the dedication and compassion I meet in the staff.

This has been a year of celebration as well as huge challenge

“This year it was a particular joy to me to be able to offer CatholicCare the use of the property that once belonged to the Missionary Sisters of Charity”

This has been a year of celebration as well as huge challenge. Amongst the things to celebrate is the very successful and exciting transformation of Centacare to CatholicCare. The change has been managed with a great deal of professionalism from all involved and signals a new energy in the Diocese. The many life transforming programs offered by the organisation continue now with renewed focus and commitment. As CEO, Anne Marie Mioche successfully navigated the organisation through the many phases of the transition and leaders and managers clearly communicated to all concerned the essential elements of the changes as they related to the everyday business of this inspiring organisation. My thanks to Anne Marie and to all those who contributed to and led the change management processes.

CatholicCare continues to be a unique and precious expression of the mandate to care for and serve those in most need in the Catholic Diocese of Wilcannia-Forbes and I am immensely proud of the organisation and inspired by the dedication and compassion I meet in the staff who serve in so many towns across the Diocese. It continues to be a great joy to me to meet people whose lives have been transformed because of relationships of support that have been offered through the many initiatives and programs offered by CatholicCare. This year it was a particular joy to me to be able to offer CatholicCare the use of the property that once belonged to the Missionary Sisters of Charity in Bourke for the development of a designated Men’s Centre for Aboriginal men in the region. I am very grateful to CatholicCare for the inspiration that this initiative is and very



much look forward to being involved in its evolution.

This year has also been a year of considerable challenge. The drought that has been very much a reality this year shows no sign of easing and has created added demands on already lean resources for many people. Many farmers have done it hard this year and many businesses have had to manage on much reduced incomes. Drought is a common experience for the people of this Diocese. We have had to dig deep before and will no doubt have to do so again. It is a great

consolation to me to know that I can trust CatholicCare, parish communities and Diocesan schools to be on the watch for those who might be suffering and in need of help and intervention in these very difficult times of financial hardship and physical, emotional and spiritual challenge. Our faith does not shy away from suffering. We are not alone. Jesus knows about ‘taking a flogging’ and his faith and courage gives us all strength.

Let us pray for rain and pray for courage while we wait for rain. May this coming year bring us the strength and spiritual

capacity to endure and flourish as we begin the task of consolidating the many wonderful changes brought in 2018.

Yours in Christ,  
*Bishop Columba Macbeth-Green*

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





# A MESSAGE FROM THE CEO



“Our staff are our biggest asset and a constant source of inspiration to me. It is their work and dedication you will see in the pages of this report.”

“CentaCare continues to be a unique and precious expression of the mandate to care for and serve those in most need in the Catholic Diocese of Wilcannia-Forbes and I am immensely proud of the organisation and inspired by the dedication and compassion I meet in the staff who serve in so many towns across the Diocese.

Over the last 12 months we have continued to witness an increased demand for crisis support across all disciplines of service delivery.

“We’re faced with these constants: entrenched poverty, intergenerational disadvantage and trauma issues, unemployment, access to health services, homelessness, and environmental extremes.”

This year has literally been a coming of age for us – after 21 years in operation as CentaCare Wilcannia-Forbes, we will become a company called CatholicCare Wilcannia-Forbes from 1 July 2018. This heralds an exciting new chapter in our history, which builds on the strong legacy of CentaCare as we live our Catholic social values in everything we do.

Here in the Diocese of Wilcannia-Forbes, we face particular challenges. The Diocese is geographically large and diverse, with an area occupying 52 per cent of the state of NSW or some 400,000 square kilometres. In contrast, its population is relatively small with only 171,138 of NSW’s 7.5 million people residing in this part of NSW. Many of the communities in our Diocese have negative population growth and this is expected to continue.

Much has changed since we were established. We are now working in an increasingly competitive environment with many new providers working in this area, and there are major reviews of government funding in key areas.

However, we’re faced with these constants: entrenched poverty, intergenerational disadvantage and trauma issues, unemployment, access to health services, homelessness, and environmental extremes. Unfortunately, our Diocese continues to rate highly on most disadvantage scales, such as the Australian Early Development Index (AEDI) and the Mother’s Index by Local Government Area (LGA), and on basic measures such completion rates for Year 12 or equivalent. This is sadly especially true in our Aboriginal communities.

These statistics are reflected in the people for whom we provide our services. This year, we engaged with more than 4,000 people. Thirty-eight per cent of our client cohort identified as being of Aboriginal or Torres Strait Islander descent. Fifty-nine per cent noted their main source of income as Centrelink benefits. Many of our adult clients (28.5%) were in unstable accommodation and almost a third of them (27.5%) had dropped out of education before reaching Year 10 level.

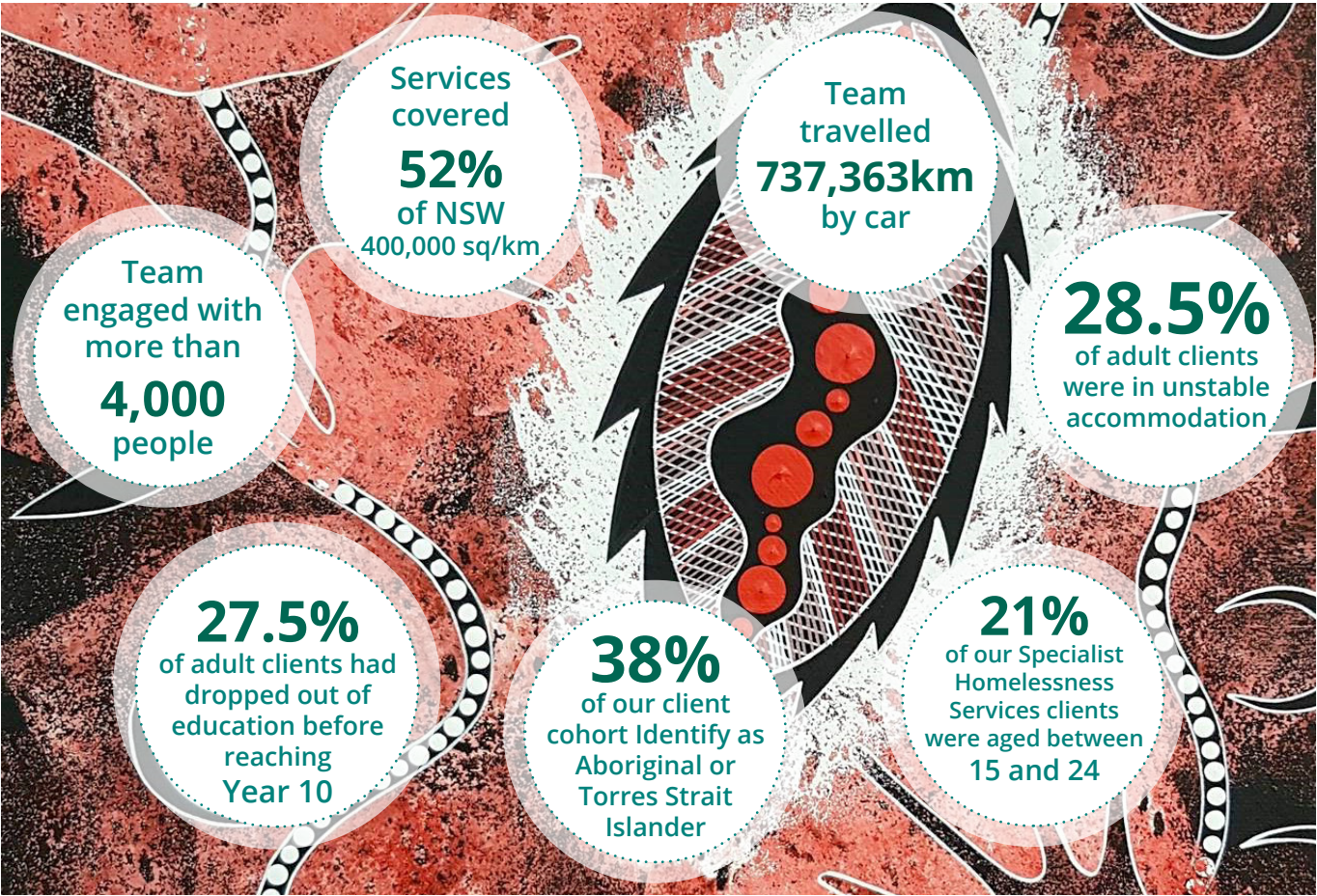
Over the last 12 months we have continued to witness an increased demand for crisis support across all disciplines of service delivery. More and more families have been turning to us because they have been affected by hardship and trauma.

Our Safe House and Refuge has been at

capacity every night of the year. People of all ages have come to us because they have not had a roof over their heads or the means to buy their next meal. We continue to face an accommodation crisis in our communities, in particular for women escaping Domestic and Family Violence, young people and the elderly. There are no youth refuges in our Diocese; this is of great concern as we see increasing numbers of young people coming through our doors. In 2017–18, 21 per cent of our Specialist Homelessness Services clients were between 15 and 24 years old, and most of them were couch surfing.

We have observed an increased demand for our Family Mental Health Support Services. The service has developed momentum with more parents and schools reaching out to us because

they are concerned about children’s mental wellbeing. Between 2016–17 and 2017–18, our client cohort for Family Mental Health Support Services increased by 34 per cent. Our early intervention and prevention initiatives have proven effective, with many presenting young people in need of a more targeted response, however access to clinical services in many of our communities continues to be a challenge, because these services simply don’t exist or are understaffed. Many of the families presenting to us do not have the resources to travel to regional centres to access the services they need for their children. We continue to advocate on all these issues through our contact with departmental representatives, but also through submissions and papers to government when opportunities arise.





Meeting the many challenges we face means we must ensure we remain as efficient as possible. For this reason, this year has seen us embark on a period of significant change. We commenced a major project to review our organisational structure and processes. Our aim was to determine if our current structure and practices were best suited to support our team members deliver our services ‘on the ground’, as aligned with our vision and mission.

We had over 80 per cent participation in a staff survey, and the team’s feedback told us that our practices had become slow, complex and overall difficult to navigate for our team members. Our way of organising ourselves had become ‘manager-heavy’ with a confusing mix of leadership roles.

This feedback made the decision to change a simple one. We streamlined our management structure, as well as our processes and practices to encourage responsibility, responsiveness and empowerment.

We ‘flipped the pyramid’, putting our clients and on-the-ground workers at the top of the pyramid and working our way down the line to the Chief Executive Officer. Front-line team members are now responsible for delivering the quality program outcomes and our leaders are responsive to meeting the needs of their teams. We have realised efficiencies and improvements, allowing us to invest more time delivering programs with our clients rather than navigating the complexities of our internal operations.

The business process review and an IT systems audit highlighted several weaknesses and opportunities within our organisation, which initiated the development of our IT roadmap. This will establish a solid and



reliable foundation to build innovative solutions and help transform our business approaches. We have started implementing a streamlined ‘one platform’ approach, taking advantage of digital and cloud technologies specifically tailored to not-for-profit needs.

Thanks to our improved data collection and analysis system and processes, we are now better equipped to identify and monitor trends closely and accurately. Our data system, PIX, has been in use for two years, providing us with rich information about client numbers, demographics, needs and outcomes. This information puts us into a good position to underpin our observations with strong evidence.

Our staff are our biggest asset and a constant source of inspiration to me. It is their work and dedication you will see in the pages of this report. They are the people who make our mission, vision and values a reality every single day, in every community. I feel privileged to have been

given responsibility to lead this organisation at an exciting time in its development and fortunate to have a very experienced and strong team as an executive.

I would also like to thank Father Barry for his support and good humour in this year of transition to company status, and who will continue as a member of the new Board.

As we look to the new financial year, I would like to take this opportunity to welcome our new Board – headed by Mr Bernard Boerma as Chair – who will bring their great skills and experience to our organisation and help us grow and develop in the coming years.

Finally, I would like to acknowledge Bishop Columba McBeth-Green, who leads and inspires us in his deep understanding and care for the people of this Diocese.

*Anne-Marie Mioche*  
**Chief Executive Officer**



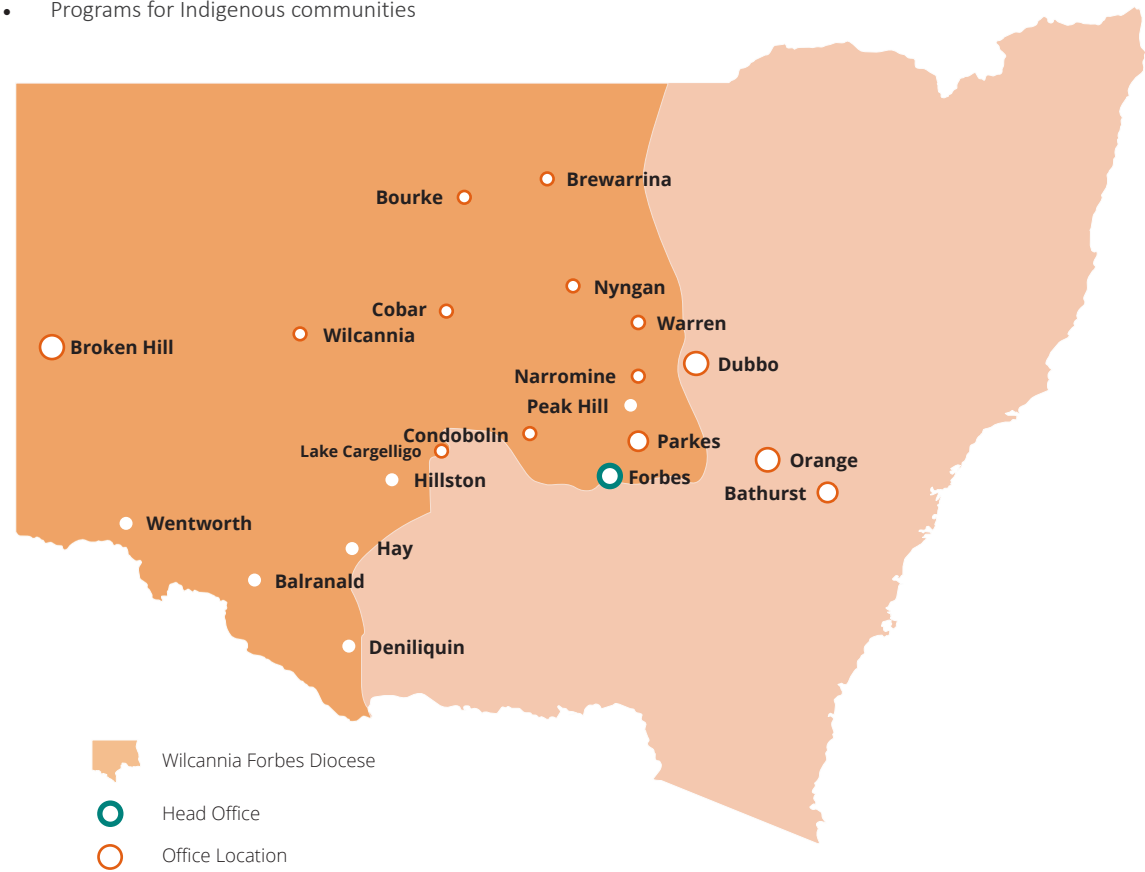


# ABOUT US

## WELCOME TO 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, Warren, 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



# OUR STORY

## THIS IS 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, Nyngan, Warren, Bathurst 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.



# VISION. MISSION. VALUES.

## OUR VISION, MISSION AND MISSION



### OUR VISION

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 MISSION

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



We share a vision of communities imbued with a spirit of justice, where there is tangible respect

### 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

## 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.



# DEPUTY CEO REPORT



“We appreciate the dedication of the CentaCare team, their support and advocacy for our participants is tireless and their unique gifts enables our participants to strive towards meeting their personal goals.”

“ Supporting a team of well-trained individuals has continued to be a significant focus for CentaCare with each team member being appropriately skilled and well supported. This year we have trained our leaders with an emphasis on managing team performance and building a positive work culture.

This year we have had a significant number of achievements

“We have focused on advancing our Reconciliation Action Plan, ensuring that our practices reflect our commitment to employing, mentoring and supporting our Aboriginal colleagues”

Over the past 22 years, CentaCare Wilcannia Forbes has been delivering services which have responded to the needs of individuals, families and communities throughout central and western NSW. Many of these communities have limited services and are geographically isolated from larger regional centres. Within these communities CentaCare’s team focus on providing integrated services that assist our participants to reach their goals and move towards independence, as seamlessly as possible.

This year we have had a significant number of achievements;

We celebrated the opening of the Bourke Men’s Space which allows a place for men and youth to gather and create a vision for hope and healing.

The multipurpose space is a partnership between CentaCare, the Diocesan Office and Maranguka, it supports men’s focused activities and creates an opportunity for men to meet in a “men’s business” context to support each other without judgement.

Our Financial Counselling team has played a critical part in the advocacy for consumer rights, improved hardship programs and has voiced concerns to both the state and federal members regarding payday lenders which significantly impact household debt spiral. Members of our team have also held discussions with local councils regarding residential land rate arrears, resolving repayment options for our clients experiencing hardship.

The Communities for Children Program is a partnership facilitated by CentaCare

involving five Community Partners and each have embraced a diverse mix of evidence-based programs with a total of twelve programs delivered to families across the Dubbo, Narromine and Wellington communities. By delivering the needs-based programs using a relationships-based approach in a setting that is appropriate to the individual clients, the Communities for Children Program have been able to support 3775 clients.

Our PIX Internal Data Base has celebrated its second birthday allowing us to produce rich and meaningful data about our clients, their needs and the types of services our clients access. This data along with our recently developed monthly reporting systems allows us to ensure compliance and consider service improvements and innovations.

We have focused on advancing our Reconciliation Action Plan, ensuring that our practices reflect our commitment to employing, mentoring and supporting our

Aboriginal colleagues and ensuring our CentaCare team know how to support our clients in a culturally appropriate way. Our reconciliation journey has provided our organisation with rich learning and deeper knowledge.

Supporting a team of well-trained individuals has continued to be a significant focus for CentaCare with each team member being appropriately skilled and well supported. This year we have trained our leaders with an emphasis on managing team performance and building a positive work culture.

We were delighted to learn we had been successful in securing the Aboriginal Families as Teachers Program as we are passionate about supporting parents in being the first educators of their children. The program funded by NSW Education has enabled us to employ Aboriginal Early Education Coordinators to work in the home, fostering early education strategies. We secured NSW Investing in Women Funding to support the financial

literacy skills of women and improve their capacity to take care of their families. We have also secured funds to deliver the Reconnect Program funded by the Department of Social Services supporting youth who have disengaged from their families and are at risk of homelessness.

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. We appreciate the dedication of the CentaCare team, their support and advocacy for our participants is tireless and their commitment to sharing their unique gifts enables our participants to strive towards meeting their personal goals.

Kate Gibson  
Deputy CEO





# FAMILY RELATIONSHIP SERVICES

The primary focus of the FRS team is to empower and strengthen family relationships by building individual resources and capacities. Services are offered in Broken Hill, Forbes and Parkes with outreach to Condobolin, Lake Cargelligo, Narromine, Wentworth, Dareton, Gol Gol, Pooncarie, Menindee and Wilcannia.

## REGIONAL FAMILY DISPUTE RESOLUTION

The CentaCare Wilcannia-Forbes Regional Family Dispute Resolution program aims to reestablish positive and productive relationships between separated parents to ensure their children are cared for, supported and nurtured. Equitable property settlement support can also be provided to ensure both parties can have financial security.

Children have the right to spend time with both their parents and the RFDR Program is a resource families can draw on for support at times of separation.

Services such as Family Dispute Resolution, funded by the Attorney General’s Department and managed by the Department of Social Services can make significant differences for families – assisting them to resolve conflict and focus on shared care of their children

### GOOD NEWS STORY

After separating in mid-2017, a mum had returned to her family in the Riverland with her three-year-old son. His father remained living and working in Broken Hill.

The relationship had broken down in circumstances where there had been high levels of conflict and both parents had admitted poor behaviour. Both parties had accessed legal advice and lawyer-assisted mediation had taken place. No agreement had been reached.

Since separating, the father had only seen his child on limited occasions which were supervised by the maternal Grandmother.

By working with CentaCare Wilcannia-Forbes a Family Dispute Resolution session resulted in an agreement being reached for the father to spend time with his son every third weekend, as well as facetime and telephone communication with the child at other times.

The parties unanimously agreed to formally review the arrangements in a further Family Dispute Resolution session later in the year.

# MEN & FAMILY RELATIONSHIPS

The Men and Family Relationships program aims to improve the health and wellbeing of men and their families by providing targeted services to develop and maintain positive family relationships at all stages. Through one on one support, counselling, education and activities emphasising men being present and engaged, the targets of self-care, positive relationships and community involvement are achieved.

There is an ongoing need for men to receive focused individual and family support due to the social, emotional and financial barriers that continue to exist. The Men and Family Relationships program is funded by the Department of Social Services – FaRS Family Support Program and is a male-centred, family focused engagement program for individual and family support.



### GOOD NEWS STORY

A single father of a 4-year-old boy with Autism and early learning issues engaged with Centacare Wilcannia-Forbes Men and Family Relationships program to engage support for his son. MFR staff worked closely with him to develop a healthy attachment and reduce the need to be over protective with his son.

An individual needs analysis resulted in drawing on the Circle of Security parenting program without focusing on it as a workshop. This worked well and saw the client put his new skills into action. Initially the client was opposed to workshops and resistant to parenting programs, however with a supportive delivery the client engaged openly.

With some advocacy and support the client’s son is now linked to the NDIS and is progressing well with Speech and Occupational Therapy. The client has become very independent and is pleased with all the intervention for his son.





# FAMILY RELATIONSHIP SERVICES

## COUNSELLING

CentaCare Wilcannia-Forbes Counselling Service focuses on understanding and helping to find solutions, strategies and tools to address issues impacting individual, couple and family’s lives. Our counselling focuses on empowering individuals with its client-centred and solution focused approach. This model helps people to cope in a range of events such as relationship breakdowns, grief and loss, conflict, career direction, trauma, self-esteem and confidence.

CCWF Counselling offers a range of generalist counselling and holistic therapy focusing on the emotional wellbeing of the individual.

Counselling with CCWF is a mostly fee for service with a subcontract funded by Ballarat CentaCare through Department of Social Services- Family and Relationships Program (for Broken Hill). Counselling services in the Central West ceased in March 2018 with the resignation of its Counsellor in Forbes.

## GOOD NEWS STORY

A lady initially presented for help with anxiety, self-esteem and relationship issues. After a few sessions her husband was also engaged for therapy, starting with individual sessions focused on stress and work-related burn-out, as well as relationship issues.

Both committed to the hypnotherapy tool named Time Line Therapy as well as Counselling support. They worked through significant emotional restraints and reported improvements in themselves and their relationship. In support of enhancing their relationship the couple agreed to a Family Therapy Session which supported them both to share their concerns about their relationship in a safe environment.

The outcome has been rewarding and beneficial for all involved. The husband has since started working in a new role, empowered to seek a new job, which he reports he is really enjoying. The wife reports feeling happy with significantly reduced anxiety and stress.

## REGIONAL ASSESSMENT SERVICE

The Regional Assessment Service aims to maintain independence for aging clients by determining their physical, emotional and mental health through support assessments. These help clients and families increase awareness and knowledge of services and supports available to them. It directly targets loss of independence through declining health, mental and physical, limited mobility, isolation, loss of partner and family support.

RAS has a warm and caring approach and undertakes thorough assessments to work with clients to achieve goals and maintain independence. Regional Assessment Service is funded through a subcontract with Aged Care Assessment Services for clients who need access to the Commonwealth Home Support Program. This service is delivered as a part of My Aged Care initiative.

## GOOD NEWS STORY

An aging couple was referred after they contacted My Aged Care. The wife had to go to Adelaide for three days for an operation after being diagnosed with thyroid cancer and the husband needed assistance while she was gone. His health had recently declined, he had Parkinson’s disease and was undergoing chemotherapy for myeloma cancer.

Due to the side effects of the chemo, he was unable to talk and unfortunately, due to Parkinson’s disease, he found it difficult to communicate. He presented with several concerning symptoms and needed assistance around mealtimes and self-care as well as requiring medical injections three times a day.

Within one week the assessment was completed and short-term assistance organised. The Local Carer Respite Centre was able to provide care for the husband while his wife was away. A referral was made to Far West Local Health District (high priority) to assist with injections as the husband was too shaky to inject himself. They accepted the referral promptly and all was in place when Jill had to leave. Jack and Jill were very thankful that all the service providers could assist with such short notice. All was in place and the couple is now aware of the services available in the future. The couple was extremely appreciative of the support and help they received.





# MENTAL HEALTH

The primary focus of the Mental Health team is to improve the social and emotional health of those with a mental illness, their carers and families. The following three programs are offered in 24 of the CentaCare Wilcannia-Forbes sites and locations.

## PERSONAL HELPERS AND MENTORS SERVICES

PHaMS specifically targets people aged 16 and over who are living with a chronic and persistent mental health condition to provide individually tailored support and enhance their capacity to live independently, manage their illness and participate in community life. This intensive one to one support reduces isolation, supports recovery and improves employment outcomes for people severely impacted by mental illness.

Participants normally eligible for PHaMs will now transition to registration with the National Disability Agency. CentaCare Wilcannia-Forbes has been providing regular information sessions to participants and carers. Providing the individual non-clinical support is essential for the participant’s recovery and independence. Without intensive PHaMS support the likelihood of relapse and hospitalisation is far greater.

### GOOD NEWS STORY

A young adult in the PHaMS program has integrated back into living independently within the community after many months of being in hospital in a Mental Health Rehabilitation Service.

Before entering rehabilitation, he was undiagnosed, homeless and his only income was the Government Newstart Allowance. Through regular advocacy and support through this difficult time, his mental health and well-being has improved immensely. He now has a clinical diagnosis and has increased knowledge of his illness, which has enhanced his coping skills.

After consultation with Financial Guardianship, his Case Manager at the Far Western Local Health District, (FWLHD), Manara Clinic, Orange Health Service, Bloomfield, the Far West Mental Health Recovery Centre and Centrelink, he is now on the Disability Support Pension and has long-term accommodation. Through this collaborative approach the participant’s skills in managing everyday life and his self-determination have been enhanced.

# FAMILY MENTAL HEALTH SUPPORT SERVICE

FMHSS assists young people aged between 0-18 who are at risk of or showing early signs of mental illness. This year the program received 484 new registrations. Services include individual support to young people and their families and mental health well-being programs. It also participates widely in community events to raise awareness of early intervention and to help the community have a better understanding of and response to mental health issues affecting young people. Early intervention support improves mental health and well-being. It can help children better manage aspects of their lives and helps carers support their children.

Funded by the Department of Social Services, young people and their families were provided support to assist in building positive relationships at school, home and within the community. The program improves participant’s resilience, coping strategies and self-esteem – which enables them to better engage in meaningful activities, such as improved school attendance, sports and interest groups.

A new research project – Transition from Primary School to Secondary School was developed and implemented in partnership with Charles Sturt University. From that a pilot transition program has been developed and will be implemented throughout 2018-2020. It will specifically target the mental health and wellbeing of students, build resilience, and identify those at risk or showing early signs of mental illness. The project is being implemented in Broken Hill and Condobolin.

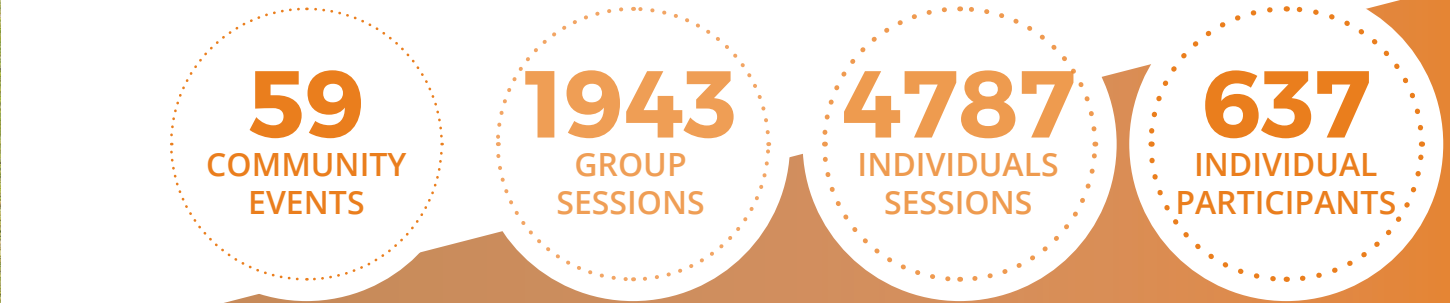


### GOOD NEWS STORY

A past participant of the FMHSS program self-referred back to the program after her family had been utilising another service provider. The Support Worker conducted a home visit with the family and while there the mother expressed her wish to reengage with CentaCare Wilcannia-Forbes, as it was one of the best supports she and her family have had.

The client recalled help she received for depression and drug use and felt she was on a bad path, it was suggested she sit back and look at the sun and take a breath, take one breath at a time and one step to reach your goals.

The impact this small piece of self-care advice has had on this family has been amazing. The mother has now reengaged for support with small goals, rather than waiting until there was a crisis. The mother mentioned that there had been no judgement and no pressure, she felt supported until all the family had achieved their outcomes.





# MENTAL HEALTH

## FAMILY AND CARERS MENTAL HEALTH PROGRAM

FCMHP improves the health and well-being of people who are caring for others suffering from mental illness by raising awareness and providing a mix of clinical, client-centred activities to improve their knowledge and understanding of their self-care and general health. A total of 143 new carers were registered in the program with a marked increase in referrals from clinicians.

A carer’s quality of life, health and well-being can be severely impacted due to their complex caring responsibility through stress, stigma, loss and grief, isolation and financial constraints.

NSW Department of Health funds the vital support for carers as it is widely acknowledged that without carers there would be a greater demand for health services and longer hospital admissions for people with mental health issues. A new partnership has also been formed with Bloomfield Hospital Social Work department to provide carer support for those with a patient in an acute care setting.

### GOOD NEWS STORY

The FCMHP was able to support a carer caring for her teenage daughter with developmental delays, anxiety, depression and suicidal ideation. The carer asked for support for her daughter, who was ashamed about her developmental delay and often acted out to cover her insecurities. The mum also needed support as she was struggling to cope with her daughter’s mental illness.

The carer was offered a referral for her daughter to the Family Mental Health Support Service for improved emotional development, appropriate coping strategies and to improve her self-esteem. The carer was offered individual support and a referral to carer’s counselling through Carers NSW.

The carer reported her daughter’s mental health, behaviour and emotional state had improved since engaging with FMHSS and that her own emotional wellbeing and coping strategies had improved since engaging in individual support and carer’s counselling.

The carer reported a sense of relief and connection, and no longer feels that she is alone.

# ACCOMMODATION AND HOUSING

The CentaCare Wilcannia-Forbes Housing team runs several emergency and long term housing services. Far exceeding expected participant levels, some programs have more than doubled engagement due to the high need for affordable housing and the limited FACS housing properties.

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

Specialist Homelessness service (SHS) specifically targets men, women, families and young people from high risk groups who are experiencing homelessness or risk of homelessness. As well as supported access to short term and emergency crisis accommodation, transport and case management, long term service monitoring is provided to assist with independent and sustainable living, physically, emotionally and financially. Key client outcomes are for safe, secure and sustainable housing with an independent and healthy lifestyle through increased knowledge and capacity.

Funded by Family and Community Services the SHS program is well-regarded for following through and ensuring participants complete as much of their documentation as possible, empowering them to be responsible and achieve the best outcome possible. A key focus of SHS is to support and empower clients to solve housing issues and engage with related services to resolve barriers for clients, often with limited tenancy options. In the interim temporary accommodation is provided and basic living necessities are brokered such as groceries, removalists, transport and basic furniture.

### GOOD NEWS STORY

SHS had been working with a forty year old Aboriginal man for several months. During this time we have been able to secure long term housing through Department of Housing, regular drug and alcohol counselling, aboriginal medical support and assistance, Meals on Wheels and regular tenancy support. This is the first long term tenancy for the client as he has been couch surfing since he was a teenager. The client also has intellectual and developmental disabilities that he has never had support with. Through medical appointments and information from other services we were able to support this client to receive his own NDIS package.

Through planning meetings and getting as much information on the client’s history and needs, we were able to secure one on one support for the client in his home every morning, (including support with taking medication, grocery shopping, personal hygiene and cleaning his unit), three days with a disability day program where he has made lots of new friends, funded assessments with an Occupational Therapist and accessed travel funding. It is unlikely the client would have been able to complete the NDIS package without support. The client and his family are extremely happy with the outcome and the new support in place for him. He now has a place in supported tenancy with a collective group of support services to further assist him to maintain independence and tenancy.



20  
COMMUNITY  
EVENTS

115  
GROUP  
PROGRAMS

1671  
INDIVIDUAL  
INTERVENTIONS

351  
CARERS  
SUPPORTED

83  
PROGRAMS  
DELIVERED

1003  
INDIVIDUALS  
PARTICIPANTS

1954  
INDIVIDUAL  
'INTERVENTIONS'



# ACCOMMODATION AND HOUSING

## SPECIALIST HOMELESSNESS SERVICES DVRE (LACHLAN)

Specialist Homelessness Service (SHS) specifically targeting women and children who become homeless due to family and domestic violence by providing them with transitional accommodation. As well as assistance to apply for and move into a new residence, SHS also provides education, safety plans, 24 hour domestic violence support, referrals to other services, counselling and victim services.

As awareness of Domestic and Family Violence increases disclosures for Domestic and Family are increasing. As families break down due to disclosures families are seeking support from services to cope with the adjustments. Funded by the department of Family and Community services SHS has secured the use of a transitional house for use by DVRE participants and the team continues to promote the DVRE program through interagency and local networks in Lake Cargelligo. This has been helping to provide first-hand information about the service, to remove confusion surrounding the program and promote referral pathways.

### GOOD NEWS STORY

A client had been in a violent domestic relationship for many years. She had withdrawn from the community and only had limited interaction with her immediate family. Since accessing help and joining the DVRE Women’s Group, she has reported not turning to alcohol as much.

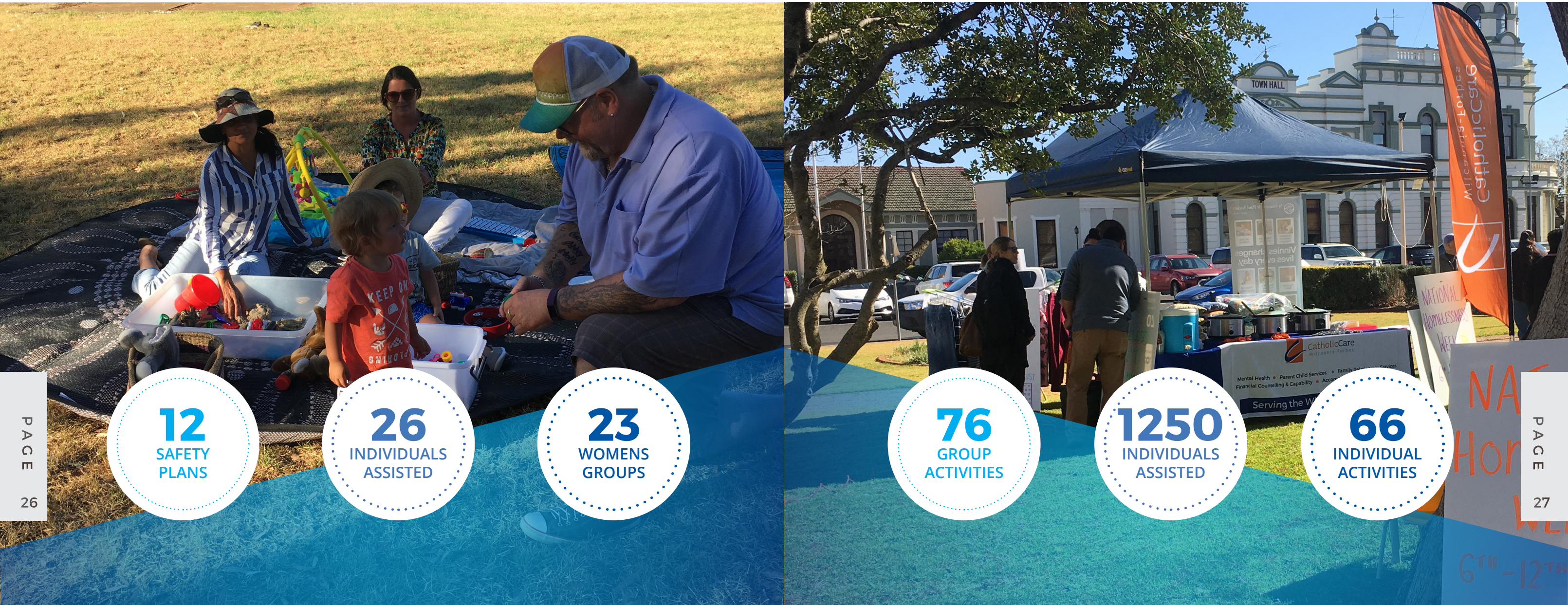
## TENANT PARTICIPATION RESOURCE SERVICE

Tenant Participation Resource Service is providing a solution focused approach to enable families and residents, usually social housing tenants, to identify and overcome barriers and offer avenues. Key skills include daily living skills, financial literacy and management, tenancy rights and responsibilities.

Social housing tenants receive services that are coordinated, flexible and responsive to their needs. Funded by Housing NSW, TPRS is aimed at better understanding tenant’s needs, helping tenants and providing pathways of support and resolution. It is offered in a highly accessible pop up environment.

### GOOD NEWS STORY

In March, a workshop to develop budgeting skills and making the most of money in an effective way was held in Dubbo. Tenants enjoyed the relaxed learning environment which helped them feel comfortable when discussing difficult issues. Service providers involved on the day were from Wellways and Job Centre Australia who provided support with the learning process and information about how their service can help participants. Feedback from the participants indicated they were comfortable when talking about money issues and felt empowered in learning new skills, each participant gained a certificate and now have engaged with other services which can help them.





# ACCOMMODATION AND HOUSING

## RECONNECT (BOURKE-BREWARRINA)

Reconnect is specifically targeted to young people aged between 12-18 who are homeless or at risk of becoming homeless and their families. A minimum of half the participants are indigenous. The program also proactively seeks to support young people who are at risk of becoming homeless due to family and relationship breakdowns, disconnection from the community, education and employment barriers, substance abuse, poor mental health, peer pressure and a lack of opportunities.

Within 24 hours of referral or contact, CentaCare Wilcannia-Forbes will provide intervention and support, a needs assessment and a case plan. Funded by the Department of Social Services, Reconnect has been refunded until 2021 with an option of a further two years if performance objectives and funding agreements continue to be met.

### GOOD NEWS STORY

Reconnect worked with a family with a teenage daughter and her three younger siblings (all under the age of seven). Reconnect supported her to reengage with the education system after she found herself facing legal issues and not knowing how to manage her behavioural challenges. After meeting with the school an agreement to help overcome these barriers has been developed. The girl, her family and the high school principal came to an agreement which maintained her education and made her feel supported and part of the decision. Reconnect supported this process through transporting the young girl to and from school, assisting to develop open, respectful communications between the school and the family, they also provided access to peer support sessions, life skills education and built a trusting relationship with her.

Her mum has also been referred to our Intensive Family Support team to support her into activities that will help her to learn parenting skills, meet the everyday challenges of caring for her children and to mend and develop her relationship with her teenage daughter. Reconnect continues to support the young girl with referral to Community Health to access counselling, peer education and ongoing support with the school.



66  
INDIVIDUALS  
ASSISTED

256  
INDIVIDUAL  
ACTIVITIES

63  
GROUP  
ACTIVITIES

# PARENT CHILD SERVICES

CentaCare Wilcannia-Forbes aims to improve the physical, mental and emotional wellbeing of children and their families. Specifically targeted at vulnerable, disadvantaged and at-risk clients, services are offered to increase parenting capacity to improve the lives of children growing up in Central and Western NSW.

## FAMILY CARE

Family Care’s primary purpose is to improve physical, mental and emotional wellbeing of children and their families by focusing on healthy lifestyle choices, good parenting and relationship practices and smooth and supported transitions to school. The passionate staff offer a combination of programs based on needs in the specific region.

Family Care is funded by the Department of Social Services under the Children and Parenting Support (CAPS) within he Families and Communities Program. These programs assist families in Broken Hill, Cobar, Bourke (covering Brewarrina), Nyngan, Warren, Parkes (covering Peak Hill and Trundle) and Condobolin. Two Men’s Health Workers are also based in Broken Hill and Condobolin.

### GOOD NEWS STORY

A mum who had lost care of two of her four children due to a marriage breakup in 2014 approached a Family Worker to complete some parenting programs. She took part in the evidence-based parenting program Circle of Security. An underlying tenet of the program is ‘when caregivers feel safe, learning can begin.’

Actively participating in the program, there were a lot of “WOW” moments for the mum, she reflected on how she was brought up, how it felt and what she could learn from this. She is now feeling more positive and realises that it is never too late to learn. One day she hopes her ex-partner will allow more visitation with her other children but until then she is applying her new found parenting tips at home.



70  
COMMUNITY  
EVENTS

303  
GROUP  
PROGRAMS

807  
INDIVIDUAL  
PARTICIPANTS

1797  
INDIVIDUAL  
ACTIVITIES



# PARENT CHILD SERVICES

## STRONG YOUNG FAMILIES

Strong Young Families is a program specifically to assist Aboriginal families in Wilcannia with a focus on parents under 25. Staff work with families to improve their capacity to engage with education providers and host community engagement activities, playgroups, home visits and parent education programs.

Locally employed staff have a good understanding of issues affecting families in Wilcannia. Through the staff’s good engagement skills in the community, they are considered positive role models for this vital program funded by Premier and Cabinet under the Indigenous Advancement Strategy.

### GOOD NEWS STORY

A 23 year old Aboriginal man, soon to become a dad was very keen to secure employment prior to the birth of his first child. His education was incomplete and he had been unemployed for the past three years. His upbringing had not been the best, he had no positive role models and in his heart all he wanted was for his own child to be proud of him.

A Family Worker engaged with him through a cooking program he was attending because he wanted to support his partner by learning how to cook good healthy family meals. Through conversations with the Family Worker, the young man shared his dream of gaining a job and his happiness and anxiety about becoming a father. Over a number of visits the Family Worker helped him complete his resume and supported him through applying for and being interviewed for a position.

John was offered work after a month of looking and is a changed man, he is employed and is now a dad to a baby girl. The Family Worker received the following message from John “I can’t thank you enough for the work you have done for me and my family, helping me get some employment just before my baby girl came along, without you I wouldn’t have been able to get where I am. today”.



## COMMUNITIES FOR CHILDREN

Helping vulnerable and disadvantaged families with children from birth to 12 is the key target for the Communities For Children program. Its priority delivery areas are parent education, activities and opportunities for children, intensive family support, coordination and collaboration. The overall outcome is to help children grow up having positive experiences in their community by engaging in meaningful and accessible activities. CentaCare Wilcannia-Forbes is the facilitating partner for Communities for Children and is subcontracted until June 2020. The overall family capacity and social capital is being built and it is developing stronger communities. A mum’s walking group was a new initiative, each walk was followed by a quick session with a dietician, yoga or personal trainer. The group has now created their own walking group and have established a Facebook page to keep in touch and encourage each other to attend.

### GOOD NEWS STORY

During the school holidays, the Leader in Development (LID) was contacted on a number of occasions regarding a group of primary aged children causing some issues in the CBD and local shopping centres. It is understood the youth team at Dubbo Regional Council (DRC) was also contacted. These children had attracted police attention due to their behaviour which caused issues for both business owners and customers, including shop lifting, lighting fires in shops, running through premises, yelling, riding bikes and scooters through carparks and making a general nuisance of themselves. When available, LID along with DRC conduct visits to the library and engage with the children by providing food and playing games such as Chess. This provides a perfect opportunity to have a meaningful yarn with the children to combat some anti-social behaviours.

Following consultation with the children and their families via a co-design platform, it was clearly identified that they were bored, hot and hungry. These children are not bad, in fact in small groups they are pleasant, compliant and generally do everything they can to do the right thing. However in a group situation the dynamics become incredibly complex and it seems that the thrill of making bad choices completely outweighs the consequences.

The children indicated they enjoyed going to the pool however they rarely had money to pay to get in. The manager of the pool was happy to be involved and if LID or DRC or the police found the children in the CBD they were to point them in the direction of the pool and he would allow them entry as he has built a rapport with the children and rarely has any concerns with their behaviour when they are there.

This initiative has helped reduce the anti-social behaviour happening in the CBD by providing an alternative, it also provides the opportunity to build positive healthy relationships with the children. Following on from this partnership children from Apollo House have been going to the pool for lessons on water safety, water survival/self-preservation and recognising an emergency in the water.

One child was identified as having some talent in the pool and was provided with a swimming cap, goggles and flippers and started training with the Dubbo Swim Squad. She was proud of herself and the staff at Apollo House (LID) are also very proud of her.





# PARENT CHILD SERVICES

## ABORIGINAL FAMILY HEALTH STRATEGY

This program specifically targets women and men, their children and extended families who are impacted, or likely to be, by domestic violence. Domestic Violence is still increasing in these communities and the outcome is usually very poor for Aboriginal families.

Based in Narromine and Bourke, the program is funded by the NSW Department of Health and offers peer support groups, early intervention and prevention programs, (school based) Men’s Camps, home visits and cultural workshops, including the new Didge Program and the Strong Aboriginal Men’s Program.



### GOOD NEWS STORY

A 25 year old Aboriginal man, had been in foster care system as a young child and although he has a strong bond with his immediate family, his time in care has impacted on his own wellbeing.

He made some wrong decisions as a juvenile and young adult as a result spent time in prison. He was referred to the Narromine Aboriginal Men’s program in March 2017. Since joining, he has attended the Combined Aboriginal Men’s camp, peer support groups and cooking programs. Over the last six months he has developed remarkably. He is more confident, he has reconnected with his younger brother and sister and is passionate about being a positive role model for other Aboriginal men.

In September, he was invited to share his experience of the support he has received since joining the AFHS program with National Aboriginal Torres Strait Island Catholic Commission delegates. It was remarkable to see this young Aboriginal man stand tall and proud and speak about his journey and how the program has helped him redirect his life.

## FAMILIES NSW

Covering a vast area including Lake Cargelligo, Forbes, Narromine, Bourke, Broken Hill, Peak Hill, Parkes, Wilcannia, Menindee and Enngonia. Families FNSW delivers a combination of services to families with young children including Aboriginal, vulnerable, young, expecting and CALD families.

There is a high need for these services for families who experience crisis or are struggling with their roles as parents and need extra support. The Department of Family and Community Services funds the FNSW program to deliver parenting education, supported playgroups, case management, peer support groups, community capacity building, school readiness programs, home visits, advocacy and support.

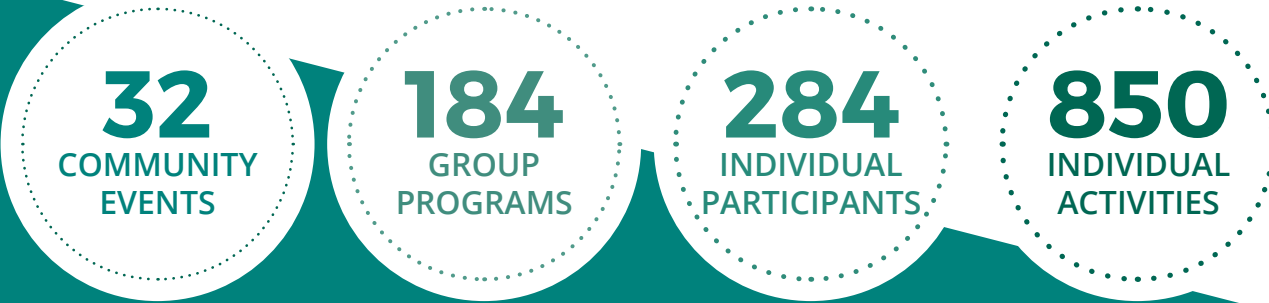
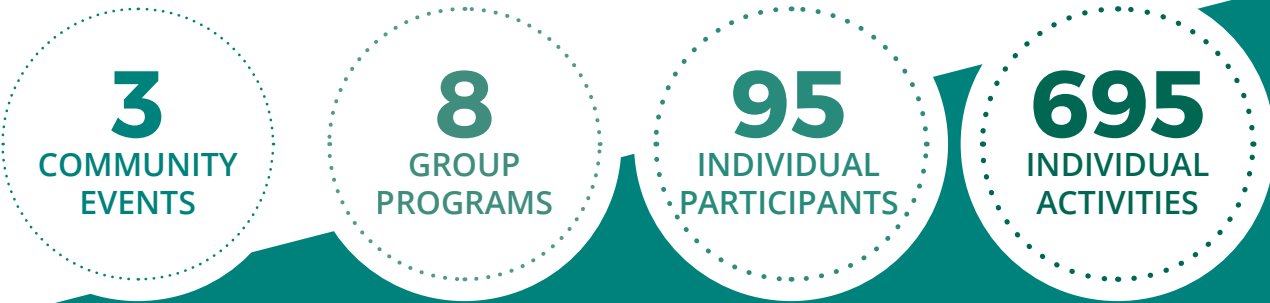


### GOOD NEWS STORY

An Aboriginal single mum with two children was feeling overwhelmed and was worried this was impacting on her ability to be a good mother to her children. She also had a large state debt and a \$13000 Telstra bill. A Family Worker immediately referred the mum to a Financial Counsellor who helped substantially reduce the Telstra bill. Through the mum’s participation in parenting sessions she was also able to reduce her state debt fine.

Through weekly home visits the mum started to share more of her life experiences, she was a victim of domestic violence which has impacted on her wellbeing and she suffers with Bipolar disorder and PTSD.

Linking her to Family Mental Health Support Service Program has given her some strategies around dealing with her mental health. This mum has only just begun her journey of healing, yet in the short time that she has been in the program the Family worker can see real progress in her parenting abilities. Linking this mum to other programs to address her financial stress has enabled her to be more relaxed and to focus on her children and their future.





# PARENT CHILD SERVICES

## BOURKE FAMILY SUPPORT

Bourke Family Support provides intensive family support to improve the physical, mental and emotional wellbeing of children aged 0-18 and their families. The staff are passionate about working with families and to help parents.

Funded by Department of Family and Community Services under Child, Youth and Family Support, Bourke Family Support provides case management, case coordination and parent education with the intention of strengthening and maintaining the family unit.

### GOOD NEWS STORY

A young, pregnant Aboriginal mother with an 18 month old was looking for safer housing for her family after her toddler was injured due to inappropriate accommodation. Unable to read or write, a Family Worker helped her obtain records and complete the application for more suitable housing. She moved within two weeks. From a broken home, the young mum was mostly in the care of her grandmother due to her mother’s drug addictions. She had no positive role model in her life which made her very vulnerable. The baby’s father was unreliable and did not help when the baby was born.

This young mum is now very house proud and feels more organised and settled. She feels she is making better choices for her young family and her self-confidence has improved. Since the baby’s birth she has kept all of her midwife appointments and the Family Worker is assisting her with implementing set routines for both children. She is currently working towards obtaining her driver’s licence and has indicated that she wants to start part time work.





# FINANCIAL COUNSELLING AND CAPABILITY

The primary focus of the Financial program is a free and confidential service to educate people facing financial difficulty and to help them develop the skills and ability to effectively manage financially in the long-term.

## MANAGE YOUR INCOME

MYI provides Aboriginal communities with access to educational workshops, individual support session and financial counselling to gain financial literacy and improve life outcomes. As well as giving clients an increased awareness of their own practices and options available to them, they are empowered through education and knowledge, a sense of self-worth, connectedness and belonging.

Specifically helping families and communities at extreme disadvantage and poor wellbeing, the MYI program is funded by the Department of Social Services under their Financial Counselling and Capability sector, AMP, Caritas and Catholic Mission.

## GOOD NEWS STORY

A client attended the Bourke office seeking help with his electricity bill which was \$3800 and due for disconnection. He was in quite a distressed state as he had his two children in his care and was suffering serious health issues, currently in remission from cancer. He had heard about direct debit but was not familiar with how it worked or if he was eligible. CentaCare Wilcannia-Forbes negotiated with the energy provider to get the client on the best plan available to him and established a payment plan as he was unable to repay the total amount outright.

The client was relieved and in a much better state of mind, the energy company was helpful. The support worker was extremely impressed with the client’s conduct during this stressful situation and was pleased to have the opportunity to build rapport with him and quickly provide a positive outcome. The MYI program provides opportunities for future or continued empowerment for our clients.

# FINANCIAL COUNSELLING

CentaCare Wilcannia-Forbes has six Financial Counsellors who target individuals and families experiencing financial hardship and difficulties due to unmanageable debt, lack of financial literacy, problem gambling and other addictions.

The ongoing need for Financial Counselling in these areas due to disadvantage and financial vulnerability is increased with the growing predatory financial practices targeting our communities.

Funded by the Department of Social Services and NSW State Funding from the Office of Fair Trading NSW, our service enables communities in Narromine, Dubbo, Broken Hill, Forbes/Parkes, Cobar/Bourke and surrounding areas to access the free and confidential financial counselling services. Capacity to service clients has also increased with the greater use of technology to reach clients in remote areas.

## GOOD NEWS STORY

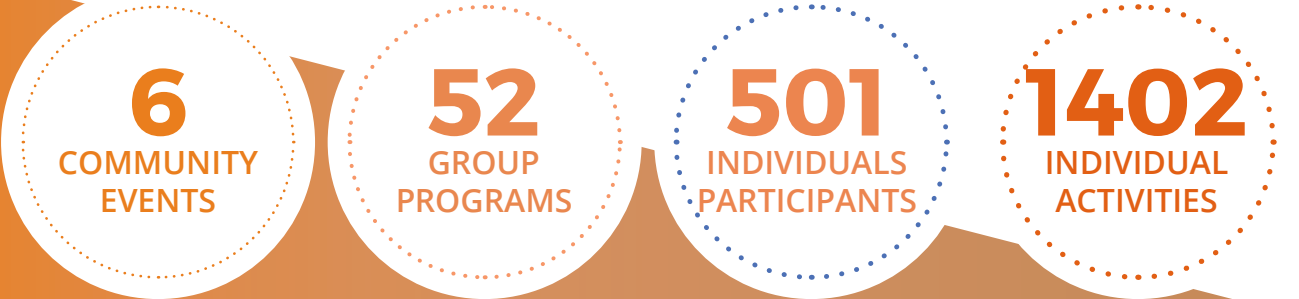
A single parent had suffered post-natal depression following the birth of her now three-year-old son. She had been coping well until a relationship breakdown caused a relapse of her depression.

In addition to her existing loans from when she had been working before her son was born, the client disclosed that ‘in a rush of blood’ whilst feeling frustrated with her situation and wanting to escape feelings of depression, she applied online for a \$350 payday loan. The money was spent buying clothes and toys for her child and enough petrol for a day trip to another town for an outing. The client explained that these ‘little treats’ are things that she can’t usually afford.

Due to non-payment, the payday loan had increased to \$1400 in four months and the creditor, was now attempting to direct debit \$150 per week from client’s account. After almost 12 months of persistent negotiation by CentaCare Wilcannia-Forbes’ Financial Counsellors, the debts were substantially minimised or waived on compassionate grounds.

Tenant Participation Resource Service is providing a solution focused approach to enable families and residents, usually social housing tenants, to identify and overcome barriers and offer avenues. Key skills include daily living skills, financial literacy and management, tenancy rights and responsibilities.

Social housing tenants receive services that are coordinated, flexible and responsive to their needs. Funded by Housing NSW, TPRS is aimed at better understanding tenant’s needs, helping tenants and providing pathways of support and resolution. It is offered in a highly accessible pop up environment.





# REFLECTIONS FROM THE TEAM



**Liz Harris**  
NSW Family Worker/Financial Literacy  
& Capability Worker

“My participants are my extended family, without them my career would not have been possible. My participants are going through some hard times which is a major source of stress and anxiety. Working in remoteness and isolation can mean people who live in these remote regional areas have poor access to the social networks and services essential for building resilience.”



**Otis Williams**  
Team Leader  
Aboriginal Men & Family Worker

“I love the community work with this job, I go home in the right head space, knowing I gave my best for the community today. CentaCare allows that to happen.”



**Jade West**  
Aboriginal Women's Support Worker

“Make life your masterpeice, imagine no limitations on what you can be, have or do.”  
  
“This is the message I send to my clients, that it’s the choices we make now that determine our future, regardless of our past.”



**Jason Hudson**  
Aboriginal Men's Support Worker

“Every day I get to do something I love and make an impact on people’s lives.”



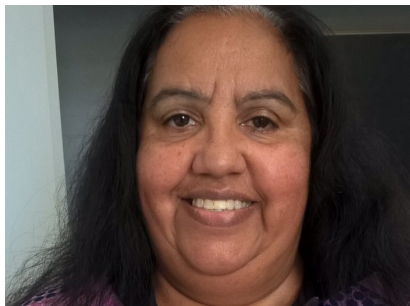
**Sandra Pedernana**  
NSW Family Worker

“I love being able to support families that have lost their way as parents and need support to gain their connection with their children. I also love running play groups and seeing all the children and their families interact with one another through play, craft and music. Working in this role as a family worker has made me a better person not just as a professional but as a mother myself.”



**Louise Cormie**  
Financial Counsellor

“My clients come from all walks of life, and often I learn as much from them as they do from me. I believe in the dignity of each person and their right to participate fully in society. It’s a privilege to provide support, advocacy and information to people facing financial difficulty. My job creates hope and gives people back their voice.”



**Katrina Singh**  
Family Worker

“CentaCare is a great place to work and I am Blessed to be part of an amazing organisation. While we are able to help families with their issues, I feel as an employee I also have grown and become a better person both professionally and personally.”



**Karen McNamara**  
Administration & Support Officer

“Having external services at CentaCare such as Centrelink, Housing NSW, Legal Aid and NILS Assistance has made it easier for people to access these services in town, while they are in our office, we give them a run down on what programs & activities are available at CentaCare. Admin in Forbes has built up a rapport with the clients accessing these services.”



# FINANCIAL REPORTS

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

The registered company auditor for the year ending 30th June 2018 was Pinnacle HPC Accountants.  
The audited consolidated special purpose financial report is available from the CEO upon request.

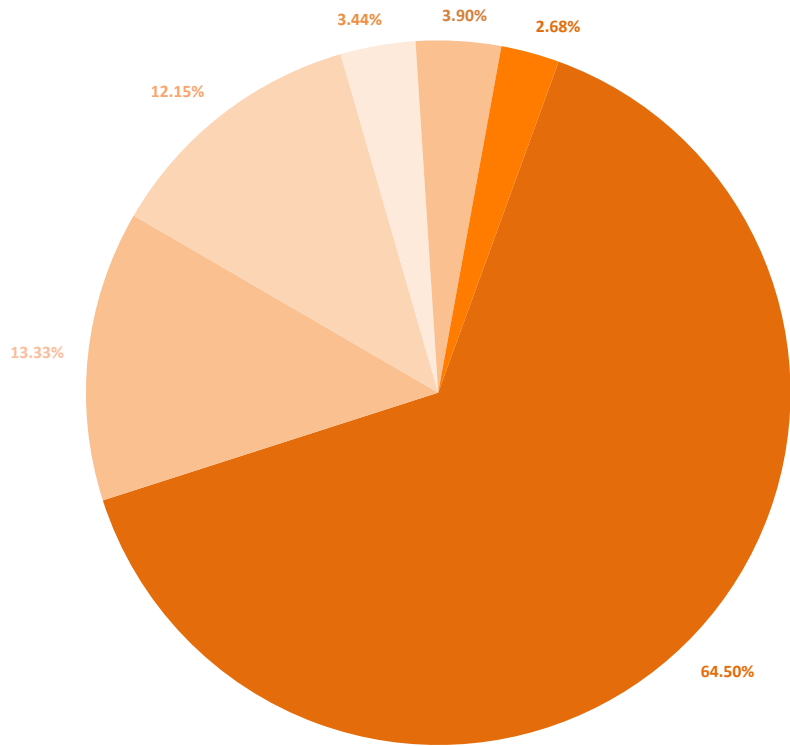
FINANCIAL REPORT	FY 2018	FY 2017
ASSETS		
CASH ON HAND AND CASH IN BANK	3,291,433	1,361,492
RECEIVABLES	128,009	260,226
OTHER	133,980	17,653
TOTAL CURRENT ASSETS	3,553,422	1,639,370
NON-CURRENT ASSETS		
INVESTMENTS	6,110	2,837,005
PROPERTY, PLANT & EQUIPMENT	1,843,270	1,551,059
TOTAL NON-CURRENT ASSETS	1,849,380	4,388,063
TOTAL ASSETS	5,402,802	6,027,434

# FINANCIAL REPORTS

FINANCIAL REPORT	FY 2018	FY 2017
CURRENT LIABILITIES		
ACCOUNTS PAYABLE	97,849	211,860
OTHER LIABILITIES	637,441	895,772
EMPLOYEE PROVISIONS	465,962	426,982
TOTAL CURRENT LIABILITIES	1,201,252	1,534,614
NON-CURRENT LIABILITIES		
EMPLOYEE PROVISIONS	739,702	732,947
TOTAL LIABILITIES	1,940,954	2,267,561
NET ASSETS	3,461,848	3,759,872
EQUITY	3,759,872	3,648,605
NET SURPLUS/DEFICIT	(284,564)	111,268
PRIOR YEAR ADJUSTMENT	(13,460)	
ACCUMULATED FUNDS	3,461,848	3,759,872



# FINANCIAL REPORTS

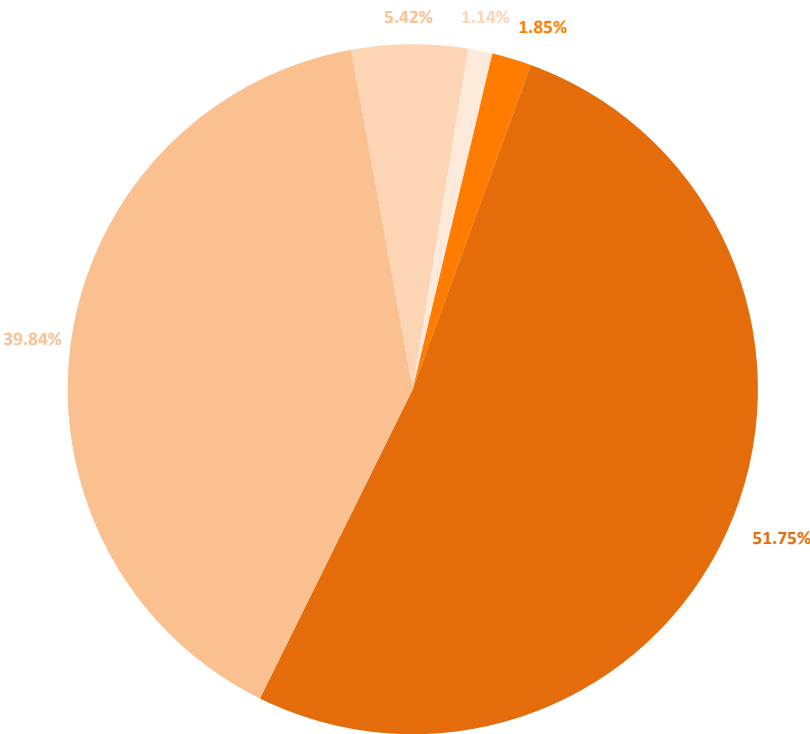


EXPENDITURE  
2017-2018

- Salaries & related Costs [64.50%]
- Program Operating Costs [13.33%]
- Occupancy Costs [12.15%]
- Motor Vehicle & Travel [3.44%]
- Depreciation [3.90%]
- Other [2.68%]

INCOME  
2017-2018

- Australian Government [51.75%]
- NSW State Government [39.84%]
- Donations, Fundraising Income and Other Sources of Funding [5.42%]
- Investment and Interest Income [1.14%]
- Other Income [1.85%]



# FINANCIAL REPORTS

TOTAL INCOME

\$10,176,940

TOTAL EXPENSES

\$10,461,504

EXPENDITURE 2017/2018	
SALARIES & RELATED COSTS	6,746,691
PROGRAM OPERATING COSTS	1,394,389
OCCUPANCY COSTS	1,271,438
MOTOR VEHICLE & TRAVEL	359,667
DEPRECIATION	408,495
OTHER	280,825
TOTAL EXPENDITURE FOR YEAR ENDING 30 JUNE 2018	10,461,504
INCOME 2017/2018	
AUSTRALIAN GOVERNMENT	5,266,396
NSW STATE GOVERNMENT	4,054,034
DONATIONS, FUNDRAISING INCOME AND OTHER SOURCES OF FUNDING	551,891
INVESTMENT AND INTEREST INCOME	116,142
OTHER INCOME	188,477
TOTAL INCOME FOR YEAR ENDING 30 JUNE 2018	10,176,940



# ACKNOWLEDGEMENTS

## OUR 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

### 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





**CONTACT US: 02 6850 1788**

[enquiries@centacarewf.org.au](mailto:enquiries@centacarewf.org.au)

[www.centacarewf.org.au](http://www.centacarewf.org.au)