

Annual Report 2019/2020

Empowering people to live
with choice & opportunity



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a message from the bishop

In welcoming this Annual Report, I would like to offer a special word of appreciation to everyone involved with Centacare for the way they have adapted in the midst of the COVID-19 pandemic. We have all had to adjust our way of life to reduce the risk of spreading the virus. Our Centacare staff have done this while still providing wonderful service to thousands of people all across our Diocese. Our Centacare clients have also been flexible in accepting the necessary changes.

In many cases, our Centacare staff have switched to working from home and offering services by phone. When it has been necessary to visit clients personally, they have worn a mask and taken the other COVID safe precautions to care for everyone's health.

Even in the midst of the restrictions, they have continued to serve in so many areas of need – providing family services, counselling, school chaplaincy, mental health services,

assistance to victims of crime, youth justice services, and employment services. Centacare Housing has continued to provide much needed accommodation for people at risk of homelessness.

I commend all involved with Centacare for their persevering efforts, day after day. This ongoing dedication is so important.

I recently read a reflection by John Ferguson, who has been the director of the National Catholic Office for Social Justice for many years. John highlighted the value of working steadily to achieve good results in our care for our communities. Looking back on his time with the Office for Social Justice, John wrote, "Over the years, there has been the occasional grand victory, but for the most part, what wins the day is the culmination of small victories by individuals and communities working tirelessly together, day-by-day for the good of all and with special concern for the most vulnerable."

This Annual Report gives an outline of the services provided by Centacare over the past year. I offer my thanks to the Centacare Board and the Centacare Housing Board and all the Centacare staff who have persevered in their service through this very unusual time. I pray for continued blessings in the time ahead. May we keep up our efforts to fulfil Centacare's vision of nurturing thriving communities in which each person can achieve their full potential.

Paul Bird CSsR
Bishop of Ballarat



Bishop Paul Bird CSsR

chairperson report

Could we have ever imagined, at the beginning of the 2019/2020 year, what lay ahead? The COVID impact on our world brought the requirement for much change to how we lived as family, friends and community; it brought despair, it brought resilience, it brought an evaluation of what is truly important?

Centacare Ballarat has been integral in supporting people in this changing world. At the same time we have had to care for our own families in somewhat challenging circumstances, children adapting to being home schooled, whilst parents juggled this task and, in addition, adjusted to working from home. It would be fair to say some people loved the change, but for many it presented significant challenges. There has been illness, with COVID restrictions resulting in people being isolated from those who would normally support them, through this time of vulnerability.

Whilst all this was happening, Centacare found ways to continue to provide excellent

services, to be with those in need in the community and to be creative in how this occurred. In addition, two new facilities were established, Bridge Street Mall offices and the very welcoming Resi-Care home. It was a time when Centacare services became more important than ever.

The Centacare Board wishes to commend Centacare staff on their courage and dedication in continuing to provide valuable and life changing services to some of the most vulnerable in our community. The Board is proud to be part of Centacare and the good work undertaken by you, many thanks.

Bishop Paul, thank you for your support of the Centacare Board and your willingness to hear what we have to say about the care we provide.

I would like to note the contribution the Board has made in this time. The Centacare Board is a group of very skilled and dedicated people who volunteer their time to be of service to the community of Ballarat and surrounds, thank you.

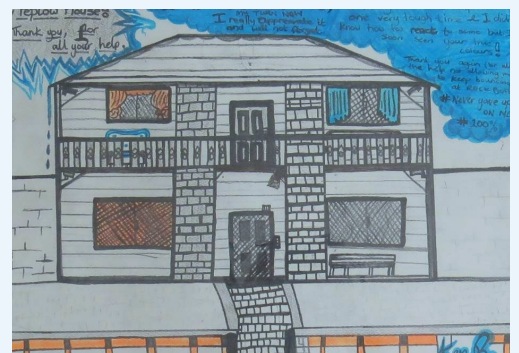
2021 will bring new challenges to Centacare Ballarat, as we complete a merger with CatholicCare agencies, to become CatholicCare Victoria (CCV). Centacare will have representation on the new CCV Board with current Directors also continuing as an advisory committee to CCV to ensure good governance, a smooth transition to CCV and above all, to ensure the care and services to existing and new clients and commitment to staff remain paramount.

As we come into some sunshine and the festive season, please take the time to rest and relax, to be rested and ready for 2021 and the opportunities to grow our services into the future, building upon our most worthy purpose, "to provide services which empower people to live with choice and opportunity."

Maureen Waddington
Chairperson



Maureen Waddington



**"To all who believed in me,
I really appreciate it and
will not forget it"**

*Drawing donated by past Peplow House resident.

ceo report

In preparing the Centacare CEO report for the 2019-20 year, the shadow of COVID-19 pandemic hangs large over any commentary I may wish to make. It has impacted the majority of 2020 and it has dominated our every thought and action way beyond any other issue that may have arisen throughout this extraordinary year.

Firstly, I would like to say on behalf of the Board and Executive team, how very proud we are of the Centacare team and how magnificently staff responded to the many challenges that were placed before them because of COVID-19. It was almost on a moment's notice that staff were relocated from our many offices and asked to work remotely from home. It was an astonishing sight to see our staff packing their cars with their office setup comprising of chairs, computers etc. and heading off to set up their home office. The pandemic resulted in more than 90% of our team working from home and in many cases with the addition of home schooling duties, however, staff continued to provide excellent services for our clients in their usual caring way.

It is important to also acknowledge all of the members of our team, who despite the risks associated with face to face delivery, continued to provide services to our clients in our residential care and accommodation facilities and the staff who continued to visit clients and their families at their homes to confirm their physical and mental wellbeing.

Throughout the pandemic, we have seen an increase in the demand for our Emergency Relief services with many individuals, couples and families experiencing financial hardship. At least 40% of people approaching us for

Emergency Relief assistance have never utilized the service previously, demonstrating the deep impact the pandemic has had on our community.

This year saw us expand into the provision of residential care facilities for young adolescents via our resi-care program. With the assistance of the Diocese, for which we are very grateful, we were able to procure a very functional house and with the deft touch of our resi-care team, they have turned a house into a home. The heartfelt response from the kids in our care reflects the dedication of the team as they have provided an environment for the kids to grow and flourish.

We have also acquired additional office space in Ballarat with the opening of our Bridge Mall premises. The requirement for more space is a sign of the ongoing disciplined growth strategy that the Board has encouraged Centacare to pursue. Bishop Paul formally opened the Bridge Mall office late last year and it has provided us with the necessary office capacity to accommodate our growing workforce.

At Centacare, one of our underlying mantras is the "no wrong door" policy and despite the difficulties posed by COVID-19, our staff have remained true to that principle and continued to care and provide the dedicated service that we are so well known for throughout the Diocese. It still holds true that the only qualification you need to be a client of Centacare, is to be vulnerable or disadvantaged.

It has been recently announced that Centacare will be merging with the other Diocesan Social Service agencies in

Victoria, CatholicCare Melbourne-Gippsland and CatholicCare Sandhurst to create CatholicCare Victoria. CatholicCare Victoria will come into being on 1st of January. It is an exciting time for Centacare, as it will allow us to increase the services to our clients, present greater opportunities for our staff and grow our services in other parts in Victoria.

I sincerely thank Bishop Paul for his ongoing support of Centacare and Centacare Housing and the members of both the Centacare Board and the Centacare Housing Services Board for carrying out their duties with outstanding dedication and diligence. I also wish to thank the Executive team and the Centacare staff for their excellent ongoing commitment to the organisation and its clients, in what has been an extremely challenging year

Tony Fitzgerald
CEO



Tony Fitzgerald

general manager review

family + community services

While the last months of 2019-20 presented an unprecedented environment both within the workplace, in our personal lives with family and friends and globally, we can still acknowledge so much that was achieved by staff in collaboration with clients, our sector and network partners throughout the year.

There were community presentations by both the Ballarat and Mildura Family Mental Health Services staff and participation at the Bacchus Marsh Seniors Expo by Advocacy Services staff. The Northern Kinship Care team, led by Jan Cook, Senior Case Manager, facilitated Kinship Care Week activities for carers, receiving extremely positive feedback from those who participated. Family and Relationship Services staff co-facilitated with Ballarat Community Health to deliver Happy Parents Healthy Kids and also participated in Ballarat's Biggest Playgroup. Helen Diamond, Family and Relationship Services Practitioner, was invited to join Women's Health Grampians to host webinars in response to COVID-19 restrictions, as well as being invited to contribute to the City of Ballarat Parent Self-Care website. Marea Sholly, Practitioner, Family and Relationship Services, South

West, contributed to a two day forum in Cobden to support assimilation of African families into their local community.

Paul Hartwood, Support Worker, Mental Health Planned Respite, was active in organising and chairing the Grampians Mental Health Week Committee, which launched 'The Art of Mental Well-Being' during Mental Health Week 2019. Sue Grant, Coordinator, Mental Health Services, together with team members, supported the successful application by a carer group for funding to enable ongoing peer support via social activities and strategies for self-care and education sessions on mental health specific topics. Advocacy Services staff worked closely with the Office of Housing (OoH) providing monthly community outreach support to residents of public housing estates. The Advocacy Services staff also developed an initiative whereby tubs full of gloves, beanies, blankets and socks were provided to a range of local agencies for community members who need additional support during the colder months. The initiative was expanded to include hygiene packs. The response to the initiative has been

very positive and assists in strengthening a more collaborative model of service delivery between organisations. Supporting Connections program staff supported approximately 80 residents in moving to new homes when Kallara Care Supported Residential Service (SRS) relocated to Bendigo, and Landora SRS closed. The Advocacy Services team again hosted the annual SRS Christmas party at Bray Raceway in early December. This event is always highly anticipated by residents and staff of the SRS's, providing an opportunity for them to catch up with friends.

Rebecca Real, Family Mental Health Support Service Mildura, took the lead in facilitating the display of artwork in the Mildura office Reception area as part of the new Art for Hire scheme with Christie Centre, a local provider of disability services. Rebecca also organised Aboriginal artwork in the Mildura office training room and at the entry to the office, as well as words of welcome in a number of different languages on the Centacare sign. The Mildura office now offers a culturally appropriate welcome to all members of the community.



Mildura entrance signage.



Mildura office front entry.



Mildura Conference Room Mural.

Through the Centacare No Interest Loan Scheme (NILS) program, we supported Good Shepherd Microfinance in the facilitation of a financial management workshop at the Ballarat Regional Multicultural Council (BRMC). Centacare was invited to Chair the Catholic Social Services Australia (CSSA) / Catholic Social Services Victoria (CSSV) 2020 Annual Conference Restorative Justice Workshop. Our Mental Health programs also successfully completed the mid-cycle assessment against the National Standards for Mental Health Services.

Centacare was well represented at the 2019 National Family and Relationship Services Australia (FRSA) Conference held in the Hunter Valley, with four staff presenting papers: Jessy Edmonston (Family Relationship Centre) Adults on the Autism Spectrum – considerations for post-separation support services; Tanya Burrows (Family Mental Health Support Service) Children and young people, education and service providers: A collaborative effort to achieve positive outcomes; Kim O'Neill (Family and Relationship Services) 25 Years of Preparing for Marriage Program: From then to now, and to the future; Graeme Davy-Watts (Family, Community and Mental Health Services) Scaling Up Family Violence Interventions in Rural Populations.

We were invited to join the inaugural Western Victoria Primary Health Network

Psychosocial Support Stakeholder Group and to also partner with the Ballarat Veterans Centre. Jacinta Cook, Manager, Family Relationship Services, was invited to join Catholic Education Office 'Safeguarding Children Working Group' and Graeme Davy-Watts, Manager, Family, Community and Mental Health Services, was invited to Chair the Murray PHN Suicide Prevention Trial and to also participate on the Mallee Area Men's Family Violence Intervention Steering Group. There was an invitation to participate in the development of the DHHS North Division Care Services Strategy to address challenges and implement actions that will improve the experiences and outcomes for children and young people in care.

There was continued participation on the Council to Homeless Persons (CHP) Executive Advisory Group for the development and implementation of the Victorian Specialist Homelessness and Transition Plan, which included input into the development of a state-wide Workforce Strategy for homelessness service providers. We were also invited to participate on the Central Highlands Homelessness Emergency Accommodation Response Team (HEART), to further support responses to people experiencing homelessness as a result of the COVID-19 pandemic.

Portfolio staff continued representation of Centacare across many other networks

and alliances, including the CSSV Domestic and Family Violence Working Group, the Partnership of Victorian Family Relationship Centres, FRSA, Family Law Pathways in the Grampians (lead) and Barwon South West, Central Highlands Primary Care Partnership, Central Highlands Homelessness Alliance, headspace Consortia, Golden Palms Shire Emergency Management Committee, as lead personal support provider, Mallee Child and Family Services Alliance, Mallee Best Start Partnership, Mallee High Risk Infant and High Risk Youth Panels, Northern Mallee Mental Health Alliance, Northern Mallee Family Violence Network, North Division Kinship Care Advisory Group and the Horsham Seasonal Conditions Committee.

With the end of the Partners in Recovery program, the federal Department of Health provided limited-term funding for the Psychosocial Transition Support Program, to enable continued support for people with a diagnosed mental illness to transition to either an NDIS Plan, or to other support services. The Department of Social Services (DSS) extended the Mental Health Respite: Carer Support program until 31 May 2020. This was very welcome news for the many carers who were supported by the program and allowed a transition period to the new Integrated Carer Support Service: Carer Gateway Regional Delivery Partners model of support.

There was an increase in our Emergency Relief program funding, which enabled increased support to individuals and families impacted financially by the pandemic. Staff were able to assist with food and fuel vouchers and payment of utility and other accounts to support individuals and families in meeting the necessities of daily life during these challenging times.

Virginia Louey, Manager, Homelessness Support and Advocacy Services, was successful in an application for project funds under the HACC Program for Young People. The funds will support training for individuals who are socially isolated, and which has been exacerbated by the pandemic, in the use of technology to assist in maintaining health and social connectedness.

Jacinta Cook and Jenni Ryan, Coordinator, Pastoral Care Services, successfully negotiated a new Pastoral Care services contract with the Hamilton Specialist School. Centacare now provides pastoral care services across twenty schools throughout the Diocese.

The Catholic Diocese of Ballarat Foundation is providing three-year funding to support increased reach of Centacare's counselling and relationship services to the Ouyen community.

The Department of Health extended the Centacare Commonwealth Home Support Program (CHSP) funding through until 30 June 2022, while the Attorney-General's Department extended the Family Law Pathways program for a further twelve months until the end of June 2021.

We were very appreciative of funds donated by Ballarat Rotary to support much needed furniture upgrades at our crisis accommodation units in Ballarat.

The development and implementation of program COVID-19 pandemic response plans enabled rapid adjustment to the way we continued support to our clients. Telephone and video conferencing capabilities were strengthened in all programs to ensure continuity of service delivery, with in-person support maintained in accordance with

government direction and guidelines to ensure the safety of everyone. Staff were also able to adapt many group-based programs to provide on-line sessions. Feedback has been very positive from clients, with the option for contact via technology providing greater flexibility for many people, including less requirement to source child-minding options and employment leave, as well as reduction in travel for those who live outside regional centres.

I acknowledge all our staff for their commitment and diligence in working together within our community to provide such a high level of service to those people who seek out our assistance.

Deanna Davis
General Manager
Family & Community Services



Deanna Davis



client story

Finding Balance

Facing the risk of eviction and the recent loss of support services, Bob found himself in an isolating and frightening situation.

Bob was living in a community housing property, which he was finding difficult to maintain, and he was often encountering conflict with his neighbours, placing his tenancy at risk.

Having a significant history of trauma, an intellectual disability and complex mental health issues, Bob often becomes aggressive when stressed.

Bob's aggression had led to the loss of NDIS support, as staff were unable to work with him due to his behaviours and his funding and other in-home supports eventually dwindled.

In need of assistance and at risk of

homelessness, Bob was referred to Centacare's Community Connections program. Community Connections provides a range of supports for clients who are at risk of homelessness, or are homeless and together identify the client's challenges, and what needs to be done to resolve them.

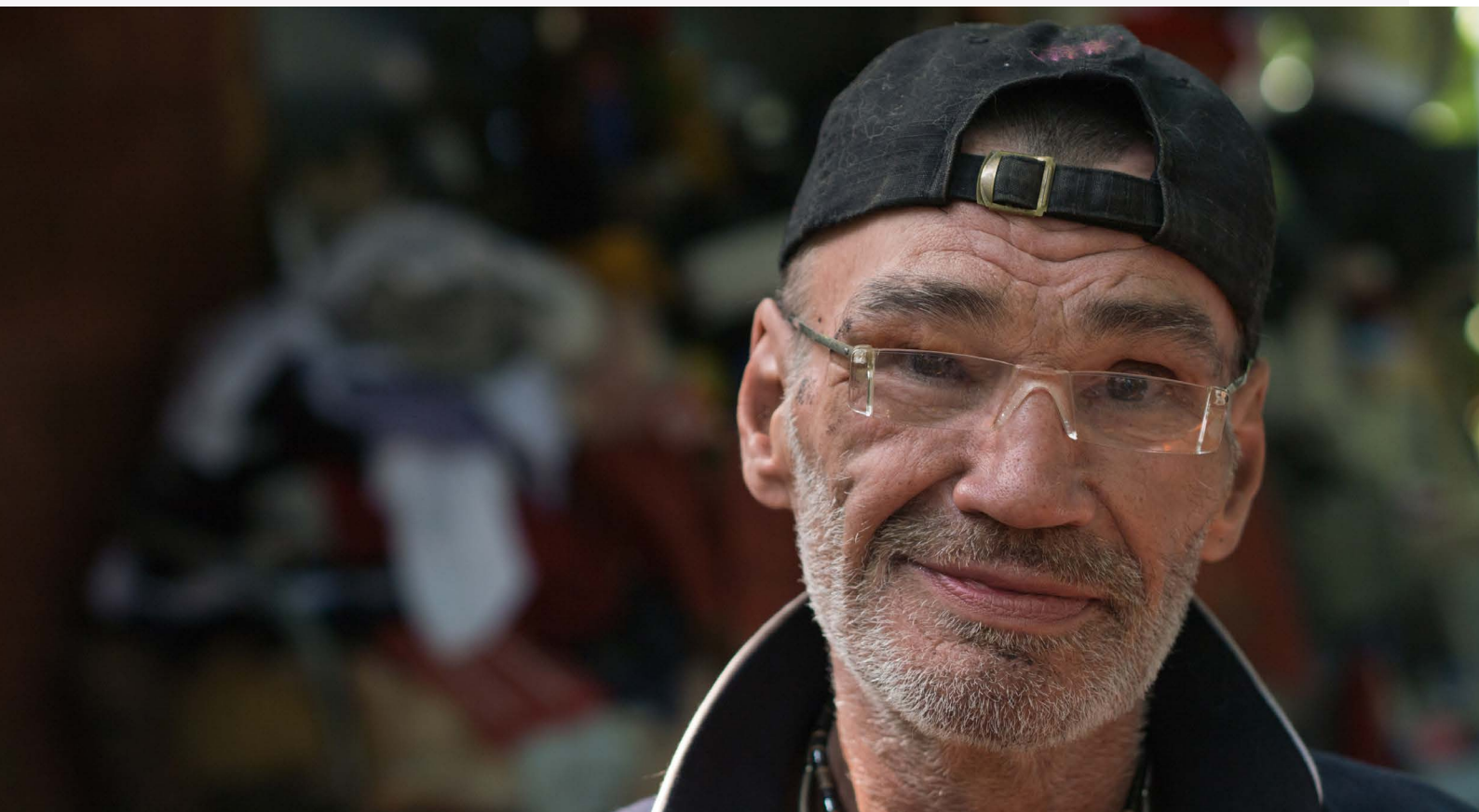
Bob was connected with a case manager and they promptly developed a trusting relationship.

Working in collaboration, the case manager and Bob were able to secure his tenancy through advocating to the community housing provider to resolve issues with the neighbours and arranged for the garden and home to be cleaned to a reasonable standard. Bob was connected with a psychiatrist for a mental health assessment leading to regular

appointments and medication compliance. A new NDIS support coordinator with extensive experience working with complex clients was arranged and Bob was also supported when attending a range of allied health assessments and meetings to ensure he felt safe and was able to engage appropriately.

With the appropriate supports in place, Bob is now rarely aggressive, feels less anxious and is able to self-regulate more effectively, his tenancy is secure and he has confidence in himself to complete things on his own, thus gaining back his independence.

*Client name has been changed to protect privacy



general manager review

family, community and employment services

The second half of 2019-2020 has certainly been a period that has presented many challenges for all within the workplace, in our communities and personal lives. During this time, our staff and programs have continued to support our clients in collaboration with our sector partners; albeit in some instances in a very different way. Our staff are to be commended for their continued commitment to Centacare clients and their support of each other within our Centacare community. The leadership group would particularly like to recognise those staff that have continued to provide frontline, face to face services to our clients under challenging circumstances during the pandemic.

The Victims Assistance Program (VAP) continued community education initiatives across the locations in the first half of the year and stakeholder engagement remained a key feature during the pandemic, reminding stakeholders that services were continuing via a range of platforms. The dedicated team have continued to provide services to victims of crime throughout the year.

Centacare has continued to be the VAP sector representative on the statewide Victims of Crime Consultative Committee. The Committee provides a forum for victims of crime and relevant justice and victim service agencies to discuss victims' policies, practices and service delivery; advise the Attorney-General and Minister for Victim Support on policies, practices and reforms relating to victim issues and support services, promote the principles of the Victims' Charter Act 2006, and report on any matters referred to it by the Attorney-General or the Minister for Victim Support.

Minister Hon Natalie Hutchins delivered a statement of recognition to Victim Services across the state, gratefully acknowledging the impact of uninterrupted services during COVID-19. This is a well-deserved acknowledgment from the Minister of the hard work of the team to support victims of crime in challenging circumstances.

Centacare look forward to the release of the Victims Assistance Program Statewide Review. It is anticipated there will be adjustment to the current statewide model which carries a very high case load for program staff. The Department of Justice and Community Safety informed Centacare that our VAP contracts are extended until the end of June 2022. This is in relation to awaiting the outcome of the Victims Services Review.

The committed and skilled team across Family Services have continued to provide quality services to the community, working with increasingly complex family situations, and as an essential service continuing to provide outreach to clients where required during the pandemic.

Centacare was nominated and has accepted to participate on the Ballarat Early Parenting Centre, a Community Advisory Group (CAG). The CAG will support planning for the new Ballarat Early Parenting Centre and is co-chaired by Juliana Addison MP and Michaela Settle MP. This provides a forum for members of the local community and key local organisations to participate in the project's development to ensure that the views and aspirations of the community are captured.

Our Department of Health and Human Services (DHHS) funded programs have continued to respond to the Child and Family Services reforms. DHHS identified four key areas of focus in the Early Help phase of the reforms: Expectant Parents, Children in Residential Care, Children Entering Care, Cumulative Harm.

Centacare has continued active participation in the various Child and Family Service Alliances across Central Highlands and the Wimmera South West. In Central Highlands, Centacare has been significantly involved in the development of the Collaborative Network; which will bring together senior representation from the Family Services, Care Services, Family Violence and Homelessness sectors, into a strategic collaborative forum.

There has been ongoing representation on the Central Highlands Integrated Family Violence Committee (CHIFVC) and Co-Chairing of one of the CHIFVC's strategic priorities; the Data, Outcomes and Evidence Working Group.

Centacare is participating in the newly formed Ballarat 4 Kids (B4K) Coalition, funded by DHHS and auspiced by Ballarat Health Service. The group is looking to design a Kid Friendly City in Ballarat. The Coalition will undertake: community, consumer and other stakeholder engagement and communication so the voices of children and their parents and carers are heard.

The Family Services program celebrated Children's Week in 2019 with an art competition for children and their families engaged with the program with prizes awarded. Art and craft packs for each child who participated.

Centacare's experienced Employment Services team have continued to provide services and engage participants throughout the year. Despite the program being impacted on by both the bushfires and pandemic, where mutual obligations compliance from job seekers has not been required, the majority maintained their engagement with the program. Service delivery throughout much of the year has been via tele or video conferencing and has been quite successful.

Centacare leadership participated in a meeting with Nathan Smyth (Deputy Secretary Department of Education, Skills and Employment). The Deputy Secretary was impressed with much of what Centacare Employment Services are achieving and was particularly impressed with the continued remote service provision strategies through the pandemic.

Employment Services management attended the jobactive CEO Forum in Brisbane November 2019. The New Employment Services Trial (NEST) taking place in South Australia and Northern Sydney was presented in detail. This trial will inform the new Employment Services contracts from June 2022. Management also attended the

Disability Employment Services conference in August 2019, which provided many ideas for the ongoing development of the program.

Centacare Employment Services Consultant Robyn Reeves won a scholarship to attend the National Employment Services Association conference in August 2019.

The innovative Youth Justice and Empower Youth teams have continued to provide services to young people in our communities, with a good uptake of the use of on-line platforms to stay connected with young people, as well as outreach where this has been required.

During 2019, the Youth Justice Group Conferencing program (YJGC) participated in the Restorative Family Meeting Pilot in partnership with the CAFS Adolescent Family Violence program. This pilot took place in three locations across the state where an Adolescent Family Violence program exists.

The Youth Justice Community Support Service (YJCSS) contract has been extended until the end of June 2023 and the YJGC contract has been extended until the end of June 2021.

New Programs/Funding Residential Care

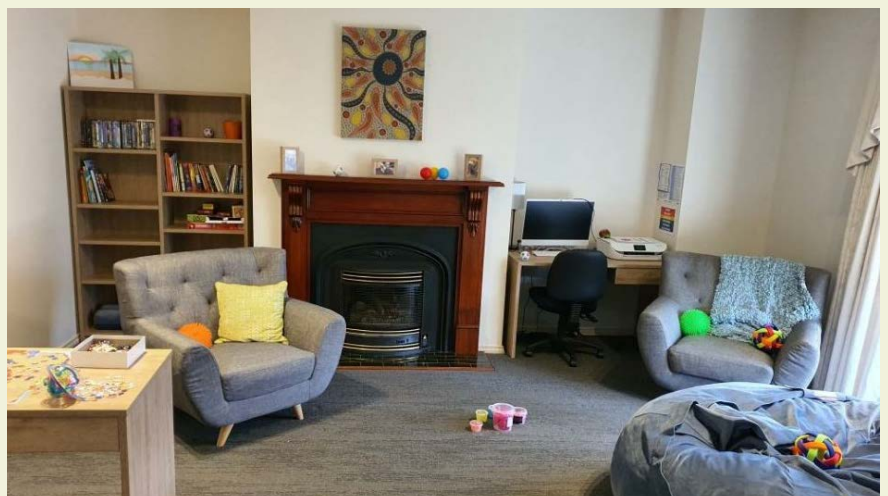
Centacare commenced the new Residential Care program, based on a therapeutic model, in 2019. Due to unforeseen property delays the program operated in a contingency phase for some months. The team excitedly moved into our new property on the 6 July 2020! Being in our own care home, with the stability to provide quality care in a quality environment, has made a significant difference to the effectiveness of our program. Centacare has put together a home that both the young people and carers are proud of; an essential element of a quality therapeutic care program.

Message from a carer to the leadership group about the response of the first two young people to move into our care home on their first day:

'Thank you all for your amazing work in setting up a beautiful home for our young people. They were both super excited to move in and couldn't wait to let everyone know what a beautiful home they have. One of the young people stated if we make this place work maybe all resi houses can be like this. Staff agree and informed her that all young people deserve an environment like this one'.



One of the three living rooms.



The "quiet" room.

Intensive Case Management and Adolescent Support (Wimmera)

Centacare was invited by the DHHS Wimmera South West region, to deliver the following services. This presented an opportunity to increase our services to vulnerable young people and to expand Centacare's Youth Services program in the Wimmera.

Client Placement Support Services - Intensive case management services targeted at young people aged 12 to 18 years in out of home care, who are subject to child protection involvement and who demonstrate a high level of risk behaviours. The program funds a range of services to meet the needs of individual young people.

Adolescent Support - Young people aged 12 to 17 years who are current or past clients of the statutory child protection system. The program supports young people who are

in crisis and may be displaying challenging behaviours. The program can assist them to live safely with their family or independently and provides a continuum of services depending on the needs of the young person.

Targeted Care Packages - intensive case management support for a young person in out of home care.

Once again this has been a productive year, with program development of existing and new programs. The coming year will focus on a continued commitment to client outcomes, program review, evaluation and development across the portfolio. Professional development and support of staff has had a strong focus throughout the year.

I would like to acknowledge the wonderful commitment, skill and dedication of the leadership group and staff across Employment Services, Youth Services, the Victims Assistance Program and Family Services; who have continued to deliver effective, high quality services to the community throughout an unprecedented era. Thank you once again for your professionalism and another fantastic year's work.

Lyn Edwards
General Manager
Family, Community
and Employment Services



Lyn Edwards





client story

A Sense of Relief

Casey was referred to Centacare's Family Services program when she was looking for a safe way for her and her children to leave an unsafe home situation.

Centacare's Family Services program provides in-home support to families who may be experiencing difficulties or are at risk. Casey's case manager heard what Casey was saying and worked out a plan with Casey to do something. In turn, Casey developed trust in her Family Services worker. As Casey put it:

"It took me four tries before I was able to leave. All the money I was trying to save, I had to spend on hotel rooms so I could have a break. I couldn't see a way out and because there was no physical violence it was harder to prove the emotional side of the violence".

With support from the Family Services program, Casey was able to leave and provide a stable and safe environment for herself and her children.

"The Case Manager has been with me since the day before I left, if I didn't have their support I'd be living an unhappy life. I am glad I had them to talk to, otherwise I'd be still trying to save up the money to leave and I think my sanity would be gone. They believed in me" said Casey.

Casey is now able to enjoy her newfound life with her children.

*Client name has been changed to protect privacy

Centacare Catholic Diocese of Ballarat

financial report

income

	2020 (\$)	2019 (\$)
Diocesan Contribution	0	0
Government Funding – Federal & State	21,542,728	15,858,772
Fee for Service & Shared Programs	1,323,641	5,621,281
Donations & Fundraising	9,029	19,477
Dividends Received	48,420	80,421
Interests Received	87,896	78,831
Rental Income	246,591	362,627
Sundry Income	326,856	394,845
Profits from Sale of Assets	0	0
Total Income	23,585,161	22,416,253

expenditure

	2020 (\$)	2019 (\$)
Salaries & Related Costs	16,582,650	14,339,457
Operating Costs	1,785,210	1,944,248
Donation to Centacare Housing Services	85,890	
Motor Vehicle & Travel	512,888	523,360
Occupancy & Related	414,235	1,022,381
Direct Client Costs	2,182,411	2,817,256
Staff Training	122,186	307,810
Unrealised net loss on financial instruments	70,024	(53,801)
Depreciation	1,325,332	499,366
Interest Paid	237,318	225,012
Total Expenditure	23,318,144	21,625,090

ACN: 141 905 820 | ABN: 51 857 084 361

Summary statement of financial performance
for the year ended 30 June 2020.

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

	2020 (\$)	2019 (\$)
operating surplus	267,017	791,163
non operating revenue		
capital donations	0	0
net annual surplus/deficit	267,017	791,163
Accumulated Surplus B.Fwd	7,554,455	6,662,053
Revaluation Reserve	0	101,238
accumulated surplus c.fwd	7,821,472	7,554,455

	2020 (\$)	2019 (\$)
assets		
Cash & Bank Balances	1,594,289	3,606,457
Investments	5,142,464	2,020,259
Property, Plant & Equipment	12,260,795	10,966,573
Receivables	42,868	98,433
Total Assets	19,040,416	16,691,722
liabilities		
Payables	7,005,562	6,050,078
Provisions	4,213,382	3,087,189
Total Liabilities	11,218,944	9,137,267
net assets	7,821,472	7,554,455
equity		
Accumulated Surplus	7,821,472	7,554,455
Total Equity	7,821,472	7,554,455

Centacare Housing Services



chairperson + ceo report

The past financial year has been a successful and productive year for Centacare Housing Services (CHS) despite the difficulties associated toward the end of the year caused by COVID-19.



Neil Jens

With the departure of two very experienced and great contributors namely Dan McGlade and Tony Godfrey, the Board were fortunately able to recruit two wonderful members in Kevin Murnane and Stephen McArdle. Dan McGlade has made an extraordinary contribution to the organisation as Chair of CHS through significant change. Most importantly leading the organisation to achieving the seven performance standards required by the Housing Registrar, which has again been maintained this year. He is therefore leaving the organisation with a very strong legacy and one that enables us now to focus on creating growth in housing numbers and therefore increased availability in the social housing area, a need becoming more apparent in these times. Tony Godfrey also has been an integral part of this success and his work in the daunting area of compliance has helped achieve our success and laid an extraordinary foundation for the future. It was with trepidation the Board accepted these resignations, however we have been blessed with the addition of great wisdom and experience with Kevin Murnane and Stephen McArdle accepting our invitation to join CHS.

housing to those in need. To this end we are commencing construction of nine units at Mitchell Park and work is well under way for two houses for women and children escaping family violence thanks to the assistance of the Catholic Diocese and Federal Government. We have a number of other opportunities and we are hopeful of successful outcomes again to provide social housing in the region. We are proud that Matt Cosgrove has joined our team and is extremely active in sourcing opportunities and funding, with a number of applications and opportunities in the pipeline. Matt has wonderful experience in the property area and is an important cog in the future plans of the organisation.

We are delighted with our current Board and their enthusiasm and commitment for our goals. Hal Bisset for his knowledge of the entire social housing spectrum and Kathleen Neale whose commitment to the organisation is greatly appreciated. Our thanks to all our dedicated and committed team, Jackie Moriarty, Kathy Samuels, Carl Eddy, Matt Cosgrove, Jane De Valle, Nick Kierce and what would we do without the organisational abilities and understanding of the industry of Debbie Mannix? Our thanks also to Ross Wheatland for his invaluable work and guidance. We thank Bishop Paul Bird, Maureen Waddington and the Centacare Board of Directors for their confidence, and support in what we are doing.



Tony Fitzgerald

Whilst continuing to manage 69 properties CHS have undertaken significant refurbishment of around 30% of these. The excellent management of properties and tenants is a testament to the work being done by the team and our regular monthly reports and monitoring indicates the success of this work.

These have been difficult times and there is more to come. There remains a massive lack of social housing in Ballarat and our region and we are now concentrating on the opportunities ahead, working closely with the State Government to increase available

Next year will be an extremely important one for us all, however with the foundation established and the team we have, I look forward to it with excitement and enthusiasm. The outcomes we can achieve in the social housing area in the future can make a significant difference.

Centacare Housing Services

financial report

income

	2020 (\$)	2019 (\$)
Fee for Service (Rental)	313,624	205,940
Fee for Service (Amenities)	34,950	37,714
Fee for Service (Commission)	0	101,400
Donations Received	85,890	0
Sundry Income	54,825	70,362
Total Income	489,289	415,416

expenditure

Program Operating Costs	236,864	264,103
Occupancy & Related	149,545	147,829
Total Expenditure	386,409	411,932

operating surplus

102,880	3,484
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ACN: 141 905 820 | **ABN:** 51 857 084 361

Summary statement of financial performance
for the year ended 30 June 2020.

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

assets

Cash & Bank Balances
Property, Plant & Equipment
Receivables

Total Assets

2020
(\$)

366,476
12,905
481,964

861,345

2019
(\$)

531,835
21,323
204,402

757,560

liabilities

Payables
Provisions

Total Liabilities

48,615
48,615

812,730

47,710
0

47,710

net assets

812,730

709,850

equity

Accumulated Surplus

Total Equity

812,730

812,730

709,850

709,850



Thankyou

The Centacare Board and Management thanks our funding bodies, government departments, the Catholic Diocese of Ballarat, it's parishes, our partners and our dedicated staff for their support, generosity and hard work throughout the 2019-2020 financial year.



our partners

Australian Catholic University
Federation University
Uniting Victoria and Tasmania
The Ballarat Foundation
City of Ballarat
City of Ballarat Library
CatholicCare Melbourne
CatholicCare Sandhurst
CatholicCare Tasmania
The Smith Family
Grampians Pyrenees Primary Care Partnership
Central Highlands Primary Care Partnership
headspace Ballarat
headspace Geelong
headspace Mildura
Central Highlands Family Services Alliance
Central Highlands Integrated Family Violence Committee

Victoria Police
Child & Family Services Ballarat Inc (CAFS)
WRISC
Berry Street
St John of God Hospital
Ballarat Health Services
Ballarat RSL
Grampians Community Health
Ballarat Community Health
Relationships Australia
Central Highlands Homelessness Alliance
Golden Plains Shire
Moorabool Shire
Rural City of Mildura
Mallee Child and Family Services Alliance
Northern Mallee Family Violence Network
Northern Mallee Mental Health Alliance
Southern Mallee Primary Care Partnership

Hands Up Mallee
Brophy Family & Youth Services
Ballarat and Grampians Community Legal Service
Brown Lee Homes Supported Residential Service
Brown Lee Lodge Supported Residential Service
Golden Gate Lodge Supported Residential Service
Hillview Lodge Supported Residential Service
Mulvra Aged Care Supported Residential Service
Mulvra Place Supported Residential Service
Central Highlands Youth Mental Health Community of Practice
Catholic Education Office
Barwon South West Family Law Pathways Network
Partnership of Victorian Family Relationship Centres (PVFRC)

funding bodies

Attorney-General's Department
Department of Employment, Skills, Small and Family Business
Department of Health
Department of Social Services
Department of Veterans Affairs
Department of Education and Training Victoria
Department of Health and Human Services
Department of Justice and Community Safety Victoria
Office for Youth, Department of Premier and Cabinet
Catholic Diocese of Ballarat

CatholicCare Wilcannia-Forbes
Catholic Diocese of Ballarat Foundation
Jesuit Social Services
Good Shepherd Microfinance
City of Greater Geelong
Our Lady Help of Christians Catholic Primary School, Wendouree
Our Lady Help of Christians Primary School, Warrnambool East
Sacred Heart Primary School, Casterton
Sacred Heart Primary, Colac
St Augustine's Parish Primary School, Creswick
St Brigid's Primary School, Ballan

St Colman's School, Mortlake
St John's Primary School, Dennington
St Joseph's Catholic Primary School, Coleraine
St Joseph's Primary School, Penshurst
St Mary's Primary School, Ararat
St Mary's Primary School, Hamilton
St Michael's Primary School, Daylesford
St Patrick's Parish Primary School, Port Fairy
St Patrick's Primary School, Ballarat
St Patrick's Primary School, Gordon
St Patrick's Primary, Koroit
St Pius X Parish School, Warrnambool
St Thomas' Primary School, Terang

donors

Ballarat Catholic Education Office
APM Solutions
CWA Murtoa
Catholic Womens League of Victoria & Wagga Wagga
Lord Mayor's Charitable Foundation
St Patrick's College Ballarat
Nash Lane

Lakhbir Singh Sidhu
Christopher Mugg
Institute of the Sisters of Mercy of Australia and Papua New Guinea
St Johns Anglican Men's Society
Matels Cafe
Mildura Court
Rotary Club of Ballarat

Lifestyle Plus Mildura
Sunraysia Institute of TAFE
Bunnings Mildura
Merrimu Services
Ballarat South Rotary
Jackie and Dale Fernandez

supporters

Share the Dignity
Catholic Church Insurance
RACV Goldfields Resort

SERCO Citizens Services
Community of St Patrick's College Ballarat
Loretto College

Lions Club of Quilters
Salvation Army

memberships

Australian Catholic Housing Alliance
Council to Homeless Persons (CHIP)
Australian Housing and Urban Research Institute
Community Housing Industry Association Victoria
National Community Housing Industry Association
Catholic Social Services Australia (CSSA)
Catholic Social Services Victoria (CSSV)
The Ballarat Catholic Diocese Social Justice Commission
Family & Relationship Services Australia
Australian Healthcare & Hospitals Association (AHHA)

Mental Health Victoria
NESA
Commerce Ballarat
Disability Employment Australia (DEA)
Mental Health Australia
National Disability Services (NDS)
Australian and New Zealand Mental Health Association
Australian Borderline Personality Disorder Foundation
Carers Victoria
Centre for Excellence in Child and Family Welfare (CFECFW)

Community Housing Federation of Victoria
VECCI
White Ribbon
YAC Vic – Youth Affairs Council
Vic Association for Restorative Justice
UFS Dispensaries
Commerce Ballarat
Families Australia
Jobs Australia
Mental Health Foundation Australia
Victorian Council of Social Services (VCOSS)

Centacare Catholic Diocese of Ballarat
Centacare Housing Services

governance + structure

centacare catholic diocese of ballarat board

- | | | |
|---|--------------------|---------------|
| 1 | Paul Bird CSsR | – Bishop |
| 2 | Maureen Waddington | – Chairperson |
| 3 | Elizabeth Ryan | |
| 4 | Allan McKinnon | |
| 5 | Kevin Murnane | |
| 6 | Dr Sandra Harvey | |
| 7 | Andrew Jirik | |
| 8 | Sally McAlpin | |
| 9 | Tom Niederle | |

sub-committees

Finance

Kevin Murnane (Chair)
Stephen McArdle
Andrew Jirik
Demi Johnstone

Risk & Compliance

Allan McKinnon (Chair)
Maureen Waddington
Tom Niederle
Andrew Howard

Nomination & Remuneration

Maureen Waddington (Chair)
Elizabeth Ryan
Andrew Jirik (Bishops Representative)

Buildings & Accommodation

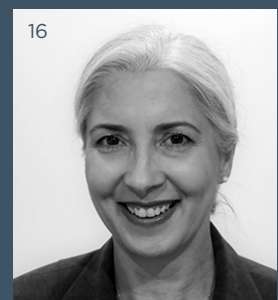
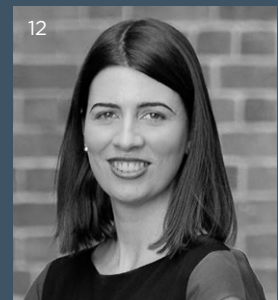
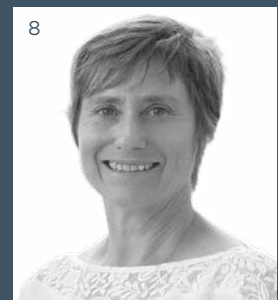
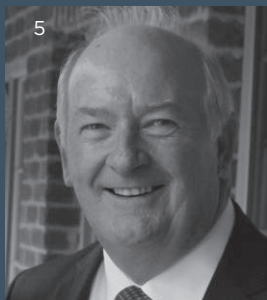
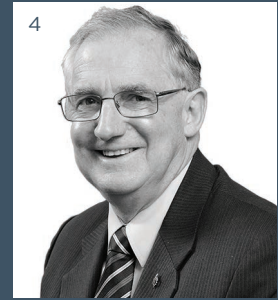
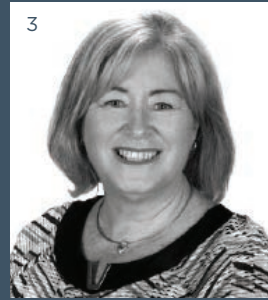
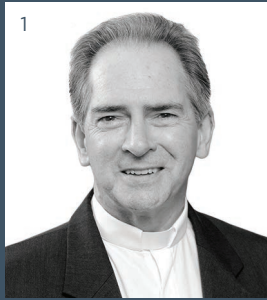
Kevin Murnane (Chair)
Brett Foote
Michael Edgar

centacare housing services board

- | | | |
|----|-----------------|---------------|
| 10 | Neil Jens | – Chairperson |
| 11 | Hal Bisset | |
| 12 | Kathleen Neale | |
| 13 | Stephen McArdle | |
- Dan McGlade (retired as Chair in December 2019)
Tony Godfrey (acting Chair for 3 months and retired March 2020)

executive team

- | | | |
|----|-----------------|---|
| 14 | Tony Fitzgerald | – Chief Executive Officer |
| 15 | Ross Wheatland | – General Manager Corporate Services |
| 16 | Karen Willey | – General Manager People & Organisational Development |
| 17 | Deanna Davis | – General Manager Family & Community Services |
| 18 | Lyn Edwards | – General Manager Family, Community and Employment Services |





Central Office

4–6 Peel Street North, Ballarat 3350

P: (03) 5337 8999

www.centacareballarat.org.au

Centacare acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander peoples and pays respects to their Elders past and present, as well as acknowledging future generations.