



Annual Report 2017/18



Acknowledgement of Country

Centacare NENW acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the Wainwan, Kamilaroi, Nganyaywana, Gumbainggir and Ngarabal lands on which our organisation is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. Centacare NENW is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.



Contents

Bishop's Message	5
Chairman's Report	8
CEO Report	9
Corporate Services	11
Quality Assurance	12
We Wish to Thank...	13
<u>Mental Health Programs</u>	
Psychology and Clinical Services	15
Access to Allied Psychology Services	17
Catholic Schools Office Program (CSO)	18
Personal Helpers and Mentors (PHaMs)	19
Gambling Help Services	21
<u>Family Services Programs</u>	
Family Rural Resilience Program (FRRP)	23
Rural Parenting Resilience Program (RPRP)	24
Family Support Program	25
Family Law Pathways Network (FLPN)	26
Adult Justice Services Programs	27
Financial Capability and Emergency Relief	28
Community Visitors Scheme	29
<u>Cultural Programs</u>	
Aboriginal Wellbeing Program (AWP)	31
Culturally Appropriate Services	32
Our Children, Our Choice	34
<u>Youth Programs</u>	
headspace Tamworth	36
Youth on Track (YOT)	37
Youth Drug and Alcohol Service	38
<u>Disability Programs</u>	
Disability Inclusions	40
<u>Our Story</u>	
Finance and Funding	43
Future Directions	44
Centacare New England North West Board Members	46
Our Locations	48



Centacare NENW is a quality accredited organisation which has met the relevant Standards of the Health and Community Service Standards, the National Standards for Mental Health Services (NSMHS) and the NSW Disability Services Standards (NSW DSS).



Mission:

As an instrument of Christ's liberating presence in the world, and as part of the Catholic Church in this region, Centacare NENW provides services for the social and emotional wellbeing of individuals, families and communities to facilitate and affirm life in all its fullness.

Vision:

Our vision is for a society in which there is recognition of individual and social rights and responsibilities, a society that promotes the dignity, equality and participation of all its citizens.

Values:

Our values are based on Catholic moral values and the Four Pillars of Catholic Social Teachings:

The Dignity of the Human Person

Common Good

Subsidiarity

Solidarity

Bishop's Message

Psalm 127:3-5

Children are a gift from the LORD, offspring a reward from him. Like arrows in the hands of a warrior are children born in one's youth. Blessed is the man whose quiver is full of them.

Pope Francis (in Amoris Laetitia 86)

"Within the family Here one learns endurance and the joy of work, fraternal love, generous – even repeated – forgiveness, and above all divine worship in prayer and the offering of one's life"

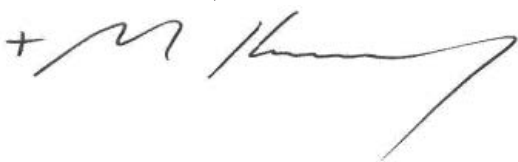
The past year has been one full of discussion regarding families, children, safety and responsibility. To that end, I would like to take this time to commend the work Centacare New England North West does in the provision of services to families and children in our communities.

As a leading provider of mental health and wellbeing services in our region, Centacare NENW provides information and education through services such as counselling, case work and mediation, aimed at building the resilience of our families and their children. Through their work Centacare NENW fosters strong values and helps families develop, both as individuals and family members, with a greater appreciation of love, equality, understanding, justice and kindness.

As an organisation guided by our faith, the skills and talents the Centacare NENW team demonstrate each day provides our community and Diocese with a safe place to seek support, the empowerment to move beyond negativity, shame and adversity and the courage to seek connections and growth with family, friends and the greater community.

The Diocese of Armidale and myself, as its Bishop, continue to be proud of the performance of all of Centacare New England North West. Congratulations and thanks are due to the staff, executive and board for another good year.

In Christ our Lord,





6

Centacare NENW is committed to providing services that enhance the stability, wellbeing and connectedness of our local communities.





We focus our strategic direction on the mental health and wellbeing of Families, Youth, Aboriginal, Torres Strait and CALD peoples and people living with a Disability

7



Chairman's Report

12 months into our 3-year strategic plan and Centacare NENW is reaping the benefits of this plan and the process of looking to the future. Last year I wrote on the changing landscape of social service provision, and the commitment shown by the Centacare team in developing this new plan, with considered focus on families, young people, people living with mental illness, Indigenous and Culturally and Linguistically Diverse people, and people living with disability.

This year, in our report, you will clearly see the programs and outcomes of Centacare's efforts in each of these focus areas. As at June, Centacare NENW offered 8 family focused programs, 3 youth focused programs, 5 mental health orientated services, 3 programs focused on service delivery to indigenous or culturally and linguistically diverse groups, and 3 disability programs delivered holistically within our community.

8 Each year comes with its own challenges and opportunities, and as Chair of the Centacare NENW Advisory Board, I have seen challenges become opportunities and opportunities become challenges. Through this changing landscape, the Centacare NENW team has shown a great commitment to the community through flexible service offerings and growth in service provision, skills, and as a team. Our strategic plan and management style underpins this flexibility, allowing Centacare to grow and change as our community grows and needs change. Growth and change in an organisation such as Centacare couldn't happen without strong leadership, and to that end, I would like to thank Fergus Fitzsimons, our Chief Executive Officer, his Executive Leadership team, and staff for their commitment and dedication to the underlying mission and values that is Centacare.

As always, it is an honour to be a part of the Centacare NENW board. This year saw changes to board membership, with Father John MacDonald moving to a parish outside of our region and a new member from Guyra, Mrs Chris Hietbrink, joining for the May meeting. I commend my fellow board members for their contributions, time and dedication over the course of this year.

I am confident this team of resilient and competent people will adapt with great energy and ingenuity to change and the growing need for social services and support in our region.

Our Bishop, the Most Reverend Michael Kennedy, is a keen supporter of Centacare NENW and we are blessed to have his guidance and I thank him for his continued faith in each of us in our various roles, and as a whole organisation.

Philip Lyne
Chairman



CEO Report

As another year closes, I am pleased to report that Centacare NENW experienced another growth year for 2017/18, with some of our programs experiencing a 30% increase in service provision and occasions of service. Likewise, Centacare has experienced growth in staffing and programs during this past year with the addition of our NSW Department of Health Youth Drug and Alcohol Service, full rollout of our federally funded Legally Assisted and Culturally Appropriate Family Dispute Resolution service, and the announcement regarding the expansion of headspace, with outreach sites developed for Armidale, Gunnedah, Moree and Narrabri.

Centacare NENW continues to provide services across our 9 offices (Armidale, Glen Innes, Gunnedah, Inverell, Moree, Narrabri, Tamworth, Walgett and headspace Tamworth), ensuring that mental health and wellbeing services are accessible by local communities close to their home. In addition, our team ensures support and assistance are never far away through regular outreach to other localities, such as Tenterfield, Bingara, Boggabri, Lightning Ridge and Quirindi.

Centacare NENW was Quality Accredited for another three-year period, following a busy accreditation process in October 2017. We recognise Continuous Improvement as a vital part of our service, attaining feedback, and working as a whole to improve processes not just for those who access our services, but for those of us who strive for an efficient, productive, and high-quality working life. I congratulate all involved in managing the accreditation – it is a huge task, and a very valuable one to our organization.

The achievements of Centacare over the past 12 months could not have been realised without the motivation and support of the Executive Leadership Team and the staff themselves. Centacare has managed to collate a team that epitomises the Catholic Social Teachings through knowledge and skills, but also compassion, understanding, hard work and determination and I thank them for the successes we have earned this year.

I would like to thank our Bishop, the Most Reverend Michael Kennedy, Philip Lyne, our Chairman, and the rest of the Centacare NENW Board, for their

faith in the team at every level of the organisation. We truly appreciate their time, input and dedication to Centacare NENW, especially as we continue to grow and add new programs to our services.

Our value to our community continues to build, as shown by the increase in invitations to attend community led expos, forums, interagencies and conferences. We actively develop our reputation as a trustworthy, reliable and accessible place to seek help, though ensuring our staff are available and informed on local issues. By increasing our awareness, it is our hope that the opportunity for early intervention increases, as does the confidence needed to ask for help.

2018/19 is gearing up to be another big year, as we officially launch the new headspace outreach sites, and continue to seek new and innovative ways to deliver necessary support to our community. I look forward to continuing to work with our energetic, motivated, and compassionate team for the betterment of our communities.

Fergus Fitzsimons
CEO

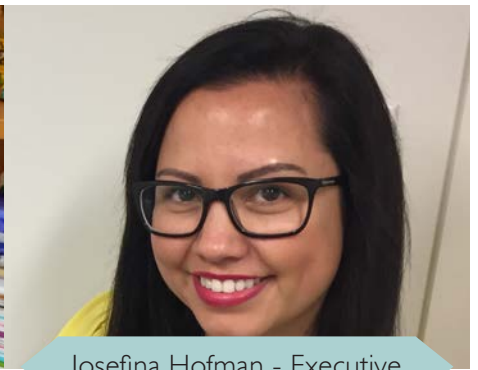




Nichole Corby - Manager



Kelly Hatch - Manager



Josefina Hofman - Executive



David Holzgal - Executive



Anne Lane - Manager



Kourtney Orman - Manager



Rhonda Partridge - Manager

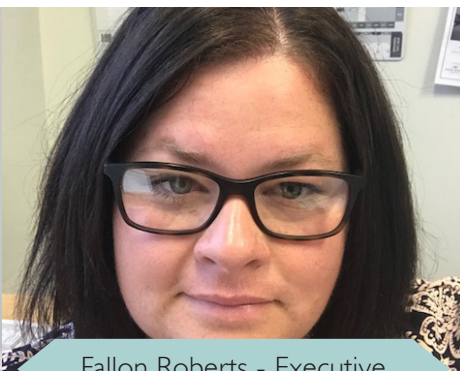
Our Team



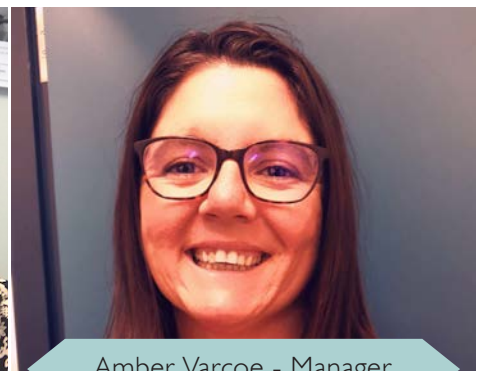
Tim Rawson - Executive



James Reilly - Executive



Fallon Roberts - Executive



Amber Varcoe - Manager



Azaan Vhora - Executive



Cigdem Watson - Executive



Grahame York - Manager

Corporate Services

The 2017/18 financial year has seen the Corporate Services portfolio grow to include Quality Assurance (QA) along with Finance, Human Resources (HR), Information & Communication Technology (IT) and Tamworth Administration.

The Corporate Services team have once again continued to build a strong platform for the clinicians of Centacare to service our clients.

This year the corporate team have embarked on a number of significant projects that will deliver an enhanced service for all staff.

The HR and IT teams are in the final stages of implementing a Human Resource Information System that will shift the recruitment and onboarding process from a paper based system to a fully online system.

The Finance and IT teams are in the testing phase of implementing an automated accounts payable system that will gain enormous efficiencies. Finance and IT have also implemented a reporting system for the Plan Management NDIS Clients.

The QA team have been building on the success of a further 3 year accreditation. The team have ensured that Centacare NENW will be well placed for the mid-term audit in March / April 2019.

The Tamworth Administration have had some changes to the team throughout the 2017-18 financial year with the implementation of the Client Pathways Officer in the Family Services Program.

This has been a major change for the client journey in that program.

The 2017/18 surplus of \$536,500 has enabled Centacare NENW to consolidate on the great results of previous financial year to ensure Centacare NENW is in the strongest financial position in its history.

As Corporate Services Manager I would like to congratulate the entire Corporate Services Team on an outstanding 2017-18 financial year.

David Holzgal
Corporate Services Manager

Quality Assurance

2017/18 was a very important year for the organisation and the Quality Assurance Department as we completed the 3-year cycle of reviews of practices. This year Centacare NENW underwent an audit with the Quality Improvement Council (QIC).

It is the dedication and hard work from our staff, our partners and community members that has again ensured that Centacare New England North West has for the third time received Accreditation under the Health and Community Service Standards, the National Standards for Mental Health Services (NSMHS) and the NSW Disability Service Standards (NSW DSS) with generally a high or acceptable standard with only a few recommendations requiring follow up action.

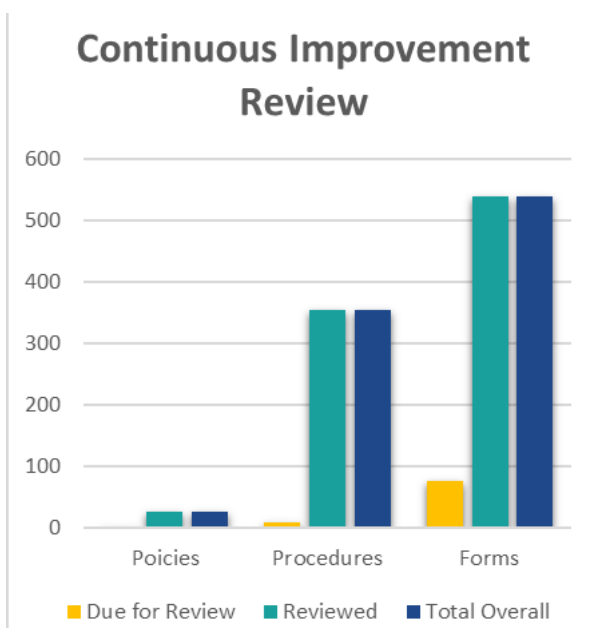
Our commitment to develop, build and strengthen our quality assessment of services, through reviewing our policy, procedures and forms, identifying areas of continuous improvement, by implementing corrective actions to amended non-conformance and by reviewing our practices annually via our internal audit processes ensures we are providing the best possible outcomes for our clients.

Statistics Report.

Our continued approach to strengthening the voice of consumers through our youth reference and external stakeholder committees, improving the coordinated sharing of information throughout the organisation and the ongoing evidence collected to assist us through the audit has ensured that Centacare NENW has continued to be the people's preferred choice of service.

Nichole Corby
Quality Assurance Manager

12



We Wish to Thank...

External Members of the NSW Government funded Youth on Track Regional Governance Committee:

Principle Project Office, YOT Juvenile Justice:
Mandy Loundar and Sarah Grasevski
Department of Education: Julia Ramsay
Family and Community Services: Anne Rix and
Kristina Eichorn
Area Manager New England Juvenile Justice:
Raelee Nott
Area Manager Maitland/Upper Hunter Juvenile
Justice: David Lowe
NSW Police Oxley LAC: Snr Constable Georgia
Harvey and Inspector Phil O'Reilly
NSW Police New England LAC: Snr Constable
Fiona McCormack and Inspector Ann Joy
Tamworth Local Aboriginal Land Council: Fiona
Snape and Patrick Strong
Tamworth Regional Youth Centre: Sammy Bowen
PCYC Armidale: Darren Griggs and Penny Wain
PCYC Tamworth: Andrena Sanderson
PCYC Gunnedah: Trevor Roberts and Sarah
Hobson
Government, Corporate and Regional
Coordination, Department of Premier and Cabinet:
Katherine Emerton
Director, Public Schools NSW: Sue Brown
Community Services/Hunter New England &
Central Coast District: Lisa McGuiness



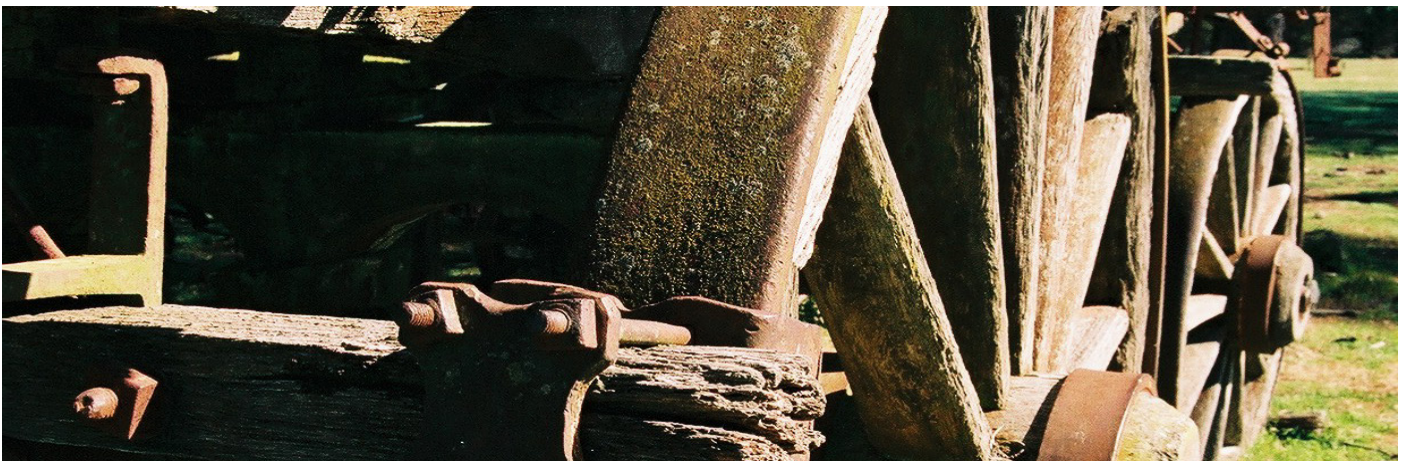
Members of the External Stakeholder Committee:

Len Waters
Suzanne O'Neil
Jaimi Lim
Amy Devrell
Along with many other Agency representatives



Members of the Federal Government funded headspace Consortium:

Northwest Health: Dr Ian Kamerman; Independent
Chair
HNELHD Peel Mental Health Services: Trish
Blackman
AES: Jason Smith
PCYC: Debby Herdegen
Tamworth Family Support: Joely Brennan
Best Employment: Rebecca Haworth and Keryl
Caulfied
NSW Police Oxley LAC: Michelle King and
Inspector Phil O'Reilly
Family and Friends: Karen McGregor





Mental Health Programs

We need, ultimately, to be able to view mental health with the same clear-headedness we show when talking about physical health.

- Matt Haig
(British author)



Psychology and Clinical Services

This year was a great year for Centacare Clinical Services. We have continued in the growth and development of programs such as EAP (Employee Assistance Program) and NDIS (National Disability Insurance Scheme), in addition to expanding our Psychology staffing numbers to over 30 Psychology Staff across all Centacare Programs.

Our EAP (Employee Assistance Program) has operated for approximately 8 years, commencing with 3 contracts and has now expanded to over 40 contracts with businesses in our region. This program has been a significant growth area for our team and provides us with the opportunity to support Employees within our region. Our primary referrals involve workplace stress, depression, anxiety, relationships issues and personal trauma. Workshops and critical incident support are other areas we continue to provide support for local organisations, enabling provision of onsite clinical support to organisations during vital times.

We have successfully managed client demand, particularly across our primary referral sites (Tamworth and Armidale), which has ensured clients are seen in a timely manner. Due to successful demand management, we have been able to maintain established referral pathways with

local Medical Practices and continued to provide a high quality, low cost, Medicare Service to our local communities.

Our General Counselling Services includes affordable fee-for-service involving referrals for individuals, families, couples, assessments, court reports, WorkCover and NDIS (National Disability Insurance Scheme). This year, we have seen a marked increase with NDIS BSP (Behaviour Support Plans) and counselling sessions provided by Psychology Staff, which is growing rapidly and expanding across the New England Region.

Provisional Psychology Program

As with previous years, we have continued with our 100% success rate with our Provisional Psychology Program. This financial year five members of staff all successfully achieved their psychology registration.

Josefina Hofman
Principal Psychologist

These programs are funded by a mix of Federal and State Governments, private organisations and fee for service.

New Hope For The Future

A client suffering from severe anxiety, reportedly unable to perform their work duties, engaged in three counselling sessions through our EAP (Employee Assistance Program) service.

Sessions focused on living a meaningful life and having a greater vision and hope for the future. This client reported that his life was transformed and he benefited more from these sessions than from over 20 years of past therapy.

This outcome was rewarding for both the client and clinician, demonstrating the value of Centacare EAP services, in particular, the capacity to bring healing and restoration to an individual's life within a short period of time.

Access to Allied Psychology Services

Access to Allied Psychological Services (ATAPS) funding is an alternative psychology service to Medicare that provides free therapeutic intervention to specific target groups who experience mild to moderate mental health issues.

Centacare NENW ATAPS program saw a challenging 12 months with various external factors impacting on service delivery throughout the region. Despite this, the amazing team still performed gallantly throughout the year, with 4,717 sessions delivered across the New England North West.

Centacare NENW ATAPS program has been re-funded for a third consecutive year whilst the Primary Health Network works on its re-design for this program- which is expected to go out for tender late 2018-early 2019.

Tim Rawson
ATAPS Manager

This program is funded by the Federal Government (Hunter New England Central Coast Primary Health Network)



Catholic Schools Office Program (CSO)

It was another busy fiscal year for both counselling and assessments provided under our Catholic Schools Office Program. This program provides support to students and staff associated with the Catholic Schools across our Diocese.

January 2018 saw the implementation of a new three year contract with the Catholic Schools Office, with changes made to the delivery and services covered under the contract. Our Secondary Schools remain the highest users of our services across all schools, which was reflected in the provision of additional days per school in the new contract.

In addition to providing counselling and support, staff have administered, scored and reported on 33 cognitive assessments to assist students in identifying strengths and weaknesses in learning styles and in adaptive functioning. Recommendations in these reports guide school staff in strategies to support students to develop lagging skills or refer for further assessment if required.

The working relationship with the Catholic Schools Office continues to be a strong one with regular

meetings to both provide feedback on the service and to request information and guidance. With a strong focus on students with disabilities and behavioural issues this collaboration is proving beneficial.

Moving into the future it is anticipated there will be more involvement of Centacare staff in the provision of wellbeing information and support to the CSO staff. This may include in-service presentations on such issues as managing stress, managing stakeholder expectations and boundary setting. The team will also continue to provide group presentations to students on topics such as exam stress, separation anxiety, anger management and resilience to name a few.

Rhonda Partridge
CSO Manager

This program is funded via a contractual agreement with the Catholic Schools Office



Catholic Schools Office
Diocese of Armidale

Personal Helpers and Mentors (PHaMs)

The Personal Helpers and Mentors Program (PHaMs) continues to provide psychosocial supports through a Strengths Based Recovery model of care to participants with severe functioning limitations due to a mental illness, through Case Management, Care Coordination, Support and Mentoring.

Staff under this program also proactively assist program participants with severe and persistent mental illness with the transition process to the National Disability Insurance Scheme.

The Personal Helpers and Mentors program, staff and management continue to work diligently to educate and inform all PHaMs participants, their families and carers, other service providers and the wider communities about the NDIS and raise the Centacare NENW profile as a professional disability service provider under NDIS.

The Personal Helpers and Mentors program continue to utilise the strengths based model of care to assist people with severe and complex mental illnesses with overcoming their functional limitations as a result of their mental health conditions to reach their goals and overcome obstacles through their recovery journey. This is achieved by building resilience, self-confidence and empowering them to reach their full potential and to go on to live fulfilling

lives.

The PHaMs peer support group continues to build in numbers as group rapport in the group continues to grow and encourages participants in their individual recovery journeys.

This group is a platform from which the team plans for activities out in the community (lunch at a restaurant and tenpin bowling). We regularly encourage the group to think about social and recreational activities that they might like to do in the community.

The participants share skills, hobbies and knowledge with each other. The Peer Support Group has a mixed membership of both PHaMs and NDIS participants.

Cigdem Watson
PHaMs Program Manager

This program is funded by the Federal Government



Personal Helpers
& Mentors Program

Breakthrough communications

John, not his real name, is a young child with Cerebral Palsy accessing NDIS Clinical Counselling Services. John is non-verbal and sessions focused on supporting communication via body language, a communication device and the use of creative tools.

John and his family have reported significant improvements following commencement of counselling treatment, with breakthrough in past trauma related to family violence and an unexpected death of his best friend at school. John is smiling often during recent sessions and reflects a very positive experience with counselling sessions provided by Centacare. It's wonderful to see such positive outcomes with our Inclusions clients and their families!

Gambling Help Services

The Gambling Help Service provides therapeutic counselling and support, either face-to-face, by video link or telephone, to individuals, couples and families impacted by problem gambling behaviour.

The program also engages in promotion, networking and community education activities to raise awareness of problem gambling issues and services, work toward building organisational capacity, and optimise the scope and quality of service delivery in the New England North West region.

The Gambling Help Program saw itself extended into new regions this year, with face to face services now provided in Glen Innes, Moree, Armidale, Inverell and Tamworth, as well as telephone/video support to all other areas of the New England North West. In addition, Centacare NENW's Gambling Help Service teamed up with Victoria's Gambler's Help program and some local Tamworth High Schools to pilot an early intervention education program aimed

at Year 11 students. The program has garnered some excellent feedback and will be expanded to reach larger audiences.

The 2017-2018 financial year saw the greatest number of sessions conducted to date, with a service increase of over 30% from the previous year.

Tim Rawson
Gambling Manager

This program is funded by the NSW State Government



Family Programs

I believe the world is one big family, and we need to help each other.

- Jet Li
(Chinese actor)



Family Rural Resilience Program (FRRP)

Demand for the Family Rural Resilience Program services across the region remained high and consistent during this year. Our outreach services also stayed strong and deeply entrenched within communities, thanks to the dedicated team.

Across all areas we continue to deliver case management services focusing on tailored one on one support. Referrals to case management are consistent and clients are reporting wonderful outcomes through engaging with this service.

Outreach services have expanded in response to identified needs in surrounding communities with strong partnerships developed with local schools and other service providers.

Staff are constantly responding to community need and developing innovative approaches to service delivery. For example, recognising the positive response the Drumbeat program received in Narrabri, we have been working towards expanding this program throughout our geographic.

The RAGE (Renavigating Anger and Guilt Emotions) program has been run across the region with multiple reports of improved behaviour by participants at school with greater understanding of decision making and consequences, with participants actively making better choices.

Resilient Kids is consistently our most popular program, with parents, carers and stakeholders providing feedback over the past year that participants

have shown an increased ability to reach out for help and talk about issues that they are facing, being more assertive in their communication.

Our Smiles program works with young people aged 8 to 12 living with a family member suffering from a mental illness. It aims to improve resilience and life skills for these children. Feedback from participants attending the Smiles program, delivered in towns across the region, includes parents and young people reporting improved and more harmonious relationships as the young person becomes equipped with a better understanding of the impacts and symptoms of their parent's mental illness.

FRRP staff have engaged with youth in Gunnedah and Armidale in partnership with PCYC and other Centacare programs, such as Youth on Track, to develop and facilitate unique programs to support the needs young people in these communities. These young people face various adversities such as mental health issues, trauma, emotional regulation problems and are at risk of involvement with the justice system. All participants have engaged well, contributed openly and reported valuable and moving insights and reflections.

Fallon Roberts
Family Services Manager

This program is funded by the Federal Government



Rural Parenting Resilience Program (RPRP)

The RPRP team continue to develop innovative programs and provide responsive services to foster parenting capacity, family relationships and community connectedness.

Our facilitated playgroups are well attended with consistent interest from the community. Play group engagement is amazing with great motivation and enthusiasm from participants with new activities planned each week. Our Inverell Coffee 'n' Chat group has been going from strength to strength, with attendees making beanies, blankets and octopi for the Neonatal Intensive Care Units at both Westmead and the Sydney Children's Hospital and have recently expanded to include Brisbane's Royal Women's Hospital.

24 One of the Moree based playgroups focuses on developing skills and knowledge around nutrition, and involves practical activities such as food preparation. Parents learn how to feed their family healthy food on a budget. Kitchen facilities are provided at the playgroup venue and participants are encouraged to assist in making food and snacks. This program has been very successful and the group has been full since it started.

Collaborations with the Maayu Mali rehab facility in Moree continue, with group sessions empowering and educating parents about child wellbeing,

behaviours and parenting skills. Art therapy is producing fantastic outcomes in these groups, with participants reporting growing confidence and a renewed determination to get well.

RPRP staff have teamed up with our Family Services facilitators to develop a new parenting program, 'Moving Forward.' This program has been developed in response to an identified need in the community to support parents who have experienced violence to co-parent safely and effectively after separation.

RPRP staff are also collaborating with the University of Newcastle to help develop an evidence based program focused on the first 1000 days of life. The program covers nutrition, health, foetal and brain development, pre and post pregnancy needs and breastfeeding and is aimed towards the promotion of healthy parenting skills from conception to 2 years of age.

Fallon Roberts
Family Services Manager

This program is funded by the Federal Government



Family Support Program

The Family Services team continue to expand their services in response to identified needs and service gaps.

Recently, our facilitators have been working in partnership with internal programs to address gaps in service delivery for families affected by violence. Working in partnership with internal programs, facilitators have developed 'Moving Forward' – a post separation program for families affected by violence. In Tamworth, we continue to work towards providing services to assist perpetrators of violence, working closely with the Legally Assisted, Culturally Appropriate Family Dispute Resolution (LACAFDR) team and family violence consultant, Sue Lloyd.

Demand for Child Inclusive mediation continues, and there has been an increasing interest in our property and workplace mediation services.

Our outreach services continue to expand with regular trips to Narrabri, Gunnedah, Wee Waa, Moree, Inverell, and Glen Innes.

Group participants have highlighted how the practical nature of the programs we provide, along with quality facilitators, have provided opportunities for change and enhancing relationships. It is a credit to our facilitators that we are able to successfully

engage consistently with clients who are dealing with a variety of complex issues who may be facing barriers to accessing services.

Our safe and welcoming group environments promote opportunities for participants to build connections and support each other, with some clients staying in touch after the group is completed. Our education programs have expanded to now include Building Connections, My Kids and Me, Keeping Kids in Mind, Hey Dad, Parenting on Purpose, Practical Parenting and Surviving Your Adolescents.

Fallon Roberts
Family Services Manager

This program is funded by the Federal Government



Family Law Pathways Network (FLPN)

The Family Law Pathways Network (FLPN) continues to engage the local legal community and service providers to promote new initiatives, share information and encourage collaboration in the Family Law context.

FLPN has had a busy year, presenting high profile and relevant training and information sharing opportunities to our members:

- We presented a one day workshop on working with high conflict personalities, hosted Megan Hunter, a renowned American author and expert on complicated relationships;
- We presented e-safety training in conjunction with Tamworth Family Support Services, in response to growing concerns over the use of technology in the family violence context. This training highlighted the issues involved in the use of technology and how risk can be managed to promote safety.
- FLPN was involved in the implementation of Centacare's new legally assisted and culturally appropriate mediation program - Our Children Our Choice. FLPN worked closely with program staff to host information sessions throughout the New England North West and coordinated the official launch of the program.
- We hosted training on Vicarious Trauma to promote awareness of how indirect exposure to

trauma can impact negatively on workers. This workshop was well received by FLPN members who now have a better awareness of the risks of vicarious trauma when working closely with complex clients.

- During Law Week we hosted an information session for service providers on how to respond to subpoenas. This was facilitated in partnership with legal aid and attracted positive feedback from all who attended.

For community members, we are continuing to roll out the FLPN Kiosk at regional Federal Circuit Court sittings in Armidale, Tamworth and Gunnedah with strong engagement and support from the UNE School of Law. Some of the students volunteering to assist with the kiosk were treated to a morning tea with Judge Terry, who was keen to meet some up and coming family lawyers.

For law week, FLPN hosted pop up family law information sessions in shopping centres throughout Tamworth, with the aim of engaging and informing the community of the variety of services that operate in the family law context.

Fallon Roberts
Family Services Manager

This program is funded by the Federal Government



Adult Justice Services Programs

Centacare NENW's Adult Justice Services programs include:

- Partner Support Program (PSP);
- Safer Pathway Program; and
- Extra Offender Management Service (EOMS)

Our Partner Support Program is a small, but vital program that targets support to female partners of domestic violence perpetrators who are participating in the Domestic Abuse Program (DAP). Our service combines case management and counselling for women in the Tamworth and Armidale regions. This year we continued to work with Corrective Services to provide opportunities to enhance existing referral pathway and promote access for this client group.

The Centacare Safer Pathway's Program supports male victims of domestic and family violence through providing clinical case management across the Oxley and New England Local Area Commands (LACs). Staff regularly attended Safety Action Meetings to advocate and work collaboratively with local service providers to assist with appropriate responses

and treatment to men experiencing domestic and family violence. Referrals to this program was above expectations, indicating the need for support for male victims in our region.

The Centacare NENW Extra Offender Manager Service (EOMS) is a pilot program targeting the Tamworth Region. Centacare Tamworth has been recognised as a leading provider of this innovative program, which has resulted in positive relationships established with Justice Service's personnel and encouraging outcomes with clients participating in the program.

Josefina Hofman
Justice Programs Manager

These programs are funded by the NSW State Government

Financial Capability and Emergency Relief

The goal of Financial Capability and Well Being Program is to strengthen the family unit through improving the financial situation of the family. The program is aimed at protecting children and young people and reduce the emotional and financial cost of family breakdowns.

Centacare NENW offers the Financial Capability and Emergency Relief program to the communities of Moree, Walgett, Collarenebri and Lightning Ridge.

The program offers assistance through the creation of budgets; liaising with creditors to organise payment plans on outstanding invoices; informing the client of eligibility to Government subsidies and grants; short term financial assistance; and referral pathways to other organisations who can provide assistance such as Employment agencies and Community Housing.

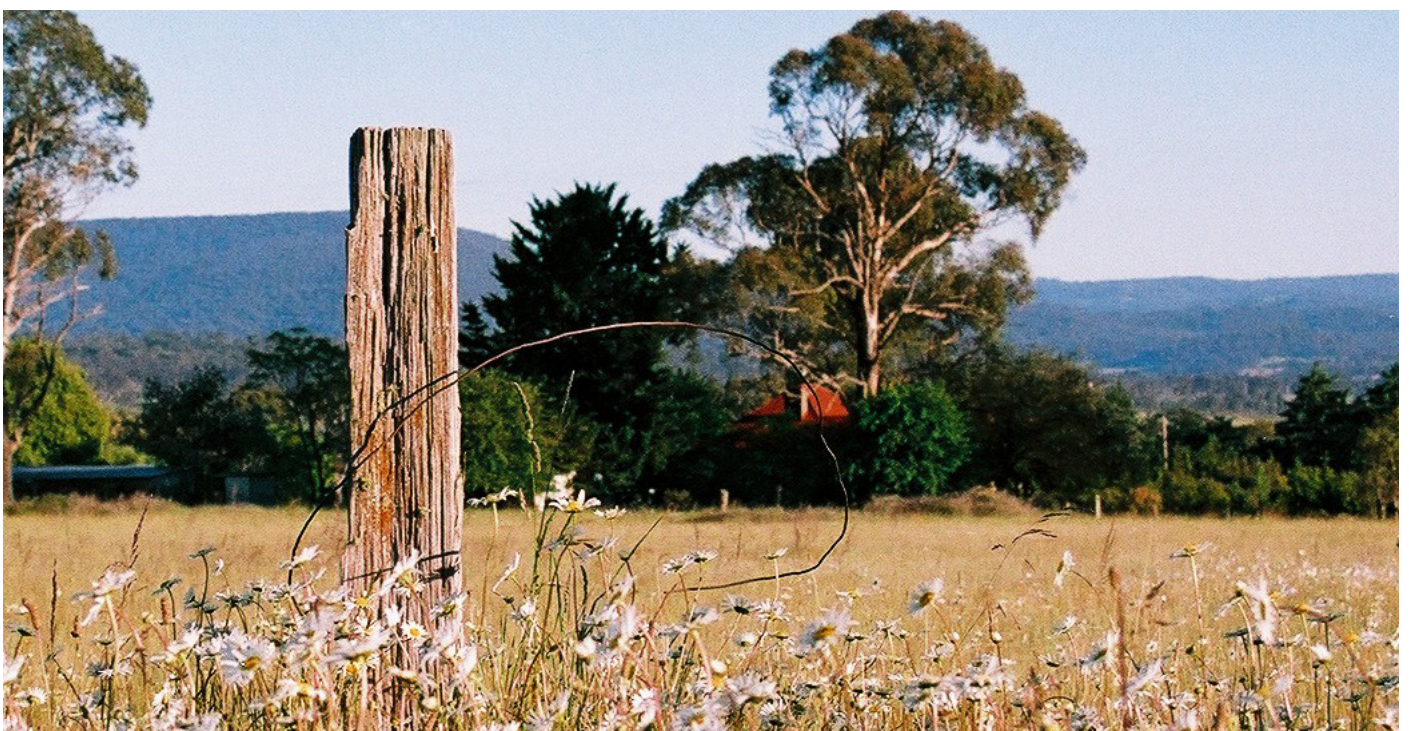
The success of the program is reliant on strong relationships being formed between organisations. Centacare NENW appreciates the following organisations whose input has ensured the success of the program:

- Local Lands Council
- St Vincent's De Paul
- Centrelink offices
- Mission Australia
- Best Employment
- Lifeline

I would like to thank our current staff for their commitment to families in need and providing dignity to people in our society who need it most. When families are going through difficult financial times, it is satisfying to know that Centacare NENW are there to help.

Grahame York
Manager

This program is funded by the NSW State Government



Community Visitors Scheme

The Community Visitors Scheme, in its sixth year running with Centacare NENW, continues to meet its required objectives from the Department of Social Services.

Centacare employs one manager located in Tamworth and five coordinators located in Tamworth, Armidale, Gunnedah (incorporating Narrabri and Quirindi), Moree and Inverell (incorporating Warialda) who work together towards the solidarity of the Community Visitors Scheme.

Our wonderful volunteers have visited a combined total of 1208 times in the 2017/18 financial year.

We are extremely grateful for the work that both our coordinators and volunteers perform in the community by providing the dignity to the aged care recipients that they so deserve.

We look forward to continuing the service into the new year and are always keen to hear from prospective new volunteers.

Anne Lane
Manager

This program is funded by the Federal Government





Cultural Programs

A nation's culture resides in the hearts and in the soul of its people.
- Mahatma Gandhi
(Indian leader)



Aboriginal Wellbeing Program (AWP)

We continue to deliver exceptional services under the Aboriginal Wellbeing Program - Gurru Maarumali (Deep Healing).

The Program is based around providing a safe cultural space where Aboriginal community members, who may be struggling with wellbeing, can work with our staff to walk together in a healing process to become strong and connected to self, family and community.

The program focuses on healing through connecting with culture, and is delivered exclusively by local Aboriginal staff.

The program offers care coordination, which assists Aboriginal people with moderate to high mental health issues by providing intensive support and linking in with appropriate services. Participants in our care coordination programs have reported that working with AWP has allowed them to develop confidence, improved their wellbeing and assisted them to access appropriate supports to continue their healing journey.

AWP also provides peer mentoring and group work. These activities focus on building individual and community capacity by sharing culture and knowledge and promoting wellbeing. We have had

several successful group programs established over the last year including a boxing and well-being fitness program in Moree, Men's groups in Toomelah and Boggabilla, art groups in Gunnedah and cultural and dance groups in partnerships with schools in Narrabri, Wee Waa and Gunnedah. These programs have been very well received by the community and have had fantastic outcomes such as our Wee Waa School culturally dance group taking out first prize at the Narrabri Eisteddfod.

AWP works in partnership with our communities, Elders and other services to deliver programs that help people to reconnect with their culture and identity, heal and feel empowered, and share their strengths and gather strength from others.

Fallon Roberts
Manager

This program is funded by the Federal Government



Culturally Appropriate Services

Our Tamworth CALD group - Beehive - is now in its eight year with strong attendance and new members joining regularly. Our English language pronunciation classes are well attended by people from a range of backgrounds, and we have introduced a complementary 'Spelling Bee' program for people to develop their written language skills. We have also commenced a cultural dance group, and are intending to roll out the 'Shine' self-esteem program in the near future. Our CALD liaison officer continues to work closely with key services in the community and is becoming the main contact in Tamworth for new arrivals.

During this year, Centacare hosted our 7th annual Lantern and Chinese Mooncake Festival. Approximately 80 people attended the event, feasting on traditional foods, and showcasing Chinese culture with traditional dance including our Lion dancers. The Fiesta la Peel in Tamworth provided another opportunity for our CALD groups to shine with our dancers performing for the large crowds that attended this event.

Our Aboriginal Liaison Officer has been heavily involved in supporting Aboriginal clients going through mediation or education programs. Centacare hosted a NAIDOC lunch with modern Aboriginal cuisine prepared by a local Aboriginal chef, inviting aboriginal elders and leaders to share in the feast.

This year Centacare NENW had our inaugural Reconciliation Action Plan endorsed by Reconciliation Australia. This plan is our map for an ongoing journal of respect, relationship building, and opportunities for the provision of meaningful services the the first custodians of this land. Developed by Centacare NENW staff, our plan is championed at all levels of the organisation.

Fallon Roberts
Family Services Manager

These programs are funded by the Federal Government

32





Our Children, Our Choice

After securing the contract for Legally Assisted and Culturally Appropriate Family Dispute Resolution, staff have worked hard to develop and roll out our new program 'Our Children, Our Choice.'

This program assists Aboriginal and CALD families who have experienced separation and family violence, to resolve their parenting issues without needing to go to court.

We recruited and implemented the program quickly with strong support from our Family Law Pathways Network. This involved information sessions conducted throughout the service area, and a formal launch at the Tamworth Jockey Club which included high profile guest speakers and a performance by the Gomeroi Dance Company.

34 Cultural training was provided to our solicitor panel and key staff and stakeholders. Staff also developed and delivered mediation training to local community members who were recruited to act as cultural mediators.

The program has seen strong engagement and good outcomes in the first year of operation. Our innovative and flexible approach to service delivery has attracted attention, with staff being invited

to speak at the National Aboriginal Wellbeing Conference in March this year.

Community engagement is a key focus of this program, with the team rolling out several successful fun days in Tamworth, Gunnedah and Moree to raise awareness of this program and Centacare in general. Staff also assisted with several other community events and to date have participated in nearly 100 events and promotional activities in around 30 towns across the New England North West.

Through our work with clients in the program, we identified a need to further develop our responses to families affected by violence. We are constantly adapting our program model to meet the needs of the communities we are working with and are engaged in a continuing process of consultation and feedback with clients and stakeholders so that we are able to provide flexible and responsive services of the highest quality.

Fallon Roberts
Manager

This program is funded by the Federal Government





Youth Programs

Help young people. Help small guys. Because small guys will be big. Young people will have the seeds you bury in their minds, and when they grow up, they will change the world.

- Jack Ma
(Chinese businessman)



headspace Tamworth

In the spirit of client-focused care, the headspace Tamworth has worked tirelessly to provide quality, evidence based psychological treatment for the youth of Tamworth. To this end, the first two quarters of 2018 saw the centre provide the highest occasions of service than previous quarters.

From an operational standpoint the centre saw a shift in operations with the establishment of the headspace outpost sites in Armidale, Gunnedah, Narrabri and Moree and the successful completion of the headspace Model Integrity Framework (hMIF).

As a first, these new outposts (set to begin service delivery in the 2018/19 financial year) are collocated with existing Centacare sites at the target locations with extensive renovations being completed to promote the headspace brand and youth friendly atmosphere. I am thankful to all Centacare staff for being tolerant and patient whilst these construction works were occurring.

Similarly, the centre performed exceptionally well in the hMIF audit with 96 of the 105 components being met. I would like to personally thank the headspace team who put in many hours ensuring our centre aligned with the national requirements of the brand. The outcome is a great result.

Looking forward, the headspace program has grown from 7 staff members to 17 and boosted its geographical coverage to 5 sites across the New England region. We have partnered with beyondblue

to deliver an innovative cognitive behaviour therapy (CBT) based intervention and have secured 12 months of funding for dietetics services all locations. Finally with the successful application for the Youth Complex Mental Health Service or NRG (Nurture Resilience and Growth) program, we will see further an expansion of clinical service delivery to the severe and complex spectrum of presentations in Moree, Narrabri, Glen Innes and Inverell.

It is inevitable that with expansion and innovation there will be challenges and it is with great excitement, anticipation and confidence that we look forward to meeting these head on.

Azaan Vhora
headspace Centre Manager

This program is funded by the Federal Government

36



Youth on Track (YOT)

The Youth on Track program is an early intervention scheme for 10-17 year olds that identifies and responds to young people at risk of long-term involvement in the criminal justice system. Within the New England region, the program has shown positive results in relation to young people's contact with people, a reduction in offending risk factors, and improvement with social outcomes such as family functioning and education engagement.

This year the program built on its strong foundations with our case workers building stronger ties with the local community, key stakeholders and young people. The strength of the YOT program lies in its flexibility to meet the unique needs of its target demographic. Additionally, it combines assertive case management with evidence based interventions. Taken in conjunction with the passion, determination and efforts of our case workers, the program has been incredibly successful across all its target sites with 100% of young people reducing their risk scores upon completion of the program.

In June 2018, the program travelled to Sydney for the Youth on Track Forum. In acknowledgement of the great work and innovative practises of Centacare, our caseworkers presented two presentations to the forum focused on building collaborative partnerships and the challenges faced by non-Aboriginal and Torres Strait Islander workers. Both presentations were received very well.

Looking ahead, YOT has identified extending its collaborative partnerships with local organisations and improving its presence within schools as key action items for 2018/19. To this end we have a number of joint PCYC programs starting in Armidale and Tamworth, as well as partnerships with schools and local youth agencies in Glen Innes and Inverell.

Azaan Vhora
YoT Manager

This program is funded by the NSW State Government



Youth Drug and Alcohol Service

The Centacare NENW Youth Drug & Alcohol Service (YDAS) based in Narrabri & Tamworth commenced in May 2018.

YDAS is a holistic program that utilises a strengths based approach in working with young people 10-19 years of age and their families. YDAS assists young people with alcohol and other drug issues through high quality psycho-social counselling and case management services over a 12-week period.

Services provided include:

- Individual Case Management
- Psycho-social support
- Mentoring for young people and their families
- Psychoeducation, including groups that are tailored to specific needs.
- Care coordination with comprehensive support through collaboration with a range of service providers.
- Strong aftercare & follow up

The YDAS program has been working proactively with relevant stakeholders and communities across the Narrabri & Tamworth LGA's in tailoring service delivery to suit individual young person's needs in a culturally secure manner.

Whilst our program was still in its early days at the closing of this financial year, the program had laid

excellent foundations in relation to community engagement and consultation, with referrals well above expectations.

Cigdem Watson
YDAS Manager

This program is funded by the NSW State Government



Disability Programs

There is a plan and a purpose, a value to every life, no matter what its location, age, gender or disability.

- Sharron Angle
(American politician)



Disability Inclusions

Inclusions Disability continues to experience growth. The community awareness of the program and the capability of our team to service the National Disability Insurance Scheme (NDIS) community is developing steadily.

NDIS Coordination of Services, including participants referred for clinical intervention, currently provides services for 138 clients. The NDIS Plan Management program that manages the invoicing, referrals, assessment of needs of participants and approval of payment of providers, currently provides services for 178 participants. The local National Disability Insurance Agency (NDIA) offices throughout the New England North West are referring participants with complex needs for coordination of supports, and this trend is expected to continue.

- 40 Plan Management continues to grow, with capacity enhanced by a new business system which has just come online and is being trialled for rollout. This new system will see some of the repetitive tasks of these services (i.e. the payment of invoices) automated, saving time and money. Inclusions Disability currently is managing 3 supported independent living houses, an increase of 1 house since last year. There is capacity in all 3 houses to increase residency, and so this area is expected to continue to grow.

Inclusions Disabilities receives most of its referrals from word of mouth with other agencies, and also from direct referrals from the NDIA officers who

recognise the effective work done by Centacare New England North West.

James Reilly
Disabilities Manager

These programs are funded by the National Disability Insurance Scheme



Our Story

Alone we can do so little;
together we can do so much.
- Helen Keller
(American deaf-blind author)



Centacare New England North West (NENW) was established in 2001 by the Bishop of the Armidale Diocese, Most Reverend Bishop Luc Matthys, to extend counselling services to families and children of the Diocese of Armidale. Since then, Centacare NENW has grown to offer a wide range of programs and provides a significant portion of mental health and family based services in the New England and North West regions of NSW. We have six offices located across the region from as far north as Tenterfield and Mungindi, to Werris Creek and Quirindi in the south, and all localities in between.

As one of the leading providers of Mental Health and Wellbeing within the New England North West geographic area, we aim to provide information, education and referral pathways to individuals, families and carers. We have highly qualified staff working across a broad range of programs and currently hold contracts with various federal and state funding bodies, and private organisations for the delivery of services.

The Centacare NENW service delivery model is a clinical based model. Centacare NENW is well versed in the requirements surrounding clinical service delivery, such as professionalism relating to confidentiality, record keeping, private meeting rooms, professional support, qualification and on-going up-skilling of staff, best practice service delivery and Clinical Governance. Centacare NENW is committed to the ongoing training and development of staff and we encourage our team to pursue the highest standards in performance and provide opportunities to attend relevant training courses, workshops, forums and conferences.

The operational policies, procedures, and quality commitment of Centacare NENW demonstrate and support this approach in practice. Centacare NENW

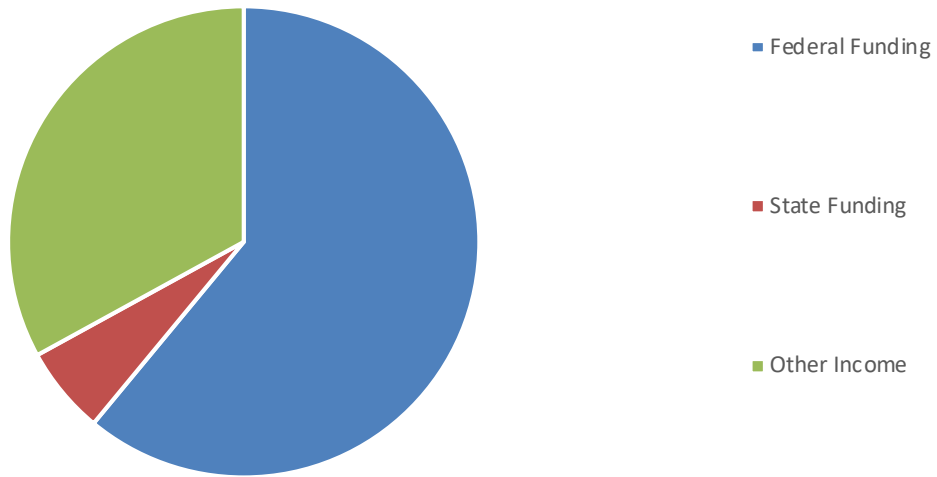
has Governance, Management, Financial, Workplace Health and Safety (WHS) including Risk, and Quality frameworks all meeting the requirements of third party accreditation and external financial audited acquittals. We have embedded a Total Quality Management system (TQM) ensuring we develop, deliver, manage and monitor all program objectives and the needs of our communities and individuals. We focus on evidence based practice and outcome evaluation is crucial. We also believe in embedding research based practice into our service delivery with a number of our existing programs now either having published research on their client outcomes or in the process of publication. This is a large part of our Strategic and Quality service commitment to our communities and families and formally embeds client/stakeholder consultation and feedback into our processes. Centacare NENW is Quality Accredited by Quality Innovation Performance (QIP) Australia's most comprehensive not-for-profit accreditation and certification organisation. We are accredited under the QIC Health and Community Service Standards, Mental Health Standards and Disability Standards. The accreditation ensures high standards of practice including - Policies and Procedures, Governance, WHS, Human Resources, Quality Assurance, General, Service Area Specific, Clinical and Financial all reviewed annually.

Our vision is for a society in which there is recognition of individual and social rights and responsibilities, a society that promotes the dignity, equality and participation of all its citizens. We care about people. We care about children. We are committed to enhancing quality services to ensure client and stakeholder needs are met through best practice models.

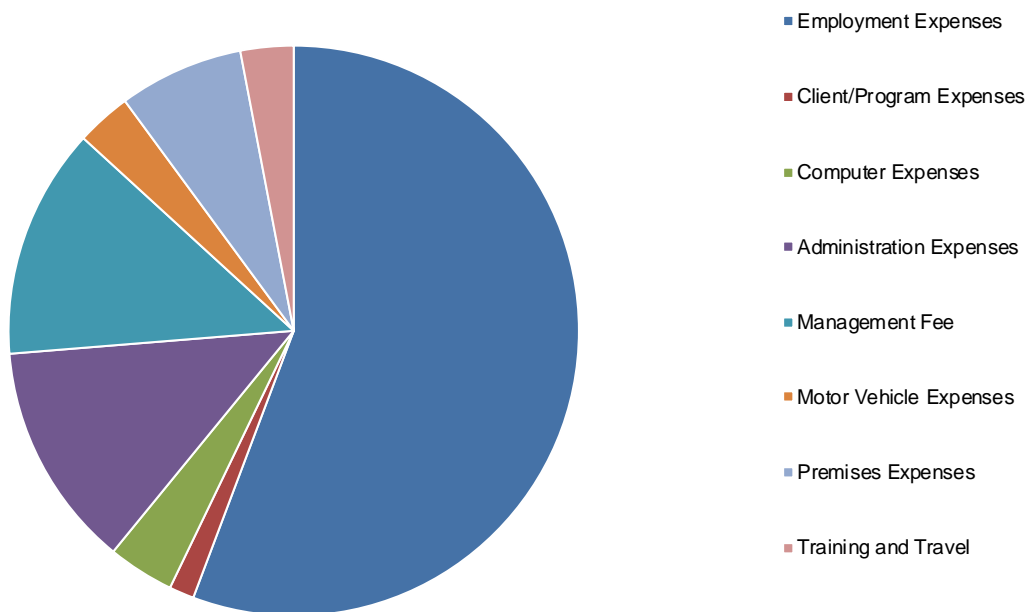


Finance and Funding

Income 2017-18



Expenditure 2017-18



Future Directions

Centacare New England North West's future directions are grounded in our 2017-2020 Strategic Plan:

1. Being accessible to all individuals and families within our community with culturally appropriate and flexible delivery of services where appropriate;
2. Providing education, skills building and support relevant to individual circumstances and events;
3. Partnering with existing organisations to achieve desired outcomes for families, youths, Aboriginal and Torres Strait Islander peoples, people with mental health issues and people with a disability;
4. Designing and developing programs that are relevant and appropriate for our client base; and
5. Ensuring our practice is informed by evidence in a transparent and accountable manner.

44 We will achieve these directions through:

1. Continual improvement in holistic client service delivery;
2. Improvement in our client feedback processes;
3. Improvement in the attraction and retention of quality team members;
4. Maintenance of Centacare's quality accreditation with QIP;
5. Improvement in the areas of data collection, management and analysis;
6. Preparing for risk and opportunity;
7. Source opportunities for growth by way of funding and submission tendering;
8. Build and formalise partnerships with other agencies, both Government and non-Government;
9. Continued upgrading of the organisational information technology capacity.

Centacare NENW is committed to providing services that enhance the stability, wellbeing and connectedness of families, youth, Indigenous and Culturally and Linguistically Diverse (CALD) persons, the mentally ill, and those living with, or caring for someone with, a disability. We currently achieve this through the provision of the following services:

- General Counselling
- Contract Counselling
- Medicare and Psychological Services
- Regional Family Dispute Resolution
- Family Mental Health Support Services
- Personal Helpers and Mentors Program
- Catholic Schools Program
- Responsible Gambling Program
- Family Relationship Centre
- Men and Family Relationships Program
- Post-Separation Cooperative Parenting Program
- Youth on Track Program
- headspace Tamworth
- Community Visitors Scheme
- Rural Parenting Resilience Program
- Centacare NENW Inclusions—day programs and accommodation support
- Clinical justice programs
- Early Intervention Family Relationship Education and Counselling (under sub-contract)
- Children's Contact Services (under sub-contract)



Centacare New England North West



Philip Lyne has been a member of the Centacare Board for 14 years filling various roles including Chairman of Centacare NENW for the last 11 years.

Small business is Philip's point of expertise. Philip has been a retail Travel Agent for more than 35 years. In this time Philip has been located in Sydney, Inverell, Armidale and for the last 19 years in Tamworth.

46



Jennifer Harman is the Diocesan Financial Administrator of the Catholic Diocese of Armidale and has been involved with Centacare from inception.



Patrick O'Halloran was a founding director of Centacare NENW.

Patrick resides in Tamworth and is a practicing solicitor.

Board Members



Kevin Lane has been on the Centacare board for seven years. Prior to this Kevin was a member of St. Edward's board for 10 years.

Kevin has lived in Tamworth for most of his life. Kevin spent 39 years working in the financial industry and owned his own newsagency for six years.



Stephen Bartlett is a career veteran of Local Government with more than 40 continuous years employment in the industry. Stephen has held Council Senior Staff positions for more than 30 years and was formerly employed at Tamworth, Gunnedah, Dubbo and Nundle Councils.

Stephen has a Bachelor of Business (Local Government), Master of Local Government Management, Master of Local Government and Environmental Law and Graduate Diploma in Legal Studies.



Chris Hietbrink, in her role as Coordinator of Guyra's Neighbourhood Centre, is the Convener of the Guyra Interagency Group, and Convener/Chair of the Local Community Services Association NENW Region. She sits on the Armidale Regional Council's newly-formed Wellbeing Committee.

Chris has had a long career in various community service roles in and around the Guyra community and in Sydney and volunteered as President of the St Mary of the Angels St Vincent de Paul Conference Guyra for eight years.

Chris joined the Advisory board in May 2018.

Our Locations

Armidale

150 Rusden Street

Ph: 02 6738 7200

armidale@centacareenw.com.au

Glen Innes

200A Bourke Street

Ph: 02 6739 7700

armidale@centacareenw.com.au

Gunnedah

31 Henry Street

Ph: 0429 056 247

Inverell

21 Oliver Street

Ph: 02 6721 6400

inverell@centacareenw.com.au

Moree

48 Auburn Street

Ph: 02 6750 8500

moree@centacareenw.com.au

Narrabri

1/116 Barwan Street

Ph: 02 6792 9300

narrabri@centacareenw.com.au

Tamworth

V Guy Kable Building

201 Marius Street

Ph: 02 6762 9200

tamworth@centacareenw.com.au

Walgett

86 Wee Waa Street

Ph: 02 6817 9001

moree@centacareenw.com.au

headspace Tamworth

2 Darling Street

Ph: 02 6762 9290

headspace@centacareenw.com.au