

Archdiocese of Hobart Centacare Tasmania



Annual Report
2010 – 2011



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About us

MISSION

Centacare Tasmania is committed to Christian principles. We will respond to individuals, families and the community by providing services which will enhance human dignity and freedom and enable people to realise their full potential.

VISION

Centacare Tasmania will continuously strive to be at the forefront in the provision of welfare and human services in Tasmania by:

- The excellence and quality of our services
- Our commitment to advancing the provision of welfare services in accordance with Catholic principles
- Our ability to actively respond to the needs of our communities and clients, underpinning our work with sound research and development
- Our capacity to work collaboratively and strategically with other agencies where there is a demonstrated mutual benefit and which will deliver improved outcomes for clients.

VALUES

The values of Centacare Tasmania are based on Catholic Social Teachings and give expression to the principles of Catholic social justice embracing the following:

The dignity of each individual

- We recognise the unique value of each individual.

Families

- We recognise the inherent diversity of families, upholding their value and dignity and giving support to each.

Community

- We will work to promote a society that provides equitable opportunities for all people, including those who are most vulnerable.

Stakeholder Participation

- We are committed to developing meaningful relationships with all parties. We will consult widely with our internal and external stakeholders including clients, our communities, staff, governments and other human service organisations. We will promote mutual respect and collegiality.

Transparency and accountability

- We will act at all times with integrity and with a commitment to open and honest decision-making processes.

Staff

- We recognise that our staff are our greatest asset. We are committed to ensuring they are resourced and supported to undertake their work and to perform to the highest possible standards.

Archbishop's report

In the early days following its formation, Centacare, was described as providing services which offer a Christian response to human and social needs in our society.

Since December 1959, when Archbishop Young appointed Fr Clem Kilby to set up a Marriage Counselling and Family Welfare Centre, known as the Catholic Family Welfare Bureau, the mission of Centacare has not changed.

Regardless of race, social or marital status or religion people of all walks have always been welcomed through the doors of Centacare in their time of need.

From its humble beginnings in an upstairs room of the Church offices on Macquarie St, the agency has grown to providing a broad range of services throughout Tasmania which additionally includes affordable housing, the STAY program and child care.

This year has brought much change to Centacare Tasmania, firstly in the appointment of Tim Gourlay as Executive Director and secondly with the sad passing of Sr Philippa Chapman – someone who was central to the establishment of Centacare in the 1960s.

Sr Philippa was a dear friend to many who have worked at Centacare over the years and her passing has been felt strongly. Her work in the name of Jesus was reinforced to me during her Mass of Christian Burial when so many of those from the refugee communities came to St Mary's Cathedral to give their acknowledgement to a wonderful advocate. It is clear that Sr Philippa will continue to be sadly missed by the staff and clients at Centacare Tasmania and, indeed, staff throughout Tasmania's Catholic community.

During 2011, it was pleasing to approve of the appointment of Tim Gourlay as the Executive Director. Coming from a background in government and, more recently, overseeing the capital building projects under Catholic education, Tim brings a wealth of experience to the position and I am confident that under his stewardship, Centacare will continue to grow.

I must also mention the 30th anniversary of the Willson Training Centre at Mount St Canice, which was established in 1981 and became the premier training facility in the State. Willson Training continues to be successful in a number of training areas today as our Registered Training Organisation.

It would be remiss of me not to mention the 150 part-time and full-time staff in Centacare offices across the State, plus the hundred volunteers who work mainly in the Humanitarian Settlement Strategy.

Tasmania has now become a home to many new arrivals from countries suffering the effects of conflict and drought and Centacare now plays a major part in assisting the new entrants in re-establishing their lives here. This includes the excellent work being carried out through the Pontville Detention centre by Centacare staff in a very compassionate manner.

Undoubtedly, the recent years have also been a path of differing relationships with Government which funds a majority of programs. Mostly this relationship has been of a high standard, giving recognition that church based agencies have an excellent record in service delivery in a wide range of areas.

In many ways, not-for-profit agencies are in fact providing the delivery points of government social and public policies. Centacare

alone delivers services to around 5,000 Tasmanians each year and is responding during these times of tight budgetary restriction to an increased demand for services and assistance.

I acknowledge the new collaborative path which Centacare has taken; firstly in partnership under CatholicCare Vic/Tas and broader partnerships with other service providers in Australian Red Cross, Marist Youth Care and Affordable Community Housing Ltd. It is pleasing to see that these partnerships are already bringing positive results and future business opportunities.

The issues of homelessness and poverty remain ongoing in our society and Centacare sits at the forefront of this challenge. However, to succeed in the provision of assistance requires a diverse, skilled team of professionals with the knowledge, dedication and compassion to deliver Centacare's values. Central to successes and growth, particularly during difficult budgetary times, has always been the dedication of the staff in ensuring that Centacare Tasmania remains a place where every person, regardless of their religion, race, marital status, or ethnicity is welcomed as a child of God.

I wish to acknowledge the dedicated efforts of Georgina McLagan as the Director of Family Services who has managed difficult issues this year with program and funding changes leaving a gap in early intervention strategies. Georgina has given many years of service to Centacare, and her dedication has certainly assisted many in times of need.

To all other employees, you are participating in the Mission and representing the Catholic Church on a day-to-day basis through your respective workplaces. I thank all employees, past and present, volunteer, part-time or full-time for ongoing efforts and professional approach. You are a diverse, skilled team of professionals with the knowledge, dedication and compassion to deliver Centacare's values.

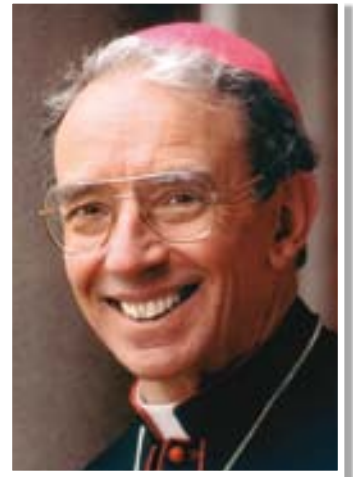
To the Advisory Board, guided by Chair Ron Ward, I thank you for your ongoing expertise, guidance and invaluable commitment to Centacare and the Archdiocese of Hobart.

As the Archbishop of Hobart, I remain immensely proud of Centacare and the services it provides today. If he were alive today, Archbishop Young would be as equally proud to see how his vision continues to develop into the second decade of this century.

In its five decades of existence, Centacare has had the oversight of three Archbishops, a number of Directors and of course approximately 30 State and Federal Governments.

Soon Centacare will come under the pastoral care of a new Archbishop as I move into retirement. However, when I leave this office, please be assured that I will continue to watch Centacare grow with the knowledge that it will continue the excellent levels of service delivery in accordance with the Gospel for the marginalised, disadvantaged and vulnerable in this State.

ADRIAN L. DOYLE AM
Archbishop of Hobart



Chairman's report

The 2010 -11 year was one of significant challenge and change at Centacare Tasmania. On reflection given the nature of the organisation it is always in a state of change. Accordingly the Advisory Board, the management and staff are well accustomed to managing change though of course it is rarely easy and I congratulate all involved for their patience and fortitude.

It is with deep regret that we acknowledge the passing of Sister Philippa Chapman. Philippa epitomised Centacare for fifty years and was instrumental, together with Father Clem Kilby, in the establishment of the Agency. In recent years Philippa's passion has been assisting and "standing beside" our new humanitarian arrivals. She will be greatly missed and on behalf of the board I extend my condolences to her family, to her many friends and to all her work colleagues.

During the year the agency restructured and better resourced the relatively new areas of activity in Child Care and Affordable Housing. With the promised support of the Catholic Education Office we have a high level of confidence that the primary school focused Child Care services can become a sustainable activity. For its part, Housing is progressively starting to achieve the financial outcomes originally envisaged in the business case that first prompted the Board to support the strategy to move into the housing space.

An important initiative towards the latter end of the year with the concurrence of the Archbishop was the appointment of a dedicated Executive Director in the form of Tim Gourlay who came to us from the Catholic Education Office. Prior to Tim's appointment the Archdiocesan Business Manager and fellow Advisory Board director Peter Cusick had for a number of years filled the role along with his many other responsibilities. The task had got to a point where it was imperative that we once again had a full-time manager to take 'ownership' of the agency and provide the leadership and direction it warranted. In a few short months Tim

has quickly demonstrated he has a great energy, competency and enthusiasm to ensure the agency succeeds in its mission. He is working well with his team and the Board and gradually making improvement in the various elements of the organisation.



Long serving Northern Manager Maurice Dawe moved on to new challenges during the year and I would like to extend the Board's appreciation to Maurice for his commitment and dedication to Centacare over his ten years with us. I also welcome Richard Austin as our new Northern Manager.

We also have a new member on the Board. David Harradine joined us part way through the year and as a partner with Deloitte brings to the table his skills in financial accounting, risk assessment and audit. David has joined Ann Butterworth, Barry Donoghue, Ray Brown, Peter Cusick and I to form the Advisory Board. David's skills will add to the Board's capacity to provide support to the Executive Director and his senior management team but most importantly to tender wise counsel and considered recommendations to the Archbishop. Recommendations on the effective and efficient management of the agency across the multiple services it delivers to the disadvantaged and marginalised within our community.

I extend my appreciation to my fellow directors for their support and the contribution they made during the year in terms of their time and their skills and on behalf of the Board I extend thanks to all the Centacare staff for their dedicated endeavours to provide quality services in a manner in keeping with the Catholic ethos. Lastly, I acknowledge the Archbishop for his support of the Board.

Ron Ward FAICD
Chairman – Centacare Advisory Board

Centacare Family Services ... at a glance

SERVICES

Centacare delivers a broad range of specialised and professional support, counselling, accommodation, emergency, advocacy, education and training services throughout Tasmania.

Its particular strength is in the family-centred approach, recognising that whatever impacts on family, impacts on the children in specific ways. It recognises that children can be major casualties in family disruption, and that listening to the voice of children impacts on the long-term consequences for all involved in resolving family conflict.

Whilst acknowledging basic rights of people to live with health and security, Centacare's services focus on those whose choices in life have been limited with regard to fulfilling relationships, adequate income, housing, and meaningful employment options.

All services are delivered in such a manner so as to enhance human dignity and freedom, and to enable people to realise their full potential in life.

Services are available to all without discrimination on the basis of age, gender, race, religion, physical disability, marital, social or financial status.

CENTACARE PEOPLE

Centacare staff members are experienced and skilled professionals, with qualifications in psychology, social work, counselling, nursing, administration and the social sciences.

Executive Director's report

I feel extremely privileged to have been given the opportunity to take the reins of this diverse and dynamic organisation. Having commenced in the role in April, I can confidently say after a few short months that the position is both challenging and rewarding as well as offering a range of opportunities.

There is a strong commitment to ensuring that Centacare Tasmania fulfils its mission of responding to the needs of disadvantaged and marginalised members of the community by providing services which will enhance human dignity and assist individuals to achieve their potential.

Having undertaken the development of a new strategic plan that will provide a framework and guidance for the business during the next three years, the focus will be firmly on achieving sustainable strategic growth. Another key area of focus will be the further development of existing alliances as well as developing new partnerships with established counterparts, and social services providers. This will better position Centacare Tasmania to address future opportunities for the benefit of clients and stakeholders.

A very significant achievement in the past year has been the building and completion of some 56 independent living units largely funded by the Commonwealth Government as part of the Nation Building Economic Stimulus package. This brings the community housing property portfolio to a total of 161 living units which are now occupied and assist in addressing the shortfall in affordable residential options.

Another important partnership has been created with a new organisation known as CatholicCare Vic/Tas (CCVT). This is a joint venture, new company, comprising the four Victorian dioceses and the Archdiocese of Hobart. It is hoped that this alliance will better position Centacare organisations to improve scale and tender as one body for larger Government contracts and business opportunities. The synergies and benefits to be gained from this collaboration are already evident.

The most impressive aspect that has struck me at Centacare is the tremendous range of talent that staff bring to the organisation. Skilled and dedicated staff make Centacare the success it is and impact so positively on the clients to whom they deliver such a diverse range of services. I would like to acknowledge and thank the 150 Centacare staff for their contribution and commitment.

The importance of good governance should not be underestimated and I would also like to acknowledge the vital role the Board of Directors play in contributing to the success of the organisation. Ably led by Chair Ron Ward whose professionalism and leadership I have really valued, the Board bring to Centacare an impressive range of relevant professional qualifications, skills and life experiences which equips them to guide the organisation as it strives to deliver quality sustainable services to clients.

Peter Cusick, Business Manager of the Archdiocese has been responsible for the overseeing of Centacare for some considerable time prior to my appointment. The business has grown on 'his watch' and has been adaptable enough to withstand the loss of significant employment services contracts as well as establishing new business streams in Child Care and Community Housing which have grown and become significant and integral parts of the overall range of services at Centacare.

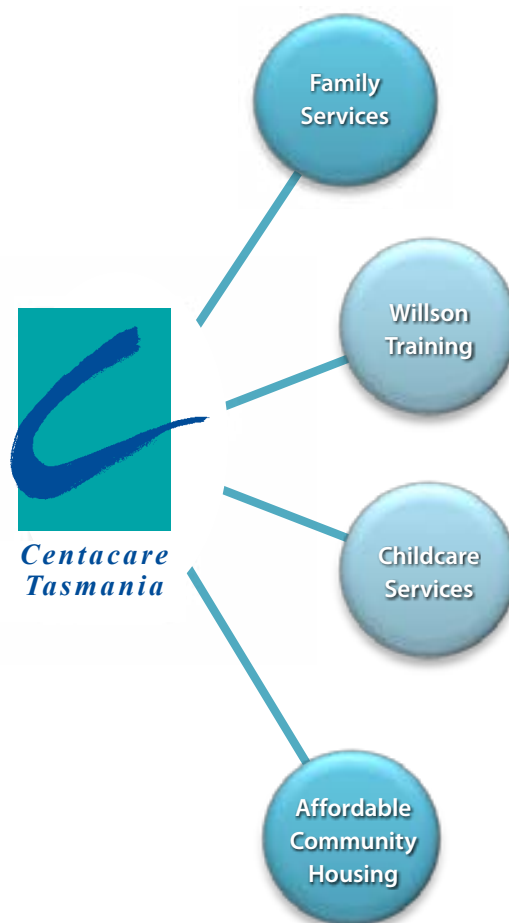
Georgina McLagan, Director of Family Services continues to provide strong leadership, commitment and unflagging energy in progressing Centacare's family support services in demanding and challenging times.

I also acknowledge and express appreciation to both the State and Commonwealth Government for their confidence and support expressed through the various programs, services and operations they fund and oversee, which Centacare delivers on their behalf.

The recent sad loss of Sr Philippa Chapman, a founder of Centacare Tasmania more than 50 years ago, highlighted the fact that the staff are the greatest asset of the organisation. We will never be able to replace Sr Philippa with her talents, knowledge, skills, dedication and compassion. She was loved by staff and clients alike.

Finally, I would like to extend my thanks and appreciation to all colleagues across the State, the Board and to the Archbishop for their warm welcome and support. I hope and trust that I will be able to continue to deliver and enact the mission of the Catholic Church in Tasmania through contributing to the work and enhancing the activities of Centacare.

Tim Gourlay
Executive Director



Strategic Goals 2011 – 2014

Key Overarching Themes – Sustainable Strategic Growth

1. Accessibility to Education

- 1.1 Increase accessibility to education for clients of Centacare Tasmania and the Tasmanian community.
 - 1.1.1 Liaise with the Tasmanian Catholic Education Office (TCEO) to develop adult literacy, numeracy and 'life skills' classes.

2. Brand Recognition

- 2.1 Develop and maintain a recognisable presence within the Tasmanian community.
 - 2.1.1 Develop a presence in each Local Government area of Tasmania to further create links into the community.
 - 2.1.2 Promotion of Centacare Tasmania as a state-wide organisation through use of promotional materials.
 - 2.1.3 Development and implementation of a media and communications strategy.

3. Alliances and Partnerships

- 3.1 Focus on existing and create new alliances and partnerships to work towards sustainable strategic growth of the organisation.

- 3.1.1 Create a training ground for current and future staff for professional development in conjunction with Willson Training.

- 3.1.2 Identify and establish working links and alliances with new organisations.

4. ICT System Development

- 4.1 Undertake a strategic assessment and review of existing ICT systems and needs.
- 4.2 Develop an umbrella ICT system for use across all business arms of Centacare Tasmania.

5. Financial Viability and Sustainability

- 5.1 Sustainable and strategic financial growth.
 - 5.1.1 Financial forecasting and modelling.
 - 5.1.2 Risk management – undertake the development of risk management plans for each business within Centacare Tasmania.

6. Quality Assurance Accreditation

7. Research and Business Development

Programs and Services

Services for families

- Family and Relationship Counselling
- Family and Relationship Education and Skills Training
- Family Life Education
- Natural Family Planning
- Adoption Services
- Family Wellness

FAMILIES UNDER STRESS

- Specialist Family Violence Service
- Challenging Abusive Behaviours Program for Men
- Family Dispute Resolution
- Transitional Housing Support Service
- Private Rental Tenancy Support Service
- Specialist Intervention Tenancy Service
- Annie Kenney Young Women's Refuge

FAMILY SKILLS & TRAINING

- Willson Training (RTO)
- Marriage and Relationship Education

FAMILY SUPPORT PROGRAMS

- Outreach & Early Support Program
- Lifeskills and Support and Relationships – for Young Women
- PrAM – Pre and Post Natal Support for Young Parents
- Reunification (Pathway Home) Service
- Rural Group Program – Triple P – parenting and family support strategy

CHILDREN'S PROGRAMS

- Children's Counselling
- Childcare, Vacation and Outside School Hours Care
- Kids' Talk
- Centacare Kids' Club
- Back-up Child Care for adult group programs

Services for the community

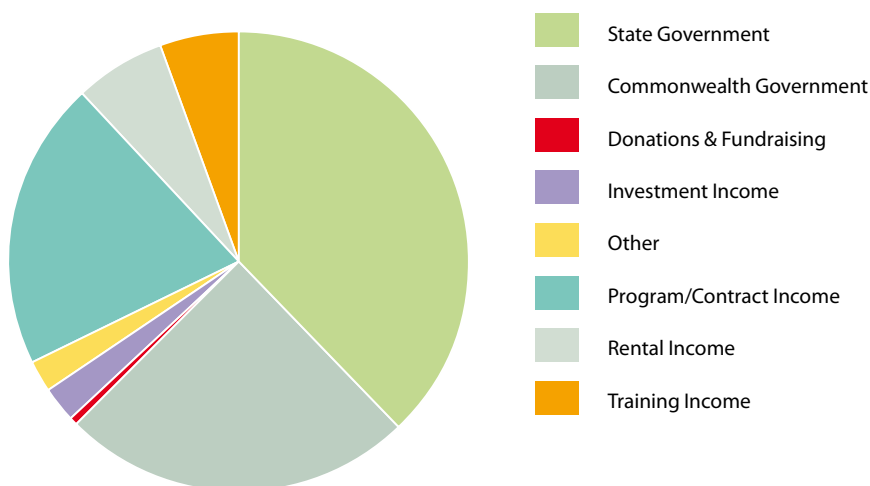
- Communities for Children
- HSS (Humanitarian Settlement Strategy) – Refugee Settlement Program
- Settlement Grants Program
- Affordable Community Housing

Centacare Tasmania financial summary

FOR THE YEAR ENDED 30 JUNE 2011

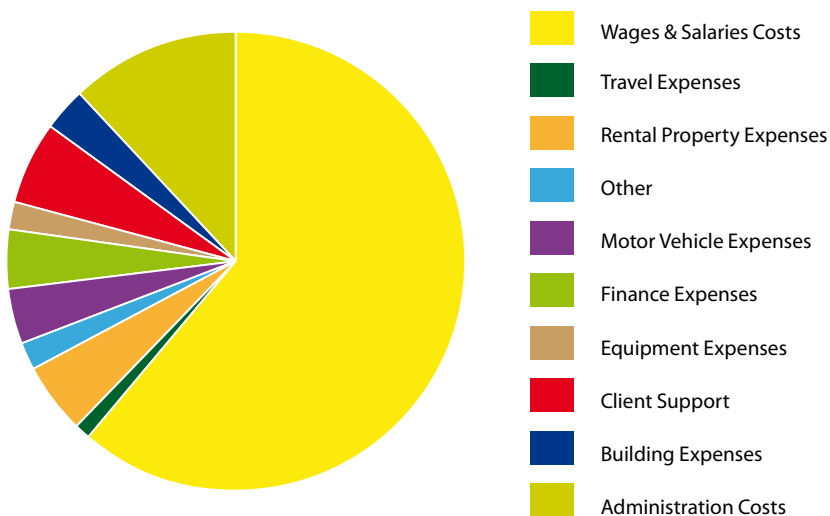
INCOME

| | |
|-------------------------|-------------------|
| State Government | 4,189,633 |
| Commonwealth Government | 2,736,628 |
| Donations & Fundraising | 63,064 |
| Investment Income | 282,109 |
| Other | 236,145 |
| Program/Contract Income | 2,241,104 |
| Rental Income | 711,118 |
| Training Income | 607,946 |
| Total Income | 11,067,747 |

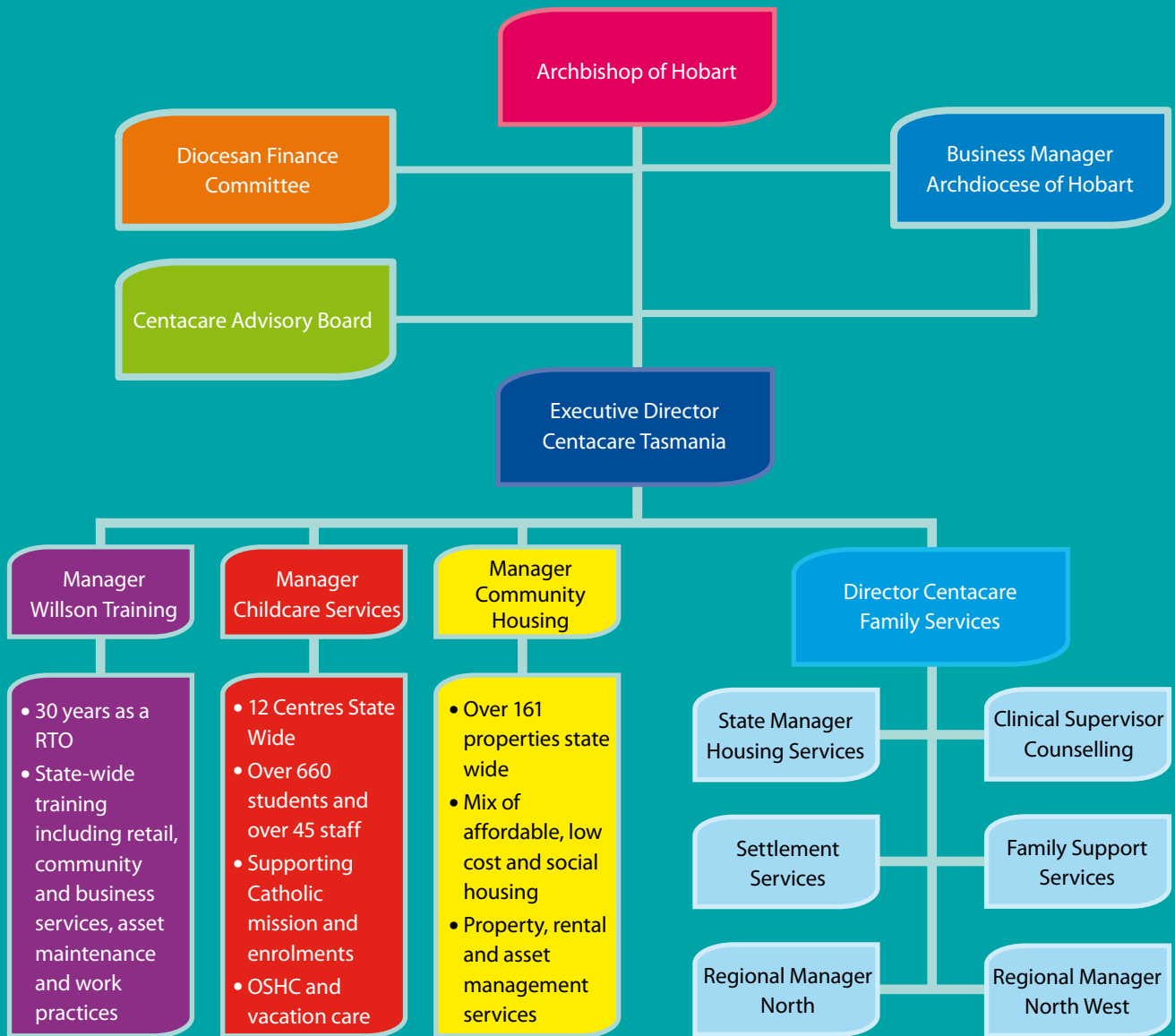


OPERATIONAL EXPENSES

| | |
|--------------------------|-------------|
| Wages & Salaries Costs | 62% |
| Travel Expenses | 1% |
| Rental Property Expenses | 5% |
| Other | 2% |
| Motor Vehicle Expenses | 4% |
| Finance Expenses | 4% |
| Equipment Expenses | 2% |
| Client Support | 6% |
| Building Expenses | 3% |
| Administration Costs | 12% |
| Total | 100% |



Organisational Structure as at 30 June 2011



REGIONAL PROGRAM DISTRIBUTION

NORTH WEST

- Child Care Services – OSHC
- Specialist Intervention Tenancy Service
- Men and Family Relationships
- Family Life Education
- Natural Family Planning
- ACCESS – employee assistance program
- Family and Relationship Education and Skills Training
- Private Rental Tenancy Support Services
- Post Separation Cooperative Parenting Program
- Adoption Services
- Communities for Children
- Family Mediation

NORTH

- Child Care Services – OSHC
- Specialist Intervention Tenancy Service
- Men and Family Relationships
- Personal and Family Counselling
- Challenging Abusive Behaviours
- Family Life Education
- Natural Family Planning
- ACCESS – employee assistance program
- Settlement Support Program
- Family and Relationship Education and Skills Training
- Transitional Support Services
- Silver Lining
- Private Rental Tenancy Support Services
- Settlement Grants Program
- Family Support Services
- Adoption Services

SOUTH

- Child Care Services – OSHC
- Specialist Intervention Tenancy Service
- STITCH Program
- Reunification
- Challenging Abusive Behaviours
- ACCESS – employee assistance program
- Complex Case Support
- Settlement Support Program
- Specialist Family Violence Service
- Family and Relationship Education and Skills Training
- Transitional Support Services
- Private Rental Tenancy Support Services
- Humanitarian Support Services
- Settlement Grants Program
- Natural Family Planning
- Family Life Education
- Adoption Services
- Family and Relationship Counselling
- Children's Counselling
- Young Women's Refuge

Vale to Sister Philippa

On June 29, 2011, Sr Philippa Chapman passed away surrounded by her loved family and friends. She was the inspiration and creative energy behind the development of Centacare from what began as a marriage counselling service and grew to provide wider support programs in the community.

Sr Philippa was born on June 9, 1939, in Melbourne. She joined the work force at the age of thirteen as a factory machinist and trained as a dress maker/designer.

Philippa's vocational call to join the Sisters of the Good Shepherd in 1956 at the age of seventeen years expanded her talents into many areas. Her work at Mt St Canice involved acquiring various skills including that of chef, house mother and dental assistant. She also studied at the Conservatorium of Music and recorded three albums of her own compositions.

Between 1972 and 1974, Sr Philippa undertook the role of Directress at Mount St Canice where she developed an innovative program for working with disturbed adolescent girls. This role had a major impact on many lives and we continue to hear stories years later from women who speak fondly of Sr Philippa's positive influence on their lives.



In 1975 she transferred from the Good Shepherd Order to join the Archdiocese of Hobart as a Religious Sister and commenced working at what is now Centacare Family Services as a Counsellor and Community Development Worker. She was also involved in the provision of counselling services at the Family Law Court prior to the appointment of court counsellors. As a Community Worker in Bridgewater, and recognising certain needs in that community, Sr Philippa was instrumental in the establishment of the Bridgewater Neighbourhood Centre. She graduated as a social worker in 1976. In 1978 she was appointed principal Office of Adoption at Centacare, and in 1979 conducted research with relinquishing parents in Tasmania and Victoria, assessing their attitudes to open access to birth records. In 1980, on behalf of the Australian Bishops, she undertook a three month study tour in the UK, Ireland and USA



Mt St Canice 1960s



Fr Clem Kilby and Sr Philippa appearing in *The Mercury* newspaper "Backing a winner" at Centacare's Race Day, 1990s.



Centacare Offices, New Town, 2005.



Centacare's 40th Anniversary Dinner, 2000.

to investigate services in unplanned pregnancy, single mothers and post abortion support. This experience made her a valuable member of the Adoption Working Party to develop the Regulations of the Adoption of Children Act Tasmania (1988).

In 1989 she was appointed Executive Director, Centacare. She was always at the leading edge of social change and was instrumental in the development of social and community welfare courses nationally.

A few of the many programs that she initiated include: family group homes; various programs for young mothers; psycho-education programs for men who abused in their families; sexual perpetrators; MARITAS, the Marriage Education Association for the Archdiocese; working with migrants and resettlement programs; managing crisis events in the community. Sr Philippa was a "trend setter" for social welfare issues and identified needs in areas of the community that were often overlooked. She was a champion for their causes. No obstacle – political or financial – deterred her: she was on a mission for God: "He would provide"... and He did! Her work was also recognised by the wider community when she was awarded the Tasmania Day Award in 1985.

In her latter service to Centacare, Sr Philippa dedicated her energies and care to the new Humanitarian Entrants. To gain greater understanding of those around her Sr Philippa would broaden her knowledge of other cultures through learning their language, rituals and traditions. Prior to her death Sr Philippa was planning a trip to Ethiopia. She was loved and revered by those she worked with and many called her "Mother".

She brought her skills as a cook, seamstress, musician, and entertainer into her everyday work for the benefit of clients and staff alike.

Philippa loved her Lord, her close family and her Agency and put all her energy into supporting them. We miss her enormously, but her spirit lives on as our inspiration.

Sr Philippa's Song

Yes the Lord looked upon us with kindness, when He gave us Mary,
Then He called her back to St Canice, and she became "Sister P"
There she cared for wayward girls, and released her first LP
With a voice that sung like an angel from above.

Fr Clem needed help at Centacare, so he called on the nun,
Never dreaming of the Choices and Challenges this Change would overcome
From a Mustard Seed there grew, many programs for the oppressed
From Camp Coningham to the Prison with the men.

Sr Philippa has many talents, and some vices too!
We all prayed to be saved from anxiety when Pippa chose to move!
No-one's office was ever safe, from her need to rearrange
The removal company thanks her ... for their profits.

With her family beside her she's invincible – She will take on the world
Learning German, Italian and Sudanese – she's "mum" to all of these.
With a spade, a needle and a pot, she creates and cares for the lot.
So we thank you Sr Philippa from the bottom of our hearts.

Based on an original song written by Sr Philippa and 'adapted' by her Centacare friends.

Family and Relationship Counselling

SERVICE DESCRIPTION

Centacare offers a comprehensive state-wide counselling service that provides assistance to individuals, couples, families and children. This service offers the individual or family member the opportunity to develop stronger, healthier relationships. This program promotes and encourages the well-being of the family. Where families are no longer able to live together, separation and post-separation counselling is available and aims to give support during this transition, to minimise conflict and to assist parents to seek outcomes that address the best interests of the children involved.

SERVICE PROVISION

The demand for individual, couple and family counselling across the state continued to increase during the last financial year. Families and individuals present with a wide range of issues and concerns; these can include family violence, conflict, communication, separation, parenting and grief and loss. People referred to this program often present with high and complex needs and can include mental health, anxiety, depression, trauma, and substance abuse and/or disability issues. We also see a number of children and adolescents who are displaying problematic behaviours including self-harm, eating disorders and school refusal.

We continue to provide a weekly outreach counselling service to residents of Bethlehem House, a shelter for homeless men.

EMPLOYEE ASSISTANCE PROGRAM

We continued to provide counselling to staff from a wide range of work sites and during the last year have again experienced a marked increase in the number of referrals to this program.

FUTURE DIRECTIONS

- To offer a group program for grandparents who are raising grandchildren
- To offer a training opportunity on bereavement work by a leading trainer in this field
- To continue and extend our networks with schools in the local area
- To collaborate with Positive Solutions in providing assistance and support for step-families
- To increase the number of staff trained in the application of Family Therapy
- To offer a range of group programs outside of normal business hours to engage working people
- To work collaboratively with other organisations in providing programs and services to the community.

Title: Family and Relationship Counselling
Funded by: Commonwealth Department of Family and Community Services and Indigenous Affairs (FaHSCIA)
Location: Southern, Northern and North West Regions

Childcare

The childcare team continues to provide quality care for the children of clients attending appointments and/or groups within Centacare. Care is regularly provided for children of clients attending long term programs such as the STITCH program; plus on a short term basis for group program including:

- HSS (regular tenancy and life skills training)
- Cameo and REAL program (facilitated by the counselling team)
- Think Family, Think Community (8-week FaHSCIA funded program)

The team have also supported the Rural Group program by providing on-site childcare at the location where each program is being run.

Provision of childcare for all of the above services breaks down potential barriers for clients wishing to participate in any groups and enhances participation rates in these programs. It is intrinsic to the Centacare ethos of ensuring accessibility of service to all clients.

The primary goal of childcare is to provide a safe, caring, nurturing and stimulating environment to all children, which will encourage growth and provide opportunities for children in all areas of their development. Individual portfolios are compiled for each child to take home. These include photographs and artwork of and by each child. The team consists of a dedicated team of four; however on occasion there has also been the need to access the casual pool of childcare workers with Centacare's Outside School Hours Care team.

Children's Counselling

SERVICE DESCRIPTION

Counselling and group-work programs are available to children and these are provided in a way that supports and encourages them to communicate their feelings and experiences. This is achieved through offering a range of age-appropriate expressive therapies that best support this process. Counselling for children takes place in our cheerful and well-equipped designated counselling room and children are encouraged to utilise a variety of creative mediums including painting, drawing, sand play and clay modelling.

Children attend counselling to address a wide range of issues. These can often include parental separation, experiencing and/or witnessing family violence, grief and loss, trauma, anxiety and depression. They can also be referred for behavioural difficulties, bullying and school related issues. In most cases parental involvement is seen as integral to the counselling process and is supported by the framework offered by the children's counselling team.

SERVICE PROVISION

The number of referrals for children's counselling has seen a significant increase across the state during this year. We continue to receive a substantial number of referrals from Child and Family Services, Child and Adolescent Mental Health Services, primary and secondary schools, medical practitioners, parenting and family support services. Parents who are concerned about their children's well-being consistently contact our service and it is noted that they have often been recommended to Centacare by previous or current clients.

Work with children may require extensive consultation and education with one or both parents. Depending on their issues children can be worked with individually, attend group sessions or be seen together with their family members. Some children may also have significant mental health issues but as they fall outside of the Child and Adolescent Mental Health Services' system they are offered counselling and support by Centacare.

Many of the children referred to the children's counselling program have experienced family separation and can be assisted through this time of change and possible conflict. If family violence is identified the counsellors will always aim to ensure that the safety needs of the children are addressed.

Preparation for counselling children takes time – it involves careful and thoughtful preparation of activities to use in sessions, interviewing and maintaining involvement with parents, and in many cases, grandparents, schools, Child & Family Services and other appropriate agencies.

GROUP PROGRAMS FOR CHILDREN

OVERVIEW

The children's counselling team members have offered a range of existing and new group programs for children and adolescents.

They have received a lot of support and will continue to provide an important service to the community.

LET'S TALK

Let's Talk was initially developed for teenage boys between the ages of 12 and 15 years. Following the receipt of a second grant from the Myers Foundation the program was offered again this year to both boys and girls. This program combined centre-based activities with external activities and was designed to cover areas such as communication and improving relationship skills. Participants were recruited from local high schools and the program received a lot of support from teachers.

WHAT IT'S LIKE BEING ME

A trial group program was jointly facilitated by Positive Solutions and Centacare counsellors for children in step-families. As a result of this program, Positive Solutions successfully applied for a grant to run a series of step-family group programs around the state. Centacare supported the grant application and will collaborate in running future sessions.

FUTURE DIRECTIONS

- To continue exploring more opportunities for working with adolescents
- To offer group programs to children who have experienced the death of a family member
- To provide parenting skills groups.

Title: Children's Counselling

Funded by: Commonwealth Department of Family and Community Services and Indigenous Affairs (FaHSCIA)

Location: Southern, Northern and North West Regions

Childcare Services

Centacare Tasmania Child Care Service was established late 2009 to provide child care on behalf of the Archdiocese of Hobart and is one of Centacare Tasmania's three community services delivered throughout the State.

The Child Care services are delivered according to principles and values of Catholic social justice, are licensed according to the State Child Care Act and are accredited by the National Child Care Accreditation Council.

During the past year the service has partnered with individual Catholic Primary Schools to support families with school aged children through the provision of Outside School Hours Care services. All administration for the services, including enrolments and fee administration, is provided at a small office in Hobart and services are delivered at each school site. Qualified staff are employed and supported by Centacare Tasmania Child Care Service to provide safe, caring and fun recreational environments that support children's developmental and educational needs.

Outside School Hours Care services are currently delivered at 10 Catholic Primary Schools:

- Before School Care – 7 services
- After School Care – 9 services
- School Holiday Care – 6 services



- Children enrolled – 656
- Average daily attendance during school term – 230
- Average daily attendance during school holidays – 74

The funding to deliver the services is covered by the fees charged to families. All services are approved child care services and receive Child Care Benefit funding on behalf of eligible families and all families are able to apply for the Child Care Rebate for up to 50 per cent of their out-of-pocket expenses not covered by the Child Care Benefit.

During the next year it is planned to increase the number of partnerships with Catholic Primary Schools throughout the state and to consider the opportunities to diversify service delivery to include long day care and occasional care.

Family and Relationship Education and Skills Training (FREST)

SERVICE DESCRIPTION

FREST provides a variety of relationship skill and education programs for individuals, couples and families. This program aims to be based on identified client and community need to enhance individuals, couples and families' experience of life by building on strengths and providing information to develop skills within a group learning framework.

Each of the FREST programs responds to the needs of the clients and provides psycho educational group programs and skill development programs to assist individuals, couples and families develop better relationships.

SERVICE PROVISION

Pre Marriage Education (state-wide)

Centacare provides two types of relationship programs for couples preparing for marriage:

- FOCCUS® Pre-marriage Inventory
- Group programs

These programs give couples an opportunity to reflect on their relationship and the skills and strategies that will assist them in building a resilient marriage.

FOCCUS® facilitators from around the state gathered in Westbury in March to learn online processing of the FOCCUS® Inventory. From April, hand scoring ceased and all facilitators registered with FOCCUS Inc (USA) began using the online scoring service.

GROUP PROGRAMS

Will you still need me when I'm 64?

A potentially stressful transition period for couples is retirement. Centacare FREST program continues to participate in Seniors' Week activities by presenting a workshop on relationships in retirement, 'Will you still need me when I'm 64?' This has been a wonderful opportunity for couples and individuals to share their strategies and stories on the impact of retirement on their relationship.

RESPONSIBLE EMOTIONAL AWARENESS FOR LIVING (R.E.A.L.)

The R.E.A.L. Women's group, based on Acceptance and Commitment Therapy is a program for women wanting to cope with anger in a healthier way. The program provides women with strategies for coping with strong emotions, while being able to live in a way that fits with their own values. This has proved to be a popular group and the second course for 2011 will commence in September. The women participating in this group were asked to complete a set of measures at the start of the program, during the program and at the completion of the 10 weeks. The measures indicated an improvement for most of the women in their anger behaviours, lower levels of depression, anxiety and stress.

CAMEO GROUP

The CAMEO group is an eight-week program for women that provides information and awareness on the short and long-term effects that living with an abusive partner can have on the women themselves and on their children. This group was offered twice in 2010.

ENGAGING ADOLESCENTS

A group for parents wanting to engage more successfully with their adolescent children was offered for the first time this year and was well attended with all participants providing positive feedback.

ACT PRACTICE GROUP

Acceptance and Commitment Therapy is used in counselling by many of the counsellors and we now offer weekly practice sessions in mindfulness, following the ACT structure. Clients and staff are invited to attend these sessions to learn and regularly practice mindfulness.



Title: Family and Relationship Education and Skills Training (FREST)

Funded by: Federal Department of Family and Community Services and Indigenous Affairs (FaHCSIA)

Location: Southern, Northern and North-Western Regions

The Silver Lining Program

Throughout the year the Silver Lining Program has continued to provide a range of services for families – men, women and children. With literacy being the central core to all its service delivery, much work has been carried out to ensure that the literacy element of any activity is clearly relevant to each client in terms of their actual current needs, whether these are in housing, parenting, household management etc. Other areas where support and guidance has been provided includes personal care and presentation, how to develop your own effective peer support network, self development including goal setting and planning, self evaluation and expression, and how to access affordable family activities. For children the core aspect of the Silver Lining Program has been about introducing them to storytelling and reading to children. While this has ultimately proved to be a popular aspect of the

program, it has required much preliminary groundwork, building trusting relationships in settings such as libraries and community health centres in smaller, isolated communities before attendance at sessions has been meaningful.

Silver Lining has regularly promoted its service and those of Centacare Northern Region generally at a number of events including taking a major role in the 2010 George Town “Fathers Festival”, “All about Kids Day” at Ravenswood Neighbourhood House, and other events where potential program clients and interested professionals may be present.

Title: Silver Lining Program

Funded by: Tasmanian Community Fund

George Town Hospital Counselling Service

This service has established strong links in the George Town area in a relatively short time and already has a very positive reputation with clients, referring professionals, and other service providers in the region.

Linked closely with local schools the program mainly works with client families or individuals referred via the Gateway system, Health, or Education. The service is very well utilised and while its main focus is working with children in a number of age specific and gender groups, it also works with parents where applicable. These groups – called Warriors and Amazons – respond extremely well to client needs rather than work to an inflexible structure.

Funded by: Tasmanian Government

George Town Intensive Family Support Service

Centacare commenced providing this service in the George Town municipality in May 2010.

The aim of the service is to provide relatively brief but very specific and intense support to children and families identified as being in need due to a wide range of potential factors. The service therefore focuses on practical support and guidance building on client strengths with a view to reducing the need for intervention from more formal services such as child protection. While potential clients may self refer, all referrals come through the Gateway system.

Funded by: Tasmanian Government

George Town Outreach Program

This service, which was previously funded by the Federal Government, is currently provided without funding by Centacare as it has a strong commitment to the provision of consistent services to people who live in the George Town area.

From the beginning of July 2010 the service has been located in the George Town Community Hospital and this has been seen as a positive step by many in the area as people going to the hospital can be visiting there for any number of reasons. The new location is also seen as having benefits in working relationships with health professionals in the area as the hospital and practice are located in the same area as a very large (ten doctors) GP practice.

Like other Centacare programs in the region, this service has become accepted in the George Town community and is

considered to be the only outreach counselling service of its kind that works from a permanent base in the town. With a high level of social deprivation in the George Town area there continues to be a high level of demand for this service.



Family Support Program

The past year has been one of great change for all of the Family Support Programs. Traditional State funding was re-directed into the development of a specialised reunification program, working with families whose children are in Out of Home Care. This program became operational in March 2011 and required the closing of the PrAM and LASAR program by this date.

Sadly, due to the specialised nature of the work undertaken by reunification services, not all workers within the Family Support program joined the Reunification team and the program went through a re-deployment and redundancy process.

Integrated Family Support Service (Outreach)

This program provided support to a diverse range of families referred through the Gateway system. Centacare has now ceased providing this program, due to the funding focus towards the new reunification service. The program stopped accepting referrals in

October 2010, with all cases closed by 2011 in preparation for the new service. Those clients still requiring continuing support were returned to the respective Gateways for re-allocation to other Family Support Programs.

Lifeskills and Support and Relationships (LASAR)

LASAR was also closed in March of this year, due to the change in funding. This was after being in operation for over 26 years. The closing of this program has left a large gap in the community, as few available life skills programs are specifically targeted for

mothers over the age of 24 years. Saying goodbye to this program was another sad time for clients, staff, the agency and broader community.

Pregnancy and Motherhood (PrAM)

Due to the change in funding direction, the PrAM program was one of those programs required to close at the end of last year. This was a sad time for clients, staff and the agency as the PrAM program had been running for over 24 years. Attempts to link participants into other community services and groups were made, to ensure that all those who required continued support had options; however in some cases this was not always possible due to the location of some services and whether they serviced the area where a participant may live.

The agency still regularly receives enquiries from external agencies in regards to the program, highlighting an on-going need for this specific type of support. The provision of transport and childcare were very much seen as the program's strength, as this enabled more socially isolated participants to access the group and broke down some barriers to participation.



Title: PrAM Program – Pregnancy and Motherhood
Funded by: State Department of Health and Human Services
Location: Southern Region

Family Life Education

Family Life Education Programs have been offered to Tasmanian schools and families since 1976.

Family Life Education programs are age appropriate and available to students from Kindergarten to College. We also offer individual programs to schools and families who have students with additional needs.

Family Life programs were developed to assist parents and teachers in the areas of sex and sexuality education and aims:

- To encourage the development of positive attitudes towards growth and development of sexuality in children and teenagers
- To promote discussion between parents and children/teenagers
- To provide accurate and up to date information
- To help children develop positive relationships

Family Life Education Primary school programs are offered in evening or in-class sessions or a combination of both.

The evening sessions involve both parents and children and provide the opportunity for the child to develop an understanding that their parent or guardian is informed and open to discussing these areas with them.

While evening sessions are important for opening the lines of communication between parent and child, our in-class sessions have a higher attendance rate therefore our message is received by a higher volume of students.

Family Life Education programs in primary schools are age appropriate and inform students about different types of families, how a family begins, where a baby grows, how babies are born, the difference between boys and girls, good touches/bad touches, good secrets/bad secrets and the importance of having at least five trusted adults in their lives.

The Upper Primary school students also learn about the changes they will experience during adolescence and explore making healthy decisions about their bodies.

Family Life Education in secondary schools is growing at a steady rate with both Catholic and State schools booking the redeveloped programs in 2011. These programs are age appropriate, offered as in-class sessions and often compliment the health or child studies sections of the curriculum.

Some of the topics discussed at secondary level are: healthy relationships, consensual sex, abstinence, myths about sex, understanding and protecting your fertility, peer pressure, positive decision making, sexually transmitted infections, sex and technology respect and how to say no without the fuss.

Parent Information sessions are offered to both primary and secondary schools prior to the program being presented to students. These sessions offer parents the opportunity to view the program content and discuss any concerns they may have.

Term 3 for 2011 will see the redevelopment and promotion of our College programs.

Family Life Education currently has five presenters across the state. All five presenters are fully trained in our primary schools programs with two also trained to present the Secondary programs.

Throughout 2011, we have had the opportunity to work closely with Catholic Education Office on the development of their Sex-Ed in Catholic schools policy currently named Working towards Wholeness. It is aimed to have this policy ready for implementation in schools in 2012.

We are also seeking funding to purchase 10 virtual parenting dolls with accessories to add to our Secondary programs. The virtual parenting pack that we aim to purchase also includes a foetal alcohol syndrome doll, a drug addicted doll that allows students to feel the babies withdrawal tremors and a shaken baby syndrome doll that allows students to see the areas of the babies brain that are affected when a child is shaken.

The aim for the future for Family Life Education is to find funding to support the ongoing costs and to ensure the longevity of the programs, to promote the programs to Catholic, State and Independent schools and to work with the Catholic Education Office on the implementation of their new sex and sexuality education policy.

Title: Family Life Education

Funded by: No external funding

Location: Southern, Northern & North Western Region catering for the West Coast





Natural Family Planning (NFP)

Natural Family Planning is a state-wide service that is offered to couples wishing to achieve or avoid a pregnancy using natural methods.

Natural Family Planning involves educating and supporting couples in decisions regarding their fertility by a nationally accredited Natural Family Planning Educator.

The future for Natural Family Planning involves further promotion of the program within the parishes.

Title: Natural Family Planning (NFP)

Funded by: National NFP Board through the Australian Catholic Bishops' Commission

Location: Southern and Northern Regions (correspondence service for other regions)

Adoption Services

The Catholic Private Adoption Agency offers a state-wide service to all parties to adoption, which includes relinquishing parents, adoptive parents and adoptees.

Parents considering the adoption option for their child are assisted to consider all options and sources of support. This may include an adoption plan, but more often will lead to support to parent their child. The Agency deals only with the adoption of Tasmanian children and is represented on the State Government Inter-country Adoption Consultative Committee.

Several women throughout the state have been assisted through the difficult decision-making process of planning for life after the delivery of their child, and in each case they have chosen to maintain the care of their infant. The Agency makes every effort to ensure that they receive all appropriate care and support.

Through the Adoption Information Search service, the Agency has provided information and linkage for relinquishing parents and adoptees. This process requires great care and sensitivity, and support is offered to all parties during and after linkages have taken place.



Title: The Catholic Private Adoption Agency

Funded by: State Department of Health and Human Services

Location: Southern, Northern and North-Western Regions

Specialised Family Violence Service (SFVS)

SERVICE DESCRIPTION

SFVS is a specialised individual assessment, counselling and group program which covers the impact of family violence on all family members. This service offers a whole-of-family approach and offers the participants access to the Challenging Abusive Behaviours (CAB) group program for male perpetrators. Children are supported in accessing the children's counselling and group programs to deal with their experience of family violence. Women are offered individual counselling and group programs. A case management model approach is used to monitor and ensure best practice is maintained with due regard to the safety of women and children.

SERVICE PROVISION

Referrals to this program remain high and the numbers of clients continue to be well above the target set by our funding body. This is well recognised as a difficult and challenging area to work in and staff members are supported in their work by both formal and informal processes.

Recognition of the ongoing and traumatic nature of family violence on women and children has been well documented and counsellors endeavour to maintain their knowledge and skill level working in this area.

This program has gained a good reputation in the community and staff members are often asked to comment on relevant issues in the community sector and via the media.

FUTURE DIRECTIONS

- To continue to provide a best practice, educational and therapeutic, individual and group program to women who have experienced family violence
- To maintain representation on both regional and state Domestic Violence Co-ordinating Committees
- To provide input to the Child Support Agency Family Violence Reference group
- To participate in providing feed-back where applicable on the implementation of the National Plan to Reduce Violence to Women and their Children in Tasmania.

Title: Specialised Family Violence Service (SFVS)

Funded by: The Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

Location: Southern, Northern and North-Western Regions

Challenging Abusive Behaviours (CAB)

SERVICE DESCRIPTION

CAB provides an initial assessment, orientation and 20-week educational program for men who have been angry, aggressive or abusive toward their partners and have acted in ways that have frightened and, or hurt their partners and children. CAB is for men who want to take responsibility for their behaviour and to learn more positive, safe and respectful ways of relating in their families.

SERVICE PROVISION

Over the past year the Challenging Abusive Behaviours Program has consistently maintained participant numbers of 8-10 men per session. During the last financial year we received in excess of 100 calls relating to the CAB Program of which 44 completed the assessment and over half of these completed the program.

The program continues to attract a wide range of men from different socio-economic backgrounds and aims to provide a safe learning environment where the men can challenge each other's and their own behaviours, thoughts and assumptions.

Referrals to this program continue to be from the courts, solicitors, doctors and other professionals however the majority are self-referrals who have been recommended to the program by men who have previously graduated from the 20-week course.

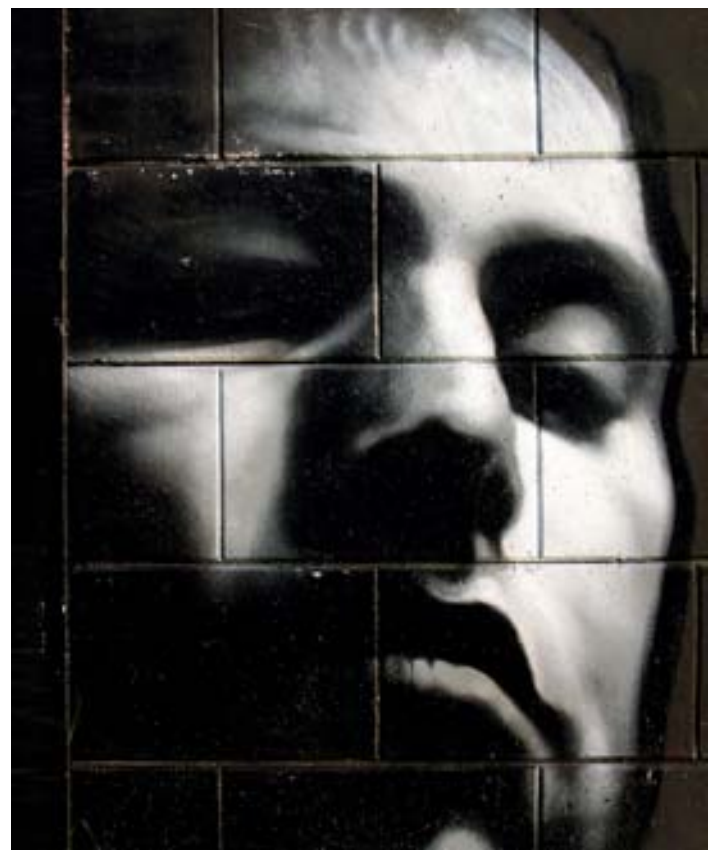
The CAB program continues to be a very positive experience for the participants. Some of the comments from men who have completed the program are:

"I am more patient and listen to my wife and kids more and work together with them on what they need."

"I am more understanding and accepting of other people's thoughts and attitudes."

FUTURE DIRECTIONS

- To continue to conduct a pre and post three and six month assessment of CAB participants
- To attract funding for longitudinal evaluation
- To attract government funding for this program.



Reunification (Pathway Home) Service

This service became operational in March 2011. Work commenced on designing and developing the service delivery model in August 2010. This was undertaken in collaboration with Anglicare, Centacare, Uniting Care, Child Protection Services and Disability and Community Services and is a new initiative in Tasmania, as it is the first time that Reunification services have been undertaken by community sector organisations. Centacare provides these services in the South East and South West of the state, with all referrals to the program coming directly from Child Protection Services.

Workers work collaboratively with Child Protection Services to achieve positive outcomes for children and families undertaking the reunification process; providing intensive support through the provision and use of both practical and therapeutic skills. The aim is to ensure the safe and sustainable return of children to their families after a period of time in Out of Home Care. Due to the intensive nature of the work, workers hold small case loads (up to five families) and can provide individually tailored support to families for up to, and over 40 weeks, depending on the individual needs, of each family member.



Title: Reunification (Pathway Home) Service
Funded by: State Department of Health and Human Services
Location: Southern Region

Rural Group Program

This is a new initiative funded through the Clarendon Children's Foundation. Anecdotal evidence and research gathered by the Family Support team evidenced the need for the provision of positive parenting program in rural areas throughout southern Tasmania. This evidence supported the development of a proposal to facilitate Triple P parenting programs in areas outside greater Hobart, where these programs had traditionally always been run. The proposal was then submitted to Clarendon Children's Foundation who accepted and initially funded the program for 12 months. There may now be the possibility of a further two years funding.

The program became fully on-line in March 2011 and has bookings for groups up until December 2011. Groups are to be facilitated in:

- Margate
- Ouse
- Huonville
- Bothwell
- Westerway
- Nubeena

All current groups are being facilitated in partnership with the local schools in these areas, which have been extremely supportive in providing facilities to run the groups and assisting with advertising and organising information sessions for potential participants.

The groups run for 8 weeks for between 10 and 12 participants, and have been designed to provide follow-up for participants at three monthly and six monthly intervals. The development of a Facebook page for on-going support is also under consideration.

The response to the program going into areas has been extremely positive and demand for the groups is exceeding what can be provided. An "expression of interest" list has been developed for future groups in areas that have not yet been targeted.

Title: Rural Group Program
Funded by: Clarendon Children's Foundation
Location: Southern Region

No Smacking Day

Centacare Family Support Program received a donation to support the raising of awareness around non-violent and positive parenting strategies. This was achieved with a plan to regularly raise awareness in Tasmania of International No Smacking Day on 29 April.

A parenting resource bag was developed, which contains positive parenting strategies in the form of tip sheets, information leaflets and contact details for parenting support services in the local area. A stall was held on Parliament Lawns in Hobart to raise awareness

of the day, which fell on a Saturday this year. The Family Support Program and other agency staff volunteered their time to look after the stall on the day. Resource bags, balloons, and stickers were given to parents and children, face painting was also provided. The stall was well attended with over 100 children having their faces painted and 220 bags and 290 balloons given to those who visited the stall.

It is anticipated that raising awareness of No Smacking Day will become a regular state-wide event.

Centacare's Housing Programs

Centacare recognises the importance of safe, stable, secure and affordable accommodation providing support to those in need through our housing and homelessness services. Homelessness is a growing concern in Australia, Tasmanian Homelessness services reporting alarming increases of people who are homeless or who are at risk of homelessness. *Which way home? A new approach to homelessness* (2008) reports that each night, 100,000 Australians are homeless, the Australian Bureau of Statistics from the 2006 Census (*AIHW: 2009*) reporting approximately 2,507 people were homeless in Tasmania, a rate of 52.6 homeless people per 10,000. Centacare Tasmania, as a key organisation supporting Tasmanians who are homeless or at risk of homelessness has been active in advocating for the needs of our community, working towards social justice for those who are most marginalised. This year Housing programs have done so through active participation as a member of the Shelter Tasmania Executive Committee, Domestic Violence Crisis Committee, Tasmanian Government (State Budget submission) and participation

on working groups; Reference Group on Homelessness, Dedicated Homelessness Facilities, Specialist Tenancy Intervention Tenancy Services, forums on the development of Tasmanian Homelessness plan and a variety of stakeholder feedback groups.

Centacare programs for those who are homeless, at risk of homelessness or in housing stress continues to be in high demand. This is a reflection of the difficult times many of those within our community are facing. Many clients have difficulty entering into the private rental market and are forced to rent substandard dwellings due to lack of options. Many clients, finding themselves in severe housing stress, are paying well over 50 per cent of their income in rent. Sadly, affordable housing in Tasmania increasingly becomes a distant memory.



Private Rental Tenancy Support Service (PRTSS)

With the ever-tightening private rental market, it is now more important than ever for tenants to make their tenancies work for them. Through a partnership with Housing Tasmania (Affordable Housing Strategy) and the Salvation Army, Centacare is providing the lead-agency role in the provision of the initiative, the Private Rental Tenancy Support Service (PRTSS).

PRTSS provides support to tenants on low incomes who may be having difficulty maintaining a tenancy within the Private Rental market. The program is a statewide program with offices in Hobart, Launceston and Burnie.

Tenancy support workers are available to provide:

- One-on-one tenancy management support, tenancy information, appropriate referrals and tenancy education/group work
- Support to tenants to gain life skills and knowledge to ensure sustainable tenancies
- Appropriate and accessible information about tenant's rights and obligations
- Advocacy and support for negotiating with landlords and their representatives

- Advice on dispute resolution, managing arrears, abandonment and eviction procedures
- Referrals to other services that may assist people with their tenancies or with issues that may impact on their tenancy.

The main reasons for tenants seeking support from PRTSS were rent arrears, seeking information and support regarding issues covered within the *Residential Tenancy Act* such as maintenance, and being at imminent risk of eviction. The current high costs of rent impacts greatly on families and their ability to maintain tenancies. Tenancy support workers are able to meet the needs of tenants through one to one tenancy support, the provision of information, advocacy and negotiations with landlords and real estate agents. The PRTSS program often works as an Early Intervention and Homelessness Prevention program.

Title: Private Rental Tenancy Support Service (PRTSS)

Funded through: National Affordable Housing Agreement

Funded by: Federal and Tasmanian Government

Location: Southern, Northern and North-Western Regions

Transitional Support Service (CTSS)

The role of CTSS is to provide intensive support that begins whilst a client is in immediate Emergency Accommodation (shelter or refuge). Centacare's Hobart office is funded to support women and children, and the Launceston office is funded to support men, women and children. CTSS workers continue to support clients until they are able to maintain independence within stable accommodation.

Some of the ways the Transitional Support Program supports those who are homeless are:

- By providing practical and emotional support to find long-term sustainable accommodation
- Supporting people out of crisis, and in developing skills and strengths in maintaining independence
- Support in dealing with the Housing Department, Real Estates and private landlords, as well as learning about their rights and responsibilities as a tenant
- Advocacy and developing the confidence to deal with everyday issues that may impact on a person's ability to maintain their independence
- Support in dealing with Centrelink and other government departments
- Living-skills development including budgeting, debt repayment, nutrition, communication and confidence building
- Supporting people to link into their local community, building positive social networks

- Identifying any issues that may have led to homelessness, and supporting clients in identifying strategies to end the cycle of homelessness

The CTSS program also has 20 transitional properties state-wide that can accommodate those who may need intensive living-skills development or those who, due to the current market, are unable to locate other options and need more time.

Lack of long term, affordable housing options remains an issue across all regions. The current rental prices continue to rise, often making it impossible for clients on low to middle incomes to afford private rental. Service system gaps remain for emergency accommodation specifically for single women, young single families and men with accompanying children. Clients between the ages of 12 and 16 continue to have no long term options available to them.

In 2010, CTSS north were granted funding through Tasmanian Community Funds to provide to clients the Silver Lining Program. The program works with people who are at risk of homelessness who have literacy issues. The program is funded until Jan 2012.

Title: Centacare Transitional Support Service (CTSS)

Funded through: National Affordable Housing Agreement

Funded by: Australian and Tasmanian Government

Location: Southern and Northern Region

STAY – Specialist Intervention Tenancy Service (SITS)

STAY the Specialist Intervention Tenancy Support Service is delivered in partnership with the Australian Red Cross. It commenced in September 2010 and started supporting clients in October 2010 as the first Same House Different Landlord properties became available.

The Specialist Intervention Tenancy Service approach forms a solid framework from which workers use a variety of practice approaches. The over-arching philosophy is that the client is understood as having individualised history, issues, needs, drive and motivation. As such, it is the role of the STAY intensive support case managers, to identify the best therapeutic response to achieve long-term positive outcomes.

The model recognises the importance of intensive holistic support within a tenancy/housing framework. STAY workers are available to provide support between the times of 6am and 8pm. From 5pm to 8am workers are available through an on-call roster, via a 1300 number providing emotional support, crisis intervention, information and referral.

Referrals are received from:

- Specialist Homelessness Services
- Mental Health and Alcohol and other Drug (DHHS)
- Tasmanian Prison Services and Community Corrections
- Disability Child Youth and Family Services including Youth Justice
- Housing Tasmania

The service is based in Hobart at the Tower Road site (SW, SE), in Launceston at the York Street site (Nth) and in Burnie at the Australian Red Cross offices in Alexandria Street (NW).

Title: STAY (Specialist Intervention Tenancy Support Service)

Funded Through: National Affordable Housing Agreement

Funded by: Australian and Tasmanian Government

Location: South East, South West, North and North West Regions

Annie Kenney Young Women's Refuge

Annie Kenney Young Women's Refuge provides crisis emergency accommodation to young women between the ages of 13 and 21.

Annie Kenney works from a therapeutic basis. Workers within the program understand that the range of issues young women present with require an individualised and holistic response.

Annie Kenney workers provide 24-hour support and are able to:

- Respond to the presenting young women's crisis needs
- Identify developmental needs and response requirements
- Support reunification for the young person and their family (if safe to do so)
- Assist in linking young women back into school and other educational opportunities
- Support young women in accessing employment opportunities

- Address issues of isolation supporting social inclusion
- Access physical and emotional health services
- Access income and legal support
- Link residents to alcohol and other drug support services
- Support living skill development
- Assist young women to gain confidence and improve communication skills.

Title: Annie Kenney Young Women's Refuge (AKYWR)

Funded through: National Affordable Housing Agreement

Funded by: Federal and Tasmanian Government

Location: Southern Region



Settlement Projects

SERVICE DESCRIPTIONS

Centacare's Settlement Projects continue to deliver good quality services to emerging communities and humanitarian entrants in the North and South of the State via four main project areas.

SGP South – Hobart supported clients through case management, information and referral services and workshops were targeted at the specific area of need identified by new entrant clients. A Specialist Housing Worker project has just been added to their suite of services in the South.

STITCH – Hobart operates on Thursdays and Fridays in school terms and provides a structured life skills group work model focussing on sewing, hand stitching, rug making, weaving, art and craft and a variety of education sessions to assist in the settlement and reduction of social isolation for Humanitarian Entrant women. There is also a focus on learning and practicing English incorporated in a safe and supportive environment. It is a self empowering, strengths based life skills program for new entrant women where they are encouraged to plan and organise activities and events for the program.

SGP North – Launceston primarily focused on providing assistance with housing for those with high levels of need. This position now operates as a Specialist Housing Worker – its main role is to assist new entrant clients to find affordable housing. Finance support was also provided through individual case management opportunities and via more structured and formal workshops.

ACHIEVEMENTS

SGP South – assisted 104 clients with case management services during 2009-2010 again in excess of their set target for the year. Main ethnicities represented were Bhutanese, Burmese, Ethiopian, Congolese, Burundian and Sudanese. During the year SGP South delivered Information and Education Workshops by Centrelink, Taxation Department, Winter Warmers by Sustainable Tas, Work Skills Training on "cherry picking" and Child Protection on children's issues while "cherry picking", Housing Department and Department of Immigration and Citizenship. The Citizenship Workshops were attended by a total of 110 new entrant clients eager to learn more about becoming an Australian citizen.

SGP North – assisted 94 clients with housing and/or financial needs during this financial year again well in excess of their funding requirement. The main ethnicities serviced were Nepalese, Bhutanese, Burmese and Sudanese. The SGP North program hosted a series of workshops focussed on tenancy information and financial knowledge to over 60 new entrants. These sessions were often presented one to one and have been extremely successful in increasing the clients' knowledge of financial concepts and literacy while developing their understanding of their obligations as tenants in their new country.

STITCH – 73 sessions were delivered throughout the year to 940 women – with the program continuing to attract a mixture of new and return clients. The program assists those who arrived in Australia during the last 5 years and is unique in that it enables women to commence the program at any time and caters for people with high and low level needs. The main cultural groups assisted are representative of those coming through the Centacare Humanitarian Settlement Service – Bhutanese, Nepalese and Burmese including Ethiopian, Congolese, Burundian and Sudanese.

Lunch is supplied and transport is also provided on Friday for those who require assistance in getting to Centacare.

STITCH is distinct in that it provides child care – allowing the women to have some respite time while their children are also learning new child appropriate activities under the guidance of qualified child care staff. A nutritious lunch is also provided for the children.

HIGHLIGHTS FOR THE YEAR

We were successful in receiving a small grant from the Community Capacity Grants Building Program for our Stitch Program. The first part of the grant was run in March 2011 as an International Women's Day event called Engaging Women's Strengths. A diverse group of approximately 80 women attended from a wide range of refugee backgrounds. We were honoured to have Beth Gilligan, the Principal of Dominic College as our guest speaker and presented to us an insightful talk



on the strengths of women from all walks of life. The second part of Engaging Women's Strength celebrating International Peace Day will be held in September 2011 at Centacare.

Another highlight was our Market Day held so our STITCH Ladies could sell the products they make in STITCH and at home – this will be a great beginning to many cottage industries.

FUTURE CHALLENGES

- To identify and meet unmet need within the new entrant communities
- To run our settlement program in a sustainable manner
- To continue to develop our staff in a professional way.

WHERE TO FROM HERE

Settlement projects were successful in receiving four Tenders for the 2010-2012 financial year. This will see the continuation of SGP Case Management and STITCH Programs in the South with STITCH now funded until 2013. The new financial year will see the introduction of new projects – Specialist Housing Worker position in Hobart and a Specialist Housing Worker position in the North – our thanks to the Department of Immigration and Citizenship for the funding provided to Centacare.

With the assistance of the Settlement Services Team Centacare looks forward to another big year delivering strong, targeted and sustainable Settlement Services to new arrivals.

Title: Centacare Settlement Projects

Funded by: Department of Immigration and Citizenship.
July 2011 – June 2012 – SGP Casework/Housing
July 2011 – June 2013 – STITCH

Location: Southern Region – SGP Case Management; SGP Specialist Housing Worker; STITCH Northern Region – SGP Specialist Housing Worker

Integrated Humanitarian Settlement Strategy (IHSS) and transition to Humanitarian Settlement Services (HSS)

SERVICE DESCRIPTION

Centacare's IHSS Program provides intensive support to newly arrived refugee and humanitarian entrants. The overall objective of the program is 'to provide orientation, support and advocacy to enable individuals and families to learn practical skills, access mainstream services and have a level of confidence to resume their life in Australia as permanent residents.'

Services provided through the IHSS include:

- Case coordination, information and referral
- On arrival reception and assistance
- Accommodation services
- Provision of housing goods package
- Counselling
- Volunteer coordination and training
- Advocacy and cultural awareness raising services

Centacare had tendered in May 2010, to continue the provision of services for humanitarian entrants and has been awarded with the new contract in April 2011.

Key services provided under the new HSS contract are very similar to the previous IHSS program but there also some changes including an emphasis on:

- Providing more intensive services to young people aged 16 to 25 years and living with their families
- Improving the delivery of Orientation Program and make sure that entrants learn more by using their knowledge in real situations
- Setting up a Local Area Coordination group in order to meet regularly with key service providers to improve coordination of services and their responsiveness

All HSS services are delivered by our well trained and experienced case workers, bi-cultural workers and volunteers. Our team currently consists of a Program Manager, six full-time and part-time case workers, Training Coordinator/Relief Case Worker, Administrative/Purchasing Officer, and 31 Bi-cultural Coordinator manages a team of volunteers, about 150 strong. The volunteers support each newly arrived family (or individual) and help them to gain confidence in making Hobart their new home.

ACHIEVEMENTS

The program has provided services and support to 51 families or individuals (cases) under the IHSS program and 39 families or individuals (cases) who arrived under the new HSS program during 2010 – 2011. The main ethnic groups settled in Southern Tasmania in this period were from:

Demographic Breakdown

| Country of origin | IHSS arrival cases (families or individuals) | HSS arrival cases (families or individuals) |
|------------------------------|--|---|
| Bhutan | 17 | 10 |
| Myanmar | 8 | other (less than 3) |
| Ethiopia | 10 | other (less than 3) |
| Democratic Republic of Congo | 6 | 26 |
| Iran | other (less than 3) | 10 |
| Afghanistan | other (less than 3) | 16 |
| Other | 10 | 3 |
| Total | 51 | 39 |

Over the past 12 months, the program has experienced a steady arrival of families and individuals from Bhutan, Myanmar, Congo, Ethiopia and Eritrea, and lately from Iran and Afghanistan.

In addition to the key services provided under the program we have also offered various information workshops including life skills and tenancy, gardening, outings around Hobart, meeting community members, giving reconditioned computers, harvest festival and barbecue. Our clients and the wider community were invited to a refugee week soccer match to highlight our awareness of refugees' plight around the world.

Volunteers continue to be an essential part of the service delivery and they find it very rewarding seeing families settling well into their neighbourhoods.

Title: Centacare Integrated Humanitarian Settlement Service (IHSS) Program now (HSS)

Funded by: Dept of Immigration and Citizenship (DIAC) Agreement

Location: Southern Region

Complex Case Support (CCS)

Complex Case Support delivers intensive, specialised case management services to humanitarian entrants with exceptional needs. The program provides flexible responses to each case. Referrals are made to CCS from the Department of Immigration and Citizenship on a case by case basis.

CCS is targeted at supporting clients whose needs are beyond the scope of core settlement services. The service works in partnership

with settlement and other mainstream services to achieve outcomes and goals with, and for clients.

The current funding agreement is until June 2011.

Title: Complex Case Support (CCS)

Funded by: Department of Immigration and Citizenship (DIAC)

Location: Southern Region



Communities for Children (C4C)

The Communities for Children initiative is supported by the Australian government under the Family Support Program of FaHCSIA. Centacare is the facilitating partner for the Burnie Communities for Children Initiative.

In this role Centacare drives and manages a community development approach to improve outcomes for less advantaged families with children 0-12 years within the local community. Local Communities for Children partners provide a range of services to families from a number of differing organisations, including:

- Our life size icon *Bernie the Blue Tongue – Bernie's Pad in the Plaza* and *Bernie on Wheels*. Bernie has become the Community symbol for Communities for Children keeping the key messages about the importance of family interaction in the foreground for families. *Bernie's Pad* is a shop front where parents can drop in with their children and get information, simply play with their kids using the many resources in the shop front or have a chat with the shop front staff. Similarly, *Bernie on Wheels* outreaches to neighbourhoods and various community events. All together they provide a 'soft entry' point for families to information and access to services – social inclusion. Centacare provides these programs in partnership with Burnie City Council.
- Families and Schools Together (F.A.S.T.) – Centacare in partnership with local primary school, Havenview (located in a disadvantaged area) and the Salvation Army provide an 8-week structured program for seven families and their children after which there are monthly support gatherings. It enhances family interaction, family resilience and parenting skills and confidence as well as inter-family connections and support.
- Neighbourly Neighbourhoods – a place-based and arts-based program located in two adjoining disadvantaged neighbourhoods. It aims to increase nourishing interactions and the skills and confidence of the neighbourhood and their families as a whole. This is provided via a partnership with a variety of organisations.
- *Social Circus* – using circus skills and art – facilitated by Slipstream Circus provides 6-8 week whole of family group programs that enhance family interaction and parenting confidence and skills as well as supporting the development of inter-family networks.
- Supported playgroups and personalised mentoring for intellectually disabled parents and their children.



Title: Communities for Children (C4C)

Funded by: Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

Location: North-Western Region

Think Family – Think Community

Centacare Hobart received funding from FaHCSIA to develop and implemented a community event that fostered inter-generational communication. The program consisted of several complimentary activities that culminated with an exhibit of food, artwork, games and other multicultural activities at the Glenorchy Civic Centre on 20 May 2011.

An estimated 400-500 people took part in sampling the food and joining in the activities. The Mayor of Glenorchy, Adrianna Taylor

opened the event which was also attended by Julie Collins, Parliamentary Secretary to the Federal Minister for Family and Housing, Community Services and Indigenous Affairs.



North-West Coast, Circular Head and West Coast Regional Services

OVERVIEW

The North West branch of Centacare Tasmania provides its services to a large geographical area, identified as the Mersey-Lyell region, stretching from Port Sorell in the East to Smithton in the West and South to Strahan and crossing back over Cradle Mountain. This is a large area with a diverse population of 106,417 (ABS: 2002) with residential through to rural and remote communities. The two regional cities of Burnie and Devonport are the service hubs and the sites of most of the areas welfare and health services. Access to those services is therefore problematic for people living in smaller communities as public transport infrastructure at its best is poorly developed and in most cases non-existent.

North West Centacare has two main offices in Burnie and in Devonport. It has access to co-located consulting rooms in Sheffield, Ulverstone, Smithton, Zeehan, Queenstown, Rosebery and Strahan. Its full staff compliment is 13, employed across the following programs:

- Family Relationship Counselling
- Regional Family Dispute Resolution
- Family Relationship Education and Skills Training
- Men and Family Relationships
- Specialised Family Violence
- Post Separation Parenting Program
- Pre-Marriage Education
- Private Rental Tenancy Support Service
- Communities for Children Initiative
- Employee Assistance Program and Adoption

Our full range of services is available from both offices as well as during outreach. To accomplish this we use an Integrated Service Delivery Model meaning most individual staff members are able to provide whatever service is required by clients as opposed to being

bound to only one particular service and FaHCSIA funding stream. Most staff move between both offices on a regular roster basis. This allows us to maximise resources available to clients from both of our main offices.

ACHIEVEMENTS

On the North West Coast:

- We are the largest providers of Family Law Services
- We are the largest NGO provider of Childrens' Counselling
- We are the largest provider of Family and Relationship Counselling
- We are the largest provider of specialised Men's Services
- We provide the largest range of services on the North-West Coast in partnership with other NGOs, State & Local Government due considerably to our Communities for Children initiative and Men's Services
- We provided services to 1,171 families during the 2010 – 2011 financial year.

Larry Kalender
Regional Manager



Northern Regional Services

OVERVIEW

The northern region Centacare office is based in Launceston, at 201 York Street, just a few minutes away from the CBD. The team comprises 24 practitioners and administrative service workers – twelve are full-time and twelve part-time making a total of 21 full-time equivalent staff. In addition, a maintenance worker and cleaners are also employed at York Street.

In the Launceston area itself a wide range of services is provided to a population of 105,000. In addition to this, a significant level of outreach services are provided, particularly in the George Town area, although this population is relatively small (fewer than 7,000) there is widespread acknowledgement that George Town is in decline and has a high level of social deprivation when compared with other towns in the state. The total population covered by the northern region is less than 132,000.

Apart from the Launceston and George Town areas there are no major centres of population in the area, with 'large' towns such as Deloraine, Westbury and Scottsdale having populations bordering on 2,000. This clearly has an impact on service delivery, both in terms of potential clients and viability, which are not issues for agencies that concentrate services in cities. As a result we constantly aim to offer services acceptable to as many potential clients as possible.

OUR PROGRAMS

The services provided out of York Street are varied and aim to meet the needs of clients in a supportive, empowering and non-judgemental manner. Current services include:

- Family and Relationship Counselling (Launceston and George Town)
- Challenging Abusive Behaviours Program
- Silver Lining
- Intensive Family Support
- Early Intervention Services
- PRTSS (Private Rental Tenancy Support Service)
- CTSS (Centacare Transitional Support Service)
- Settlement Grants Program (for Humanitarian Migrants)
- Men and Family Relationships
- Colony 47 outreach
- George Town Family Support Program



In 2010-2011 we continued to keep a high community profile for Centacare services in the region by attending a number of events, such as student education talks and the George Town Fathers Festival in October: The Silver Lining project worker played a significant role in its organisation and success on the day.

STAFF

Maurice Dawe, the Regional Manager who had worked at Centacare for almost 10 years, moved on to a position with Uniting Care in January.

In October, three more staff joined the team at York Street: they are all employed on the STAY Program, a Tasmanian Government initiative aimed at providing intensive support to clients with long-term chronic homelessness issues. They were joined in late November by a senior practitioner covering both that service and a similar size team based in the Burnie Red Cross office working with clients in the Burnie and Devonport areas.

FUTURE DIRECTION

At York Street we will be endeavouring to secure funding so we can deliver additional quality services for the most disadvantaged members of the community in which we work and live:

We aim to work to our strengths and build on our reputation for professionalism that we believe our clients and other agencies acknowledge.

Richard Austin
North Regional Manager

Centacare Tasmania Community Housing Association (CTCHA)

Centacare Tasmania Community Housing Association's aim is to enhance the lives of our tenants by providing secure, safe and affordable long term accommodation to people in need within Tasmania.

Over the past 12 months Centacare Tasmania Community Housing Association (CTCHA) has become a robust and stable organisation. We have grown from our modest beginning, purchasing 54 Red Cross units both in the North and South, followed by the purchase of 51 ING units at Kingston.

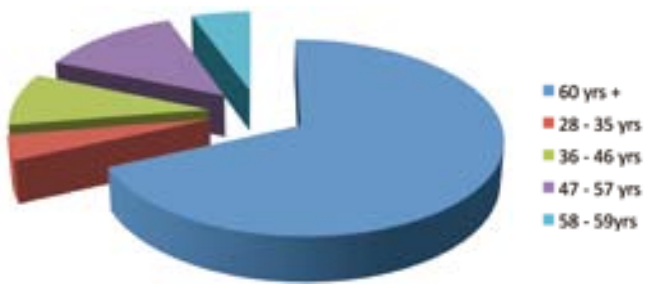
Centacare received Commonwealth Government stimulus funding to build 56 independent living units predominately in the north of the State. Today we have 161 units in our portfolio housing 171 people. Tenants are generally drawn from the Housing Tasmania waiting lists and may be people on low incomes, from non-English

speaking backgrounds, with physical or intellectual disabilities, women and children rebuilding their lives after escaping domestic violence, young people making a start on their own, single parents, or the aged and frail.

Our rents are calculated to relieve housing stress and to ensure that tenants are able to access maximum financial assistance. The rental calculations set at 28 per cent of income are designed to help people who are at a disadvantage in the housing market, and who often are unable to secure affordable housing on their own.

Our strategic aim is to increase the capacity of our portfolio by construction, purchase and stock transfer, enabling more affordable housing to meet the evolving needs of our tenants. We have many exciting opportunities and challenging times ahead of us. The CTCHA team are eager to meet the challenges and to grow.

TENANT DEMOGRAPHICS



Willson Training

Willson Training is the Registered Training Organisation (RTO) of the The Roman Catholic Church Trust Corporation of the Archdiocese of Hobart. Willson Training commenced operation in August 1985 and is celebrating its 30th year of operation.

In 1985 the mission of Willson Training was to address barriers to learning and work participation that challenged marginalised job seekers. This mission remains topical and relevant in 2011. Throughout 2010 – 2011 state-wide programs focused on work practices, access to work experience and customised methodologies, supporting participants to attain and sustain recognised employment skills.

In 2010 – 2011 training was predominately funded through Skills Tasmania and Productivity Places Program (PPP). Willson Training partnered with 25 job search Australia agencies (JSA), Disability Employment Services (DES) and community agencies to deliver 32 funded job seeker programs.

With the support and strength of its valued partners, training was delivered state-wide, within venues that participants found convenient and comfortable to attend. 221 participants attained qualifications across Community Services, Business Services,

Employment Services, Retail and Asset Maintenance.

This year we celebrate 30 years of serving our community in the training arena and in making a difference to people's lives. To celebrate this milestone qualifications and certificates issued in 2011- 2012 will also include a special edition watermark.

Looking ahead, plans are underway to strengthen the sustainability of what Willson Training does well – helping people be the best they can be. Resources will be directed into equity programs that enhance participant engagement, address skill gaps and support the capacity of our students to actively participate in community and employment.

Willson Training will continue to recognise the strength of its partnerships, investing in and listening to our stakeholders. The second half of 2011 will deliver 34 funded job seeker programs in collaboration with 27 partners.

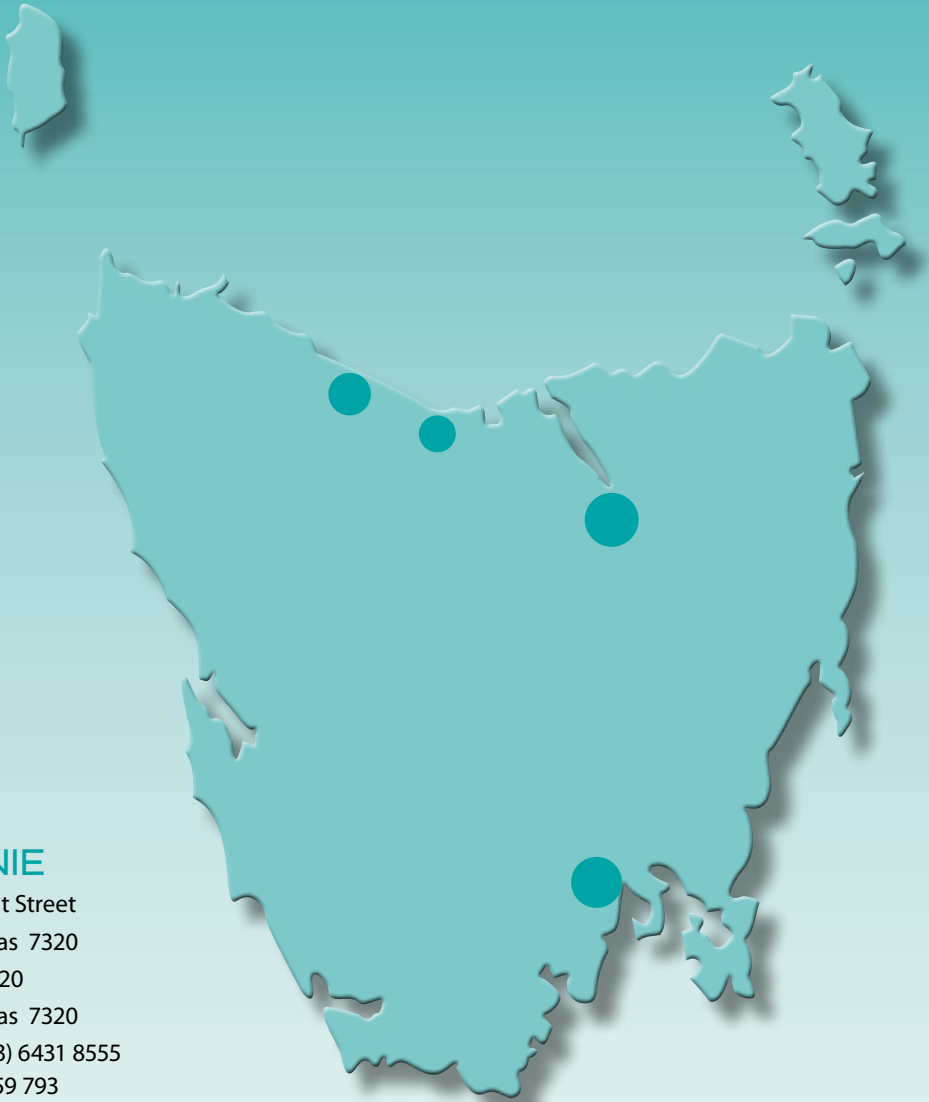
All this is not possible without our dedicated staff, trainers and partner organisations who we acknowledge for their ongoing efforts and commitment.



Centacare Family Services

| SERVICE | LOCATION | FUNDING SOURCE |
|---|---|--|
| Family and Relationship Counselling | Hobart office: 35 Tower Road, New Town Phone: (03) 6278 1660 Launceston office: 201 York Street Phone: (03) 633 20600 Burnie office: 108 Mount Street Phone: (03) 6431 8555 Devonport office: 85 Best Street Phone: (03) 6423 6100 | Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) |
| Specialist Family Violence Service <ul style="list-style-type: none"> ● CAB Men's Program ● Men and Family Relationships | Hobart, Burnie Hobart, Launceston Burnie, Launceston | Commonwealth Department of FaHCSIA Unfunded FaHCSIA |
| Children's Programs <ul style="list-style-type: none"> ● Counselling ● Centacare Kids' Club ● Centacare Kids' Talk | Hobart, Launceston, Burnie Hobart | Funded within FaHCSIA for FRSP |
| Family and Relationship Education and Skills Training | Hobart, Launceston, Burnie | FaHCSIA |
| Family Support Programs <ul style="list-style-type: none"> ● Outreach & Early Support Program ● Pregnancy and Motherhood (PrAM) ● LASAR ● Rural Group Program – Triple P Parenting Program ● Reunification (Pathway Home) Program ● Silver Lining | Hobart, Launceston Hobart Launceston | State Department of Health and Human Services Tasmanian Community Fund |
| Adoption | Hobart, Launceston, Burnie | State Department of Health and Human Services |
| Family Life Education | Hobart, Launceston, Burnie | Fee for service |
| Natural Family Planning | Hobart, Launceston, Burnie | Commonwealth Department of Health – ACBC |
| Family Dispute Resolution | Burnie | Commonwealth Department of FaHCSIA |
| Communities for Children | Burnie | Commonwealth Department of FaHCSIA |
| Centacare Transitional Support Service | Hobart, Launceston | State Department of Health and Human Services Supported Accommodation Assistance Program (SAAP) |
| Private Rental Tenancy Support Service | Hobart, Launceston, Burnie | State Department of Health and Human Services |
| Specialised Intervention Tenancy Service | Hobart, Burnie | State Department of Health and Human Services |
| Annie Kenney Young Women's Refuge | Hobart | Federal and State Government |
| Humanitarian Settlement Strategy (HSS) | Hobart | Commonwealth Department of Immigration & Citizenship (DIAC) |
| Settlement Grants Program (SGP) <ul style="list-style-type: none"> ● STITCH Women's Sewing/Support Group | Hobart, Launceston Hobart | Commonwealth Department of Immigration & Citizenship (DIAC) |

Locations



Centacare Family OFFICES

HEAD OFFICE

35 Tower Road
NEWTOWN Tas 7008
PO Box 369
MOONAH Tas 7009
Phone: (03) 6278 1660
Fax: (03) 6278 1005

LAUNCESTON

201 York Street
LAUNCESTON Tas 7250
Phone: (03) 6332 0600
Fax: (03) 6332 0699

BURNIE

108 Mount Street
BURNIE Tas 7320
PO Box 1120
BURNIE Tas 7320
Phone: (03) 6431 8555
or 1800 559 793
Fax: (03) 6431 8114

DEVONPORT

85 Best Street
DEVONPORT Tas 7310
Phone: (03) 6423 6100
or 1800 559 793



*Centacare
Tasmania*