



Centacare
Kimberley

ANNUAL REPORT

FY 2017/18

Working Together to Create Life Choices

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OUR MISSION AND VALUES

Our Mission and Values

Mission

To be a responsive and culturally sensitive community organisation that empowers clients to exercise positive life choices and self-determination.

Values

- To be guided by the principle of human worth
- To act with cultural sensitivity
- To deliver services which are responsive, empowering and accountable
- To engage and participate in our community in keeping with the ethos of the Catholic Church
- To champion community needs through current and future service delivery, research and dialogue

Strategic Objectives

Centacare Kimberley will actively pursue partnerships and strategic opportunities to further reduce homelessness across the region.

Centacare Kimberley will actively pursue strategic opportunities to develop early intervention and prevention strategies to prevent people becoming homeless.

To augment the clinical support provided to Mental Health clients by providing Housing related case management support.

To contribute to the development and management of a Broome and Derby short stay facility.

To be a provider of holistic family support services across the Kimberley region and to be a lead service in the development of a 'coordinated case management service for families'.

CHAIRPERSON'S REPORT

Chairperson's Report

LEADERSHIP AND GUIDANCE

ANDREW MCGAW

"Congratulations to staff, fellow Board members and Bishop Christopher for a year of excellent service delivery by Centacare Kimberley. It is heart-warming to be associated with not only the quality of services Centacare is delivering but also the increasing breadth of services we are able to offer.

Program	People Supported
Emergency Relief	2342 - Assistance provided
Breakfast Program	8911 - Meals provided
Homeless Outreach	117 – Households Supported
West Kimberley Housing Support	49 - Households Supported
Reintegration Support	217 - Individuals
Transitional Housing Broome	45 - Households Supported
Transitional Housing Derby	16 - Households Supported
Intensive Tenancy Support Service	18 - Households Supported
Derby Aboriginal Short Stay	1278 Guests Accommodated

A great challenge successfully navigated by the organisation has been the implementation of a major new service offering in the form of Reintegration Support Services for people leaving prison. This new service compliments Centacare's existing services and provides an expanded opportunity to meet our organisational aspiration to "work together to create life choices".

It is important to acknowledge that creating new opportunities for our clients has also created great challenges for our staff. From a Board perspective the greatest challenge for the organisation over the year has been shouldered by our CEO, Michael King, who has had to lead the introduction of complex new services - with all the practical challenges that entails - maintain the quality and stability of existing services whilst balancing the broader organisational "back of office" requirements of Centacare Kimberley. Creating sustainable change is a great challenge and from my perspective Centacare Kimberley has met this challenge over the past year.

The new year will see a further broadening of Centacare Kimberley's operation as the much delayed Broome Aboriginal Short Stay Accommodation (BASSA) will be "open for business" with our organisation and our partner MercyCare providing a leading role. Whilst the delays in building completion have been frustrating for all associated with BASSA they have probably been a blessing in disguise giving us time to bed down the necessary organisational changes necessary to support increased service delivery.

Once again, well done! It is always a pleasure to be associated with success and I believe I speak for all when I say Centacare Kimberley has had a successful year!"

Treasurer's Report

STRENGTH AND FLEXIBILITY

Oliver Ryan

Centacare Kimberley has continued to experience strong levels of income and expenditure growth over the 2017/18 financial year, with annual service funding increasing by 37%. This increase in the number of services under management has led to an increase in the organisations staff group, which meant the organisation was required to invest in an expansion of its service infrastructure to build the organisations service capacity. I am able to report that due to our strong financial position the Board was able to approve a recommendation to invest \$255,000 to successfully develop the organisations service infrastructure in the second half of 2017/18.

Due to our continued growth the Finance Sub-Committee has been kept very busy analysing organisational systems and structures to support an improvement in the organisation's management capacity and financial efficiencies. The Finance Sub-Committee was instrumental in recommending to the Board that we change our accounting software to a more robust financial management platform that was better able to provide the flexibility required by a growing organisation. The Finance Sub-Committee also played a strategic role in analysing the current management structure with a focus on supporting the development of an improved organisational structure that will enable Centacare Kimberley to seamlessly grow into the future.

Having a strong balance sheet has allowed Centacare Kimberley to sustainably invest in its own future. The organisation has ended the 2017/18 financial year with a 24% increase in total equity levels, and has sufficient cash at hand to meet all current and non-current liabilities. Over the later part of the 2017/18 financial year the organisation signed three additional service agreements, which has put the organisation on track for another year of significant service growth. To manage this growth the organisation has committed to invest additional financial resources to 1] establish a client management system to better manage client data and build our capacity to report on service outcomes, and 2] to implement a communications strategy that effectively promotes and markets the services we deliver.

As with any organisation, financial management is a team effort and I would like to acknowledge the support I have received from my fellow Directors, particularly Cameron North and Andrew McGaw who have been valued members of Centacare Kimberley's Finance Sub-Committee over the past year. I would also like to acknowledge the support and work carried out by Michael King and Amanda Pember, and would like to thank them for their strong financial management of the organisation over the 2017/18 Financial year.

CHIEF EXECUTIVE OFFICER REPORT

Chief Executive Officer Report

SUSTAINABILITY AND GROWTH

MICHAEL KING

The 2017/18 financial year presented as a time of change and expansion for Centacare Kimberley. The number of services under management increased from 10 to 12, and the Organization was presented with another opportunity to expand the Move2Town program into the new financial year through the provision of intensive tenancy support to another 24 households who will make the decision to move from remote communities, located throughout the West Kimberley region, into town based housing in Broome.

The past year has also seen the Department of Justice join our core group of funding partners and the organization go through a significant expansion in our staff base, and service infrastructure. This expansion was necessary to enable the Organisation to provide a quality suite of Reintegration Support Services that were designed to assist people to reduce rates of reoffending by implementing strategies that supported them to successfully transition from prison, back to their home community.

To be able to provide a suite of quality support services, an organization is highly reliant on having a dedicated and supportive staff group. It is refreshing to report that our strategy of employing local has meant that just under 70% of our total workforce are now local indigenous people. I would like to acknowledge the achievements of our staff, who have worked tirelessly over the past year to support our clients to achieve some fantastic outcomes. It is important that we acknowledge, that Centacare Kimberley staff do work with some of the most disadvantaged and marginalized people in Western Australia.

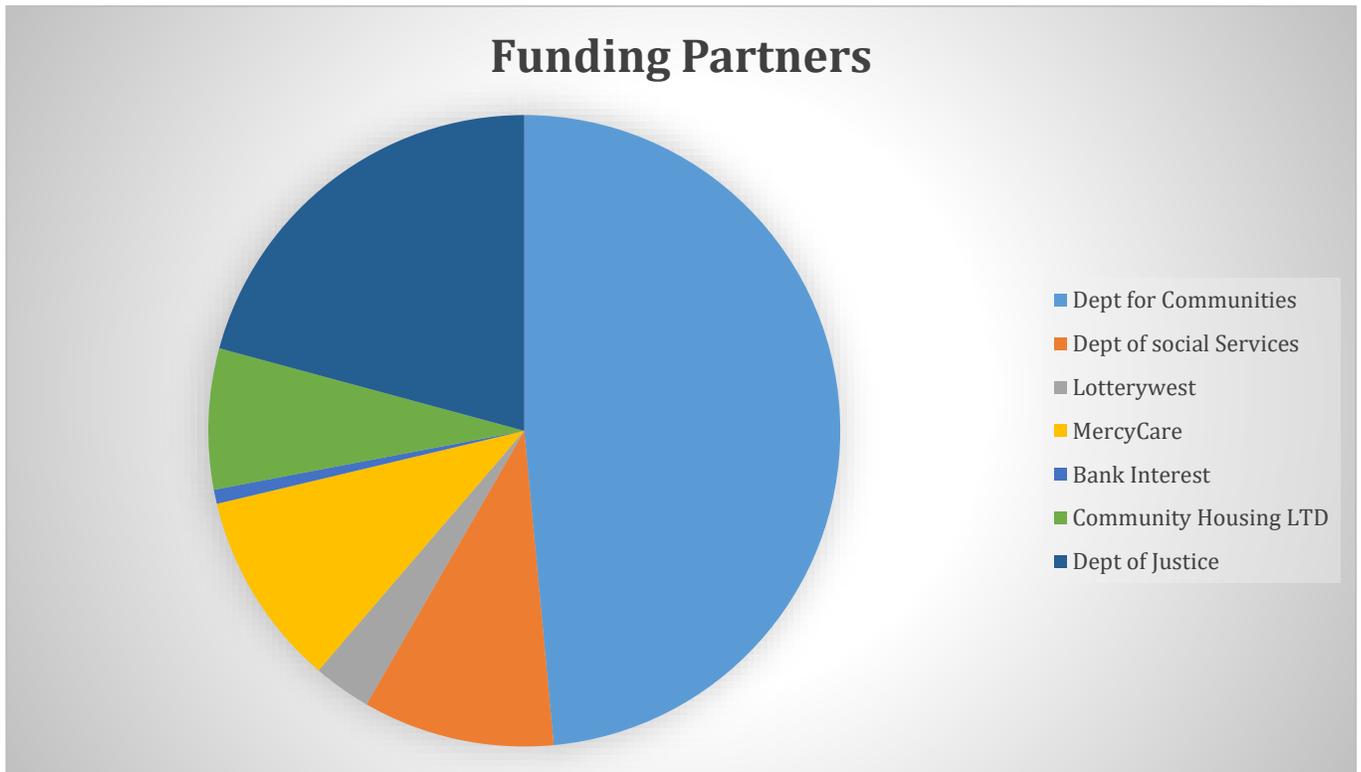
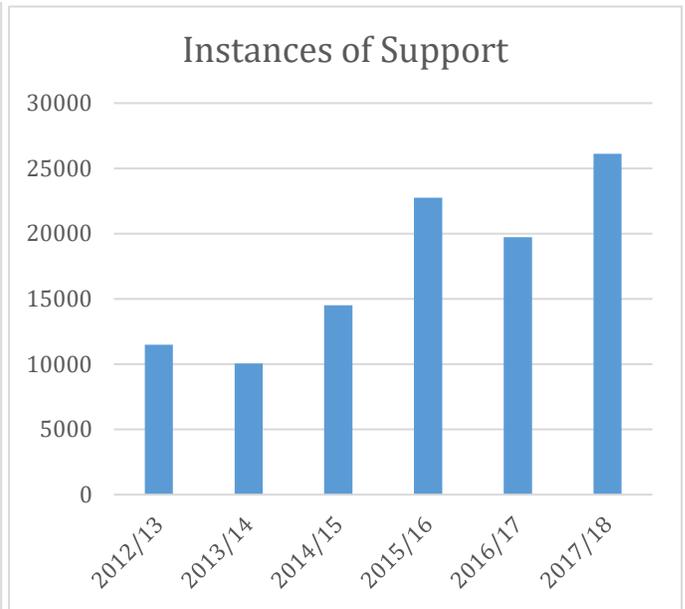
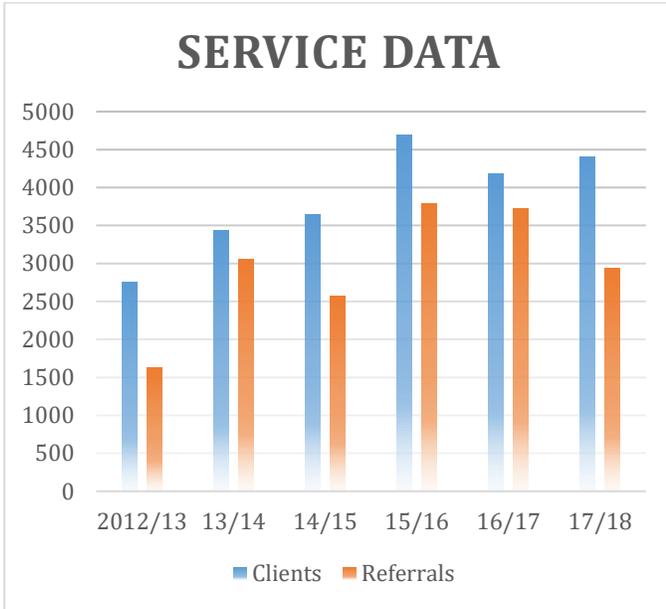
Providing support services can be quite challenging at times, though our staff have shown a commitment to supporting meaningful change in the lives of the people they serve. Over the past year 26,109 instances of support was provided to 4404 individuals, couples, and families. Staff facilitated 2936 formal referrals and supported 50 homeless individuals, couples and families to secure long term stable accommodation. We provided 2342 instances of emergency relief, along with 8911 nutritional meals. Another highlight was the holistic support provided to the 1278 guests who enjoyed their stay at the Derby Aboriginal Short Stay Accommodation Service.

Preventing people from becoming homeless remains a significant focus of the work we carry out. Over the past year staff facilitated 309 referrals and delivered 490 instances of intensive tenancy support to assist people to successfully prevent tenancy failure. This critical early intervention and prevention focus has enabled 18 households to successfully move from remote communities to town based housing in Broome. At the other end of the housing spectrum, we have had the honour of working with 5 families who successfully transitioned to home ownership with the support of our Transitional Housing Program in Broome.

None of these achievements were possible without the continued support of our clients, community, funding and service partners. Centacare Kimberley would like to thank everyone for their ongoing support, and the commitment they have shown to the delivery of quality social support services. Through that commitment, everyone has contributed to enabling us all, to work together, to create life choices.

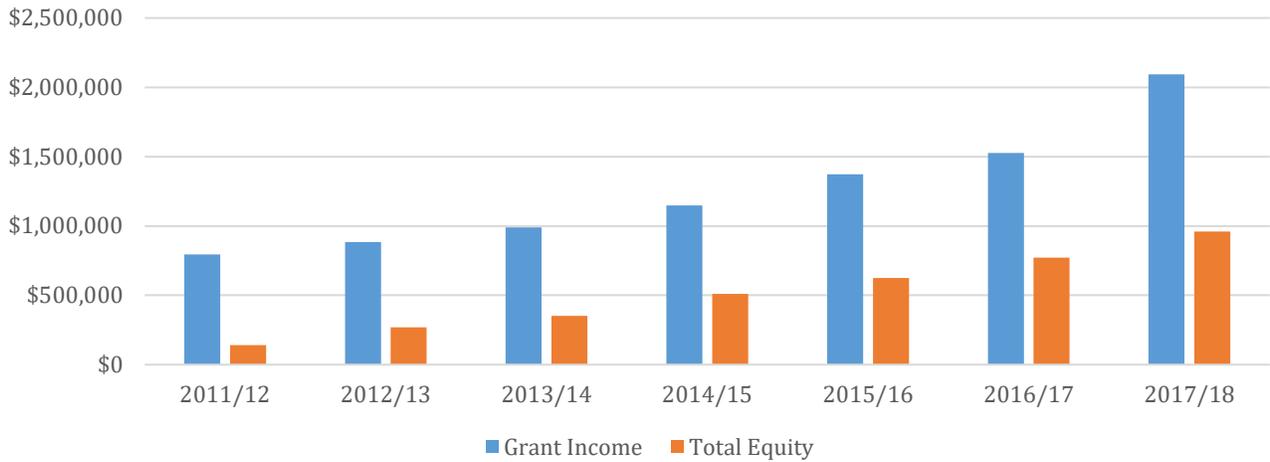
FINANCIAL & SERVICE DATA

Financial & Service Data

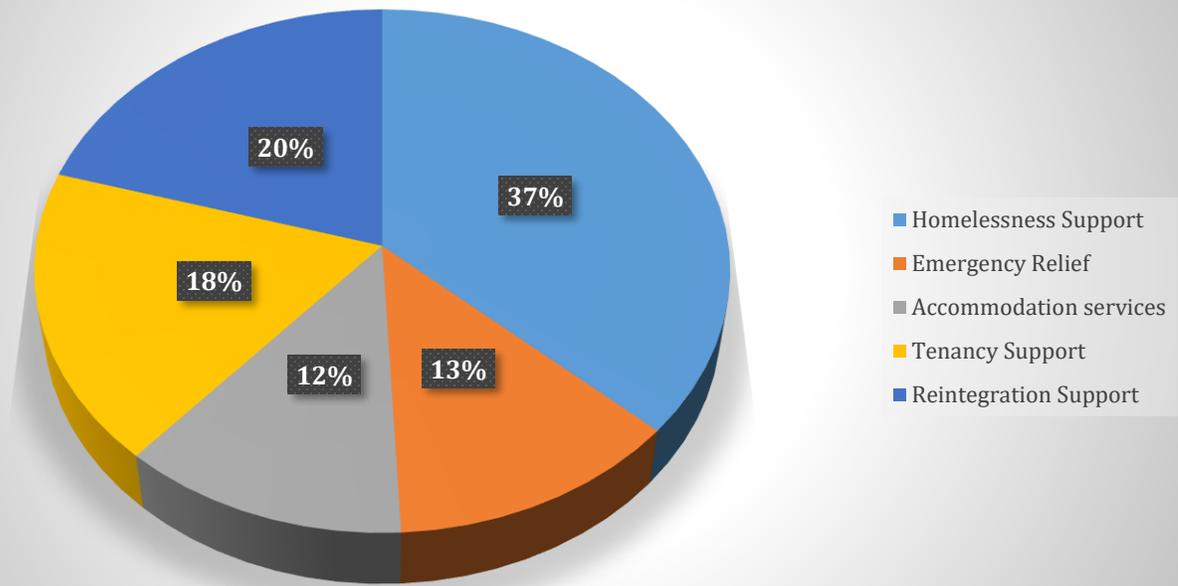


FINANCIAL & SERVICE DATA

Financial Sustainability



Funding By Service Type



FUNDING AND SERVICE PARTNERS

Funding and Service Partners

Funding Partners

Department for Communities
Department of Justice
Department of Social Services
LotteryWest
MercyCare
Community Housing Limited

Service Delivery Partners

Mercycare
Broome Regional Aboriginal Medical Services
Derby Aboriginal Health Service
Nirrumbuk Aboriginal Corp
Wyndham Family Support Service
Kimberley Aboriginal Medical Services
Nyamba Buru Yawuru
Community Housing Limited

Community Partners

Gawooleng Yawoodeng Aboriginal Corp
Mens Outreach Service
Ngunga Womens Aboriginal Corp
Winun Ngari Aboriginal Corp
Mamabulunjin Aboriginal Corp
Anglicare WA
Redcross
Broome Circle House
Centrelink
WA Country Health Service
WA Population Health
Hepatitis WA
Wunan Foundation
Marnja Jarndu Aboriginal Corp
Marnin Bowa Dumbarra Aboriginal Corp
Kimberley Personnel
Broome Recovery Centre

Milliya Rumarra Aboriginal Corp
Kimberley Mental Health and Drug Service Team
BOAB Health
Kimberley Community Legal Service
Aboriginal Family Law Service
Foundation Housing
Diocese of Broome (Catholic Church)