



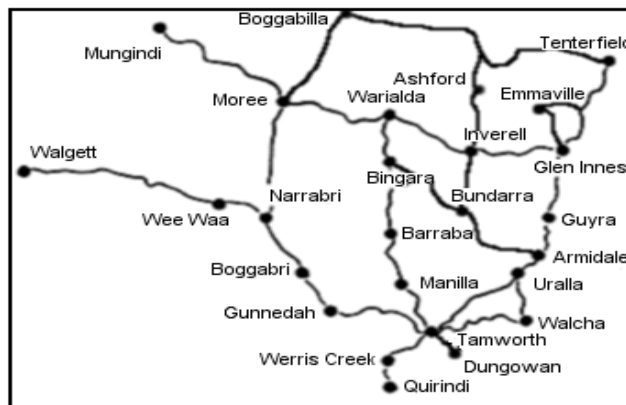
Annual Report 2010 -2011

Centacare New England North West



TABLE OF CONTENTS

Message from the Bishop	Pg 3
Chairman’s Report	Pg 4
Chief Executive Officer’s Report	Pg 5
Corporate Services Manager’s Report	Pg 6
Quality Assurance (QA) Report	Pg 7
Psychology & Counselling Program Report	Pg 8
Catholic Schools Office (CSO) Program Report	Pg 9
Responsible Gambling Fund (RGF) Program Report	Pg 10
Personal Helpers & Mentors (PHaMs) Program Report (Moree)	Pg 11
Money Management Services Report	Pg 12
Personal Helpers & Mentors (PHaMs) Program Report (Narrabri)	Pg 13
Mental Health Community Based Program (MHCBP) Report	Pg 14
Family Relationship Centre Report	Pg 15
Finances & Funding Information	Pg 17
Centacare Board Members Information	Pg 19
Future Directions	Pg 21



The service area of Centacare New England North West

Centacare New England North West

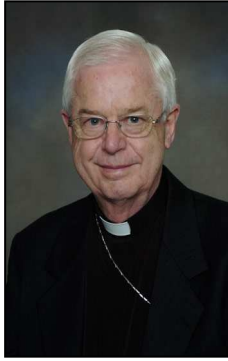
“To provide leadership in the delivery of services to support and develop the wellbeing of people.”

Our Mission

As an instrument of Christ’s liberating presence in the world and as part of the Catholic Church in this region, Centacare seeks to provide services for the social and emotional wellbeing of individuals, families and communities in the Diocese.

Our Vision

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



**The Most Rev Luc Matthys
Bishop of Armidale Diocese**

Message from the Bishop

It has been another year of recognition and service for Centacare New England North West. Preparing to celebrate 10 years of operation, our support and influence in the community continues to grow.

Individuals, families, schools and organisations display a growing need to access the services offered by Centacare NENW whether it be psychological and counselling services, support services, educational programs or mediation.

This annual report shows through facts and figures the level of professionalism and care Centacare NENW has provided to the New England North West community during the 2010—2011 period.

With new Government guidelines and expectations, offices, programs and staff, Centacare NENW has once again proved its resilience and flexibility while focusing on the provision of services to community members.

I sincerely congratulate and thank the staff of Centacare NENW for the exemplary services they have provided over the last decade. Your commitment to extending the services of the Church is commendable. God Bless.

**Most Rev Luc Matthys
Bishop of Armidale Diocese**



Philip Lyne
Chairman of the Board

Chairman's Report

I would like to start by congratulating Centacare New England North West on another great year of service provision in the New England North West region. This accomplishment has been achieved with assistance from strong management, dedicated staff, an integrated Board and of course community members. The continued support of the Most Reverend Bishop Luc Matthys, the Church, the Armidale Catholic Schools Office and all levels of Government has also contributed to Centacare developing and growing into the organisation it is today.

The broad purpose of the Centacare NENW board is to ensure compliance and to improve the performance of Centacare as an organisation in the important Community Services industry. Having been a part of the Centacare Board since 2001, I have witnessed a great many successes and accomplishments that have reassured myself that the direction, services and internal processes combined with the qualified staff of Centacare NENW make it a strong organisation that is increasing in community recognition.

The continuous improvements being implemented by Centacare NENW will allow for ongoing growth and community contribution. To the staff that have played a vital part in this I congratulate and thank you. To the Board members who continue to provide their expertise and time to Centacare NENW I thank you also.

Here is to another fantastic year of growth and high level of service provision to our community.

Philip Lyne
Centacare NENW Chairman



Fergus Fitzsimons
Chief Executive Officer

Chief Executive Officer's Report

Finding better ways to promote the wellbeing of individuals, children and families while improving and providing accessible services is a challenge we strive to meet, and during the 2010—2011 period I believe we have.

I am thrilled with the accomplishments achieved by Centacare New England North West as it has again been a year of rapid change and growth. We have been incredibly busy with 4,000 people utilising the services Centacare NENW offers, this being double the amount from last year.

Working to support our diverse range of clientele Centacare NENW covers a geographically large area but our service provision continues to be of a high quality standard.

Centacare NENW's achievements during the 2010 - 2011 year include:

- Receiving Federal Government funding for a protective behaviours pilot program;
- Opening a new office in Armidale and purchasing an office complex in Moree;
- Implementation of a new computer system designed to assist with the increasing caseloads; and
- Increasing community awareness of Centacare NENW and the services we provide.

A multifaceted, skilled and adaptable service Centacare NENW has the ability to respond effectively to community needs, but we could not do this without strong partnerships with various organisations, and support from the Most Reverend Bishop Luc Matthys, the Diocesan Office and parishes. Additionally, our Board members and executive management team put in a great effort to ensure Centacare NENW meets all requirements and expectations.

The hard work and commitment of our staff must be applauded. I would like to thank each and every one of our staff for the work they do and the contributions they make towards Centacare NENW being a leading service provider in the Community Services field.

Strong and empowered communities are crucial to the wellbeing of individuals, children and families and the work done by Centacare NENW contributes to this. I am confident in our ability to continue identifying and addressing community needs in the year ahead.

Fergus Fitzsimons
Chief Executive Officer



David Holzgal
Corporate Services Manager

Corporate Services Manager's Report

It gives me great pleasure to present the Corporate Services report for the 2010-2011 Financial Year.

In the 2010-11 financial year there has been significant growth in the Corporate Services Department. Centacare NENW has secured the services of a full time Information, Communication and Technology Manager as well as providing ongoing training of Occupational Health & Safety Services.

With Centacare NENW's continuing growth the Corporate Services team has developed new streamlined systems to ensure the current and new programs are managed at a high standard.

The financial results show a minimal operating surplus. Centacare NENW has throughout the 2010-11 financial year secured its first property being 48 Auburn Street Moree. Centacare NENW has also relocated in Armidale to ensure office capacity for future growth by combining both Armidale offices in one larger building at 150 Rusden Street.

David Holzgal
Corporate Services Manager



Fallon Roberts
Quality Assurance Manager

Quality Assurance Report

The Quality Assurance department at Centacare New England North West is responsible for overseeing and directing all aspects of organisational quality. Our aim is to ensure that Centacare NENW meets all compliance, standards, policy and legislative requirements. We achieve this by coordinating all areas of maintenance and enhancement to the quality and continuous improvement processes.

The Quality Department works closely with all staff in maintaining a quality management system. We establish clearly defined quality methods for staff to apply. Working together with Team Leaders and Managers to define quality improvement strategies, while bringing together staff of different disciplines, we encourage staff to plan, formulate and agree on quality processes and procedures. It is vital that all staff are actively involved in the continuous improvement of Centacare NENW.

Working predominantly in the development and review of policies, procedures and forms for all programs and at an organisational level we strive for the tightening and streamlining of processes across Centacare NENW. The Quality Department is also responsible for conducting annual internal audits of all programs and departments and has a strong involvement in tender submissions.

The Quality Department has made significant improvements to Centacare NENW's quality systems over the past year. This has included intensive work on all organisation and program level policies, procedures and forms and the tightening and streamlining of many processes such as complaints systems, risk management systems and key strategic processes. Assisted greatly by the cooperation of all staff and management in improving internal quality processes and systems, Centacare NENW now occupies a favourable position to gain accreditation with a nationally recognised body by 2012.

Fallon Roberts
Quality Assurance Manager



Anne Randall
Principal Psychologist

Psychological & Counselling Report

The psychological and counselling services offered through Centacare New England North West continue to be a highly recognised, commended and utilised service. Offering general counselling and therapeutic interventions to the community in areas such as depression, anxiety, family and relationship issue, stress, grief and loss, trauma and problem gambling Centacare staff work to support and assist community members throughout the region. Centacare NENW also refers clients if appropriate to cooperative agencies to promote better outcomes by connecting them with support services to meet their needs.

Centacare New England North West delivers approved focused psychological strategies, including assessment and psychological treatment for a range of mental health issues to clients referred under the Allied Health Services Medicare Scheme, care of a GP Mental Health Treatment Plan. Additionally, the Employee Assistance Program (EAP) continues to provide services to our Employee Assistance contractors.

Centacare has begun delivering the National Association for Prevention of Child Abuse and Neglect (NAPCAN) protective behaviours program *'All Children Being Safe'* (ACBS). After successful implementation in two schools in local communities, Centacare was provided funding by the Tamworth Indigenous Coordination Centre (ICC) to deliver the ACBS program in an additional two schools, with positive results. Following a proposal to the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and support from our local MP, Centacare has secured funding to roll out a pilot program of the ACBS protective behaviours program in primary schools across the Tamworth region in the coming year.

The dedicated program staff, including our fantastic administrative team, have a wealth of experience, undertake regular training in various areas to ensure the provision of quality services and work tirelessly to empower and promote wellbeing in all of our clients. In partnerships within our community we continue to assist clients to address barriers to their full enjoyment of life.

Anne Randall
Principal Psychologist



Rhonda Partridge
Acting CSO Program Team Leader

Catholic Schools Office (CSO) Report

The Catholic school community has continued to embrace the services offered by Centacare New England North West, namely student counselling, psychometric assessment and report writing, employee assistance counselling for staff members and emergency response to critical incidents and crises within the schools. Ongoing requests for service indicate there is a continuing need for this service.

The dedicated staff members within the Catholic Schools Office Program continue to receive positive feedback from students, parents, staff and the community alike. Recent training opportunities in areas such as Wechsler Intelligence Scale for Children—4th Edition (WISC-IV), Wechsler Preschool and Primary Scale of Intelligence—3rd Edition (WPPSI) and Wechsler Non Verbal (WNV), Keep Them Safe, Domestic Violence and working with culturally and linguistically diverse populations have ensured that practitioner skills are maintained and services delivered at a very high level. The team discusses and shares this information at regular clinical meetings and supervision.

All CSO staff enjoy their roles and interactions with students, parents and school staff. The success of this program is maintained by the qualified and enthusiastic Centacare staff; and strong partnerships between Centacare NENW and the various schools who use this invaluable service.

Rhonda Partridge
Acting CSO Program Manager



Vicki Breen
RGF Program Team Leader

Responsible Gambling Fund Program (RGF) Report

The Responsible Gambling Fund (RGF) Program provides therapeutic counselling and support, either face-to-face or by telephone, to individuals, couples and families impacted by problem gambling behaviour. The RGF Program also engages in promotion, networking and community education activities to raise awareness of problem gambling issues and services, work toward building organisational capacity, and optimise the scope and quality of service delivery in the New England North West region. Funding for this project is provided by the New South Wales Government from the Responsible Gambling Fund.

The 2010-2011 year has seen an increase in level of service provision from 2009-2010, with a 33.33% increase in the number of clients accessing services and a 19.32% increase in the number of counselling sessions accessed by clients. Continuing efforts have been made to ensure the RGF Program is promoted within local communities, demonstrating Centacare NENW's commitment to increasing the number of clients accessing services, the number of clients accessing services soon after a gambling issue has been identified, and fostering a greater sense of caring and understanding of problem gambling issues amongst the general public.

Centacare NENW's service contract to provide Gambling Help counselling and support services has been extended for an additional 12 months beyond the originally contracted funding period to cover service provision across July 2012 – June 2013. This extension will allow the Responsible Gambling Fund to conduct a comprehensive needs analysis of service providers, generating valuable information on how to improve service provision.

The RGF Program successfully tendered for funding to engage in Supervision with an RGF Accredited Clinical Supervisor via teleconferencing. Staff are keenly anticipating the start of this Supervision in the near future. Staff recently appointed to positions within the RGF Program are currently engaged in undertaking RGF Minimum Qualification Requirements training to attain the basic knowledge and skills necessary to provide counselling services and support to clients. Three staff attended the "*Assess the needs of clients with program gambling issues*" training in Sydney during March, whilst two staff members attended the RGF Annual Conference in Sydney during April. Attainment of minimum qualifications is an ongoing process to be completed in 2012.

Vicki Breen
Responsible Gambling Fund Program Manager



Liz Behrend
PHaMs Program Team Leader—Moree

Personal Helpers and Mentors Program (PHaMs)—Moree

During the 2010—2011 year PHaMs has continued to support participants with a severe mental illness. Participants are located within the local service areas of Moree, Boggabilla, Mungindi and Collarenebri. The program continues to strengthen with positive outcomes being achieved and participants meeting their goals.

The Personal Helpers and Mentors program provides one on one support to participants with a severe mental illness through access to staff that take into account their cultural beliefs, uphold their confidentiality and the participant is treated with sensitivity, respect and dignity. The program focuses on strengths and recovery so that participants can lead a fulfilled life in the community with the same opportunities as other people. The program is available to persons over the age of 16 years and targets on special needs groups including Indigenous Australians, homelessness and people from culturally and linguistically diverse background. This program is meeting the ongoing need for community mental health services within our rural area.

There has been an increase in participant numbers during the past year and referrals remain strong. This referral process has been achieved through continued consultation within the community. It is through this community engagement that staff have attended interagency meetings and meetings with individual organisations to ensure that promotion of the program is continued and referral of participants is ongoing. We have attended community days, information days and held a morning tea to celebrate Mental Health Week. An information booth was held at NAIDOC Week, Close the GAP and Reclaim the Night to showcase the PHAMS program. All staff assisted local emergency services in the evacuation of residents from Boggabilla and Toomelah during the January floods.

All staff have now completed a qualification in either Community Services or Alcohol and Other Drugs to ensure that they have the skills to meet participant needs. Other training that staff completed during the year was Multicultural Awareness, Keep them Safe, Supervision, Complaints Handling and Art of Negotiation. One staff member has completed training to be a Financial Counsellor.

The future of this program is positive due to the recognition that the Moree program has achieved at Government level. This has included a presentation delivered to other Personal Helper and Mentor providers and the inclusion of Centacare on the Targeted Community Care (Mental Health) Program Evaluation Reference Group.

Our devoted staff play an integral part in our community and their perseverance to provide quality services to our clients should be commended.

Liz Behrend
PHaMs Team Leader



Liz Behrend
Money Management Service Program Team Leader

Money Management Service Report

This new service commenced in Walgett in March. Money management services provide realistic and vital support to assist people to build the ability to manage their money better and increase financial resilience. These programs are delivered in remote locations with high Indigenous populations. Participation in programs is voluntary, confidential and free. People with complex financial issues or those in financial stress will be connected to financial services, including Financial Counsellors as well as to other support services. Participating in Money Management programs empowers people to make better and informed decisions about managing their money including managing money from payday to payday to ensure essential living expenses are covered. Assistance also includes education on how to use financial services to manage their household funds and access technology such as ATMs and phone and internet banking, and how to better deal with financial hardship and money stresses.

This program has been well received within the Walgett Community. Training has been extensive for this position over the past six months and has included Financial Counselling, Basic Counselling and Manage Your Income.

The staff has worked at establishing many valuable partnerships within the local community which has included St Vincent De Paul, Centrelink, all of the schools and the local Elders. The outcomes of this program will see participants receive approved money management courses to improve their understanding of how to manage their money, plan for the future and find out what other financial services are available to them.

Liz Behrend
Team Leader



Owen Atkins
PHaMs Program Team Leader—Narrabri

Personal Helpers and Mentors Program (PHaMs) — (Narrabri)

PHaMs is a community based support service for people with a severe mental illness. The aim of PHaMs is to assist our participants into and through the recovery process. We do this through:

- **Support** where we directly assist a participant to manage or achieve tasks or activities.
- **Care Coordination** where we work with the Health system and others to assist the participant towards recovery.
- **Case Management** where we work with other agencies to meet various participant needs and to help them to achieve goals.
- **Mentoring** where we act as mentors and work with the participant to achieve greater independence, work towards realistic goals and to get more out of their lives.

Narrabri PHaMs works to develop partnerships with other local agencies to benefit our participants. As a result of a partnership with the Salvation Army we are now able to offer the Positive Lifestyles program. We are also working with Carer Assist to expand on partnerships with several other services in town which will ensure better participant outcomes.

Over the past year we have encouraged and driven interagency cooperation and case management. We are involved in a number of meetings, workgroups and teams which benefit and service our local community.

We are working at full participant capacity and have seen an increase in numbers of participants with co-morbid intellectual disabilities and mental illnesses. In addition to this we are receiving increasing referrals for people with Borderline Personality Disorder having had good outcomes for others with this condition.

Our staff continually undertake training with four staff having now completed Diplomas of Case Management and one also completing a Diploma of Disabilities. Training in the areas of facilitation, supervision, complaints handling and multi-cultural mental health has also been completed.

We aim to make Centacare NENW a lead agency for people with mental illnesses to seek assistance, a key player in issues relevant to the Community and Health sectors in this town, and the most desirable team to work with. In particular we are hoping to improve cross-sector and interagency cooperation so that participants and potential participants will be encouraged to come and receive quality assistance from an enthusiastic team.

Owen Atkins
PHaMs Team Leader



Lea Sharpe
MHCBP Team Leader

Mental Health Community Based Program (MHCBP) Report

The Mental Health Community Based Program continues to enhance the wellbeing of our youth, adults, families, carers and communities by supporting and enhancing coping skills, problem solving skills and resilience building.

The program offers an extensive range of programs for all ages, both individually and as a family these include:

- **Cognitive Behaviour Therapy (CBT) for Depression** – Adult
- **Cognitive Behaviour Therapy and Mindfulness for Anxiety** – Adult
- **Sense Of Self (S.O.S)** a self awareness and self acceptance course – Adult/Youth/Indigenous
- **Adolescents Coping With Emotions (A.C.E)** an early intervention Cognitive Behaviour Therapy based program – Youth
- **Pumping Up Low Self Esteem (P.U.L.S.E)** an early intervention course– Youth
- **Achieving Wellbeing and Happiness**, a Cognitive Behaviour and Positive Psychology based program – Adult
- **Family Wellbeing course**, a resilience building course for parents and their families – Adult
- **Seasons For Growth** a grief and loss program - Adult
- **Simplifying Mental Illness plus Life Enhancement Skills (S.M.I.L.E.S)** an early intervention resilience building program for kids with family members living with a mental illness – Children
- **My SPEAK** an early intervention resilience building course for kids who's parents are going through separation or divorce – Children
- **Youth Mental Health First Aid (YMHFA)** a two day educational course – Adults
- **Mental Health workshops.** The topics covered include—Depression, Anxiety, Bipolar, Schizophrenia, Dual Diagnosis, Problem Solving and Coping Skills.

This suite of programs has grown directly out of community demand and we will continue to deliver to those needs over the next 3 years of Federal Government funding.

The highly skilled staff have continued to attend training over the year to ensure current skill levels meet the program requirements and high quality service is maintained for the benefit of our stakeholders. Some of these courses have included: Negotiation training, Keeping Kids In Mind, Strengths Based Therapeutic Work with Children, Cognitive Behaviour Therapy, Mindfulness Integrated Cognitive Behaviour Therapy, Domestic Violence Training, and Facilitate Parent Learning.

Our program is community based and staff are passionate about making a positive difference in people's lives through enhancing the wellbeing of our families, communities and individuals. This is the heart of our program.

Lea Sharpe
MHCBP Team Leader



Judy Scott
FRC Team Leader

Family Relationship Centre (FRC) Report

The 2010-2011 financial year was the third and final year of the Family Relationship Centre's initial contract to deliver the programs that were funded under the 2008 agreement with the Department of Families, Housing, Community Services and Indigenous Affairs (FAHSCIA) and the Federal Attorney General's Department. We took this as an opportunity to continue the growth in program delivery, outreach services, professional development and continuous improvement of processes so that we were able to have our most successful year to date. It was also the final year of the current three year contract to deliver dispute resolution for families through the Regional Family Dispute Resolution program (RFDR). RFDR provides an intensive long term dispute resolution service to clients with very complex needs who need more time to negotiate and come to an agreement that is in the best interests of their children.

Our total client numbers for the year reflect this with 904 clients using our dispute resolution services. In addition we had 638 clients using our Men and Family Relationships and Post Separation Cooperative Parenting Programs. We have had a steady growth in the number of clients accessing our services through our regular outreach trips to Narrabri, Moree, Glen Innes, Inverell and Tenterfield. In the first six months of 2011 there were 92 clients seen in the Narrabri / Moree area proving that there is both the demand and need for our services.

10.1% of our clients identify as Aboriginal and/or Torres Strait, this is a higher percentage than the general population which is 8.6%. This outcome is the result of the client focused processes our Indigenous Liaison Worker has implemented to promote our services to the Indigenous community. Additionally, our Indigenous Liaison Worker is developing partnerships with a number of Indigenous specific services including the Indigenous Coordination Centre (ICC).

In conjunction with Children's Contact Services, one of our consortium partners, we initiated a regular attendance at the Tamworth Court House to promote our services. This has resulted in an increased awareness by the legal fraternity of the services we provide as well as providing us with referrals to our programs. We have also met with the local magistrate to discuss matters pertaining to our ability to provide effective dispute resolution services to clients.

Staff from both Armidale and Tamworth are actively involved in attending various stakeholder groups such as: Interagency meetings, Place Team meetings, Multi Cultural Interagency meetings, Indigenous Interagency meetings, Family Focus Group, resulting in an increased awareness within the community of what services we provide.

Our Community/CALD Liaison worker coordinated a whole of Tamworth community multi cultural event for Harmony Day on March 26th, 2011. Our Community/CALD Liaison worker was able to gain the cooperation of a broad cross section of the community to make the day very successful. Plans are now underway for Harmony Day 2012 following on from the success of this year's day event. Additionally, our Community/CALD Liaison Officer has been seconded to the Women's Domestic Violence Support service at the Tamworth Court

FRC Report Con't

House which allows her to assist in supporting victims of domestic violence as well as providing them with information on what we can offer them.

During this financial year we applied for a grant from the Office of Women NSW to provide the Love Bites program, a NAPCAN program on domestic violence and sexual assault prevention intervention, to all year 9/10 students in the New England Northwest. We were successful in obtaining this grant. The Project Coordinator for this program has applied her project management skills to the task of organising and training forty facilitators to deliver Love Bites to high schools in the region. This was a mammoth task which is showing results as high schools students are now being empowered to say "no" to abuse.

Staff professional development has been a focus of the last year with training for all of the staff being provided throughout the year. This has included a workshop on Domestic Violence, training on Negotiation Skills, and training on a program for separated parents Keeping Kids in Mind.

Our Men and Family Relationships program has gone from strength to strength by implementing new strategies for getting dads, granddads and uncles to participate in the Hey Dad program. We have delivered the program to residents of Roy Thorne House in Moree as well as delivering the program in both Tamworth and Armidale. One group of dads are so committed to improving their fathering and relationship skills following the completion of a Hey Dad program that they come back one night a month for further discussion and skills development.

We continue to deliver a suite of parenting programs to parents and grandparents, these include Parenting Now, Explosive Child and Surviving your Adolescent. There has been an increasing demand for both the Explosive Child and Surviving your Adolescent programs in Armidale and Tamworth. Explosive Child has also been delivered in workshop format to professionals and teachers as it is a strategy that can be implemented in a variety of situations.

In July 2010 we received funding from the Federal Attorney General's Department to establish a Family Law Pathways Network in the New England Northwest. With the funding we developed a network of agencies, services and individuals who work under the Family Law Act. We officially launched the Network on November 17th 2010 with a presentation by Federal Magistrate Laphorpe on the Family Courts approach to children. We concluded the financial year with another network event on June 29th at which Federal Magistrate Terry and Diane Lojszezyk, Senior Family Consultant Child Dispute Services Newcastle Registry spoke about family violence in a Family Law Context.

Supporting community members through the various stages of their relationships and lives requires professionalism and commitment from staff. The Family Relationship Centre staff are passionate about the work we do and understand the importance of the services we deliver. This year has been a year of growth and experiences which can only educate and benefit us in the future.

Judy Scott
FRC Team Leader

Finance & Funding

Centacare New England North West

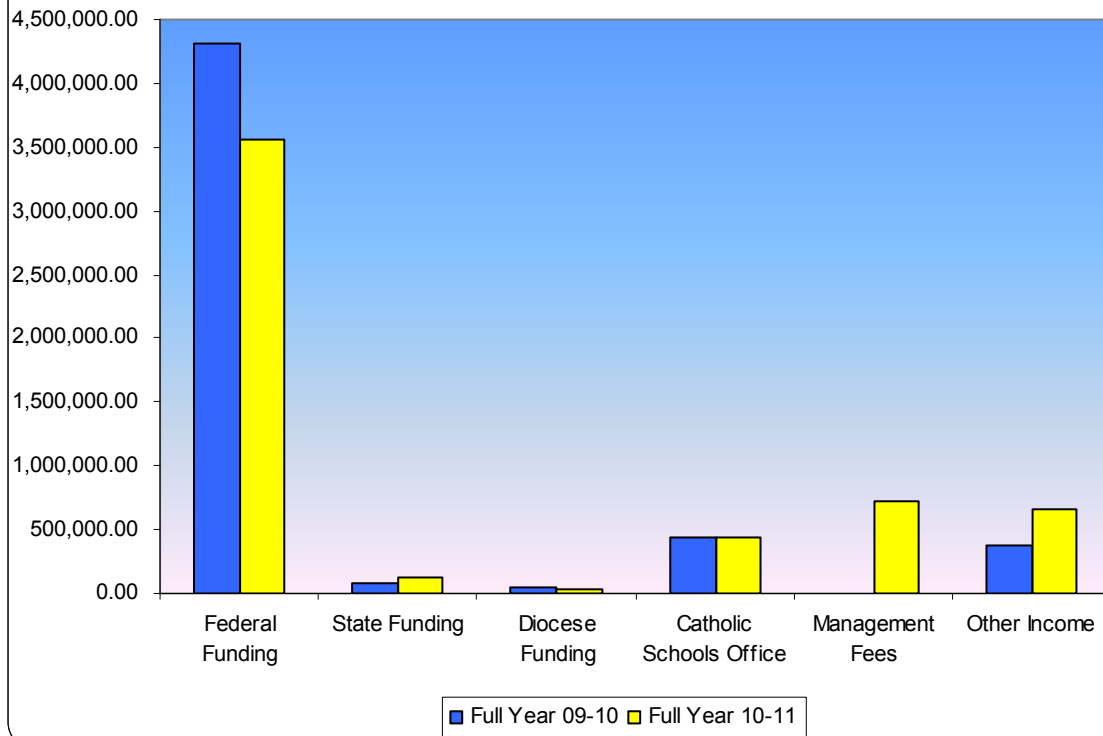
Statement of Comprehensive Income

For the Year ended 30th June 2011

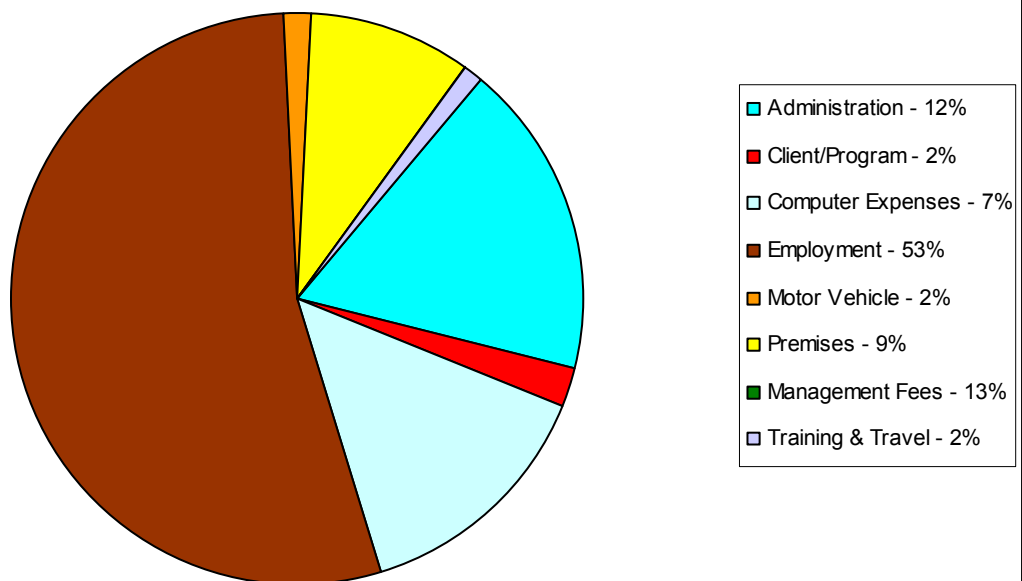
	Full Year 10-11	Full Year 09-10
Income		
Federal Funding	3,562,427.66	4,311,491.46
State Funding	119,963.00	82,000.00
Catholic Schools Office	437,045.45	437,000.00
Diocese Funding	30,000.00	50,000.00
Management Fee	724,733.46	0.00
Other Income	654,414.06	369,884.69
	<hr/> 5,528,583.63	<hr/> 5,250,376.15
Expenditure		
Employment Expenses	2,898,460.49	2,691,042.47
Client/Program Expenses	123,591.23	114,609.80
Computer Expenses	372,970.24	699,054.45
Administration Expenses	683,481.69	885,080.48
Management Fee	724,733.46	0.00
Motor Vehicle Expenses	93,873.13	77,839.20
Premises Expenses	485,583.64	460,704.37
Training and Travel	137,623.02	57,565.39
	<hr/> 5,520,316.90	<hr/> 4,985,896.16
Operating Surplus	<hr/> 8,266.73	<hr/> 264,479.99

Finance & Funding

Income 2010/2011



Expenditure 2010/2011



Centacare NENW Board Members



Philip Lyne has been a member of the Centacare Board for 9 years filling various roles including Chairman of Centacare NENW for the last 6 years. Small business is Philip's point of expertise. Philip has been a retail Travel Agent for 31 years. In this time Philip has been located in Sydney, Inverell, Armidale and for the last 15 years in Tamworth.



Jennifer Harman has been involved with Centacare NENW even before its inception! Having worked in the Diocese of Armidale for the past 21 years. Jennifer was initially employed as General Manager of Armidale Diocese Investment Group (ADIG) and in 2000 took the role of Diocesan Financial Administrator. Jennifer is Chair of Parish Diocesan Religious Institutes standing committee of Catholic Commission for Employment Relations and a Councillor on the Australian Catholic Commission for Employment Relations. Jennifer has a Bachelor of Economics with a Masters in Business.



Stephen Bartlett is employed by Namoi Councils as the organisation's Executive Officer. He is a career veteran of Local Government with 37 continuous years employment in the industry. Stephen has held Council Senior Staff positions for the past 28 years and was formerly employed at Tamworth, Gunnedah, Dubbo and Nundle Councils. Stephen has a Bachelor of Business (Local Government), Master of Local Government Management, Master of Local Government and Environmental Law and Graduate Diploma in Legal Studies.

Stephen is married to Melita and is a father to 4 adult children, Samuel, Gemma, Ainslie and Christopher. Stephen has lived in Tamworth for the past 23 years.



Patrick O'Halloran was a founding director of Centacare NENW. Patrick resides in Tamworth and is a practicing solicitor.

Centacare NENW Board Members



Caterina Gunther is a business woman, wife, mother and grandmother. Caterina married her husband Ron in 1972. They have lived in Casino, Warialda and now reside in Moree. The proud mother of four sons Caterina is kept busy running a construction business with Ron.

Caterina is a community minded person who will try her hand at anything.



Kevin Lane has been on the Centacare board for 3 years. Prior to this Kevin was a member of St. Edward's board for 10 years. Kevin has lived in Tamworth for most of his life. Kevin spent 38 years working in the financial industry and owned his own newsagency for a while.

Kevin is married to Victoria and is a father to 4 grown up children.

Future Directions

Centacare New England North West's future directions are:

1. Enhancing families, individuals and community wellbeing while maintaining the organisational mission and values.
2. Creating better experiences for people using Centacare's services.
3. Ensuring transparent, effective cost and management strategies are employed.
4. Building a skilled and valued workforce.
5. Preparing for risk and opportunity.
6. Building and strengthening regional partnerships within the Diocese geographic area.

Centacare fulfills these directions by providing the following services:

- General Counselling
- Contract Counselling
- Medicare and Psychological Services
- Regional Family Dispute Resolution
- Family Mental Health Support Services
- Personal Helpers and Mentors Program
- Catholic Schools Program
- Responsible Gambling Program
- Family Relationship Centre
- Men and Family Relationships Program
- Post-Separation Cooperative Parenting Program
- Early Intervention Family Relationship Education and Counselling (under sub-contract)
- Children's Contact Services (under sub-contract)

In the future Centacare will maintain these key directions and develop in the areas of youth, homelessness and working within our indigenous/CALD communities.

Centacare New England North West

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It is God who gives the increase