

# 2016 ANNUAL REPORT



“I’m glad I decided to attend this course. It has renewed my enthusiasm towards more study in the field of nursing / teaching and the humility to realise that whatever I think I know is but a drop in the ocean.”

## Eleni

*Graduate – Certificate III in  
Individual Support (Ageing)*



Right: Graduates, Briana and Eleni with 'Charlie'. Both have gone on to study nursing at TAFE.

# Contents

<b>Report from the Chair.....</b>	<b>4</b>	<b>Income Statement .....</b>	<b>30</b>
<b>Executive Director's Report.....</b>	<b>6</b>	<b>Statement of Financial Position .....</b>	<b>31</b>
<b>Board Members.....</b>	<b>8</b>	<b>Statement of Changes in Equity .....</b>	<b>33</b>
<b>Guiding Principles.....</b>	<b>13</b>	<b>Statement of Cash Flows .....</b>	<b>34</b>
<b>About Us .....</b>	<b>14</b>	<b>Notes to and forming part of the</b>	
<b>Achievements by Business Unit .....</b>	<b>16</b>	<b>Financial Statements .....</b>	<b>35</b>
Vocational Education and Training.....	16	<b>CENTACARE EMPLOYMENT AND TRAINING GIFT ASSISTANCE FUND FINANCIAL STATEMENTS</b>	
Skills for Education and Employment.....	18	<b>Declaration by the Board of Management .....</b>	<b>41</b>
Corporate Services .....	20	<b>Independent Auditor's Report .....</b>	<b>42</b>
<b>CENTACARE EMPLOYMENT AND TRAINING FINANCIAL STATEMENTS</b>		<b>Income Statement .....</b>	<b>44</b>
<b>Declaration by the Board of Management .....</b>	<b>25</b>	<b>Statement of Financial Position .....</b>	<b>45</b>
<b>Auditor's Independence Declaration.....</b>	<b>26</b>	<b>Statement of Changes in Equity .....</b>	<b>46</b>
<b>Independent Auditor's Report .....</b>	<b>27</b>	<b>Notes to and forming part of the</b>	
		<b>Financial Statements .....</b>	<b>47</b>

**Front Cover:** 2016 Winner of the Community Services Excellence Awards in the category of 'Partnerships' for Project Stepping Stones, presented by The Hon Tony Simpson, MLA, Minister for Community Services with Centacare's Lee-Anne Phillips, Executive Director (left) and Carmel Jennings, Program Manager, Skills for Education and Employment.

# Report from the Chair

**It is with great pride that this year Centacare Employment and Training celebrates 40 years of successfully fulfilling our vision of ‘transforming lives through education, training and employment’, (1976 - 2016).**

This achievement is a reflection of the passion, commitment and the sheer tenacity of our organisation to continuously evolve and adapt, to navigate adversity and through it all, maintain a steady focus on our core business of delivering life-changing opportunities and pathways for those in need.

Over these past 40 years, Centacare has developed into a truly unique organisation, providing vulnerable members of the community with an alternative learning experience. It is with this in mind that I must vigorously commend, congratulate and thank all who have supported Centacare in some way over the years and who, in their own way, have contributed and helped shape this exceptional organisation of which I am very proud to be the Chair.

## THE YEAR IN REVIEW

It was with great excitement that in August, Centacare officially opened the doors to a new, city-based training centre at 823 Wellington Street in West Perth.

The centre was officially opened by His Grace, Timothy Costelloe SDB, Archbishop of Perth and is the first of our six sites to offer both the Skills for Education and Employment

(SEE) program as well as follow on training for students ready to move on to vocational education and training (VET).

The new site also allowed us to consolidate inner-city operations including Head Office and our Murray Street centre whilst extending the number of classrooms and students that we are able to train.

## HIGHLIGHTS

During the year, Centacare Employment and Training was thrilled to be selected as the winner of the 2016 Community Services Excellence Award in the category of ‘Partnerships’ for delivery of the SEE program, (renamed ‘Stepping Stones’), to highly at risk young people through our partnership with Police and Community Youth Centres (PCYC) and the WA Department of Education.

2016 was indeed a year of winners for Centacare with our very own Greg Elliott also taking out the Volunteer of the Year Award in the category of Ethnic Communities. Greg is a Volunteer Teacher with Centacare at our Midland centre and prior to that he was a teacher at our Cannington centre for seven years.

*Between 1 July 2016 and 30 June 2016, the Board of Management for Centacare Employment and Training met on seven occasions.*

During the course of the year, Centacare was also appointed to the Provider Panel for Priority Industry Training (PIT) enabling us to dramatically broaden the eligibility criteria of those that we are able to train in areas of industry identified by the Government as in demand.

### CHALLENGES

During 2015/16, we have had much to celebrate.

As in previous years, we will draw deeply on our wealth of experience and understanding of the sector to maintain our unique student centric approach and high levels of innovative thinking and industry collaboration.

I am pleased to report that we have made significant progress towards achieving the ambitious goals set down in our strategic plan a year ago. We will continue to work hard to fulfil, and adjust where necessary, planned objectives to secure the ongoing success of our organisation.

### WITH THANKS

On behalf of the Board, I would like to sincerely thank our Executive Director, Lee-Anne Phillips

and her team of dedicated staff and volunteers who work tirelessly to fulfil our mission.

I would also like to thank members of the Board for their input and guidance during the year as well as our business partners, associates and of course our students without whom we would not be here today.



*Gwen Wood.*

**Gwen Wood**  
CHAIR

**Below:** Official opening of Centacare's new city-based adult learning centre by His Grace, Timothy Costelloe SDB, Archbishop of Perth with Centacare's Executive Director, Lee-Anne Phillips (left), Gwen Wood, Chair and Board of Management.



## Executive Director's Report

**As a not-for-profit organisation with a successful 40 year history, Centacare has weathered the storms of unpredictable funding and constant regulatory change.**

We've stayed focused and true to our purpose which is to support and enable those from disadvantaged backgrounds with significant and hugely diverse needs, both inside and outside of the classroom, to enter or re-enter the workforce and create sustainable economic livelihoods.

Not many organisations stay the course of time to celebrate 40 years of service to the community but this is exactly what Centacare Employment and Training has been able to achieve. The successful journey has been through

both adversity and challenges and it is a true reflection of our work in action to provide opportunities for those in need. In doing so, Centacare has revealed a rich source of human wealth whose positive contribution to the community cannot be measured.

### THE ROAD AHEAD

During the course of the year, we have responded to changes brought about through changes in the political and economic climate. With that being said the environment remains complex and unpredictable.

Nevertheless, it has been a year of significant achievements, milestones and challenges and the work we have undertaken in the past year has been phenomenal.

We have upgraded and increased our services and facilities, the highlight of which was the opening of the West Perth Head Office in August. Plans are also well under way for the relocation and expansion of another three sites in the coming financial year which will enable Centacare to increase delivery of both the Skills for Education and

*Between 1 July 2016 and 30 June 2016, Centacare Employment and Training responded to a Request for Proposal for Transition to Work 2016-2020.*

**Right:** A student from our Work this Way program.



Employment (SEE) program as well as follow-on vocational training for those ready to transition into skilled industry training.

In line with our strategic plan to increase numbers into our Vocational Education and Training (VET) programs, Centacare appointed an experienced Business Relationship Manager in the latter part of the previous year. I am pleased to report that this role has been successful and has enabled Centacare to increase its profile and reputation, providing a physical point of contact with referral agencies and ultimately streamlining the referral process of eligible students into our programs.

In the coming financial year, we will seek to further expand the eligibility criteria for people looking to undertake industry training and will apply for 'Job Seeker' and 'Traineeship' funding.

Relationships are key to the survival of our organisation and I cannot overstate the importance of working closely with referral organisations, work experience providers and potential employers. This past year we have significantly increased the number and scope of these relationships forging partnerships with organisations such as Communicare, the Wirrpanda Foundation and MAX Employment to deliver the SEE program as well as Identitywa to deliver nationally recognised industry training for staff in Certificate III in Individual Support, specialising in disability.

At time of writing, negotiations were in progress with other organisations and I look forward to working with more alliance partners in the near future.

The year holds much promise for Centacare with the labour market shortage showing clearly the need for

health care workers, one of our core business programs. In addition to this we are working more with young people and will retain a strong focus on these people in the coming year. There are numerous opportunities for Centacare and we are in a favourable position for success.

Lastly, I extend my thanks to the generous ongoing service of our board, volunteers, and my team, without you none of this would be possible.



A handwritten signature in dark ink, which appears to read 'L. Phillips', written in a cursive style.

**Lee-Anne Phillips**  
EXECUTIVE DIRECTOR

“We are working more with young people and will retain a strong focus on these people in the coming year.”



## Board Members



### **GWEN WOOD**

#### **Chair**

Gwen was appointed to the Board of Centacare Employment and Training in November 2005 and was elected Chair of the Board in November 2013.

Now retired, Gwen was previously a Manager in the Department of Health. Her expertise in the outsourcing, through contracts, of Health services to the community sector has particular relevance to her role with Centacare.

Prior to this, she was a Lecturer and Program Manager in Vocational Education And Training, (VET).

Gwen has considerable knowledge and experience with the not-for-profit sector, bringing relevant expertise to the position of Chair. She has double degrees in Education and Psychology and a Post Graduate Diploma in Business.



### **DR JAYA DANTAS**

#### **Board Member**

Dr Jaya Dantas has almost 30 years' experience working in India, Kenya, Uganda, Rwanda, Timor Leste and Australia as an educator and researcher.

She is currently the Director of Graduate Studies in the Faculty of Health Sciences and Associate Professor of International Health at Curtin University.

Jaya strongly believes in social justice and empowerment and is passionate about refugee and migrant health, gender and youth issues.

Jaya is a National Board member of the Public Health Association of Australia, a Board member of Ishar, (a multicultural women's health centre in Perth), and is a member of the 100 Women Giving Initiative in Perth.

She believes in education and capacity building as a means of empowering people. Jaya has a Master's degree from India, a Graduate Certificate in Education from England and holds a PhD from Curtin University.





**LUCAS WILK**  
**Board Member**

Lucas is a legal practitioner with over 16 years' experience, specialising in litigation, arbitration, alternative dispute resolution and insolvency. His clients include Australian listed companies, multinational corporations, foreign clients and local and international banks.

He holds a Bachelor of Laws with Honours and a Bachelor of Commerce (Accounting major) and is a member of the Editorial Board of the University of Notre Dame Australia Law Review.



**RAY COCHRANE**  
**Board Member**

Ray Cochrane was appointed to the Board of Centacare in 2010.

Ray was previously a retail banker with the ANZ Bank, holding senior management roles in Perth and Melbourne.

Following a career in retail banking, Ray took up senior management roles with Veolia Transport in Australasia and was a member of the Board of Directors for NSW.

Having retired from corporate life, Ray now consults privately as a business coach.

## Board Members



**PAT DOODY**  
**Board Member**

Pat is a fellow of the Society of Certified Practicing Accountants with 36 years' experience in corporate, international and retail banking both here in Australia and overseas.

Pat has held senior positions with Bankwest and the ANZ Bank and has been a Director and the Chief Executive Officer of Business In The Community Ltd. He is also active in a number of other community initiatives and is Chairman of Finance at his parish of Our Lady of the Rosary, Doubleview.

Pat is a longstanding member of the Finance Committee and a Governor of the Arthritis Foundation of WA.



**ANN ANDERTON**  
**Board Member**

Ann Anderton has over 30 years' experience in education as a teacher, author and then Capital Development Consultant in the Resources Team of the Catholic Education Office.

Ann has been a Lecturer, Tutor and Teacher at universities, TAFE, a private college and state secondary schools. She has worked in a variety of roles and also contributed as a Syllabus Committee Member, Moderator and Examiner for the Curriculum Council.

She holds a Bachelor of Education with a Graduate Diploma of Applied Science (Computing), and a Master of Educational Leadership.



**Above:** Steve, a former tool maker from the automotive industry who decided to re-train following a period of unemployment and subsequently graduated with a Certificate III in Individual Support.



**Above:** Executive Director, Lee-Anne Phillips, (centre), with former students who became volunteers and Vera, (right), who is now a Centacare employee.



# Guiding Principles

**We aim to deliver effective, equitable and non-discriminatory education, training and employment support, focused on achieving positive, sustainable and life-changing outcomes for our clients.**

## MISSION

Centacare Employment and Training provides quality, individualised employment, training and support services to unemployed job seekers in a manner consistent with our Christian ethos, which encourages clients to regain and sustain their dignity and work towards building an economic and social livelihood for themselves.

## VISION

To transform lives through education, training and employment.

## VALUES

As an organisation, we value:

### Respect

Our culture is built on the premise of respect for the dignity, diversity and

contribution of each person and we operate with consideration and the utmost regard for the feelings, wishes, rights and beliefs of all with whom we come into contact.

### Equity and justice

We seek to provide equal access and opportunity for all. We are motivated by clarity of purpose, understanding and the desire to support the aspirations of our clients.

### Inclusion

We are a community-based organisation, embracing and encouraging a sense of belonging for all our clients.

### Empowerment

Optimism, commitment, steady persistence and patience are fundamental traits that we look for

in our teaching staff. A clear focus on outcomes based on individualised lesson and programme planning ensures clients achieve to their fullest extent.

### Integrity

We are guided by moral principle and a commitment to operating in an environment of honesty, openness and transparency.

## About Us

**Centacare Employment and Training is a not-for-profit, registered training organisation, (RTO), established in 1976. We are an agency of the Catholic Archdiocese of Perth, however, our services are available to any member of the community without prejudice or discrimination.**

We deliver flexible education courses and fully accredited industry training programs specifically for disadvantaged and/or marginalised members of the community who are looking to learn new skills or obtain the qualifications necessary to go on to further study, training or employment.

Our multicultural student population comes from a wide range of backgrounds. We welcome Indigenous and non-Indigenous Australians as well

as migrants from all over the world. Our students include young people and mature age people who are looking for an opportunity to continue their education, obtain job-ready skills or the qualifications necessary to enter a particular area of study or employment.

Our courses are delivered by passionate, highly qualified and experienced teachers and trainers, tailored to the individual

needs of each student. Classes are practical, fun, interactive and available from six locations across the Perth metropolitan region, including Gosnells, Cannington, Midland, West Perth, Mirrabooka and Joondalup.



**Right:** Congratulations to Rahul who graduated from Certificate III in Business and is now employed following his work experience.

**Far Right:** Anthony and Carol, students from our Cannington centre.





## Achievements by Business Unit

### VOCATIONAL EDUCATION AND TRAINING

2015/16 has been a busy and very successful year for Centacare's Vocational Education and Training (VET) area with significant expansion in student numbers and courses delivered.

Over the course of the year VET student numbers increased by approximately 24% and also exceeded our 2015/16 forecast by approximately 8%. To support this growth, we have taken on new trainers with excellent industry experience. Aligned with our culture and ethos they have settled in quickly to our organisation delivering well trained, work-ready graduates.

The course completion rate for the year was 85% of all Centacare students commencing a course with us completing their studies and receiving their formal qualification. The overall satisfaction rating was again extremely high at 90%.

#### New Courses

We have aligned our business with the State Government's (Department of

Training and Workforce Development) Priority Industry Qualifications list and have begun delivering two new qualifications – Certificate III in Business and Certificate III in Individual Support.

Through a strategic alliance with Identitywa, one of Western Australia's leading agencies supporting people with a disability and their families, Centacare also began delivering CHC33015 Certificate III in Individual Support to support workers with a specialisation in Disability. Delivery of this course is also planned for roll-out to Centacare's own students shortly.

At time of writing, the course work for a third course for Home and Community was also in development. This course is ideally suited to those students keen to support either the elderly or those with a disability living independently in the community.

As a result of bringing these new courses on board, Centacare ceased delivering Health Services Assistance as the content of the course was

modified and no longer relevant to aged care training – an area identified as in high demand and suited to those in our target market.

#### Expansion of Student Eligibility Criteria

During the course of the year, Centacare was appointed to the Provider Panel for Priority Industry Training (PIT). As a result of this appointment, Centacare became eligible to provide training in Certificate III in Individual Support to prospective students aged 15 years and over, thus removing previous restrictions of training only those who are either culturally and linguistically diverse (CaLD) or young people aged between 15 and 24 and who are not fully engaged in education, training or employment.

This has enabled Centacare to support and train a far greater number of people looking for work in the aged care industry as well as those looking

**Right:** Each Graduation is a day of celebration with students and their families getting together with Centacare staff to share food and acknowledge the achievements of each and every student.

for an alternative pathway into a career in nursing. Further good news is that students trained under PIT incur lower course fees due to government funding, making it far more affordable for those with limited financial means to get qualified and find work.

### Quality Assurance

During the year, Centacare passed an audit undertaken by the Training Accreditation Council (TAC), receiving commendable feedback in relation to a variety of areas of internal process and control, compliance and quality assurance.

### Employment

Strong relationships with our work experience providers in both aged care and business have led to offers of employment

and a consistent reputation for providing well-trained, work-ready graduates with sound theory and good practical knowledge.

The vast majority of our students are working in paid employment within three months of graduation and a new Employment Support page on our website advertising current job vacancies with some of our work experience providers is another added level of support for our students once they have graduated.

### Looking to the Future

Part of our Strategic Plan is to increase student access to courses. Currently, all VET courses are delivered from our West Perth training centre, however,

planning is in progress to run courses from one or more of our north and south metro sites. Similar to our alliance with Identitywa, Centacare is looking at additional alliance partners through whom we can deliver training and increase our reach to meet demand.

In the coming financial year, Centacare will also look to expand the scope of training to other areas where the Government has identified there is a skills shortage.

We will also seek to broaden the eligibility criteria for people looking to train with Centacare and will apply for 'Job Seeker', 'Aboriginal people' and 'Traineeship' funding.



## SKILLS FOR EDUCATION AND EMPLOYMENT

### Introduction

Skills for education and Employment (SEE) is funded by the Department of Education and Training, specifically for jobseekers aged between 15 – 64 years who are either unemployed or underemployed and who identify English language, literacy and/or numeracy as a barrier to participation in the labour market.

The SEE program is designed to be an adult basic education program. The majority of students are migrants who have entered Australia on humanitarian visas and come from a range of culturally and linguistically diverse backgrounds.

Many of our students learning English have had little or no opportunity to go to school in their country of origin and while they may speak several languages they are learning to read and write for the first time in their lives.

Some of our students are native English speakers, many of whom have had a negative experience of education the first time around and are coming into the program for a second chance at education.

### Enrolments

From 1 July 2015 – 30 June 2016, internal data indicates that between 850 and 900 students are enrolled at Centacare in any given week throughout the year.

Over a 12 month period, the figures suggest that the average intake into the program is just over 80 students per month.

### Program Delivery

The number of referrals to the program slowed down considerably in the first part of the year while newly appointed Jobactive agencies registered jobseekers and became familiar with eligible programs for their clients. This impacted the SEE program by temporarily reducing the number of weekly classes from 53 in June 2016 to 48 by February 2016. By June 2016 the number had risen again to 50 classes per week.

### Partnerships

Centacare's outreach partnerships involve the provision of an inclusive and supportive learning community offering an alternative approach to education and training for young people who have disengaged from mainstream schooling. The focus is both education and welfare

based, providing a much needed holistic approach for our students.

Police and Community Youth Centres (PCYC) continues to be a truly successful partnership of Commonwealth and State funding and is predominantly an engagement program for highly at risk young people.

In 2016, Centacare won the Community Services Excellence Award in the category of 'Partnerships' for delivery of the SEE program, (renamed 'Project Stepping Stones'), in collaboration with PCYC and the WA Department of Education.

Partnerships with Wirrpanda Foundation and Communicare to deliver appropriate training to young people in Transition to Work continue to develop. The program 'Work this Way', was developed in response to the needs of young people.

These two partnerships are crucial in the development of programs which engage young people and similar partnerships will continue to be sought and developed.

In June, 2016, a partnership was brokered with the SEE Program and Max Employment by the Department

of Education and Training. Assessments were conducted in June 2016 with a view to commencing the program in July 2016.

### **Gaining Access to Training and Employment (GATE) Program**

'Kadajini Bidi', meaning 'Learning Path', was a GATE Program specifically tailored for Indigenous Australians. It ran from February to August 2015, when students graduated with 50% gaining employment, 16.6% going on to complete a Diploma and 33.3% continuing in the SEE Program.

During the year, the SEE program delivered training to 54 Indigenous Australians who were supported through their studies by Centacare's Aboriginal Community Development Officer.

### **Volunteer Tutor Training**

Two Volunteer Tutor Training Programs run during the year graduated seven and 15 Volunteer Tutors respectively, some of whom had a teaching background which resulted in five volunteers becoming employed in the program. Volunteers went on to set up a free English conversation

class in Perth each Friday. Since the training began, teachers and sites more readily and eagerly recognise and request the skills and value that our volunteers add to the program. More employment in both teaching and administration is expected as the program develops.

### **Numeracy Project**

Following on from completion of a numeracy project entitled:

'Adults Talking Numeracy:

Collaborative Activities

for Beginning

English Language

Learners' and

subsequent distribution to relevant networks around the world, Karen Cole and Amber Farquharson, Centacare teachers and authors of the numeracy resources created, were invited to present their work at a joint international numeracy conference hosted by the Australian Council for



**Right:** Students from our Work this Way program

Adult Literacy (ACAL) in conjunction with the Australian Council of TESOL Association (ACTA).

The invitation was a great honour with the body of work greatly appreciated by attendees, particularly given the scarcity of adult numeracy resource materials at this level of language and numeracy concepts.

## CORPORATE SERVICES

### Information Technology and Facilities

In the past twelve months, Centacare's Information Technology (IT) and Facilities department has worked to maintain our infrastructure to the highest level.

IT maintenance at all sites has been ongoing to keep our computers operational while exercising financial restraint. Each of our premises have also received regular and ongoing maintenance to keep the facilities in their best condition for our staff and students.

In late July 2015, Centacare relocated and combined its head office in Perth

with the West Perth site in new leased premises. Occupying three floors of what was originally the WA Lamb Building, Centacare now has nine dedicated training rooms and two computer labs to support our SEE and VET programs. This includes a dedicated manual handling room for Certificate III in Individual Support classes run under VET. One floor is dedicated to our finance, corporate services and administration functions, separating the office space from our operational delivery areas.

We are actively searching for new premises for other sites as we grow and expand and negotiations for a new facility in Joondalup are well underway after the existing site no longer met our needs.

Centacare's IT systems continue to grow with a Customer Relationship Management solution being developed and implemented on our internal server infrastructure. This will provide the organisation with a single database for our external contacts and stakeholders and allow us to better manage our relationships with them.

## Human Resources

### Staff

During the year, Centacare's workforce increased in number from 97 to 105 staff, comprising 15 full time, 53 part-time and 37 casual employees.

Staff retention during the year was 84% with a turnover rate of 16% across all sites and departments. This rate is well below the current, not-for-profit sector average in Western Australia of 29% as provided by the Salary Benchmarking Report No.2, SalaryOne, April 2015 and Turnover and Retention Report, AHRI, September 2013.

### Volunteering

With the creation of a dedicated Volunteer Coordinator role late last year, Centacare's loyal and committed army of volunteers reached a total of 49 for the year. Together our volunteers provide approximately 90 hours of valuable support each month to teachers and administration staff across our six training centres.

During the course of the year we have been able to recruit five volunteers as paid employees.

**Image Right:** Centacare volunteer and Winner of the Volunteer of the Year Award for Ethnic Communities, Greg Elliott, with proud members of Centacare's staff and management.



A significant highlight was Centacare's volunteer (and former teacher), Greg Elliott, who was awarded Volunteering WA's 2016 Volunteer of the Year for Ethnic Communities.

The Office of Multicultural Interests also recognised another of our volunteers (and former student), Thoai Nguyen, by publishing her story and experience as a volunteer at Centacare on their website.

#### **Strategic Human Resources**

2015-2016 was a productive year in terms of strategic human resources planning. New projects were developed as a result of this initiative which will strongly support the organisation's direction in the years ahead.

#### **Recruitment and Selection**

We continue to actively support internal recruitment practices by providing development opportunities and pathways for existing staff as well

as graduates and volunteers from our courses and programs.

We have also successfully diversified our internal and external recruitment channels in order to identify and attract highly desirable candidates to our programs.

#### **Training and Development**

Online training continues to be an effective method of formal staff training with completion rates sitting at 85% for the year.

This year our staff undertook training in various areas of Occupational Health and Safety

including Bullying and Sexual Harassment in the workplace.

#### **Diversity**

Our commitment to diversity is highly regarded and demonstrated by a diverse workforce of more than 15 nationalities across all sites and departments. We encourage diversity in all our practices by seeking constant feedback from our staff members.



## Marketing and Communications

### Relationship Marketing

Late last year, Centacare appointed a Business Relationship Manager (BRM) to provide a physical point of contact with our 500-strong business referral database, enabling Centacare to streamline the referral process and ultimately increase referrals into our courses and programs.

As a flow on from this, we have been able to develop more extensive partnerships with local communities, industry groups, employers and other relevant stakeholders ensuring that we are part of broader networks throughout the region.

Strong relationships with our networks have meant an increased presence at expos, career days as well as our annual participation at NAIDOC Week, helping to keep our brand visible in various communities whilst capturing expressions of interest directly from prospective students.

### Marketing Collateral

Centacare maintains a strong and increasingly recognisable brand

presence across all its marketing and communications collateral as well as outdoor signage and advertising. During the year, Centacare refreshed existing and created new marketing and promotional material to support the activities of the BRM, new VET courses and our growing stable of outreach education programs.

As always, language and wording has been kept simple and photographs feature our own multicultural student population in Centacare settings thus enabling readers to identify and align themselves with typical students for a particular program.

### Online Marketing Strategies

As in previous years, Centacare's marketing and communications strategy has relied heavily on online strategies including eNews marketing and social media to increase our reach and visibility at low cost amongst our target markets and stakeholder groups.

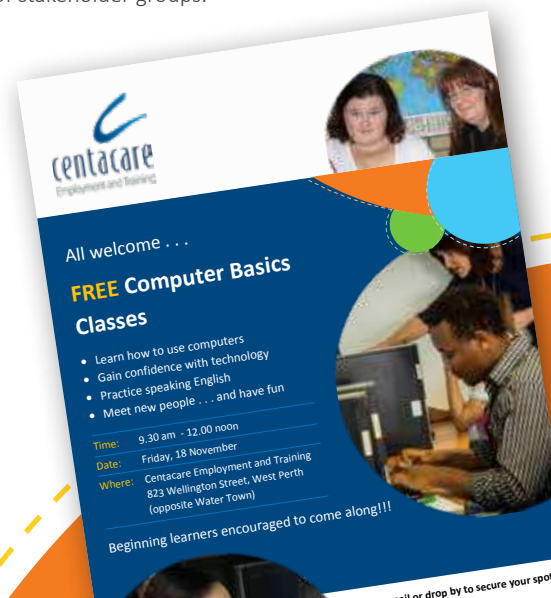
Through our website, Centacare added a new 'Job Alert' service for students and their communities, accessed via a subscriber functionality and providing

direct links for Graduates to job vacancies in industry and volunteer opportunities.

### 40 and Fabulous

2016 sees Centacare celebrate 40 years of operation and at time of writing plans were in motion for staff celebrations.

2015/16 has been an exceptionally busy year with the establishment of new strategic alliances and an increase in courses and programs. In response, Centacare's integrated approach to marketing and promotion continues to evolve ensuring that our brand, our value proposition and distinctive differences are consistently communicated via a range of overlapping channels to a diverse mix of stakeholder groups.







## Building on Experience

Make new friends, have fun and learn while you're looking for work.

- Improve confidence and communication
- Discover your strengths
- Prepare for interviews
- Improve reading, writing, maths and computer skills
- Projects
- **It's Free**

Study towards achieving a Certificate in General Education for Adults, (CGEA). Recognised nationally.

9.30am to 3pm, Monday to Thursday

**Open up a world of opportunities.**

This course is free because it is funded by the Department of Education.

## Join us

Contact MAX Employment  
139 Fitzgerald Street, Northam WA 6401  
(08) 9621 0300

Alternatively call Helen Mulcahy on (08) 9482 7028 or  
(08) 9482 7000 or email [see@centacarewa.com.au](mailto:see@centacarewa.com.au) or visit us  
online at [www.centacarewa.com.au/SEE](http://www.centacarewa.com.au/SEE)

RTO 0300





# 2016

## ANNUAL REPORT

CENTACARE  
EMPLOYMENT  
AND TRAINING  
FINANCIAL  
STATEMENTS FOR  
THE YEAR ENDED  
30 JUNE 2016

# Declaration by the Board of Management

The members of the Board of Management declare that the Agency is not a reporting entity, and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the Financial Statements.

In the Board of Management's opinion:

- a) the financial statements and notes as set out on pages 30 to 39 satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*, including:
  - i) complying with Accounting policies as described in Note 1 to the financial statements and the *Australian Charities and Not-for-profits Commission Regulations 2013*; and
  - ii) giving a true and fair view of the Agency's financial position as at 30 June 2016 and of its performance for the year ended on that date.

In the Board of Management's opinion there are reasonable grounds to believe that the Agency will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Management.



**Gwen Wood**  
CHAIR OF THE BOARD OF MANAGEMENT

**Perth, Western Australia**  
**11th November 2016**





Accountants | Business and Financial Advisers

### AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of Centacare Employment and Training for the year ended 30 June 2016, I declare that to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.

A handwritten signature in black ink, appearing to read 'L Di Giallonardo'.

Perth, Western Australia  
11th November 2016

L Di Giallonardo  
PARTNER

HLB Mann Judd (WA Partnership) ABN 22 193 232 714

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Accountants | Business and Financial Advisers

## INDEPENDENT AUDITOR'S REPORT

To the members of Centacare Employment and Training

### Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Centacare Employment and Training ("the Agency"), which comprises the statement of financial position as at 30 June 2016, the income statement, the statement of changes in equity and the statement of cash flows and notes to the financial statements for the year then ended.

### The responsibility of the Board of Management for the financial report

The members of the Board of Management are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the financial reporting requirements of the Constitution and the Australian Charities and Not-for-profits Commission Act 2012 and are appropriate to meet the needs of the members. The Board's responsibility also includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

### Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. Those Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

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## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Agency's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Agency's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

Our audit did not involve an analysis of the prudence of business decisions made by directors or management.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

### Auditor's opinion

In our opinion:

- (a) the financial report of Centacare Employment and Training is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:
  - (i) presenting fairly, in all material respects, the financial position of the Agency as at 30 June 2016 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements;
  - (ii) complying with the Australian Charities and Not-for-profit Commission Regulations 2013; and
- (b) we have been given all information, explanation and assistance necessary for the conduct of the audit;
- (c) the Agency has kept financial records sufficient to enable a financial report to be prepared and audited; and

(d) the Agency has kept other records as required by Part 3.2 of the Act.

**Basis of accounting**

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to meet the reporting requirements of the Agency's Constitution and external fund providers. As a result, the financial report may not be suitable for another purpose.



**HLB Mann Judd**  
Chartered Accountants



**L Di Giallonardo**  
PARTNER

**Perth, Western Australia**  
**11th November 2016**



# Income Statement

FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
<b>INCOME</b>		
Brokerage Fees & Outcomes	-	185,700
Training Services (SEE & VET)	5,332,245	5,419,888
Other income	2,143	-
Other Grants	-	24,372
Archdiocesan Subsidy	207,395	72,205
Interest Received	17,664	31,720
Sale of Assets	-	413
Insurance Recovery	-	4,028
Wages & other expenses recouped	1,184	302
	<b>5,560,631</b>	<b>5,738,628</b>
<b>EXPENDITURE</b>		
Staff (Wages, Superannuation, FBT, Insurance, Training, Travel, Welfare)	3,903,339	3,736,289
Accommodation (Rental, Maintenance, Cleaning, Electricity, Rates)	1,260,758	958,989
Low Value Assets (Computers and Equipment)	5,213	11,844
Interest Expense	38,945	42,460
Services and Contracts	619,108	618,047
	<b>5,827,363</b>	<b>5,367,629</b>
Operating (Deficit)/ Surplus	(266,732)	370,999
Accumulated Funds Brought Forward	2,416,183	2,045,184
<b>ACCUMULATED FUNDS</b>	<b>2,149,451</b>	<b>2,416,183</b>

*This statement forms part of the financial statements and is to be read in conjunction with the Notes to and forming part of the Financial Statements.*

# Statement of Financial Position

AS AT 30 JUNE 2016

	2016	2015
	\$	\$
<b>CURRENT ASSETS</b>		
Cash at Bank	946,673	1,735,439
Petty Cash	1,700	2,300
Term Deposits	259,314	254,146
Accounts Receivable	651,643	179,754
Accrued Income	2,683	-
Prepaid Expenses	17,389	97,820
Other Assets - Security Bonds	3,490	3,490
	<b>1,882,892</b>	<b>2,272,949</b>
<b>NON-CURRENT ASSETS</b>		
Computers & IT Equipment	397,193	377,899
Less: Provision for Depreciation	(300,734)	(237,318)
Furniture & Fittings	466,333	464,626
Less: Provision for Depreciation	(147,691)	(101,587)
Office Equipment	48,020	53,608
Less: Provision for Depreciation	(33,856)	(30,665)
Leasehold Improvements	625,813	353,947
Less: Provision for Depreciation	(196,364)	(155,332)
Buildings (Note 4)	339,000	339,000
Less: Provision for Depreciation	(26,563)	(18,088)
Land (Note 4)	711,000	711,000
Software	48,000	48,000
Less: Provision for Amortisation	(15,808)	(5,143)
	<b>1,914,343</b>	<b>1,799,947</b>
<b>TOTAL ASSETS</b>	<b>3,797,235</b>	<b>4,072,896</b>

## Statement of Financial Position (Cont.)

AS AT 30 JUNE 2016

<b>CURRENT LIABILITIES</b>		
Australian Taxation Office	174,502	174,209
Creditors and Accruals	193,909	204,749
Income in Advance	-	114,400
Loan (Note 4)	106,381	104,992
Annual Leave Accrual	215,505	245,360
Provision for Long Service Leave	106,468	41,522
Lease Incentive Liability (Current)	30,340	-
	<b>827,105</b>	<b>885,232</b>
<b>NON-CURRENT LIABILITIES</b>		
Lease Incentive Liability (Non - Current)	151,702	-
Loan (Note 4)	668,977	771,481
	<b>820,679</b>	<b>771,481</b>
<b>TOTAL LIABILITIES</b>	<b>1,647,784</b>	<b>1,656,713</b>
<b>NET ASSETS</b>	<b>2,149,451</b>	<b>2,416,183</b>
<b>EQUITY</b>		
Accumulated Funds	2,149,451	2,416,183
<b>TOTAL EQUITY</b>	<b>2,149,451</b>	<b>2,416,183</b>

*This statement forms part of the financial statements and is to be read in conjunction with the Notes to and forming part of the Financial Statements.*

# Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2016

ACCUMULATED FUNDS	\$
Balance at 30 June 2014	2,045,184
Surplus for year ended 30 June 2015	370,999
Balance at 30 June 2015	2,416,183
Deficit for year ended 30 June 2016	(266,732)
Balance at 30 June 2016	2,149,451

*This statement forms part of the financial statements and is to be read in conjunction with the Notes to and forming part of the Financial Statements.*

# Statement of Cash Flows

FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
RECEIPTS		
Fees and charges	4,746,601	5,496,048
Archdiocesan Subsidy	207,395	182,205
Interest Received	17,664	31,720
PAYMENTS		
Staff and Suppliers	(5,452,574)	(5,172,045)
Interest Paid	(38,951)	(43,173)
Net cash provided by/ (used in) operating activities (Note 2)	(519,865)	494,755
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
RECEIPTS		
Proceeds from sale of Property, Plant & Equipment	-	413
PAYMENTS		
Purchases of Property, Plant & Equipment	(345,262)	(111,784)
Net cash used in investing activities	(345,262)	(111,371)
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
PAYMENTS		
Loan repayments & Lease incentive	80,930	(96,887)
Net cash provided by/ (used in) financing activities	80,930	(96,887)
Net increase/(decrease) in cash held	(784,198)	286,497
Cash at beginning of reporting period	1,991,885	1,705,388
Cash at end of reporting period (Note 2)	1,207,687	1,991,885

*This statement forms part of the financial statements and is to be read in conjunction with the Notes to and forming part of the Financial Statements.*

# Notes to and forming part of the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2016

## 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements are a special purpose financial report prepared specifically to meet the reporting requirements of the Agency's Constitution and the requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and related regulations.

The Board of Management has determined that the Agency is not a reporting entity and therefore there is no requirement to apply Accounting Standards and other mandatory professional reporting requirements. The financial statements have been prepared in accordance with the requirements of the following Accounting Standards:

AASB 107	Statement of Cash Flows
AASB 108	Policies, Changes in Accounting Estimates and Errors
AASB 110	Events after the Reporting Period
AASB 118	Revenue
AASB 1031	Materiality

The accounting policies adopted are consistent with those of the previous year except as otherwise stated.

### (a) Basis of Accounting

The accounts have been prepared on an accrual basis.

### (b) Revenue

Revenue is recognised in the Income Statement when contractual milestones attached to earning the revenue are satisfied.

All revenue is stated net of the amount of goods and services tax (GST).

# Notes to and forming part of the Financial Statements (Cont.)

FOR THE YEAR ENDED 30 JUNE 2016

## (c) Fixed Assets

Asset purchases in excess of \$500 per item are capitalised.

Depreciation is calculated on a straight-line basis over the estimated useful life of the fixed assets to the agency as follows:

Computers & IT Equipment	4 years
Furniture & Fittings	10-20 years
Office Equipment	8 years
Motor Vehicles	5 years
Buildings	40 years

The amortisation policy for leasehold improvements is dependent on the lease term and the underlying business contract to which the leasehold improvements relate.

## (d) Employee Entitlements

Employee entitlements, which include annual leave, long service leave and accrued wages are calculated to meet entitlements at balance date.

Long service leave is accrued at current wage rates after seven (7) years service.

## (e) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST.



**(f) Income Tax**

No provision for income tax has been raised, as the entity is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

**(g) Economic Dependence**

Centacare Employment and Training is dependent on the Department of Education and the Department of Training & Workplace Development for the majority of its revenue used to operate the business. At the date of this report the Board of Management has no reason to believe the Departments will not continue to support Centacare Employment and Training.

# Notes to and forming part of the Financial Statements (Continued)

FOR THE YEAR ENDED 30 JUNE 2016

## 2. CASH FLOW INFORMATION

### a) Reconciliation of cash

Cash at the end of the reporting period as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

	2016 \$	2015 \$
Cash at Bank	946,673	1,735,439
Petty Cash	1,700	2,300
Term Deposits	259,314	254,146
	<b>1,207,687</b>	<b>1,991,885</b>

**b) Reconciliation of cashflow from operations with operating surplus:**

	2016 \$	2015 \$
Operating surplus /(deficit)	(266,732)	370,999
Increase (Decrease) in Creditors and Accruals	(10,839)	25,340
Increase (Decrease) in Australian Taxation Office	293	(1,195)
Increase (Decrease) in Provisions for Staff Entitlements	35,091	26,104
Increase (Decrease) in Income in Advance	(114,400)	23,940
(Increase) Decrease in Accrued Income	(2,683)	14,700
(Increase) Decrease in Prepaid Expenses	80,431	(90,435)
(Increase) Decrease in Accounts Receivable	(471,889)	(66,882)
Receipts from sale of assets	-	(413)
Loss on disposal of Assets	5,637	355
Depreciation on Property, Plant & Equipment	225,232	192,955
Net Interest accrued on loan	(6)	(713)
<b>Net cash provided by operating activities</b>	<b>(519,865)</b>	<b>494,755</b>

**3. EVENTS SUBSEQUENT TO BALANCE DATE**

There are no events subsequent to balance date to be reported for the 2015/16 financial year.

**4. PROPERTY AT ALBANY HIGHWAY, CANNINGTON**

In 2012/13, the Roman Catholic Archbishop of Perth on behalf of Centacare Employment and Training acquired a property situated at 4/1236 Albany Highway, Cannington to be used in the provision of education services. The purchase price of the property was \$1,050,000 (exclusive of GST) which, together with the cost of fitting out the premises, was partially funded by a loan from the Catholic Development Fund, which holds a mortgage over the property.



# 2016

## ANNUAL REPORT

CENTACARE  
EMPLOYMENT  
AND TRAINING  
GIFT ASSISTANCE  
FUND FINANCIAL  
STATEMENTS FOR  
THE YEAR ENDED  
30 JUNE 2016

# Declaration by the Board of Management

The members of the Board of Management declare that the Agency is not a reporting entity, and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the Financial Statements.

The members of the Board of Management declare that to the best of our knowledge and belief, the financial statements and notes, as set out on pages 44 to 47 present fairly the Agency's financial position as at 30 June 2016, and its performance and cash flows for the year ended on that date.

This declaration is made in accordance with a resolution of the Board of Management.



**Gwen Wood**

CHAIR OF THE BOARD OF MANAGEMENT

**Perth, Western Australia**

**11th November 2016**





Accountants | Business and Financial Advisers

## INDEPENDENT AUDITOR'S REPORT

To the members of Centacare Employment and Training

### Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of Centacare Employment and Training Gift Assistance Fund ("the Fund"), which comprises the statement of financial position at 30 June 2016, the income statement and the statement of changes in equity and notes to the financial statements for the year then ended.

### The responsibility of the Board of Management for the financial report

The members of the Board of Management are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the financial reporting requirements of the Constitution and the Australian Charities and Not-for-profits Commission Act 2012 and are appropriate to meet the needs of the members. The Board's responsibility also includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in circumstances.

### Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. Those Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

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An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Fund's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Fund's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial report.

Our audit did not involve an analysis of the prudence of business decisions made by Board or management.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### **Independence**

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

### **Auditor's opinion**

In our opinion the financial report presenting fairly, in all material respects, the financial position of the Fund as at 30 June 2016

and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

### **Basis of accounting**

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to meet the reporting requirements of the Fund's Constitution and external fund providers. As a result, the financial report may not be suitable for another purpose.



**HLB Mann Judd**  
**Chartered Accountants**



**L Di Giallonardo**  
**PARTNER**

**Perth, Western Australia**  
**11th November 2016**



# Income Statement

FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
<b>RECEIPTS</b>		
Donations	-	-
Interest	2	3
Receipts for Reporting Period	2	3
<b>PAYMENTS</b>		
Contribution to VET student fee	-	313
Contribution to training costs	-	300
	-	613
Surplus/(Deficit) of receipts over payments	2	(610)

*This statement forms part of the financial statements and is to be read in conjunction with the Notes to and forming part of the Financial Statements.*

# Statement of Financial Position

AS AT 30 JUNE 2016

	2016 \$	2015 \$
CURRENT ASSETS		
Cash at Bank	1,217	1,215
NET ASSETS	1,217	1,215
EQUITY		
Accumulated Funds	1,217	1,215

*This statement forms part of the financial statements and is to be read in conjunction with the Notes to and forming part of the Financial Statements.*

# Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2016

ACCUMULATED FUNDS	\$
Balance at 30 June 2014	1,825
Deficit for year ended 30 June 2015	(610)
Balance at 30 June 2015	1,215
Surplus for year ended 30 June 2016	2
Balance at 30 June 2016	1,217

*This statement forms part of the financial statements and is to be read in conjunction with the Notes to and forming part of the Financial Statements.*

# Notes to and forming part of the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2016

## 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements are a special purpose financial report prepared specifically to meet the reporting requirements of the Agency’s Constitution.

The Board of Management has determined that the Agency is not a reporting entity and therefore there is no requirement to apply Accounting Standards and other mandatory professional reporting requirements. The financial statements have been prepared in accordance with the requirements of the following Accounting Standards:

AASB 110	Events after the Reporting Period
AASB 1031	Materiality

The accounting policies adopted are consistent with those of the previous year except as otherwise stated.

### (a) Basis of Accounting

The accounts have been prepared on a cash basis which was consistent with previous years and considered adequate for the level of operations.



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and Training (Head Office)**

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