



centacare

Employment and Training

2018 ANNUAL REPORT





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Transforming lives through education, training and employment for over 40 years.

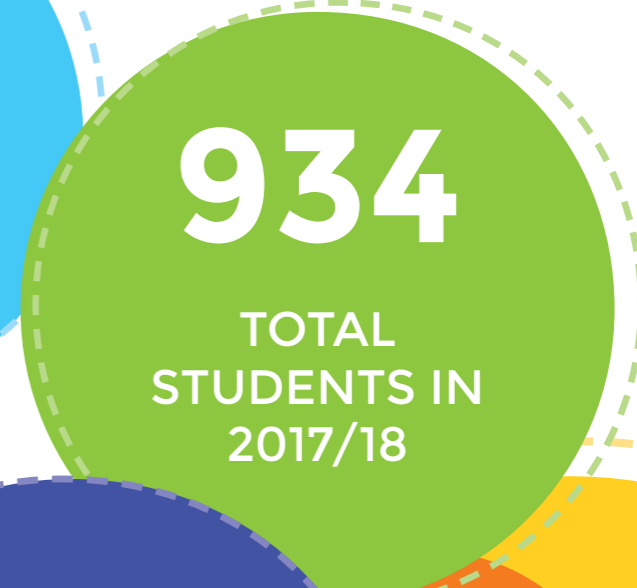
Centacare Employment and Training is a not-for-profit registered training organisation that offers education programs, courses and support services specifically to disadvantaged members of the community who are looking to learn new skills or obtain the qualifications necessary to secure employment or go on to further study or training.

Whilst Centacare is an agency of the Roman Catholic Archdiocese of Perth and our services are proudly based on Catholic values, our Vision encompasses people of all faiths and backgrounds and our services are available to any member of the community without prejudice or discrimination.

We welcome people of all ages from a wide range of cultural backgrounds to join our multicultural student population, including youth and mature-age students, migrants and refugees, and Indigenous and non-Indigenous Australians.

At Centacare we pride ourselves on providing our students with a safe and supportive learning environment in which they can develop the skills, confidence and independence necessary to broaden opportunities for work and secure a sustainable economic future for themselves.

Our training and employment programs are delivered from several locations including our head office in West Perth and other training sites in Joondalup, Cannington, Gosnells, Fremantle and Armadale.



OUR VISION:

To transform lives through education, training and employment.

Centacare aims to deliver effective, equitable and no-discriminatory education, training and employment support, focused on achieving positive, sustainable and life-changing outcomes for our students.

OUR 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 a better economic and social livelihood for themselves.

OUR VALUES

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.

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 potential.

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.

Integrity

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

THE YEAR IN REVIEW

Over the last few years Centacare has faced many challenges and as expected this has continued to have an impact on the organisation throughout this financial year. Both the Board and Centacare staff have worked together closely to mitigate losses and build on strengths, which has shown promising results to date.

An important part of this has been forensic financial and contractual analysis of various aspects of Centacare's programs and commitments, which has given the Board a much deeper understanding of the organisation's processes, especially with regards to the Vocational Education and Training (VET) Program.

The Board and Centacare's Senior Management Team feel in a much better position to strategically navigate the way forward, and planning in this regard has been intense and ongoing. Strategies implemented have already shown considerable improvements and Centacare continues to push forward to recover from the recent challenges we have faced. I believe that Centacare will be a much stronger organisation as a result of these strategic measures.

This year we farewelled two Board members – Patrick Doody and Lucas Wilk – and we thank them for their service to the organisation. The Board opted to remain lean in 2018 and we now look to recruit in the New Year.



During the 2017/18 financial year, the Board of Management met on 10 occasions.

WITH THANKS

On behalf of the Board I would like to thank Centacare's CEO, Lee-Anne Phillips, for her tireless work in managing the many and often very difficult changes and challenges that have presented over the past year. The high morale and positive results that are emerging are proof that the energy and strategies put into the organisation are paying off. I also thank Centacare's Finance Manager, Reena Masuria, and the rest of the Senior Management Team for their work in supporting the Board and their CEO.

I would also like to express my gratitude to Centacare's volunteers, partners and students for their enthusiasm and hard work. It is inspiring and a pleasure to see so many valuing our mission and taking up the opportunity to engage in education and training.

Thanks also to the Board for their continuing presence and invaluable input at meetings, taking time away from businesses and other duties to read papers, consider options and positions, and voice opinions based on their extensive knowledge and experience. Your guidance is very much appreciated.

All indications are that Centacare has become a much more resilient, stronger and more knowledgeable organisation as a result of the work done over this past year. We will continue to maintain Centacare's reputation as a leading provider in the education and training sector and I look forward to the promising and fruitful year ahead.



Gwen Wood
Chair

REPORT FROM THE CEO

Despite the challenges in the past year, including an unpredictable funding model and constant budget reforms, Centacare has again proven its resilience and tenacity. We have continued to focus on our business philosophy of delivering effective, equitable and non-discriminatory education, training and employment support, focusing on achieving sustainable and life-changing outcomes for our students. Our performance is the culmination of many factors, especially the calibre and dedication of our people. Our values help create our culture of delivering great student experiences.

In 2018, the Archdiocese bequeathed a purpose fitted-out training centre in Gosnells, which has allowed our programs to expand in the southern corridor. The Skills for Education and Employment Program has outperformed all expectations. Youth Jobs PaTH expanded delivery in this region and has been quite successful. Our VET Programs continue to improve, in particular our qualifications in Individual Support.

I extend my gratitude to the Board, who have provided valuable support to Centacare and myself in a very challenging environment. We continue to remain optimistic about our future and the coming year holds much promise in bringing about a number of improvements for the organisation. There is a sense of excitement and anticipation throughout the organisation and I look forward to a bright future for Centacare.

Finally, I would like to thank the Senior Management Team; their passion and dedication throughout the year has been significant. I would also like to express my gratitude to our employees and volunteers; thank you for your perseverance through another year of significant change and for your considerable contribution to changing the lives of the people we work with.



A handwritten signature in black ink that reads "L Phillips". The signature is fluid and cursive.

Lee-Anne Phillips
Chief Executive Officer



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 of Health services through contracts to the community sector has particular relevance to her role with Centacare.

Prior to this, Gwen 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 valuable 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 is Professor of International Health and Director of Graduate Studies in Health Sciences at Curtin University in WA. Her research focuses on refugees and migrant health and education, gender issues and social inequalities.

Jaya has worked for over 30 years in India, Kenya, Uganda, Rwanda, Australia, Timor Leste, Sri Lanka and Singapore. She is a passionate advocate for the education of women and youth and has been a foster carer with the Department of Child Protection since 2002.

As a migrant woman and global educator, Jaya contributes expertise in education, gender, and health. She believes in education and capacity building as a means of empowering people.

Jaya has a Master's degree from India, and holds a PhD from Curtin University.



ANELORE (ANN) ANDERTON - Board Member

Ann has extensive experience in the education sector, having previously worked as a teacher, lecturer and tutor at universities, TAFE, a private college and state secondary schools.

Ann has also worked in a variety of roles, authored textbooks and contributed as a Syllabus Committee member, moderator and examiner for the Curriculum Council.

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



JASON RAFTOS - Board Member

Jason is a barrister who practises primarily in the areas of employment, industrial, discrimination and migration law, and occupational health and safety.

He has acted for domestic and international clients from the mining, oil and gas (offshore and onshore), manufacturing, maritime, financial services and automotive industries, together with education, and all levels of government.



GARY JACKSON - Board Member

Gary has 13 years' experience within sales, marketing, recruitment and business growth, gained in both Australian and UK markets.

He has worked with small and medium sized enterprises and corporate and public sector organisations, providing consultancy and guidance on staffing requirements, organisational structures, skill gaps and succession planning, as well as offering specialist insights into people across competency, capability, motivational drivers and culture.

Gary is currently part of the Senior Leadership team with Hays Specialist Recruitment, driving the performance of a team of consultancy service specialists across Corporate Services within all public, private, healthcare, education, and NFP sectors in Western Australia.

ACHIEVEMENTS BY BUSINESS UNIT

SKILLS FOR EDUCATION AND EMPLOYMENT (SEE)

Skills for Education and Employment (SEE) is an adult education program which aims to equip students with the skills and knowledge they need to find employment or go on to further study or training. Students can improve their literacy, numeracy, English language and computer skills – which are essential in today's digital world – as well as get help with everyday tasks such as filling in forms or applying for a Driver's Licence.

The majority of our SEE students are migrants who have entered Australia on humanitarian visas and come from a range of culturally and linguistically diverse (CaLD) 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, including Indigenous and non-Indigenous Australians, many of whom have previously had a negative experience in school and are coming into the program for a second chance at education.



An Australian Government Initiative

THE YEAR IN REVIEW

Centacare's SEE program experienced significant changes this financial year as the organisation continued to transition out of the Perth North Metro Region. By November 2017, Centacare had finalised the SEE program in the North and turned its focus to the South, where we opened two new sites in Armadale and Fremantle. These new sites have been very successful to date and have allowed us to strengthen our presence in the region. We also relocated to a new premises in Gosnells, which has allowed us to grow student numbers by 13% at that site.

SUCCESSES

Kadadjiny Bidi (Learning Path) Program

In February 2018, Centacare relaunched the successful Kadadjiny Bidi program at our new site in Armadale. The program is designed for Aboriginal and Torres Strait Islander people to help them develop the skills and confidence they need to secure employment or go onto further study or training.

In the shape of a small enterprise, the program has flourished with the help of the teacher and Aboriginal Community Development Officer. The students set up a small t-shirt making business as an in-class project, which has had amazing results. The students made the front page of the local Armadale newspaper with their touching story about fighting racism with positive messages, which they print on their t-shirts.



Deborah Clancy, Uersha Nelson, Yvette Terpstra, Ann Borney, Simone Collard, Destiny Cameron and Raniell Hall. Picture: Jan Henyon

Message fits to a T

Jessica Nico
WE want to fight racism through storytelling and Aboriginal and Torres Strait Islander people are just some of the positive messages finding their way on to T-shirts through a new small business started by local Indigenous students.
After a racism experience incident of racism while on a bus, from class, the classmates in the Armadale Centacare Employment and Training Kadadjiny Bidi program decided they wanted to turn the negative experience into a positive one.
First, they launched About Us Mob, a small business that creates and shares positive messages about Aboriginal people and culture.
School spokesperson Ann Borney said they had been given to make just their anger surrounding racism, so come up with
About Us Mob to help others understand how Indigenous people were treated.
"Sometimes there are negative things and about Aboriginal people, we want to focus on sharing our culture and our identity in a positive way," she said.
"It's very important for us to share a positive message with the community about who we are and what our culture is about."
"It enables us to be active in sharing our culture and given us a voice."
"We hope that About Us Mob encourages respect and reconciliation between Aboriginal and non-Aboriginal people in the community."
Centacare chief executive Lee-Anne Phillips said the students had found a great way to share their positive messages.
"It's so important for the students to be involved in something positive like this," she said.
"Not only does it help them learn new skills but it also allows them to build their self-esteem, foster healthy friendships and grow as individuals."
"We've seen incredible changes in the students' attitudes and they're all really proud of their shirts in a very positive way since they started the program."
About Us Mob T-shirts are \$18 each, available to children and adults alike.

The Skills for Education and Employment (SEE) program is funded by the Australian Government Department of Education and Training.



ACHIEVEMENTS BY BUSINESS UNIT

SKILLS FOR EDUCATION AND EMPLOYMENT (SEE) CONTINUED

CHALLENGES

Despite having won a Community Services Excellence Award for the Stepping Stones Project in 2016, the contract was not renewed for PCYC and there was not an opportunity for Centacare to partner with the new provider of the program.

We are optimistic that there will be opportunities in 2019 to deliver this program again.

LOOKING TO THE FUTURE

Computer Skills for Work

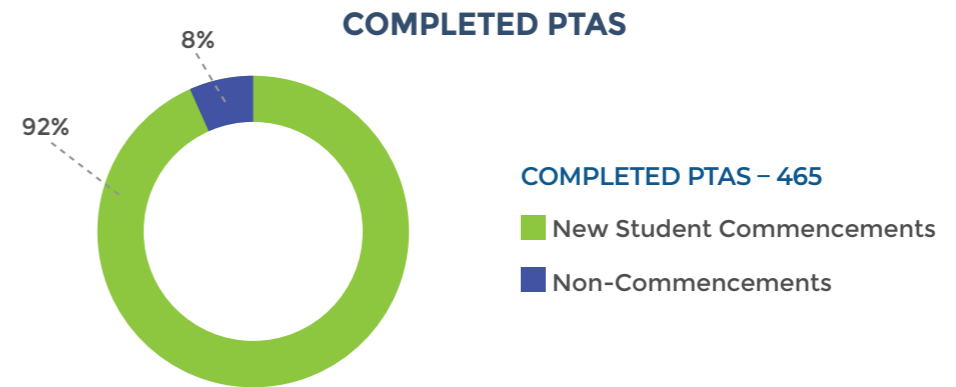
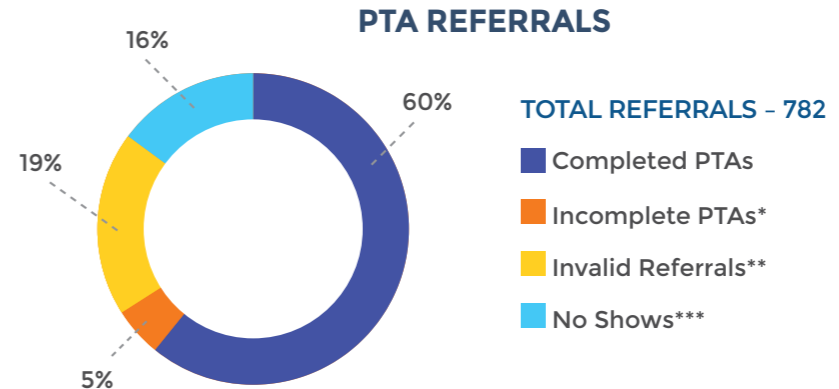
In August 2018 Centacare launched Computer Skills for Work, a new digital literacy course delivered under the SEE program. This course focuses on helping participants develop technology skills required for the workplace with the aim to help them secure employment or go onto further study.

The pilot program will have a capacity of 15 students and will run until the end of 2018, based at Centacare's Cannington site. Students will have the opportunity to use computers and iPads to develop their computer literacy whilst also learning essential language, literacy and numeracy skills.

Centacare has received a lot of interest from referring agencies and potential participants and we expect the pilot program to be very successful. With this in mind our intention is to expand this program to other SEE sites in Perth's South in the coming year to respond to the growing demand for digital literacy training.

Melaleuca Remand Centre Partnership

A partnership with Melaleuca Remand Centre and Centacare is underway to deliver units from various general education qualifications at their centre in Canning Vale. Plans continue to be developed and we envisage that the program will commence in late 2018.



* Information arising at PTA to indicate potential student is unable to participate in program at that time.

** Due to being redundant, inappropriate or referrals to a closed site.

*** People who do not attend their appointment or a suitable appointment cannot be made within the program timeframe.

VOCATIONAL EDUCATION AND TRAINING (VET)

Centacare delivers a robust VET Program, which aims to help students get qualified and prepared for employment in various industries. The qualifications delivered under the VET program include:

- BSB30115 Certificate III in Business
- CHC33015 Certificate III in Individual Support, with specialisations available in:
 - » Ageing
 - » Disability
 - » Home and Community

These qualifications target key industries which have been identified as growth areas or as having labour shortages by the Australian Government. This ensures that Centacare students have the best possible opportunity for employment once they have completed their studies.

All of Centacare's VET courses include work experience with an organisation in their chosen sector. Not only does this give students valuable work experience to put on their résumé, but they also get a real taste of the kind of work they will be doing once they have completed their qualification. Students are often offered employment by their work experience provider at the end of their studies – a testament both to the dedication of the students and the quality of training they receive at Centacare.

Centacare provides a holistic service delivery model, which ensures students have the best

chance of completing their qualification and achieve good outcomes. Our services include:

- Access to Centacare's Student Support Service, which includes free counselling and referrals to other external support and settlement services;
- Résumé-writing workshops to help students with their job search;
- A student mentoring program to help students set goals, prepare for work placement and keep on track with their studies;
- Language, literacy and numeracy support, which is provided in-class to assist students who need extra help;
- Additional learning support on Fridays, which allows students to come in and catch up on work or get one-on-one help from their trainer.

Expansion

In November 2017, Centacare began delivering Certificate III in Business from our training site in Joondalup. Despite strong competition in the area, we have established ourselves as a leading VET training provider in Perth's North Metro Region. This qualification is versatile and provides good outcomes for our students; not only can it provide a pathway into administrative work in a wide range of industries, but it also helps students to develop workplace skills and build their confidence to enter or return to the workplace.

Traineeships

In July 2018 Centacare was approved to deliver the Certificate III in Business and Certificate III in Individual Support qualifications as traineeships. This is a very exciting development for the organisation and we look forward to working with more employers.

Identitywa, an existing Centacare partner and fellow Catholic Archdiocese agency, were eager to come on board as our first client in this program and we will deliver traineeships to new employees under the VET in Schools program and to their existing staff.

Discussions have started with several other organisations to partner with them to deliver traineeships in Certificate III in Business. We are excited to see where this new program goes in the coming year.

Home and Community

In April 2018, Centacare delivered its first Certificate III in Individual Support (Home and Community) course. The course was run as a trial and we will evaluate the demand for the Home and Community qualification in the coming year, with the potential of adding it as a regularly scheduled course in future.

LOOKING TO THE FUTURE

In order for Centacare to remain competitive in the market, VET programs must meet the skill needs of industry. Most students undertake VET in order to get a job or find a better one. It is important to match the industry skill to the

training. VET has an important role in providing training and access to further education to vulnerable, disadvantaged and high-needs groups. As such, in mid-2018, the VET program underwent major structural reform, which resulted in changes to staff and our service delivery model.

Centacare will continue to look for opportunities to improve and widen our services in the coming year.



Dear Centacare,

Over the last 6 months I have completed my Certificate III in Business. The course was challenging but rewarding. If you want to achieve your goal you will, and that's exactly what I did.

Before commencing this course I was trapped in a really bad mindset. I had left school for over 7 months and hardly left my house. This led to me feeling depressed, unsure of my purpose, anxious and unmotivated.

I went to an appointment with the Department of Education to talk about doing a Certificate III in Business. Because I hadn't been at school for a while, I felt like I had lost my intelligence so I was really nervous.

On the first day of my course I walked up the stairs with a thousand things going through my head. I walked into the class room and was greeted with smiles and kindness.

At first the course seemed really difficult, but after the first few weeks I felt I had a good grasp of the work. I've always struggled to think, capture, understand and learn because I have never met a teacher that suited my learning style, until I met our trainer Lorraine.

Lorraine was like a mum to us all; she put in so much effort to help us succeed and it was all out of the goodness of her heart. To have an individual be your teacher but also cherish you as a person is one of the many reasons I put my all into this course. When you feel respected by someone and they recognise and remind you of your strengths, it really does fill your heart and it shows in my work.

This course has taught me so many valuable life and learning lessons. I went in to learn about business but I came out having also learned about teamwork and how to recognise my strengths. But most of all, I found myself again.

So Lorraine and Centacare, a huge thank you for helping me become the person I am today. I was stuck in such a deep rut and this course completely turned my mental state around. I will definitely be recommending this course to anyone that comes my way who's interested. Thank you.

Kind regards,

Polly

ACHIEVEMENTS BY BUSINESS UNIT

YOUTH JOBS PATH - EMPLOYABILITY SKILLS TRAINING (EST)

Centacare's EST Program is designed to equip unemployed job seekers aged 15 - 24 with the skills they need to successfully obtain and maintain a job. The training is delivered as the 'Prepare' element of the Australian Government's Youth Jobs PaTH initiative.

Training is delivered face-to-face in two blocks of three weeks each; Block One focuses on pre-employment skills, while Block Two gives participants an understanding the labour market.

SUCCESSSES

Joondalup EST at Capacity

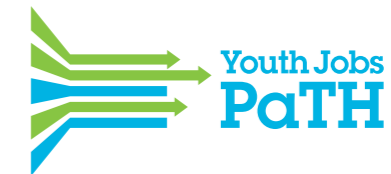
Centacare's Joondalup site has been a particularly successful site for our EST program, with most training blocks throughout this financial year having reached maximum referrals.

Centacare's Business Relationship Manager has had great success in building relationships with local jobactive agencies to ensure that the site received the maximum number of referrals and often had a waiting list for most of the courses which ran throughout the year.

New Gosnells Site

Centacare's relocation to a bigger premises in Gosnells in early 2018 provided us with the opportunity to expand our EST program to Perth's South Metro Region. We were very excited to expand the program to Gosnells as it has allowed us to have a presence in Perth's North, South and Central Metro areas.

A classroom was set up in Gosnells specifically to accommodate the EST program, and students also have access to the shared computer lab, kitchen and spacious breakout areas. We began delivering the EST program in Gosnells in April 2018.



Youth Jobs PaTH is an Australian Government initiative. Centacare Employment and Training is delivering the Prepare component of the initiative.

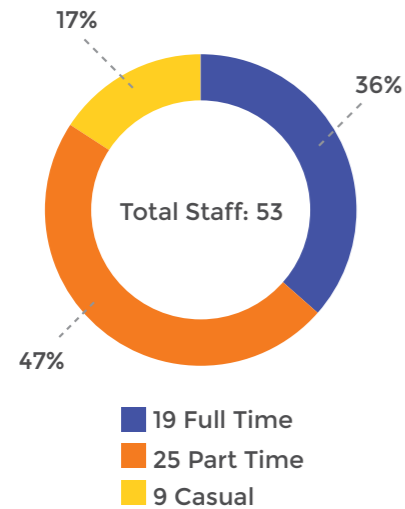
For more information on Youth Jobs PaTH visit www.jobactive.gov.au/path.

ACHIEVEMENTS BY BUSINESS UNIT

HUMAN RESOURCES

Staff

As a result of the changes in the SEE program and downsizing of the organisation, Centacare reduced total staff numbers by approximately 50% in 2017. In June 2018, Centacare had a total of 53 staff members across all six sites.



Christmas Party 2017

The end of year get-together at Christmas was a wonderful occasion where staff and volunteers celebrated with a sunny rooftop lunch party in Wellington Street, organised by a committee of staff members. The venue provided the perfect spot for everyone to come together to celebrate and wind down by enjoying some cold drinks, a buffet lunch and cheerful Christmas carols.

VOLUNTEERS

Centacare's team of volunteers truly showed their spirit of dedication to our cause this year, with many relocating from closed training sites in the North to continue their work in supporting our teachers in the SEE program.

Centacare had a total of 25 volunteers actively donating their time throughout the year, including 5 new volunteers who joined our team to help in the SEE program, Free English Conversation Class and Free Computer Basics Class.

National Volunteers Week was celebrated in May with a lunch and afternoon of workshops to show our appreciation to our volunteers who were invited to our Head Office from all of our sites across Perth.

Centacare's volunteers have been crucial to our success, this year more than ever, due to the significant changes the organisation has gone through. We are truly grateful to our team of volunteers for their continued passion and dedication to our cause.

IT AND FACILITIES

IT and Facilities have had a very busy 12 months as Centacare has undergone significant changes and opened and closed several training sites. In early 2018, we were very excited to relocate our Gosnells site to a new facility on Albany Highway, which the Roman Catholic Archdiocese of Perth very generously bequeathed to us. This space is a significant improvement to our previous premises; we had outgrown the space and it needed substantial investment in renovations and maintenance.

The new premises in Gosnells features a large reception area, six classrooms, a computer lab, several small offices, a kitchen and a lunchroom for students to enjoy. So far this site has served the organisation well to meet our needs for delivering training, facilitating administrative staff and onsite storage.

We have also opened two new sites in Perth's south; one in the busy city centre of Armadale and one at the Fremantle Education Centre. Both of these sites have been well equipped to deliver training and student numbers are steadily growing. We expect we may need to expand further in the South region in the coming months, potentially relocating to bigger sites or opening new ones.



ACHIEVEMENTS BY BUSINESS UNIT

MARKETING AND COMMUNICATIONS

Strategy

Centacare has reformed its marketing and communications strategy this financial year. Many new tools and systems have been implemented, enabling us to collect the necessary data to accurately calculate ROI and make our budget stretch further. There has been a shift to focus on digital rather than offline marketing channels and we continue to keep pace with current trends.

New Website

In February 2018, Centacare launched a brand new mobile-responsive website which features improved user navigation and a fresh, modern design. The new website has had fantastic results to date, with a year on year comparison showing a 250% increase in online enquiries. Centacare plans to implement a Search Engine Optimisation (SEO) strategy in late 2018, which we expect will drive more organic traffic to the website and amplify results.

Business Relationships

Centacare's Business Relationship Manager (BRM) has continued to build and consolidate strong relationships with external stakeholders throughout this financial year by having regular meetings, site visits, information sessions and attending industry forums and networking events.

Following the announcement of the new providers of the ParentsNext program, we have begun building and consolidating relationships in order to secure as many referrals as possible from this program.

The BRM has continued to build work placement providers for the VET program, notably with other organisations under the Archdiocese such as Catholic Homes, Identitywa and Catholic Education. Having a variety of providers allows us to match participant's skills with suitable work placements and ensures the best possible outcomes for our students.

STUDENT SUPPORT SERVICE

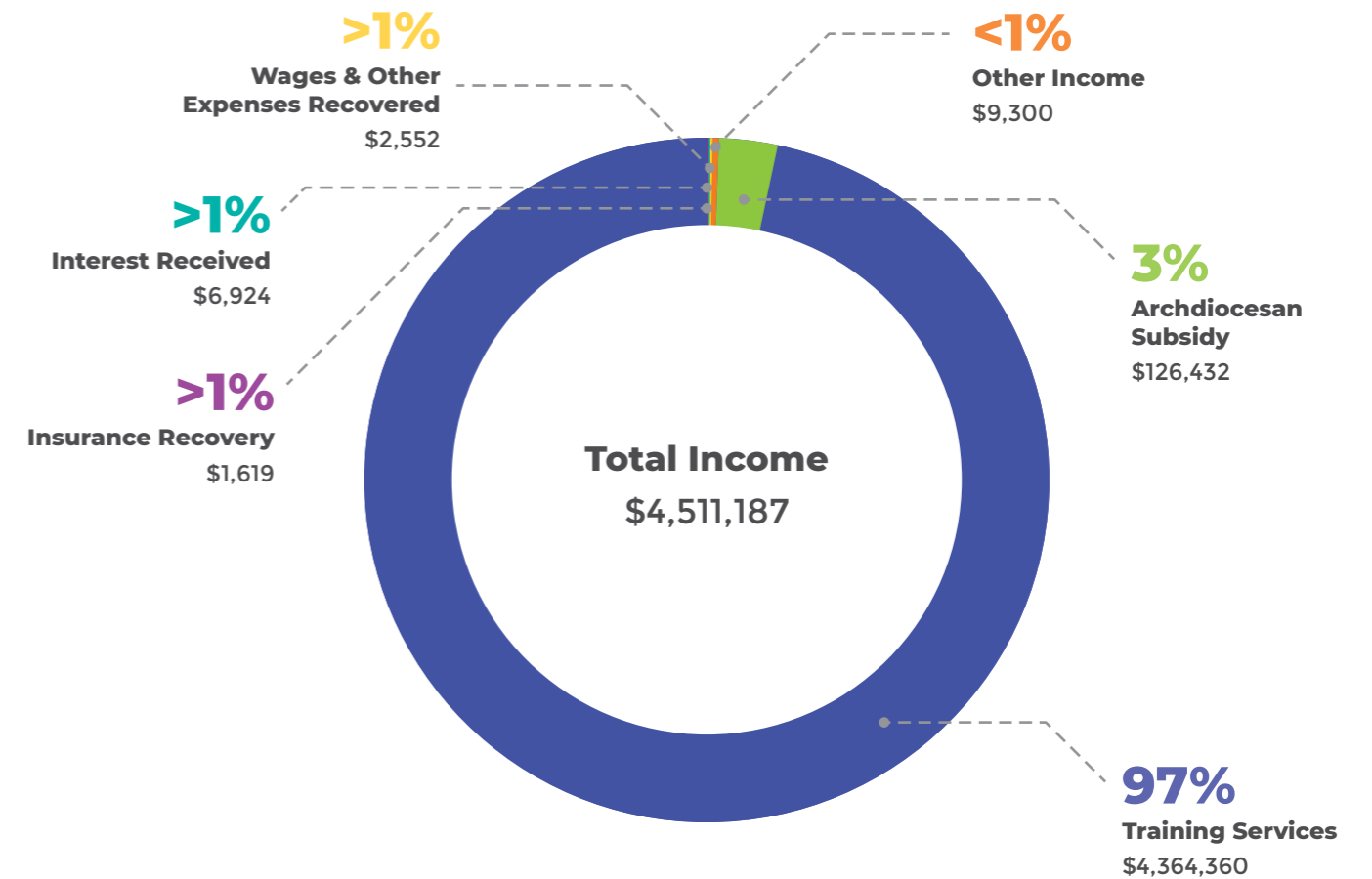
Centacare's Student Support Service has proven to be a vital element of our operations this year, having helped approximately 178 students to keep on track with their studies. This free service is offered to all Centacare students to address any personal challenges which might interfere with their engagement and participation in our training programs. This complementary service has allowed us to identify the key areas of intervention to help promote our client's health and wellbeing. The Student Support Service has also become a source of support for teachers and coordinators of Centacare programs in dealing with challenges outside the scope of their job or expertise.

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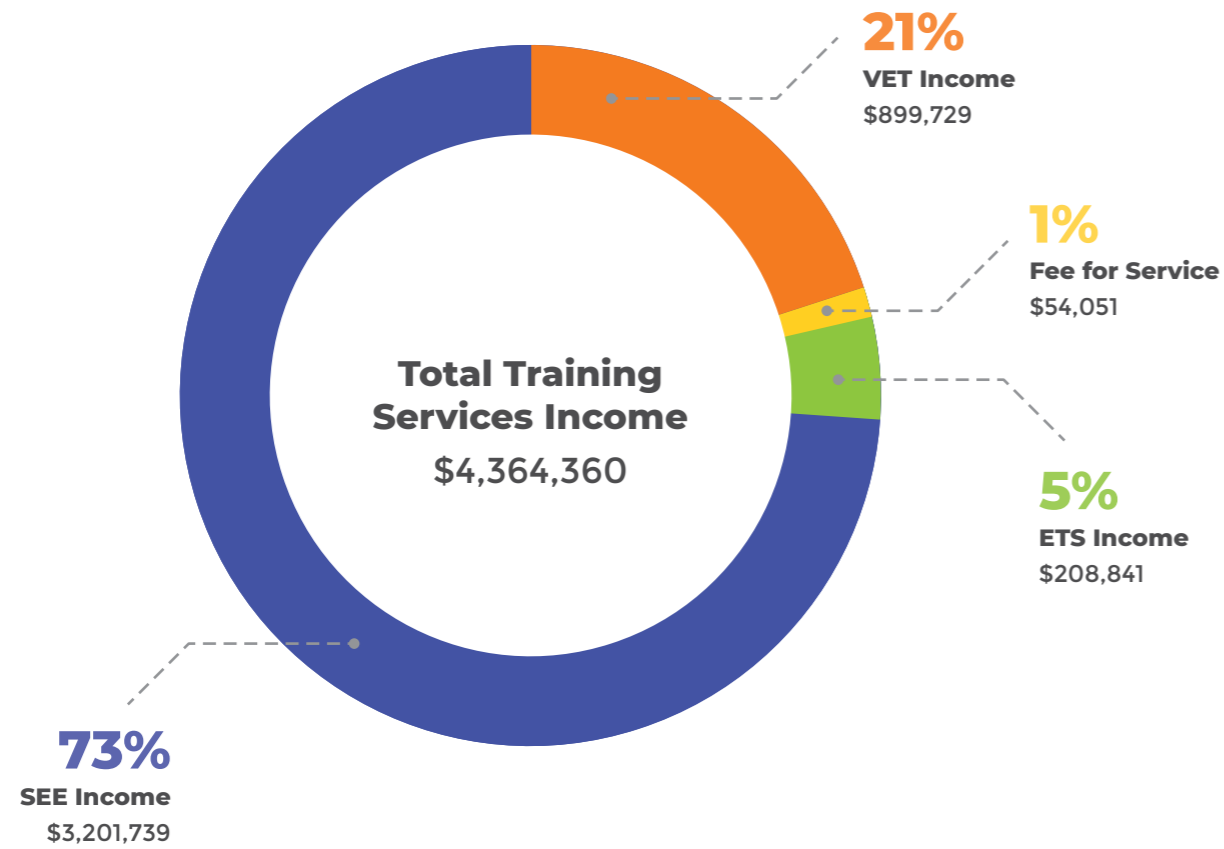
STUDENTS ACCESSED
FREE COUNSELLING
AND SUPPORT

FINANCIAL REPORTS
FOR YEAR ENDED
30 JUNE 2018

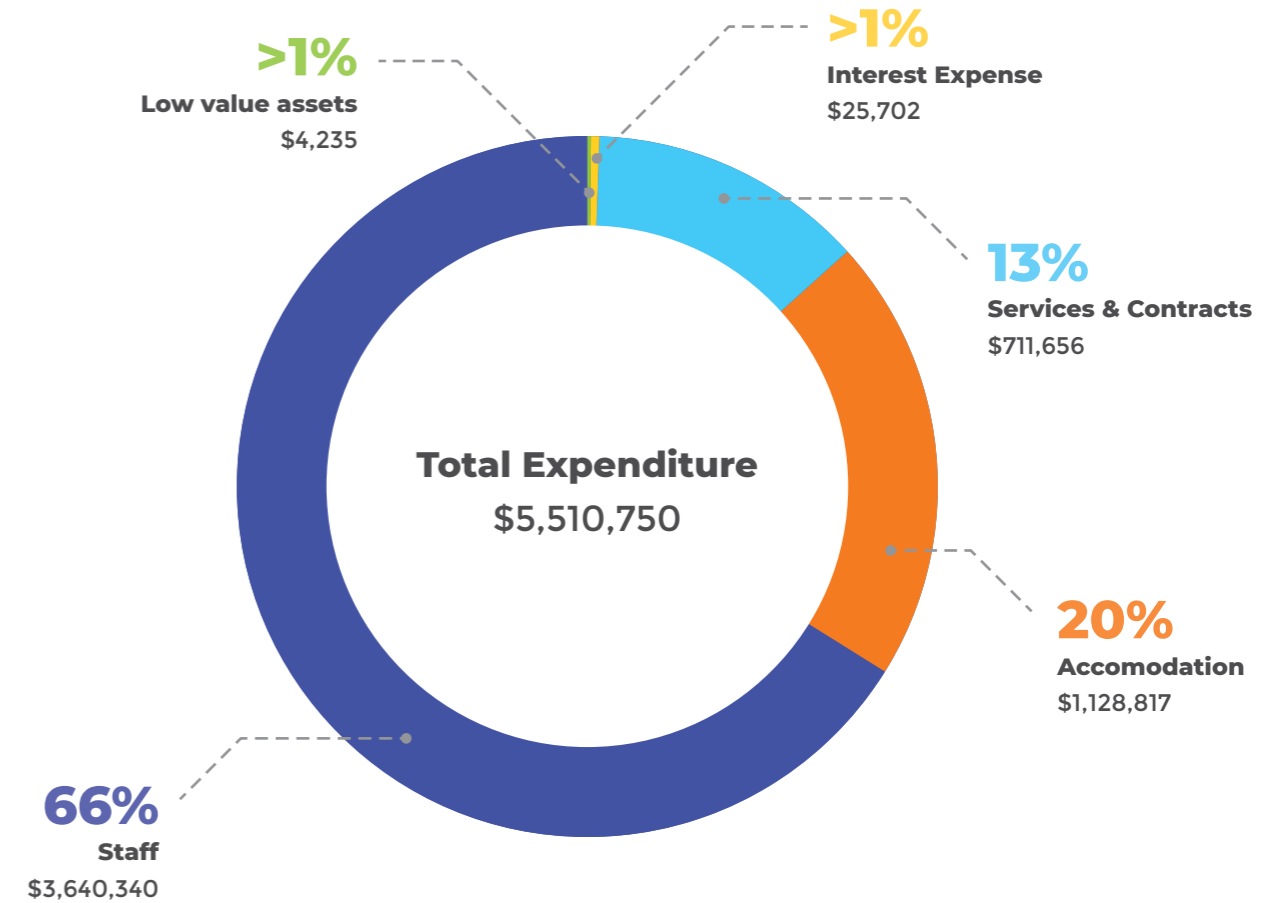
INCOME



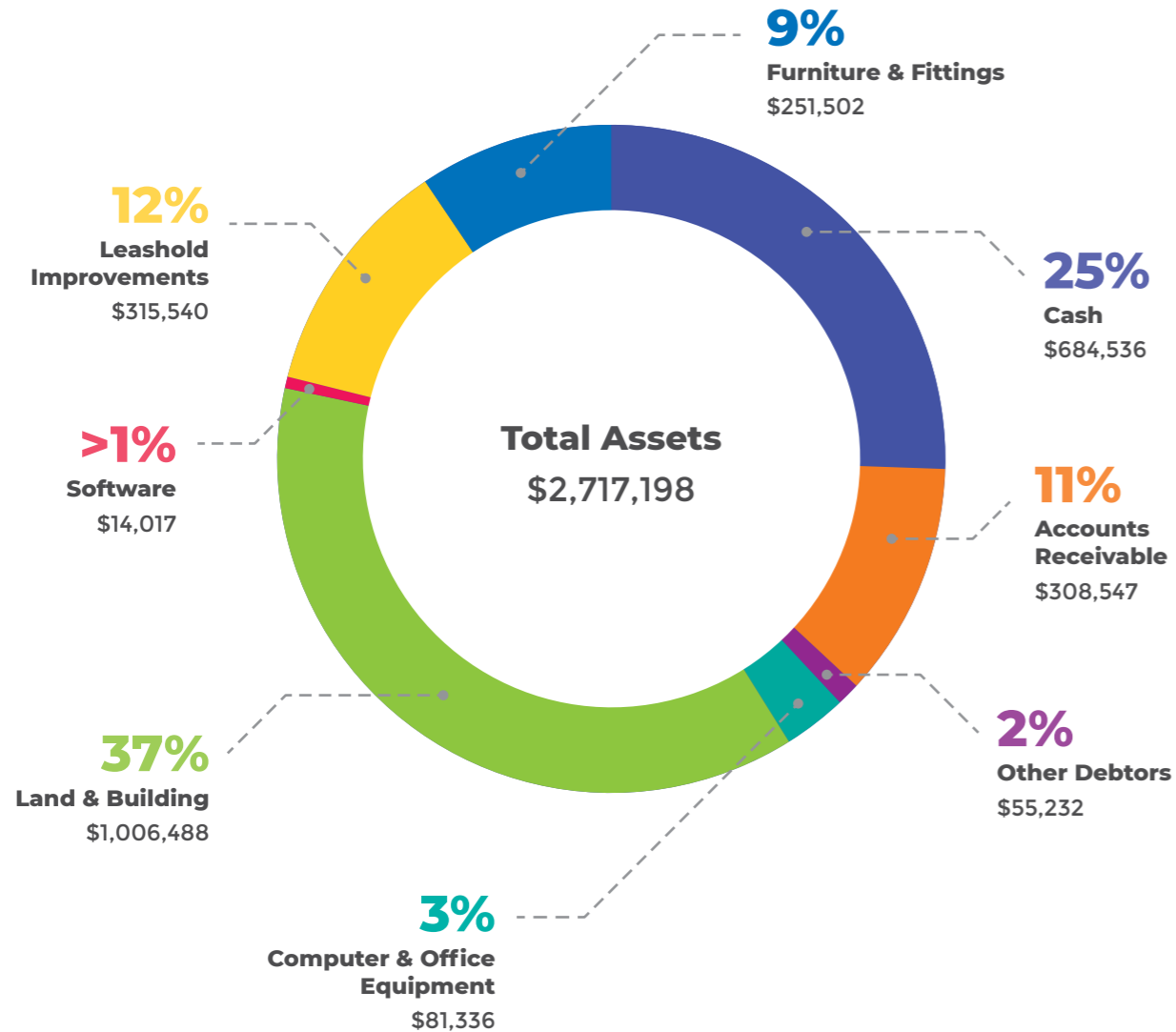
BREAKDOWN OF TRAINING SERVICES



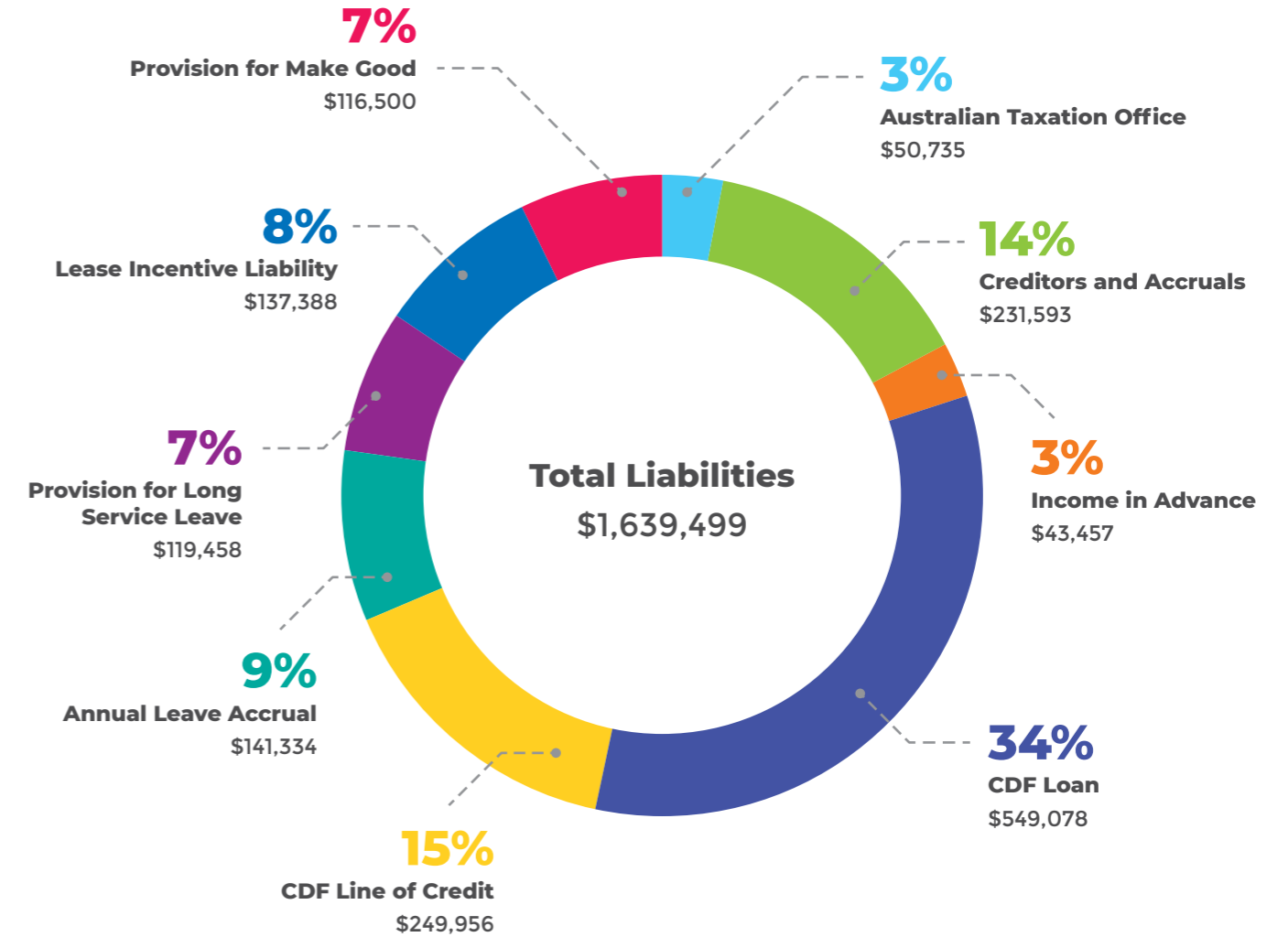
EXPENDITURE



TOTAL ASSETS



TOTAL LIABILITIES





HEAD OFFICE:

 823 Wellington Street,
West Perth WA 6005

 (08) 9482 7000

 reception@centacarewa.com.au

 www.centacarewa.com.au

 facebook.com/Centacare

 instagram.com/Centacarewa

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