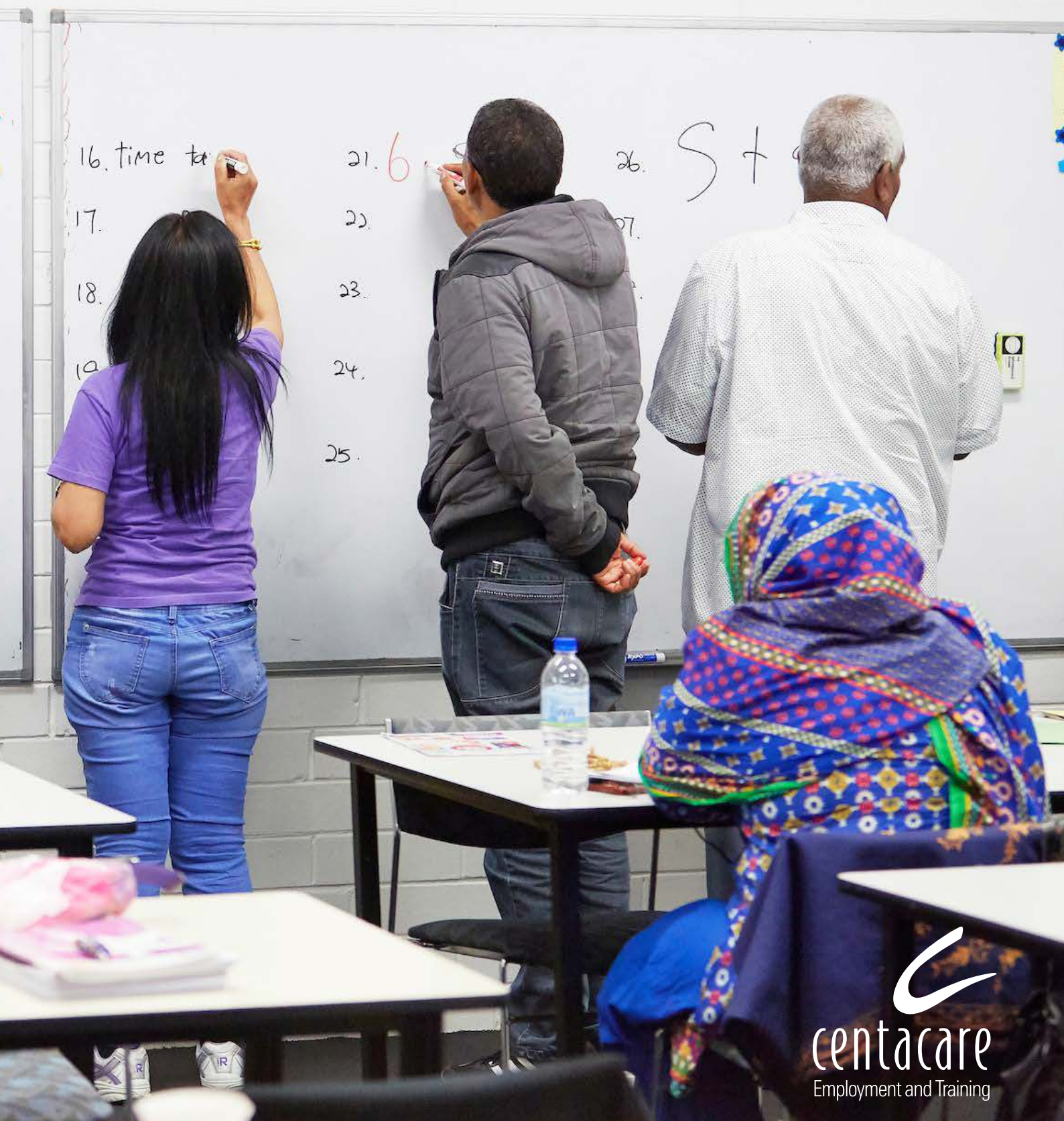




CENTACARE

EMPLOYMENT AND TRAINING





CENTACARE

EMPLOYMENT AND TRAINING

Centacare aims to deliver effective, equitable and non-discriminatory education, training and employment support, focused on achieving positive, sustainable and life-changing outcomes for our students.

Centacare Employment and Training is a not-for-profit registered training organisation that offers education programs, courses and support services 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.

While 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 in Perth's south-east metro area including West Perth, Cannington, Gosnells, Hilton and Armadale.

“

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

”



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MISSION

Centacare Employment and Training provides quality, individualised employment, training and support services to unemployed job seekers, 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 program 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 the 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.

A MESSAGE FROM

OUR CHAIRPERSON

THE YEAR IN REVIEW

Over the past 12 months, the Board and Staff have worked tirelessly to ensure the organisation continues to build strength, which is imperative to fulfil its Mission. I am pleased to say that Centacare has indeed, gained resilience and strength throughout the year and continues to assist many disadvantaged people in gaining the necessary skills and education to ensure they feel empowered to make a positive contribution to the community.

The Commonwealth and State Government, and generously the Archdiocese of Perth fund our programs. These programs are delivered across the Perth Metro Region from six different locations, and we are looking to expand our reach in 2020. Furthermore, we have expanded our services in Armadale and Hilton. Important to note Centacare successfully completed a re-registration for the Registered Training Organisation with 100% compliance, an outstanding outcome. Further, the SEE program continues to receive many higher than average KPI's.

WITH THANKS

The organisational culture at Centacare is one of friendliness and a genuine commitment to the core values of Centacare. I believe this stems from the top, and on behalf of the Board, I thank CEO Lee-Anne Phillips and her team, in particular, Finance Manager Reena Masuria, for their tireless work in managing the work of Centacare amongst challenging times in a forever-changing sector. It is always a pleasure to visit classrooms and computer laboratories and bear witness to staff and students engaging so heartily in learning, and the assistance they provide each other is inspiring.

The Board welcomes three new members, Paul O'Connor, Colin Schotte and Keenan Klassen. The new members bring a range of new skills to the Board and we look forward to working together over the next year. An essential part to building the strategic foundation is strategic planning. Three years ago, the Board and Senior Staff held



a joint Strategic Planning session. Many of these key objectives have now been fulfilled, and a new planning session is scheduled for early 2020. I sincerely thank the Board members for their continuing commitment and valuable input at meetings; this takes time away from their own businesses and duties so they can contribute to the success of Centacare. It is very much appreciated.

Gwen Wood
Chair

A MESSAGE FROM OUR

CHIEF EXECUTIVE OFFICER



We will continue to work toward a community where there is ready access to high-quality training, education and support services that provide the opportunity for people to create a better life for themselves

Disruption and the opportunities presented by change have been constant companions for Centacare and it has guided our focus over the past 12 months. The narrative of who we are provides the foundation to support our growth, strategies and partnerships.

Quality service provision continues to be a focus, evidenced through our successful RTO accreditation and Audits of our funding bodies, both Federal and State. There are significant challenges ahead and we will continue to work toward a community where there is ready access to high-quality training, education and support services that provide the opportunity for people to create a better life for themselves.

Collaboration between the Board and the Chief Executive Officer saw the identification of strategic risk, and the culmination of this work has resulted in a comprehensive approach to the identification and management of risk, to ensure the safety and well-being of our people, resources and community. As such, I extend my gratitude to the Board who have provided valuable support to Centacare and myself, in a

challenging environment.

This year has been a challenging year for the Archdiocese of Perth; nonetheless, they have continued to provide critical support to Centacare and allowed us to continue with our mission of assisting the most disadvantaged in the community. Without their support, the work and lives we change would not be possible.

I would like to thank the executive team, their passion and commitment throughout the year has been significant. Finally, to our employees and volunteers, thank you for your considerable contribution to changing the lives of many people in the community.

Lee-Anne Phillips
Chief Executive Officer

MEET OUR 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. Before 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.



ANELORE 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 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.



DR JAYA A R DANTAS - Board Member

Dr Jaya Dantas is Dean International and Professor of International Health in the Faculty of 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 32 years in India, Kenya, Uganda, Rwanda, and Australia, and has undertaken research and teaching in East Timor, Sri Lanka, Singapore and South Africa. 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, an Advanced Certificate in Education from the UK and holds a PhD from Curtin University.



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.



PAUL O'CONNOR - Board Member

Paul joins the Centacare board as a qualified accountant with extensive experience and skills in corporate and financial services in the local and state government sectors.

Recently retired from Local Government after 11 years, Paul spent 30 years' in State Government in various agencies such as State Treasury, Premier's Department, Office of Public Sector Standards and Ombudsman's Office including some time in Ministerial Offices.

Paul desires to utilise his experience and knowledge in Finance, Governance, Human Resources, Information Technology, Information Management and Strategic Planning and knowledge of both State and Local Government to assist and guide the Centacare Board. Paul has a Bachelor of Business (Accounting).



COLIN SCHOTTE - Board Member

Colin is a finance professional with over 30 years of experience across retail, business, commercial and institutional banking as well as fund management across most of the largest banks in Australia.

Colin has a strong background in technology that has great synergy with his passion of process improvement to deliver better operational efficiencies. Currently, Colin is the manager of the Perth Catholic Development Fund and brings a solid background in Finance across many industries.

With this experience, Colin also brings a passion for youth, which he developed through his involvement in the Scouting movement, to the board.

Colin has a Bachelor of Commerce (Finance and E-commerce) from Curtin University.



KEENAN KLASSAN - Board Member

Over the last 15 years, Keenan has worked directly with disadvantaged people in our community, providing emergency relief and welfare assistance, in addition to friendship and companionship.

Keenan focusses on the support and engagement of at-risk youth, coordinating recreational and mentoring programs which provide pathways to play sports, be creative, develop skills, grow self-esteem and build positive friendships. These programs provide meaningful experiences and opportunities they may not otherwise have.

With a background in Human Resources, Keenan is currently undertaking an MBA and also sits on the State Council of the St. Vincent de Paul Society (WA) Inc. and hopes to combine his passion for empowering others with Centacare's mission of supporting education and sustaining dignity.



SEE

SKILLS FOR EDUCATION AND EMPLOYMENT

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, as well as get help with everyday tasks such as filling in forms or applying for a Driver's Licence.

The majority of our current 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.

THE YEAR IN REVIEW

Negotiations began at the start of this financial year between Centacare and youth agencies in the Kwinana area. The focus was on young people who were not participating in education and we aimed to develop a program to re-engage them and meet education accreditation requirements. Kadadjiny Bidi (Learning Path) resulted from the negotiations. This was a program for Aboriginal Yorgas (young women) which used Project Based Learning to mirror a traditional Aboriginal way of life. The program's content was culturally embedded to ensure it was relatable for students and enhanced a strong sense of self-identity. Projects included working with elders, publishing books on culture and preparing for the NAIDOC (National Aboriginal and Islanders Day Observance Committee) Ball. It brought the community together through a request from the teacher via Facebook for ball gowns and accessories. So much was donated that there was talk of developing a 'dress library.'

The students produced Life Story Books and carried out a reading presentation for friends and family in a very

26

CLASSES UNDER
THE SEE PROGRAM

444

STUDENTS
COMMENCED IN 2019

1078

STATEMENTS OF
ATTAINMENT ISSUED IN 2019





Kadadjiny Bidi Kwinana students present their Life Story Books to friends and family.

moving ceremony. Unfortunately, the program became unviable as attendance was not stable and it closed in June.

With our focus still on youth disengaged from mainstream education, a new partnership developed with the Education Department in the Armadale area. This resulted in Centacare being part of The Bridge at The Hub, a new class running out of the Youth and Community Service Hub at Armadale Senior High School. Centacare delivers core literacy and numeracy skills to the students, while wrap around services from The Hub provide additional support such as counselling or housing support. Classes of this nature fill a need and Centacare has developed a strong program in its initial stages with consistent attendance from a small group of youth.

SUCCESSES

Centacare's digital literacy course 'Computer Skills for Work', which was launched in August 2018, has expanded further in 2019. Currently, three digital literacy classes are running; one in Cannington and two in Gosnells. This course focuses on helping participants develop technology skills required for the workplace to help them secure employment or go onto further study. The program has seen great success in its first year, with courses at both sites regularly reaching full capacity.

The site in Armadale acquired a second classroom that allows for future expansion. A third class is scheduled to start there in October 2019. The Kadadjiny Bidi class on the Armadale site further developed their small enterprise, called "About Us Mob." This year the business was truly validated by the WAALC committee who commissioned 300 conference bags. Three teachers and the Aboriginal Community Development Officer presented at the 2019 WAALC conference. Centacare was well represented by them; their workshops were popular,

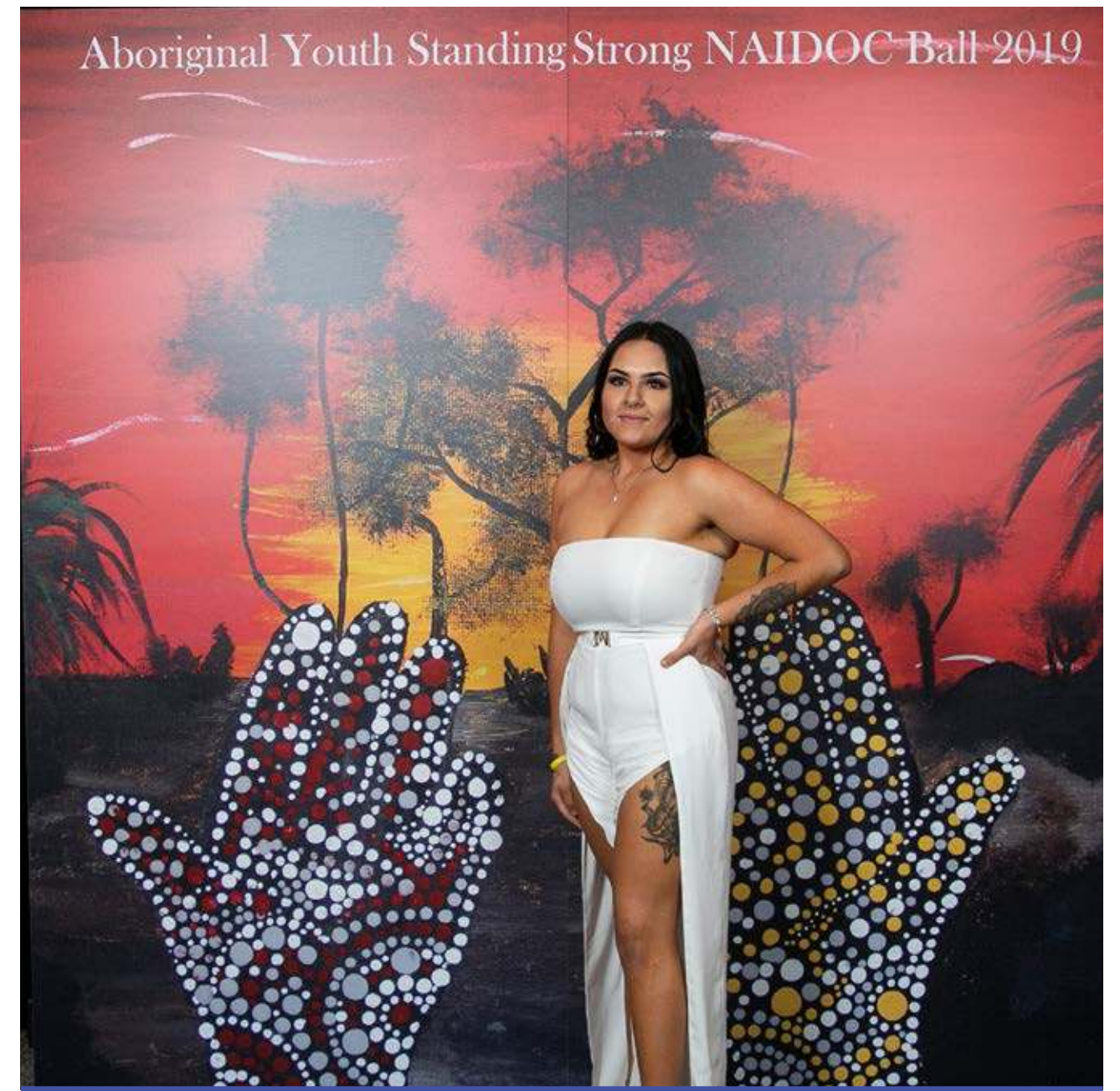
informative and professionally valuable.

The partnership between Centacare and Melaleuca Remand Centre commenced in March 2019. The classes run every day and in its first 4 months, 128 attainments have been issued.

Classes in the SEE program now number 26. The program runs on a rolling intake basis so numbers go up and down. Currently there are over 400 enrolled. In 2019, 508 referrals were made and out of those referrals, 444 commenced on the program.



WAALC Conference bags created by Centacare's Kadadjiny Bidi students.



HANNAH'S ARTWORK SHINES AT NAIDOC BALL

Kadadjiny Bidi Kwinana student Hannah shone in her time at Centacare, impressing all with her resilience, hard work and incredible artistic talent.

Hannah identified early on in the program her passion for art and worked on this throughout her time at Kadadjiny Bidi. She was also able to achieve 7 statements of attainment in her time at Centacare.

As part of a Kadadjiny Bidi project, the students worked together on the Youth NAIDOC Ball, organising dresses as well as working in class on the design and contents of the NAIDOC Youth Ball

Invitation, which was due to be published online and distributed throughout Western Australia.

One of Hannah's original artworks was chosen by the NAIDOC Youth committee to cover the invitation. At the ball, it was also as reprinted to large scale and stood as a backdrop for photo opportunities for the ball's attendees.

Hannah, pictured above, used mixed media to complete her artwork, which was inspired by the 2019 NAIDOC theme of Voice, Treaty, Truth.



VET

VOCATIONAL EDUCATION AND TRAINING

Centacare provides an engaging Vocational Education and Training (VET) Program which is designed to assist students to not only achieve an industry qualification but also to develop personal skills which will prepare them for employment.

The qualifications currently delivered under the VET program include:

- BSB30115 Certificate III in Business
- CHC33015 Certificate III in Individual Support (Ageing)
- CHC33015 Certificate III in Individual Support (Disability)

The VET courses delivered by Centacare are subsidised by the Department of Training and Workforce Development under the Priority Industry Training Program (Participation – Equity). The Ageing and Disability industries are listed on the WA Priority Industry Qualification List as they have been identified as skilled occupations that are in high demand. This gives Centacare graduates the best possible chance at gaining meaningful employment once they have completed their course.

Centacare supports students by facilitating work

experience in their chosen field of study. Ageing and Disability have a minimum requirement of 120 hours. Business does not have a compulsory requirement but Centacare still places students in a range of business environments to gain real-life experience. Centacare has developed close relationships with a range of employers in all industry areas and in some cases students are offered employment. Completing work experience benefits students by giving them real world, hands-on experience, building on what they have learnt in the classroom. Demonstrating their value in the work place also provides students an opportunity to record recent experience on their resume and will often lead to a valuable workplace reference for future job applications.

Centacare continues to provide a range of additional support services for our students to ensure they have the best possible chance of completing their chosen course. Our support services include:

3

CERTIFICATE III
COURSES OFFERED

157

COURSE COMPLETIONS
IN 2019

95%

STUDENT SATISFACTION
RATING





Certificate III in Individual Support (Ageing) students celebrate their graduation.

- Student Support Counselling – free and confidential
- Job Search Workshop – resume writing and applications
- Mentoring
- CAVSS – Language, literacy and numeracy support
- Additional support day each week to catch up on assessments or receive support from their trainer

TRAINEESHIPS

Centacare has continued to increase their delivery of traineeships in Disability to IdentityWA and this has become more flexible with a rolling intake allowing more trainees to join. A mix of opportunities are offered including fee-for-service or fully funded traineeships by the Department of Training and Workforce Development, depending on eligibility.

Our Business Development Manager is actively marketing traineeships to a range of employers and with a new State Government Employer Incentive available from 1 July 2019 this has become a more attractive proposition for employers.

INNOVATION

Centacare commenced the use of Salesforce in late 2018 as a customer relationship management software. This has allowed for better flow of enquiries for courses and tracking of progress from initial contact to enrolment. We are increasing the use of Salesforce to include direct messaging.

Based on feedback from students, industry and our trainers, Centacare moved their handwritten paper based assessments to an online assessment system. This has resulted in improvements in student retention, successful completion of assessments and timely and meaningful trainer feedback. Most importantly, students applying for employment now have the computer skills that employers seek. This has also led to a major reduction in paper and printing usage and the related costs.

Centacare has commenced piloting a change in the delivery of CHC33015 Certificate III in Individual Support. We now commence a class with both Ageing and Disability students combined to undertake the common core units. This has been made possible with the recruitment of a dual qualified trainer with currency in both industry sectors. After completion of the common core units, the students split into their specialist areas with our trainers who are very experience in either Ageing or Disability. This has allowed us to commence with larger classes on a rotating 8-week basis. Students can effectively choose their specialist area after undergoing some training and getting a better sense of the differences between the sectors.

ACHIEVEMENTS

Centacare underwent a 5 year RTO Registration Audit with the Training Accreditation Council. This was a huge



VET Trainers support students at a graduation.

undertaking and led to a very successful result with no non-compliances or rectification issues raised. Centacare was successfully re-registered for 7 years. In October 2018, Centacare entered into a partnership arrangement with Allens Training to deliver First Aid Training to our Disability and Ageing students. This has been a very successful arrangement as our qualified First Aid trainer has been able to deliver this course to our students in a manner that meets their needs. First Aid has been delivered using Allens online pre-learning followed by 2 full days of comprehensive theory and practice to ensure students are fully competent. Students are then issued a full Statement of Attainment by Allens Training, which meets the requirements of industry.

Centacare also recently successfully applied to extend the scope of registration to include CHC43015 Certificate IV in Ageing Support and CHC43115 Certificate IV in Disability. We can now actively market these courses to prospective students in 2020 who currently work within

the industries and wish to up-skill. These courses will be eligible for funding by the Department of Training and Workforce Development under the Priority Industry Training Program. Centacare also added the unit HLTWHS005 Conduct Manual Tasks Safely to the scope which we plan to deliver to existing industry employees who require regular manual handling updates.

LOOKING TO THE FUTURE

Centacare will continue to seek out opportunities to expand what we offer as industry demands grow. We will increase our relationships with employers in our industries to ensure more work experience placement opportunities are available to our students. We will look to further utilise these relationships to access other funding opportunities and fee-for-service training. Centacare now has a very experienced team of management, compliance, administration and trainers who work together harmoniously to ensure the student experience is of the highest level.



“When I first started at Centacare I was riddled with anxiety and never thought I’d be able to finish.

Today I graduated. With the support of the amazing trainers who pushed me every step of the way and always believed in me, even when I doubted myself.

Such a safe, happy learning environment where you can turn your goals into real life.”

VET GRADUATES SECURE FULL TIME WORK

Multiple Certificate III in Individual Support and Business graduates have this year secured themselves full-time employment shortly after their graduations from Centacare.

Araz Albeg's BSB30115 Certificate III in Business students, who graduated from Centacare on the 6th June, found full time work in their fields of admin and reception quickly after graduating. One student, Natasha, accredited Centacare's work

experience placement to her employment. “I managed to get a full-time job 2 days after graduation, I got there with the help of all the learning we did in the course as well as the help of the 3 weeks work experience.”

Disability graduate Mikaela (above) left a great impression during her work placement at Identity WA, and was offered employment at the provider upon her graduation from Centacare.

HUMAN RESOURCES

VOLUNTEERING

“I appreciate that I can be one of the first steps in a client’s journey towards making a difference in their life. The service our dedicated staff offer our clients will have a ripple effect in future generations of Australians and migrants in our Community.”
Bev, 16 years of service.

10

MEMBERS OF STAFF
CELEBRATING OVER 10
YEARS OF SERVICE IN 2019

3

MEMBERS OF STAFF
CELEBRATING OVER 15
YEARS OF SERVICE IN 2019



CENTACARE STAFF 2019

Casual	27	42%
Full-Time	17	27%
Part-Time	20	31%

OUR WORKFORCE

Centacare Employment and Training is supported by a total of 64 employees. Our staffing profile is made up of 17 Full-time, 20 Part time and 27 Casual workers. While full time and part time employee numbers remained stable in 2019, our casual SEE relief teaching staff increased significantly due to expansion in the southern sites.

RECRUITMENT

To ensure a strong relief teaching pool, there was a solid focus on recruitment in this area in 2019. In addition to conventional methods of recruitment, this year a total of four SEE volunteer tutors successfully moved into paid employment with Centacare Employment and Training as SEE teachers in the relief pool.

LONG TERM CENTACARE STAFF

The 2018 Christmas function for staff and volunteers saw special recognition of our growing number of long term dedicated staff. There were six new members celebrating 10 years of service to Centacare Employment and Training. They joined three staff members celebrating 15+ years in the last year.

HEALTH & SAFETY

To ensure a high level of health and safety promotion and maintenance for our staff, clients, volunteers and visitors, 2019 has seen a focus on checklist system development, policy education and First Aid training. The acquisition of a new safety online training platform has allowed for customized training in line with this focus.



Centacare’s 2018 Christmas celebrations on the rooftop at West Perth.

“I feel honoured and privileged to do volunteering work at Centacare.”
Isabella, Volunteer.

Centacare is fortunate to have a strong volunteer program, where dedicated volunteers share their precious time and skills to enrich the learning experience of our students.

Volunteers assist in the SEE Program in both tutoring and administration roles. In 2019, there were 5,240 volunteer hours contributed to Centacare across five of our training premises i.e. Armadale, The Armadale Hub, Cannington, Gosnells and Fremantle/Hilton.

We currently have 21 volunteer tutors in the SEE program, with a total of 27 volunteer tutors across all of 2019, with some leaving due to other commitments.

Two volunteer training programs were run in 6-week blocks to train our new volunteers on our mission, students and ethos. The training programs resulted in 21 volunteers going on to support both teachers and students in our SEE Program. Volunteers were trained for a total of 52 hours, some of which were on-site fieldwork training at both Cannington and Gosnells sites.

14 REASONS
I LOVE
VOLUNTEERING
AT CENTACARE

- HELPING OTHERS
- HAVING A PURPOSE
- SUPPORTIVE ENVIRONMENT
- LEARNING
- MEET NEW FRIENDLY PEOPLE
- FULFILMENT
- MOTIVATION
- ROUTINE
- TIME WALKING OUTSIDE
- KEEPING BUSY
- BETTER SLEEP
- LESS COFFEE
- LESS ANXIETY
- LESS DEPRESSION

A touching list of thanks created by a volunteer.

STUDENT SUPPORT SERVICE

324

STUDENTS ACCESSED OUR
COUNSELLING AND
SUPPORT SERVICES IN 2019

Centacare’s Student Support Service continues to be a vital element of our operations, assisting students to keep on track with their studies. A total of 324 students were provided with counselling services in the last 12 months. This is up from 178 during 2018.

The Student Support Service is a valuable source of support for teachers and co-ordinators at Centacare’s programs in dealing with challenges outside the scope of their job or expertise.

The reasons for consultation are many and varied, demonstrating the wide range and complexity of needs of our diverse student cohorts. The top five reasons students are currently seeking consultation are family issues, emotional issues, advocacy, relationships and personal issues.

3

NEW PREMISES
EQUIPPED

25

NEW LAPTOPS DEPLOYED
TO GOSNELLS AND
CANNINGTON

41%

OF 2019 STUDENT LEADS
NOW SOURCED FROM
GOOGLE



MARKETING, IT & FACILITIES

MARKETING STRATEGY

The marketing department continued its shift in focus toward the digital space in 2019 with its new website, SEO strategy and CRM systems all reporting increased referrals via digital channels. With our CRM software properly implemented, we now had the necessary data to analyse which strategies contributed to the most leads, referrals and conversions. To keep up with current trends and to tackle high rates of student drop out before their course start date, automated emails and SMS campaigns for student leads were implemented with some success. We will continue to keep up with trends and our competitors with the implementation of our new web chat in late 2019.

SEARCH ENGINE OPTIMISATION

Through our partnership with White Chalk Road, Centacare has optimised its website for organic google search. For keywords such as "aged care courses Perth" and "SEE program", Centacare's site now ranks in the top three pages on google listings. This strategy has increased traffic for our website with web users up 41.4% and web sessions up 17.6% in 2019.

SOCIAL MEDIA

Through the help of our Gain & Retain mentoring program, Centacare established a consistent and strategic social media presence in 2019, through its existing Facebook page and new Linked In page. Our strategy focussed on meaningful, organic content that told authentic stories about our organisation, students and our mission. These pages will continue to grow as we develop relevant and meaningful content, raising our profile for potential students, referring agencies, staff and volunteers.

BUSINESS RELATIONSHIPS

Increasing competition in the RTO sector combined with lean budgets has presented challenges for the marketing department to maintain our profile in the

community and to continue our mission to offer a supportive holistic approach to all courses and program areas.

Partnerships with local communities, industry groups, employers and other relevant stakeholders have grown extensively, maintaining our status as an established and leading organisation in the sector.

We have developed a pool of work placement providers for Centacare's VET courses that offer a varied and extensive selection of suitable employers who meet the individual needs of students and provide opportunities for local business to support local employment.

Regular face-to-face contact visits with all our referring agencies, networks and stakeholders ensures our strong presence continues in the RTO space.

IT & FACILITIES

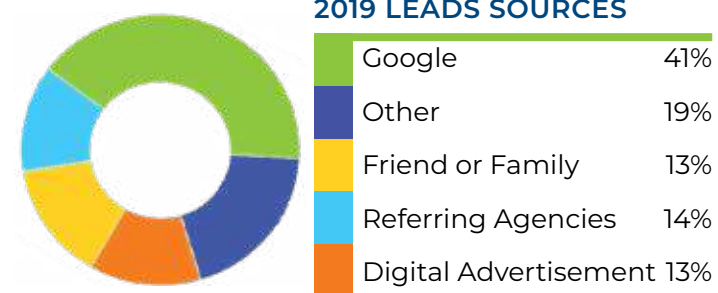
In the past twelve months, the Facilities and Infrastructure department have worked resourcefully to maintain our infrastructure to the highest level. Ongoing IT maintenance at all sites keep our computers operational for the longest period possible. Planning is near completion which will see the next stage of Centacare's IT infrastructure upgrade, with the replacement of our core servers over the next 6 months.

Multiple fleets of laptops were deployed to both Cannington & Gosnells as this year has seen much success with the digital literacy program.

In late August 2019, Centacare consolidated its head office in West Perth down to only its first and fourth floors. The first floor has been redesigned adding a reception space with private offices as well as a dedicated break area for all students to enjoy. We are now subleasing the ground floor to another tenant as we fill the last of the unrequired space due to the loss of the SEE program in the northern areas of Perth.

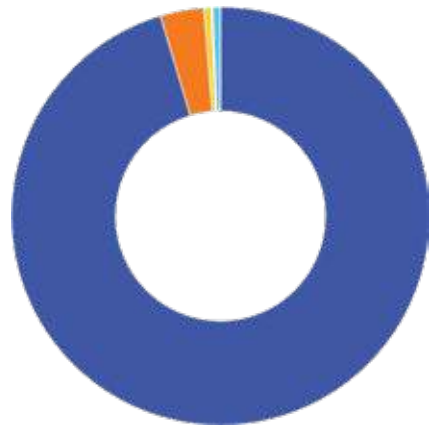
We continue to actively search for new premises for our other sites, striving to find more suitable and permanent facilities as we grow and expand.

2019 LEADS SOURCES



FINANCIAL REPORTS

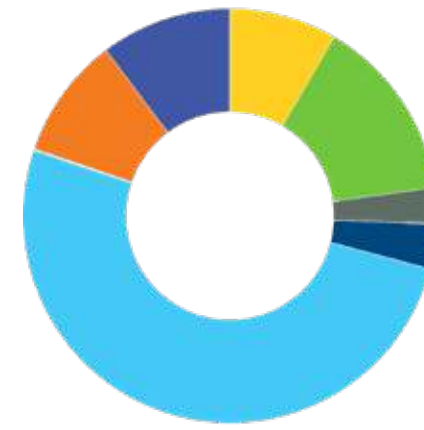
YEAR ENDED JUNE 30 2019



TOTAL INCOME

Training Services	\$3,597,235	95%
Archdiocesan Subsidy	\$127,789	3%
Other Grants	\$22,639	1%
Other Income	\$21,112	1%
Insurance Recovery	\$3,352	<1%
Interest Received	\$502	<1%

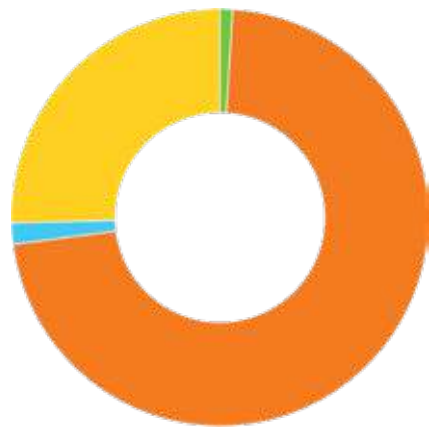
TOTAL **\$ 3,772,629**



TOTAL ASSETS

Land & Building	\$ 998,013	51%
Accounts Receivable	\$282,275	14%
Leasehold Improvements	\$186,532	10%
Furniture & Fittings	\$200,559	10%
Cash	\$164,597	8%
Other Debtors	\$54,711	3%
Computers & Office Equip.	\$68,779	4%
Software	\$1,977	<1%

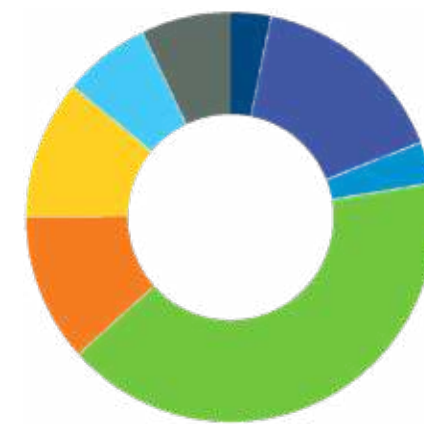
TOTAL **\$ 1,957,443**



BREAKDOWN OF TRAINING SERVICES

SEE Income	\$2,588,839	72%
VET Income	\$914,100	25%
EST Income	\$59,009	2%
Fee for Service	\$35,287	1%

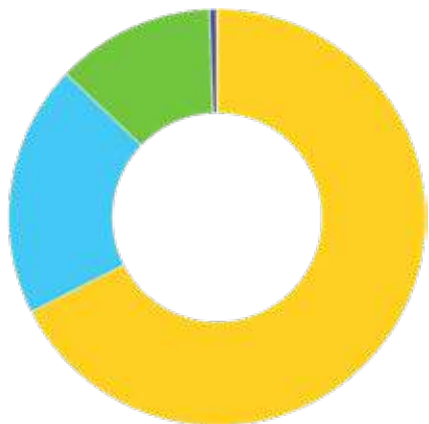
TOTAL **\$ 3,597,235**



TOTAL LIABILITIES

CDF Loan	\$549,103	41%
Creditors & Accruals	\$212,259	16%
Annual Leave Accrual	\$156,635	12%
Provision for Long Service Leave	\$147,014	11%
Lease Incentive Liability	\$92,254	7%
Provision for Make Good	\$95,000	7%
Australian Taxation Office	\$42,725	3%
Income in Advance	\$44,211	3%

TOTAL **\$ 1,339,201**



EXPENDITURE

Staff	\$2,856,773	67%
Accommodation	\$830,263	20%
Services & Contracts	\$519,306	12%
Interest Expense	\$24,293	1%
Low value assets	\$1,464	<1%

TOTAL **\$ 4,232,099**

day is Wednesday 6th December 2017.

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