



# 2020 ANNUAL REPORT





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

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Total Active Students in 2020

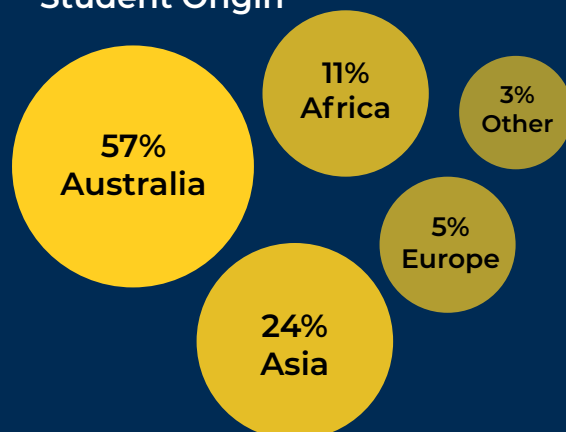
29% VET



71% SEE

## Student Profile

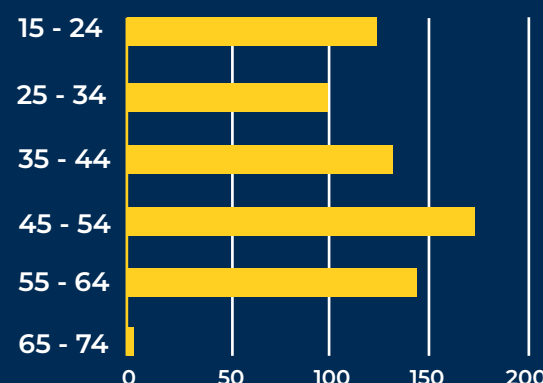
### Student Origin



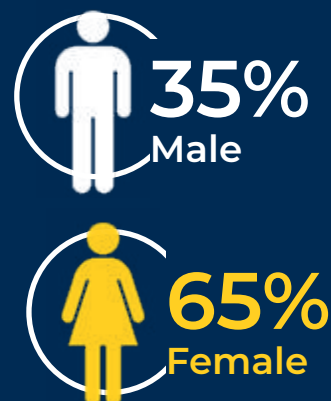
### Top Reasons to Study

- #1 To get a job
- #2 Pathway into further education
- #3 Upskill for current job position
- #4 Change of career

### Age Group



### Gender



## 44 YEARS OF SERVICE

### Social Engagements



4.5 out of 5  
Ratings on Facebook



4.2 out of 5  
Google Rating



We are now on  
YouTube!



98%

VET Course  
Completion Rate

Centacare offers  
**four** VET  
Scholarships for  
Aboriginal students



87%

Student Satisfaction  
Ratings

Supported  
**322**  
students  
through  
counselling



**NEW** Alternative  
PROGRAM Education  
IN 2020 Program

75  
EMPLOYEES

31  
VOLUNTEERS

# 2020 at a glance



Centacare Employment and Training (Centacare) is a not-for-profit registered training organisation that offers education programs, training 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 metro area including West Perth, Cannington, Gosnells, Hilton, Armadale and Mirrabooka.

# OUR 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.



## 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.



## 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.



## INTEGRITY

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



## INCLUSION

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

# MESSAGE FROM OUR CHAIR



On behalf of the Board of Directors, it gives me great pleasure to present our 2020 Annual Report. Centacare has a long-standing reputation of success over its 44 years, of delivering quality education and training services to disadvantaged people, and it is without a doubt that we will continue this mission well into the future and maintain this reputation.

The year 2020 has been the most challenging year yet for our students, staff and many Australians due to the COVID-19 pandemic. In my last year's Annual Report, I commented that the Board sought to continue to become a more resilient organisation, and it gives me much pleasure to report that this has been achieved.

Our response to the pandemic was decisive. The first half of the year saw a complete shift in its day-to-day operations. Centacare staff responded quickly and efficiently to the demands of COVID-19 restrictions. Through innovation and sheer hard work of our staff members, Centacare overcame this extreme difficulty and has emerged from it, indeed Centacare's Strategic Planning Day, facilitated by Board member Paul O'Connor, was purposeful and upbeat before the COVID-19 pandemic outbreak.

Despite the pandemic, Centacare was able to open a new site at Hilton and take on a new program for Youth at Risk as well as expand its already successful Skills for Education and Employment (SEE) and Vocational Education Training (VET) programs. Such resilience over the past three years inspires the Board with confidence and augers well for the future of Centacare.

I want to take this opportunity to thank Centacare's talented and loyal staff, particularly its senior team led by CEO, Lee-Anne Phillips, ably assisted by COO, Reena Masuria, for maintaining Centacare's Mission. Students also contribute by promoting Centacare through word of mouth advertising, and with employers by performing their practical duties with diligence. Centacare is very fortunate to have such capable persons driving it forward.

I thank my fellow Board members for their participation and contributions at meetings, all of us working to maintain and promote Centacare's mission.

Gwen Wood  
Chairperson

# MESSAGE FROM OUR CEO



The final months of our 2020 financial year were dominated by the COVID-19 pandemic, the effects of which will continue to be felt for some time to come. We are in the midst of an international public health crisis and profound economic consequences. Within this Annual Report, you can read about the initiatives that we have implemented across our organisation to support our communities and clients during these unprecedented times in which we operate.

Under the circumstances, Centacare performed very well as the need for our services increased during the year. The Federal and State Government acknowledged and supported Centacare by increasing funding to meet the demand. Important to note Centacare has achieved significant outcomes during 2019-20, notwithstanding the impact of COVID-19.

The deep, versatile capabilities within the staff at Centacare have allowed us to surge ahead with creating a safe and equitable working environment for our staff and clients, equally expanding our services to meet the demand. The emphasis to stay connected with our networks and relationships with our industry partners are now more important than ever, Centacare has risen to the challenge and is contributing to the Australian Government's response to upskill and get people into employment. I would like to thank the staff for their passion and commitment, without them, our success would not be possible.

The future holds many opportunities, we will stay focused on delivering quality-individualised education, and training services, while remaining focused on our mission to support the disadvantaged in the community.

The Board continue to align the organisation with a commitment to review strategic direction, while at the same time ensuring a governance-focused approach. I extend my gratitude for providing this valuable support and especially Gwen Wood (Chair) for standing strong and never wavering on what we stand for.

Lee-Anne Phillips  
Chief Executive Officer





**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**  
Archdiocese  
Representative

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, migrant health, 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.



**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.



**PETER LE**  
Board Member

Peter has 20 years of experience in legal, governance, risk and compliance. He has a Bachelor of Economics and Law degree and is currently undertaking his Master of Law, Policy & Government at the University of Western Australia.

Peter has a wealth of experience sitting on boards of various business, cultural, not-for-profit, charitable and sporting organisations.

Some of the positions that Peter has held or currently hold are – Chair of City West Lotteries House, Non-Executive Director of Paediatric Nursing Services Limited, Board Member of Phoenix Support & Advocacy Services Inc., President of the Asian Australian Lawyers Association Inc. (WA Branch), Vice President of WA Vietnam Business Council Inc., Chair of the Asian Business Alliance, Convenor of the Lawyers in Local Government (LLG) Network, President of Westnam United Soccer Club Inc.

Peter was awarded the WA Volunteer for Multicultural Communities Award 2019 and the Winner of the Piddington Society's Senior of Lawyer of the Year Award 2019.

# OUR BOARD MEMBERS

**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.**



“How we personalize the learning of literacy skills for each of our students is where we show the art of teaching”

- Klea Scharberg



## SEE PROGRAM

**Centacare's SEE Program will continue to provide quality education and training to help clients gain the confidence and knowledge they need for employment or further education.**

Skills for Education and Employment (SEE) is a flexible language, literacy and numeracy program specifically for disadvantaged and/or marginalised members of the community who are looking to learn new skills or obtain qualifications to go onto further study or employment.

Our SEE clients' profile comprise of multicultural refugees and migrants, Indigenous and non-Indigenous Australians, mature age individuals and youth. The majority of our current students come from a range of culturally and linguistically diverse (CaLD) backgrounds with little or no opportunity to go to school in their country of origin. While they may speak several languages, they are learning to read and write for the first time in their lives.

Over the past year, Centacare continued to deliver the SEE Program across five training sites: Cannington, Gosnells, Fremantle (Hilton) and two sites in Armadale.

Our biggest challenge in 2020 was when the COVID-19 pandemic affected our daily operations, which resulted in enforced closure of all sites. Due to the safety guidelines and restrictions imposed by the Department of Education, the delivery of the SEE Program could no longer be on the sites. We were able to offer remote learning to all our clients, and despite mutual obligations being lifted, participation remained very high. To encourage and motivate engagement, we have maintained contact with clients throughout this time.



Fortunately, due to easing of restrictions, all sites re-opened in July.

Centacare's Digital Literacy course, Computer Skills for Work, continued to be very much in demand with clients and referring agencies. Currently, we have one class delivered from the Cannington site and two classes from Gosnells, which includes a beginner level. As digital innovation continues to grow, Digital Literacy makes a measurable difference to employment possibilities as client testimonies confirm:

*“We are living in a digital era. Thankfully, this course has helped to boost my confidence, apply for a job and carry out an online training in the community service field. Without this course I would have been struggling to go through the process of applying and getting a job.”*

Natasha Cunningham attended a 10-week Computer Skills for Work course at Centacare Gosnells. During this time, she learnt and improved on her skills such as: operating a personal computer, searching the internet securely and using Microsoft Office software. Towards the end of the course she successfully secured a job.



The newest class in Armadale, the Bridge at the Hub, was established in August 2019 through collaboration and partnership with the Education Department in the Armadale area.

A specialised program, including wrap-around services, was developed to address the complex needs of educationally disengaged youth. Centacare's role in this program is the educational component covering real-life skills, such as First Aid, Keys4Life and the White Card. Excursions are also part of the learning experience on offer, such as the Drawing Breath Workshop for Youth held at the Art Gallery of Western Australia. The workshop provided an opportunity for our students to immerse themselves into visual analysis and develop skills in reflecting, interpreting and evaluating works of art.

Another class offering specific delivery is the Kadadjiny Bidi (Learning Path) program in Armadale. This Indigenous class is along the lines of project-based learning and small enterprise. Towards the end of 2019, the class produced a 2020 calendar, created t-shirts for Harmony Week, designed and published greeting cards as well as a short storybook to promote the Noongar Language. On the back cover of the book is written:

*“Our class is working together as Indigenous and non-indigenous people celebrating and learning about Noongar culture. This book is a representation of that learning”*



The partnership between Centacare and Melaleuca Remand Centre continued from April 2019 until January 2020. The program offered accredited training in subjects such as Introduction to Occupational Health and Safety, and Introduction to First Aid. The units offered were chosen with care as they can be part of a pathway to future vocational certificates and additional skills to boost job prospects. The partnership ceased in January 2020 due to a change in Government policy regarding the management of prisons.

The number of SEE classes currently running is 27. The program runs on a rolling intake basis, so numbers fluctuate throughout the year. We have over 360 active clients enrolled in the SEE Program. In 2019 – 2020, out of 481 clients referred and assessed, 418 commenced the program. In total, Centacare issued 1283 Statements of Attainments last year as part of the delivery of the SEE Program, including 266 issued to Melaleuca clients.

**1283** STATEMENTS OF ATTAINMENT ISSUED IN 2020

**418**  
STUDENTS COMMENCED

### SUCCESS THROUGH PARTNERSHIPS

In 2020, the SEE Program continued to focus on building relationships with other agencies to enhance the program and bring a wide range of benefits to our clients.

- During the height of COVID-19 outbreak, the Multicultural Communities Council of WA distributed generous food hampers regularly to our clients in the Gosnells site.
- Curtin University, along with Ishar Multicultural Women's Health Service, developed a program for migrant and refugee women. The Empower Project provided peer mentors who worked closely with selected SEE clients to build confidence and knowledge to seek employment.
- The SEE Program collaborated with Centacare's Vocational Education and Training department to provide First Aid training for clients in the Bridge at the Hub program.
- A representative from Vinnies WA delivered a talk to clients at Centacare Gosnells on what the Society does for communities to raise awareness and understand the need for volunteers. The class was then offered volunteering experience at the Vinnies' Depot – and awarded a Certificate of Appreciation at the end of the shift.
- Clients from Centacare Cannington teamed up with Conservation Volunteers Australia to take part in a clean-up of the Canning River. Throughout the experience, our clients worked collaboratively as a team and learnt about community engagement. All participants were presented with a Certificate of Achievement.



**27** CLASSES UNDER THE SEE PROGRAM





Combining quality training and a supportive learning environment to help students become qualified in the business, aged care and disability sectors.

Centacare's Vocational Education and Training (VET) Program aims to deliver workplace-specific skills and knowledge with the goal to prepare students with the required skills and competencies needed for employment.

In 2020, we continue to deliver three streams of nationally accredited Certificate III qualifications under the VET Program:

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

This period presented a series of unique challenges for the VET sector. The bushfires through to the emergence of COVID-19 pandemic in January 2020, both of which has had a profound effect on a provider's ability to operate in the same way.

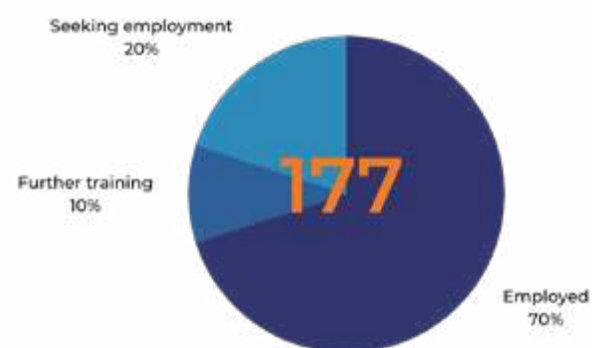
Centacare has addressed these challenges by working closely with state and national funding bodies and the sector to enhance our approach and ensure quality outcomes for students.

Firstly, we committed to a flexible approach to our training through remote learning wherever possible by enabling students to study at home. Our collaborative approach directly supports our goals of working

## VET PROGRAM

together for building a sustainable future for our clients.

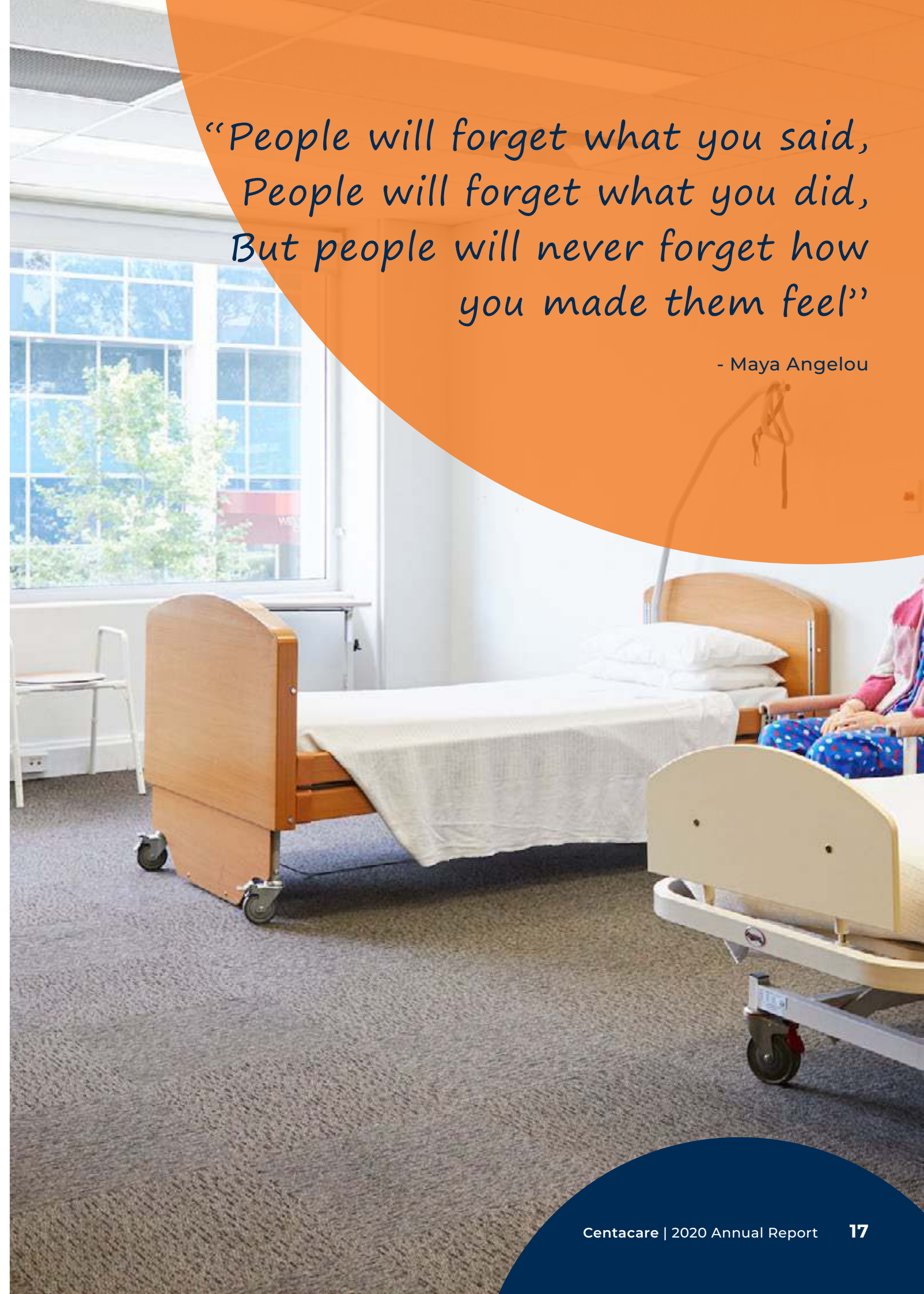
As such, Centacare has continued to validate its position as one of the leading providers of vocational education and training. Throughout the year, we have greatly increased student access to its education and training programs under the new business model.



During the past year, 177 students have received training. Of these students, approximately **70% achieved employment outcomes**, and 10% went on to further training. These are strong results and we are committed to continuing these student outcome success rate.

*“People will forget what you said,  
People will forget what you did,  
But people will never forget how  
you made them feel”*

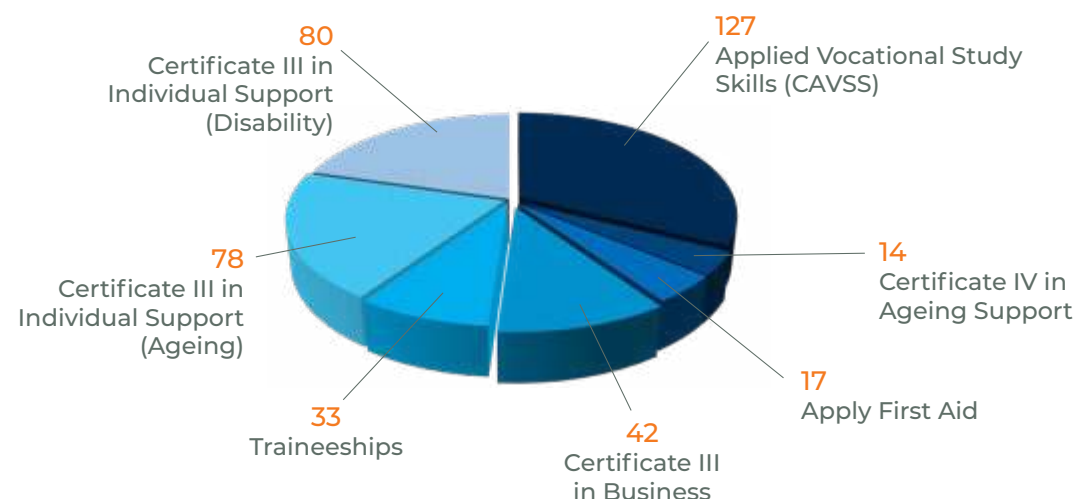
- Maya Angelou





In 2019/20 Financial year, the following VET course were delivered.

VET Course Enrolments 2019-20



In January 2020, a new funding model was implemented by the Department of Training and Workforce Development. This new funding introduced reduced course fees for our students, which has facilitated a demand-driven environment and allowed for a far greater reach. It has enabled us to deliver services directly to actual customer demand rather than supplier demand.

Centacare has developed clear pathways to provide students with increased employment and further education opportunities. These pathways are based on economic demand and training priorities as mandated by the government.

In addition to the industry training, almost all qualifications are supported by Course in Applied Vocational Study Skills (CAVSS). CAVSS is taught in a team-teaching environment and is a framework for teaching literacy and numeracy skills in direct application to VET training activities. Team-teaching has many benefits, such as no student is singled out for requiring extra support. Since all students in the

group have access to the support as they need it the literacy and numeracy support is always relevant to the industry skills the students want to learn.

Evidence supports a collaborative learning environment, access to an extra teacher, and the opportunity to revise maths or literacy skills, all help students to focus on learning, and the student success rate improves as a result.

The feedback we have received from our host employers is that our students who come to them for work placements are work-ready and have the level of skill they are looking for in a potential employee. They are well-trained and have a sound theory and practical knowledge.



*"I cannot thank the whole team at Centacare enough who has changed a lot in my life after finishing the course."*

## WHEN PASSION TURNS INTO REALITY

Throughout his life, Dipan Shah always had a passion for working with and supporting people in need. Although his career began in the hospitality industry, he found himself in search of a better pathway that aligned with his values and career goals. It is not until Dipan uprooted his life in India and moved to Australia with his wife, that he found his true calling. When his family friend suggested Centacare's Certificate III in Individual Support (Disability) course, Dipan knew the course would help him gain the skills he needed to achieve a career in disability support.

When Dipan began his course, he had encountered some challenges assimilating into the Australian education system. With his first-born on the way, it added some additional pressures to his full-time studies.

"The format of studies over here in Australia is quite different from that in India, and I was going to commence studies for the first time after seven years in the workforce. My biggest barrier was my confidence and being a full-time student when my wife was due to deliver our baby", Dipan explained.

"Centacare's staff and educators were extremely helpful and supportive throughout the whole course that helped me boost my confidence in completing my certificate."

At Centacare, we recognise that our students' needs go far beyond just academic. We understand that one of the keys to accelerating students' academic progress is supporting their social and emotional wellbeing.



Our trainers are committed to providing individualised assistance and ensure every student in the class have access to the support they need to complete their course. Despite the challenges and barriers, Dipan's 19-weeks course has led to employment as a disability support worker.

"I am working as a Support Worker after completing my course and placement. I was successful in gaining a position as a support worker after I completed my placement, and Centacare was working throughout the COVID-19 situation so students could complete their practical placement."

Dipan further commented, "Trainers were helpful from the beginning of the course up until we got our work placements. They make sure that all students understand the content of the course. They make the student feel more comfortable and bring more confidence in them. They guided each student in the best possible way, as all the students are not having the same pace of learning. I cannot thank the whole team of Centacare enough who has changed a lot in my life after finishing the course."

When asked about his plans for the future, Dipan commented that he is inspired to seek further education and attain certifications to grow his career.

**177** COURSE COMPLETIONS IN 2020



## New AVENUES

From February 2020, Centacare has been delivering an Alternative Education Program (AEP) called 'Avenues'. Avenues is funded by the WA State Government through the Department of Education. The program aims to provide a safe learning platform to re-engage young people who have left mainstream education due to difficult personal circumstances.

Three new classes were opened in February 2020 and currently running in Armadale, Hilton and Mirrabooka. Central to the concept of Alternative Education is the focus on individual needs and the teaching of real-life skills alongside literacy and numeracy.

### EMPOWERING YOUNG ADULTS

We believe all young people deserve access to quality education, regardless of their individual circumstances. Avenues is dedicated to empowering and enriching opportunities for young people, ultimately contributing to flourishing societies.

The program's curriculum includes:

- Adulthood and pathways to employment
- Training or further study
- Skills such as Budgeting, Healthy Eating, First Aid, Keys 4 Life and the White Card

The young people on the course are assured of the right to learn, the right to feel safe and the right to respect. Along with the teacher, additional positive adult support is provided through a youth worker and trained volunteers. This holistic approach helps to break down barriers that prevent the young person from attending.

**49** CERTIFICATE OF GENERAL  
EDUCATION FOR ADULTS  
ISSUED IN 2020

These principles were put in place and the classes opened but, unfortunately, had only a short time to establish before the COVID-19 pandemic resulted in the closure of the sites. As it was vital to keep the young students engaged, we were able to offer remote learning, and Avenues teachers stayed in contact with students via phone and email. When alternative premises were found, we managed to gradually re-established study routine for the classes.

Despite the severe disruption lasting several months, the program has prevailed. Numbers of young people taking up a place remain consistently high. Since July, 49 Statements of Attainments from the Certificate of General Education for Adults curriculum have been issued ensuring goals of a Year 10 equivalent qualification is met by many of the young people.

*"Have confidence in the young people, give them a chance, and they will surprise you."*

- Kofi Atta Annan





# STUDENT SERVICE SUPPORT

## THE HEALTH AND WELLBEING OF STUDENTS REMAIN OUR PRIORITY

At Centacare, we recognise that students academic successes are well influenced by the overall quality of their learning experience. One of the essential services we offer to improve students' experience is our student support service. Student support service is available to assist students with any issues they may face during their studies at Centacare. The service is free and confidential.

The main objectives for student support service are:

- » To improve the effectiveness and efficiency of the SEE and VET programs at Centacare by supporting students to address difficulties and barriers to achieving their study goals.
- » To identify key areas of support required to assist students in achieving their goals.
- » To support students and increase their ability to engage with and participate in the program.
- » To promote students health and wellbeing.

A total of **322** students have accessed the student support service in the last 12 months, maintaining the increase in numbers from last year. The service played a significant role in supporting our students to continue their studies, especially during the height of the COVID-19 pandemic. Fortunately, we were able to remain flexible to meet the demands of our students and continue to offer our counselling service via phone and email.

The student support service is a valuable source of support for teachers and program co-ordinators at Centacare in dealing with challenges outside the scope of their job or expertise. Reasons for consultation are many and varied, demonstrating the wide range and complexity of needs. The top four reasons students are currently seeking consultation are: family issues, emotional issues, COVID19 and relationship issues.





# MARKETING

We are committed to ensuring that Centacare continues the mission to serve our disadvantaged cohorts, despite the challenges.

Our 2020 outreach goal is to increase Centacare's overall presence and strengthen engagement with our community. The three main objectives set forth by the marketing department is to; 1) Increase online presence and website traffic, 2) Be the training provider of choice within the RTO sector, and 3) decrease non-completion rates.

During 2018/19, we have shifted our marketing focus to the digital space as it has yielded increased referrals. We have since adopted several digital platforms to promote our services as well as provide relevant and timely information to our broader community. In 2020, we have identified that Google continued to be our leading enquiry source. Furthermore, we found that a large number of students have enrolled through word of mouth from families and friends. These findings have led the marketing department to establish a holistic strategy to improve digital communications through our social platforms and to cultivate relationships with students via email marketing automation.



Facebook followers increase by **11.4%** and over **500** Instagram followers.



More than **24k** visitors to our website in the past year. We see an increase of **75%** in website goal completions year-over-year.

Over the next year, we aim to strengthen our communication and transparency efforts to build on authentic learning experience for current and potential Centacare's students through our digital communications channels.



**1.63k** people subscribed to Centacare's fortnightly eNewsletter - a **25%** increase from the year before.

## BUILDING RELATIONSHIPS

Competition in the RTO sector continues to challenge Centacare to maintain our highly visible profile in the RTO space. Our strengths lie in our approach to training, which includes offering additional support services such as language literacy and numeracy support, work experience placements with on-site support and a qualified student counsellor. We also provide a direct email contact service to referring agencies on request, to offer information on students' progress and outcomes. These additional services support Centacare in maintaining a strong presence in the RTO space as a leading provider, placing a strong emphasis on business relationships, communications and student wellbeing, including meeting industry needs.

We have extended our partnerships with new programs while actively working on innovative ideas to ensure we continue to offer and meet current demands and trends in the education, training and employment space. It is made possible by listening to community needs, maintaining a sound and honest relationship with industry groups and key stakeholders, monitoring new programs entering the market, leading to business growth that services all sectors, and provides equal opportunities to all regardless of background, education or country of birth. These initiatives have led to continual growth and high numbers in the Youth at Risk (YAR) space, CaLD sector, job seekers and parents preparing to return to work.

We continue to provide face to face contact visits to all new and established referring agencies, and have a significant presence in local networks and key stakeholder events that supports our brand profiling visibility in the community and the RTO sector.

## INVESTING IN INFRASTRUCTURE

In the past twelve months, our Facilities and Infrastructure department has continued to focus on carrying out maintenance services and ensure we are operating efficiently across all Centacare sites. We are pleased to say that the planning process of Centacare's new infrastructure is now complete as it will allow for the implementation and replacement of our core servers, computers and phone systems over the next six months. The new infrastructure offers a broad range of benefits which will ensure we deliver our services as efficiently as possible for today and into the future.

These benefits would include:

- Leverage the use of Cloud-based technology where possible to suit online working and remote learning environments
- Online scalability and cost savings
- Improved security posture through the use of best industry standards
- The latest best-in-class hardware
- Technologies to deliver services at the highest level
- Improved Wi-Fi capabilities and future SD-WAN features providing a future-proofed network



Much success with the Avenues Program has seen the expansion of our premises with an additional fleet of 56 laptops deployed to Armadale, Hilton and Mirrabooka.

Behind the scenes, our IT staff have been successful in finding and acquiring a suitable premise for SEE and Avenues Programs in Fremantle. The new premise will be an improvement for our presence in the South as the facility has a future-proofed space giving Centacare the ability to expand further into digital literacy courses and other relevant educational programs.

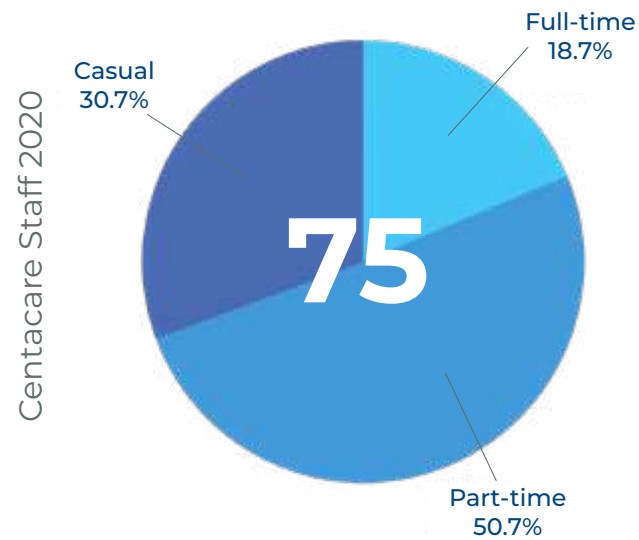
We continue to actively search for new premises for our other sites as we strive to find more suitable and permanent facilities as we grow and expand.





# OUR PEOPLE

Centacare's workforce expanded in 2019-20, with the addition of an exciting education program for youth at educational risk. The Avenues Program commencing early 2020 saw the recruitment of specialist teachers and youth workers across three metropolitan sites: Mirrabooka, Armadale and Fremantle. This new program for Centacare, together with an expanding SEE program saw our workforce profile increase to a total of 75 staff as at 30th June 2020, made up of 14 Full-time staff, 38 Part-time staff and 23 Casual workers.



## CELEBRATING OUR STAFF

Centacare is fortunate to have a growing fraternity of dedicated, long term staff. This wonderful group of employees includes teaching, management and administration staff. Three additional staff celebrated their ten year anniversaries in 2019 at the end of year Christmas lunch.



## SAFETY AND SECURITY

The goal of Centacare's Human Resources department is to provide support to employees across all sites, so our staff can thrive and fulfil our mission to the best of their ability. The onset of COVID-19 in the last six months of the financial year presented challenges and required staff to adapt swiftly to changing conditions while continuing to serve our students. HR provided support with the development of COVID-19 leave policies and working from home agreements for eligible staff. In addition, the necessary communications regarding infection control in the workplace and awareness of access to our employee assistance program were a priority.

*"What a privilege it is to work at Centacare Employment and Training! Such a dedicated bunch of staff who all strive to achieve the same goal and we do it together. Staff are supported and empowered as are our students like no other organisation I know of. Not only do I get to make a difference to the lives of people with disability but I also get to make a huge difference in our student's lives and in turn, my life is enriched."*

- Liz Fawcett, VET Trainer





*“Volunteers don’t get paid,  
not because they’re worthless,  
but because they’re priceless.”*

- Sherry Anderson

# OUR VOLUNTEERS

Centacare is proud to be supported by a dedicated team of volunteers who share one common purpose. Our Volunteer Tutor Program is the key to helping us provide more support to our students and teachers in the SEE program.

**At the beginning of March 2020, we had 31 active volunteers - almost 50% increase in the number of volunteers in 2019-2020.**

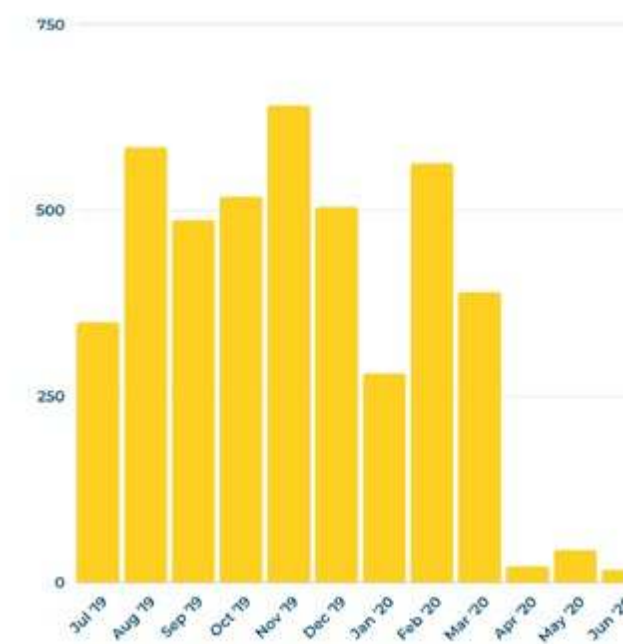
Many volunteers set out to make an impact at Centacare and subsequently continued to flourish in their career. In 2020, one volunteer set up and ran a free English Conversation Class in Centacare Gosnells, which is open to anyone in the community who would like to come and develop their English language speaking and listening skills. One volunteer, a skilled and qualified teacher, volunteered in the Avenues program and later went on to take up a teaching position in the program.

## SUPPORTING VOLUNTEERS

We provided three training courses for our volunteers throughout 2019-2020. The first two training courses were successfully completed, which comprised of a 10-week program and two field trips. Due to COVID-19 restrictions and regulations, the third training course was cut short after week five.

During the height of COVID-19, we aim to continue our efforts to support our volunteers. Regular ‘How’s it going?’ emails were sent out to volunteers, along with some training materials over the months, for those who wished to develop their skills and knowledge further. The links and materials included two numeracy webinars, some spelling rules, and some teaching strategies.

MONTHLY VOLUNTEER HOURS

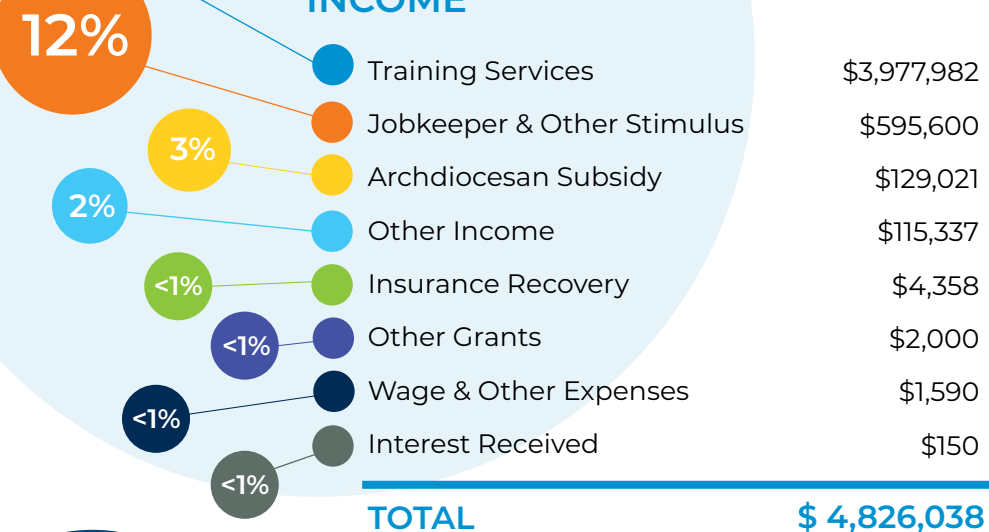


In the past financial year, Centacare’s volunteers gave a total of 4391 hours, 3,921 of which were up to mid-March 2020. The chart above indicates where COVID-19 affected the support volunteers could provide to the program. While some volunteers continued to support students with invaluable video calls and telephone calls, this support was more limited than the face-to-face support which most students need.

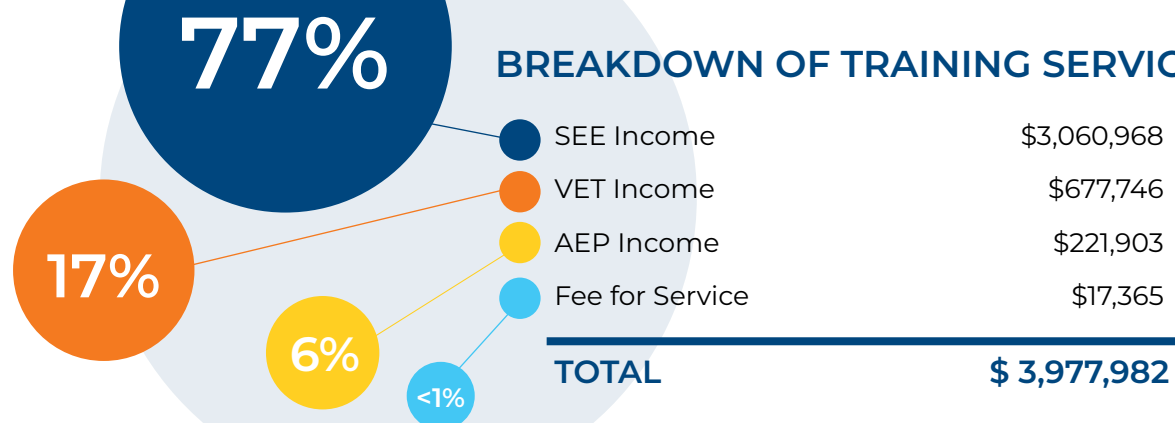
# FINANCIAL REPORT

82%

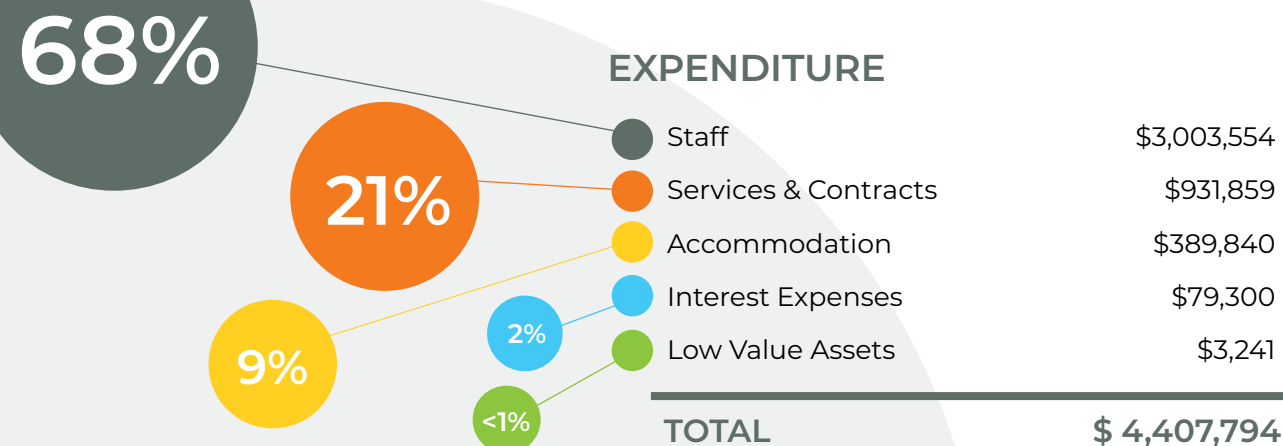
## INCOME



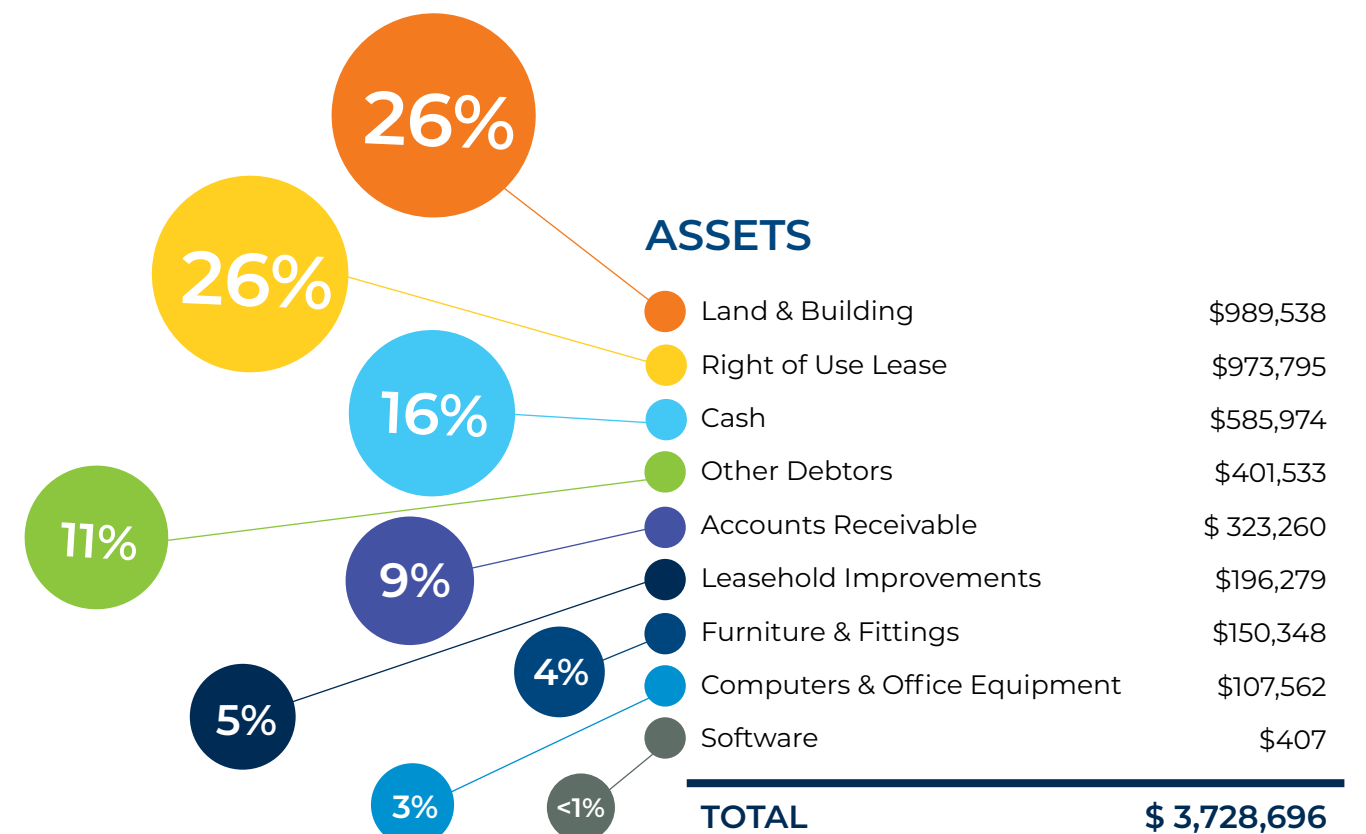
## BREAKDOWN OF TRAINING SERVICES



## EXPENDITURE

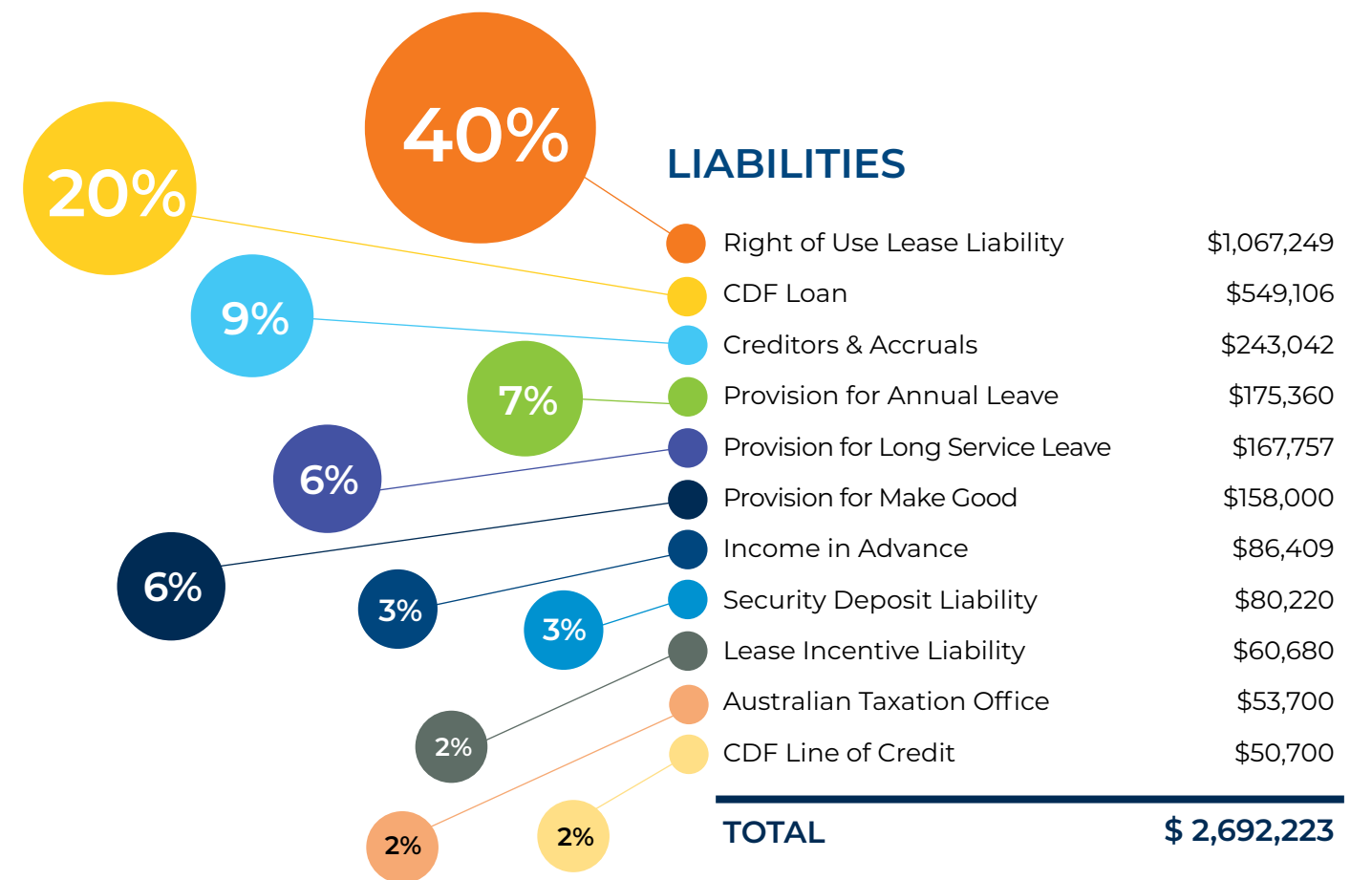


## ASSETS



## YEAR ENDED JUNE 2020

## LIABILITIES







@centacarewa