



centacare

Employment and Training

2021 ANNUAL REPORT



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

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2021 in review

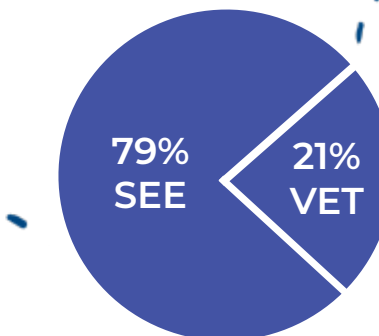
We supported over

600

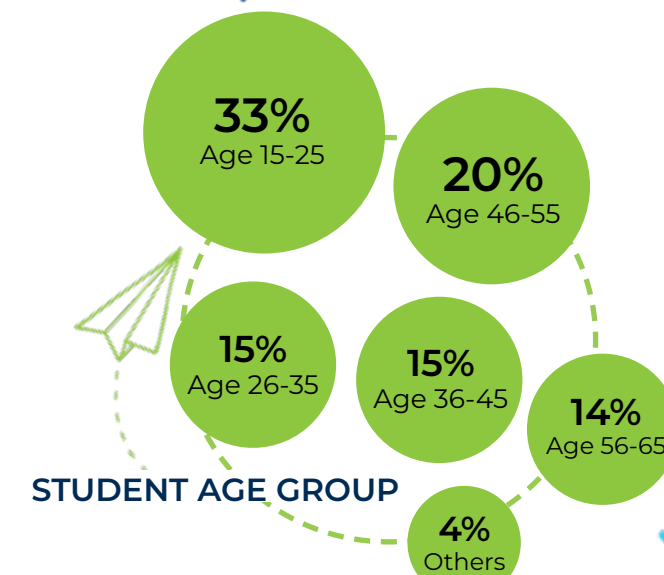
Western Australians
on their study
journey towards
employment

71 EMPLOYEES

27 VOLUNTEERS



TOTAL STUDENTS
COMMENCED



STUDENT AGE GROUP

WEST PERTH
CANNINGTON
GOSNELLS
FREMANTLE
ARMADALE
MIRRABOOKA

6

TRAINING
SITES IN
WA

45
YEARS
OF
SERVICE

TOP FOUR REASONS
TO STUDY IN 2021

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

FREMANTLE
NEW SITE IN 2021

83%
STUDENT
SATISFACTION
RATINGS

Supported

217

students
through
counselling

76%
FEMALE

24%
MALE

SOCIAL MEDIA POSTS
REACHED OVER

43,000
PEOPLE

G

★★★★★
4.4 OUT OF 5
GOOGLE
RATINGS

Transforming lives through education, training and employment since 1976

We are a not-for-profit Registered Training Organisation (RTO) 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.

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, refugees, Indigenous and non-Indigenous Australians.



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.

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.

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.

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.

OUR MISSION AND VALUES

MESSAGE FROM OUR CHAIR

I am pleased and honoured to report that Centacare's Board of Directors has presided over another successful year of operation, building on the many ventures our organisation engaged in during the financial year of 2020/21. New initiatives have enabled Centacare to further perform its mission in assisting disadvantaged people in the community to work towards, and in many cases, obtain employment through education and training. But first, after two long-standing members of the Board left, it gives me great pleasure to welcome two new Board members, Ms. Marian Taylor and Ms. Tamara McGougan. Marian and Tamara come with very appropriate backgrounds and experiences to the Centacare Board. Also, I would like to take this opportunity to congratulate our Board member, Mr. Peter Le, who was awarded Lawyer of the Year 2021.

The way to understand the impact of what we do at Centacare is to experience it first-hand. As part of our new Board member induction, the Board had the pleasure of visiting the Cannington and Gosnell's training sites where the Skills for Education and Employment (SEE) program is delivered. This visitation led to an enlightening discussion with staff and students about their personal aims and achievements. We were very impressed to witness the dedication of our staff, and the enthusiasm presented by students. They spoke of their pride in their work and the value of the education and training they are receiving through Centacare. A wonderful reminder of the great work that we do and the people that we serve. It is a testament to the hard work demonstrated by our staff and, most notably, our SEE Program manager, Pauline Beck.

In June 2021, the Centacare Hilton site moved to a central location in the heart of Fremantle. We have successfully acquired a new training site for the SEE Program and the Alternative Education Program (AEP). The opening was a momentous day. We were grateful to be joined by industry and the Archdiocesan representatives, Board members, staff and students to celebrate this moment. This site allows for more classes to be delivered, a new computer laboratory for digital literacy courses, and a new space for our young people.

The year of the coronavirus (COVID-19) pandemic is, we hope, behind us. Centacare is eager to move ahead with expanding on our goal to assist disadvantaged people through quality education and training and enable them to move into the workforce to better their lives and those around them. Centacare has an excellent reputation for achievement in this area, and we will remain focused on continuing this work in the years to come.

Centacare's strategic plan is upgraded regularly, and the current plan, which takes us to 2023, will be reviewed in the new year. Already much work is being put into possible areas of expansion that will benefit our target audience and further our mission. Our performance this year has been steady financially, which is a very satisfactory result given the volatile environment brought upon by the COVID-19 pandemic.

With Thanks

These remarkable achievements are due, in no small part, to the leadership of Centacare's CEO, Lee-Anne Phillips and the COO, Reena Masuria, as well as all staff and students. On behalf of the Board, I would like to thank you all.

I thank my fellow Board members for their participation and contributions at meetings, and where possible, directly with Centacare.



Gwen Wood

GWEN WOOD
Chairperson

MESSAGE FROM OUR CEO

Centacare was impervious throughout this year considering the global maelstrom of activity, but we became adaptable, resilient, and above all flexible which is now the new normal.

With the combination of all the factors at play, what is happening outside is more intertwined with our daily business operations. Faced with competing and equally valid stakeholder demands, to get the right balance that aligns with our mission and values while remaining viable has been challenging as is trying to forecast the future. Indeed, collaboration, listening, engagement, and purpose were recurring themes in our conversations.

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 throughout different communities to meet the key objectives of the government.

Our work with young people continues to grow and we are learning many lessons along the way, our greatest joy working with these young people is seeing them take steps towards achieving their goals regardless of how big or small those steps might be. Many of them think things we take for granted like going back to school, getting a job, getting a driver's license, or living independently are beyond their reach, it is such a pleasure to see them start to build their confidence and skills in achieving those things and set goals for their future.

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.

“The future starts today, not tomorrow”

- Pope John Paul II

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.

Our Board remains committed to adapting and changing to ensure they can best support the whole organisation in pursuit of its vision and mission, and I foresee a bright future, and I extend my gratitude to them for all their valuable support and time that they give so generously.



Lee-Anne Phillips

LEE-ANNE PHILLIPS
Chief Executive Officer

MEET OUR BOARD



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.



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 legal experience, working in private practice, in house and for local government and has general commercial, corporate, property, construction and major projects experience.

In private practice, Peter has worked for national, international and top-tier law firms. Peter is a trusted advisor to many companies, not for profit organisations, charitable and sporting organisations.

Peter also sits on various boards, providing stewardship in legal, governance, risk and compliance.

Peter has been recognised by being awarded the WA Volunteer for Multicultural Communities Award 2019. He was the winner of the Piddington Society's Senior Lawyer of the Year Award 2019 and the Law Society of WA's Lawyer of the Year Award 2021. Peter was listed amongst the Most Influential Lawyers 2021 by Australasian Lawyers.



TAMARA MCGOUGAN
Board Member

Tamara has over 40 years of experience in the education sector, including 25 years in Catholic Education WA, where she has served as a teacher, leader and Principal in both regional and metropolitan schools. As Principal, Tamara has been responsible for the religious, educational, pastoral and financial dimensions of each school.

Tamara's leadership philosophy echoes her strong belief and commitment to wrapping a community of committed and skilled people around each person so that they are empowered to build on their strengths, to grow and transform their lives. She has a deep passion for ensuring respect for the dignity of each person, values life-long learning and has a keen interest in providing equal access and opportunities for all.

Recently retired, Tamara looks forward to supporting the Board in their vision to transform lives through education, training and employment.



Marian Taylor
Board Member

Marian joined the Centacare Board in late 2020, after a long career in the State Public Sector and, particularly, in the vocational education and training sector.

Marian has extensive experience, having worked in management roles in various State Departments. In her last government role, she managed over 40 staff supporting apprentices, trainees and training providers throughout the State. Marian was responsible for policy development and the implementation of various vocational programs, including apprenticeships and traineeships.

As a professionally recognised counsellor and hypnotherapist, she also provides counselling services voluntarily. These roles provided a rich and profound experience in the training sector.

Marian comprehends the challenges and rewards of the migrant experience as she was born in Mumbai and first experienced Australia as a fairly isolated young woman, but went on and built her future within Australian society. She values and enjoys contemporary Australia in all its diversity.



MEET DIANA

Diana's teacher, Yvette Terpstra, sat next to her during every class to help Diana recognise and use sounds to read, spell, sight words and create simple sentences. Other students in the class also support her by listening to her while she reads. Over time, Diana became more confident with her reading and writing skills.

Within months, the tailored approach has supported Diana to improve her literacy skills. She can now read small stories, text messages, and simple instructions. She can also write sentences, fill in forms by herself, apply simple mathematics in real-life situations, and send replies via text message.

The immense progress in the program has motivated Diana to continue learning. She aspires to start a small business someday and is considering taking a course to become a carer in the near future.

"Centacare has good teachers", Diana's stated, "and is a good place to learn. It is a place you want to go back to. It is kind and friendly. Staff like Sophie, Anne and Simone treat us with respect."

When asked about Diana's progress in the Kadadjiny Bidi program, her teacher, Yvette Terpstra commented:

"It rarely happens for a teacher to walk beside someone who starts at the very beginning of an adult literacy journey, and it is a privilege. Diana is an inspiration to me and our class. She sits at her desk and repeatedly sounds out words before she reads and writes. Her discipline and desire to learn is amazing. I send her home with some work for the weekends. We have put apps on her tablet that she can access using QR codes for different exercises."

"I often forget the barriers that those with literacy gaps experience but through Diana explaining how she gets by, we have been able to create learning experiences that help her be more independent. She is a remarkably generous and brave woman. She is one of many that would benefit from this type of learning. Hopefully, her story might inspire others to work past the shame and negative feelings to have another go at learning."

Building confidence through education

Growing up in the remote areas of Queensland, Diana was exposed to mostly station life.

"I lived on stations most of my life. I used to work on the stations in Queensland, New South Wales and Alice Springs. I've also worked for Silver Chain for a while."

During her primary and high school years, Diana was supposed to do School of the Air, and attend the local school while she was in town. However, due to her family affairs, she did not have the opportunity to access further education.

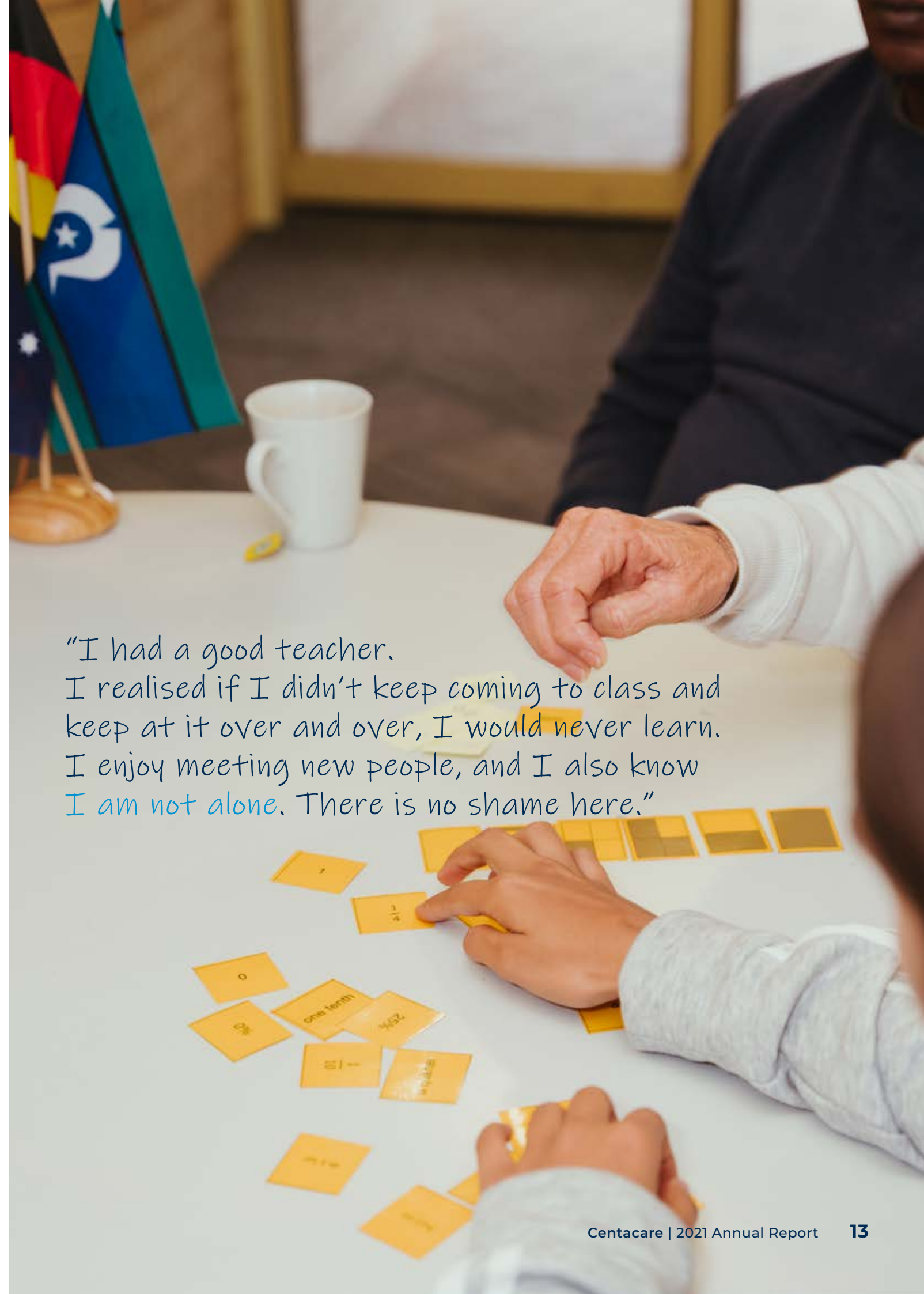
"My mum did not send me to school as there were family things she did not want the school to know about. My dad never learned to read either, but he was a very knowledgeable man who taught me station life and life skills such as mechanics and building skills." Diana explained.

Diana has been determined to seek an independent life but has leaned on her children and friends for help. She wants to be able to do more for herself, such as filling in forms and finding employment.

"When I was working, I couldn't find or get classes. Now, I can't work because of an illness and the fact that I can't read. So, I want to get help. I found out about Centacare and the Kadadjiny Bidi program through Jobsearch."

When Diana started her class at Centacare's Kadadjiny Bidi program, she felt anxious about her limited reading comprehension and writing skills.

"My teacher reminded me that, 'to get through life, raise a family, shift between states, is incredibly smart to do without reading and writing.'"



"I had a good teacher.
I realised if I didn't keep coming to class and
keep at it over and over, I would never learn.
I enjoy meeting new people, and I also know
I am not alone. There is no shame here."

THE SEE PROGRAM

Centacare's Skills for Education and Employment (SEE) Program provides high-quality language, literacy, numeracy and digital literacy (LLND) training to help clients improve their confidence and ability to participate in further training or the workforce.

SEE is a flexible learning program specifically for disadvantaged and/or marginalized members of the community who are looking to learn new skills and obtain qualifications. Clients begin at their own level and learn at their own pace, attending class from 10 to 25 hours a week.

In Centacare, those participating in the SEE Program include multicultural refugees and migrants, Indigenous and non-Indigenous Australians, mature age individuals and youth. The majority of our current students come from culturally and linguistically diverse (CaLD) backgrounds with little or no opportunity to go to school in their country of origin. Centacare delivers the SEE Program over five training sites: Cannington, Gosnells, Fremantle, and two training sites in Armadale.

New training site open

An Open Day was held to celebrate the new Fremantle training site in June 2021, and many of the local referring agencies attended. The site has allowed us to expand operations. We currently deliver four SEE classes, including two digital literacy classes from a new computer lab.

In all classes, teachers strive to make on-site learning an authentic and relevant experience for our students. In addition to this, excursions and activities provide 'learning by doing' experience; such as visiting the local recycling plant, collecting plastic bottles for charity, creating and compiling a recipe book, celebrating the tulips in Araluen and visiting a farm in Roleystone. Incursions were organised which included information sessions about Debt Prevention, Domestic Violence, Hepatitis and Bowel Cancer Prevention.

Keeping up with the demand

The demand for Digital Literacy (DL) has increased over the year, and Centacare focused on meeting this demand. The number of DL classes has grown from three to eight this year. We deliver beginner through to advanced, representing a meaningful progression for clients upskilling. The value of learning digital literacy cannot be overstated; it impacts directly on the lives of the clients, enabling them to be part of the modern digital world.

270 STUDENTS COMPLETED A DIGITAL LITERACY COURSE IN 2021

"I am currently enrolled in the Centacare basic computer course. I started with little to no experience in computers. I have learnt to use Microsoft Word, Gmail, file documents, insert pictures and many different other uses of the computer. I find that the teacher treats everybody with the same compassion and respect that we deserve no matter what.

It has been one of the few times in my life that I look forward to coming to class and learning something new each week.
Thank you."

- Rick
SEE student
Centacare Gosnells

"Computer Skills for Work is one of the best courses I have ever done in my learning journey."

- Husna
SEE student
Centacare Cannington

NEW FREMANTLE SITE





Preparing today's youth for tomorrow

Centacare's The Bridge @ the Hub for Youth at Educational Risk run out of the Community Hub attached to Armadale High School was granted another year to operate from the school premises.

During the last twelve months, **37 Statements of Attainment** were issued, and seven students received their Keys4Life. Students had various opportunities for educational excursions to the Sculptures by the Sea, the RAC bstreetsmart event and the SkillsWest Careers and Employment Expo, where they got the chance to meet and talk to the WA Premier, Mark McGowan. Foodbank WA came onto the site and delivered their Fuel Your Future (FYF) workshop on health and nutrition. Thread Together, an organisation that aims to redistribute new and excess clothing from fashion retailers to people in need, visited the site and students were able to choose clothes from the range.

An important presence in the learning environment is an educational support dog. The dog is there for students, to help reduce stress, promote a positive mood and help improve concentration in class.

"I like the Bridge because it is flexible, and *we do our work at our own level and pace*. The teacher actually listens and helps me and she rewards our work with beneficial events such as Foodbank so we can learn to eat healthy on a budget, Keys4Life where I got my learners to permit, and people come in and talk to us about our future paths."

- Kyan
Bridge student, aged 16

Acknowledging the importance of cultural safety

Kadadjiny Bidi, meaning Learning Path, is a Centacare program developed for Aboriginal and Torres Strait Islander clients. It is a place of cultural safety and promotes shared respect, meaning and knowledge through the learning environment. Noongar language posters, maps, flags, signs and symbols that acknowledge the Noongar culture are displayed on the walls. They help to welcome Aboriginal clients into the class and build awareness to visitors.

Kadadjiny Bidi program offers project-based learning. Students participate in hands-on projects that enable them to build on their digital literacy skills and explore their creativity. Merchandise produced as part of the project-based learning all promote the Noongar culture and language. Three of the young students created a video expressing their views on the class, their learning journey and their growing confidence. The video is available for public viewing on Centacare's website:

www.centacarewa.com.au/see/kadadjiny-bidi



675
STATEMENTS OF
ATTAINMENT ISSUED IN 2021

497
STUDENTS COMMENCED

32
CLASSES UNDER
THE SEE PROGRAM

Success through networking and strong relationships

Centacare continues to strengthen relationships with other agencies to enhance the program and bring a wide range of benefits to our clients.

- The students in Corpus Christi College kindly donated funds raised from Book Week held in their school. This fund has enabled us to establish two small libraries at Centacare Gosnells and Cannington. These libraries provide free educational resources for our clients.
- The Multicultural Service Officer from Centrelink visits our training sites regularly as part of their Community Outreach Service and works one-on-one with clients. They provide services to help clients navigate the myGov website and deliver presentations on a range of informative subjects such as debt prevention.
- Health representatives from various agencies provide regular presentations raising community awareness and keep clients safe. One such agency is HepatitisWA who provides presentations and carries out testing and vaccination.
- A Cannington teacher has developed a relationship with a charity called Feed it Forward. She goes along to Coles every week and collects bread, fruit and veggies, which she brings into the site and shares amongst our clients.



"I even got my *First Aid certificate* here. After the Bridge, I want to get my *business certificate*."

- Rani
Bridge student, aged 21



MEET KALPESH

Finding purpose in a new-found career pathway through hardships

Kalpesh recently graduated from Centacare's VET Program with a Certificate III in Individual Support (Disability) qualification and began working full-time as a disability support worker. Before discovering this newfound career pathway, his journey has not been as easy as he anticipated.

In 2017, Kalpesh's wife was suffering from a serious medical illness for two and a half years, which has prevented her from going back to work. During this time, Kalpesh was juggling between full-time work and tending to his wife at the hospital.

"My circumstances at the time were hard. I was struggling with my wife falling very ill and my daughter still studying," Kalpesh commented.

"When I saw the health care workers in the industry like nurses, doctors and carers caring for my wife, my inner feeling started to change. Even though I was earning good money in my employment at the time, I started realising that these workers were giving more than they received. I started feeling less personal about my circumstances and started considering getting into this type of rewarding work."

"At the time, my friend, Prakash, was studying a Disability course at Centacare and he suggested that I should consider the disability industry. After much consideration, I decided to enrol on the disability course with Centacare in November 2020."

"My life has changed when I enrolled at Centacare. Before I started at Centacare, I was in a depression because I was struggling with my circumstances. When I was studying with Centacare, my wife started recovering."



Kalpesh encountered some challenges during his course and made great strides to overcome them. "English is my second language," Kalpesh explained, "...I got the opportunity to make more conversations with other students. Centacare staff also helped me as well in my written communication and additional language support."

"Now, I am a full-time disability support worker with WA Blue Sky, and I am enjoying every part of the job. Even though my title is permanent part-time support worker, I am working full-time hours because my manager sees me as a master of all and would send me everywhere."

"Liz Fawcett (Centacare's trainer) is my guru. She had helped me through everything, even provided mental support as well. When I started to know and trust her, I felt safe to open up and share my story. I felt that I can talk to her and she helped arrange an appointment with Centacare's student counsellor, Andrea."

Kalpesh possesses an excellent work ethic and carries a genuine attitude with him wherever he goes. He aspires to continuously help others and express his gratitude towards the people that had helped him along the way.

"All of these things gave me satisfaction in my work, and why am I satisfied? Because the principle of this disability sector is just to give back."

"In one sentence, I would say Centacare is the place from where my life has transformed for the better."



THE VET PROGRAM

Centacare's Vocational Education and Training (VET) have been exceptional to deliver workplace-specific skills and knowledge to prepare students with relevant competencies needed to work in the aged care or disability sector.

In 2021, we focused on delivering the national accredited Certificate III qualifications under the VET program:

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

With the recent changes and management of the COVID-19 pandemic, the CHC33015 Certificate III in Individual Support specialisation has been updated by the Australian Industry and Skills Committee (AISC). The HLTINF001 (Comply with infection control policies and procedures) course unit was introduced into Certificate III in Individual Support (Disability) as a required unit in the fourth release version of the qualification. This development was embraced by working closely with the VET team and supported by Course in Applied Vocational Study Skills (CAVSS) staff to ensure a smooth implementation for students. The swift transition and adoption of the unit enabled students to have the necessary skills towards managing and eliminating the chain of transmission of infections.

VET and CAVSS staff assisted students through a team-teaching environment by applying their literacy and numeracy skills to don and doff PPE as required due to the various infections our students may encounter during their work placement and eventually through to employment.

Job Ready Program

In 2021, we have formed a new partnership with the Department of Training Workforce and Development (DTWD) for the Job Ready program.

This program is a fast-tracked option for students to build on their skills, knowledge and industry experience through work placement to get into the aged care or disability sector. As part of the program, students had to complete four units plus 80 hours of work placement within five weeks. During this time, students worked on their communication, infection prevention and manual handling skills. Post work placement, they had the opportunity to go through a traineeship program with their employers and Centacare.

Based on the students enrolled through the program, we have had students return to Centacare to complete the remaining units in the Certificate III in Individual Support qualification while working, and some ventured out into employment. The program was a success as it enabled students to gain experience while gaining knowledge in the field.

Progress through partnerships

We continue to strengthen our existing traineeship program with Identitywa. Through our partnership, our Certificate III Individual Support (Disability) students who are looking to work in a group home have the opportunity to complete their work placement with Identitywa. Some of these students have gone into employment upon completion of their work placement.

Aside from Identitywa, our strong industry partnership has developed new work placement prospects for our students. This year, the VET team has successfully built on our partnerships with two education organisations, Durham Road School and Burbridge School. Both schools offer a supportive and engaging learning environment to children with disabilities.

136 TOTAL STUDENTS IN 2020-21

MEET AMADOU

Amadou has one career goal in mind, and that is to enter the Disability industry. Born and raised in Ghana, Amadou took the role of the carer in his family to support his brother during his early teenage years.

"I want to study disability because I got a brother that has a disability, and I have learnt to love and care for him so much that I would love to support and do the same for others. Everyone is equal and deserve to be loved, cared and treated the same."

Not knowing what to expect, Amadou enrolled in Certificate III in Individual Support (Disability) with Centacare after learning about it through a friend who had a positive experience.

During his course, Amadou encountered some challenges juggling work and study at the same time. He prioritised his studies and took some days off work to focus on his long-term career. With ever-increasing financial commitments, working while studying is the norm for many of our students. Centacare's 19-week courses run four days a week provide flexibility for students, and our trainers are available for additional support.

"I love Centacare and the trainers. I came in with little knowledge but left with so much more than memories."

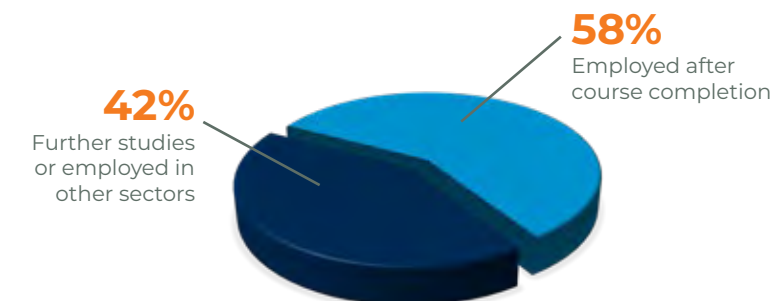
I will never forget what my trainer, Jennifer, always tells me - Mr Amadou, read the question!"

"Best institute to learn, amazing trainer. Everyone is so friendly and happy, the vibe and energy put into the teaching is enjoyable. I would definitely be coming back and recommend others."

With his commitment to his studies and passion for helping others in need, Amadou has successfully secured employment in the disability sector. When asked what he has planned for his future, he wants to continue working and, someday, open his own organisation in the support work or disability industry.



COMPLETION OUTCOME



Looking ahead

VET will continue to work hand-in-hand with students towards their career goals in the ageing and disability sectors. We will implement some structural changes with delivery of courses, management of students and implementation of services to provide quality training for our students.

ALTERNATIVE EDUCATION PROGRAM

Avenues is an Alternative Education Program (AEP) that is funded by the Department of Education. It is offered free to young people who are year 10, 11 and 12 school age and at critical educational risk. The program currently operates in three Centacare training sites: Armadale, Fremantle and Mirrabooka. Avenues is an excellent opportunity for success for our young people given the smaller groups and a more tailored approach to projects, education, pathways and transitions. Students attending the program had been disengaged from mainstream education for weeks, months and sometimes years before coming to Avenues.

Approximately 85 students attended the program during the year, 21 of which are still current. Students worked to achieve units or certificates in General Education for Adults as a pathway to other training or education. Some students transitioned back into High School, and some gained full-time employment, including the opportunity to train as supervisors. Others worked on skills to pass exams for entry to specific courses. The training and education students transitioned into included:

- Early Childhood Education
- Heavy Plant Operation
- Construction
- Animal Care
- Hairdressing and Beauty
- Community Services
- Certificate IV in Health Studies
- University Preparation
- Certificate I in Automotive towards an apprenticeship
- Visual Arts
- Certificate III in Cyber Security

Success through education

One measure of the success for Avenues is the number of students who stay in touch with the program after they leave. They come in to let us know how they are going, their challenges, successes and sometimes for further support. One of our notable successes this year is through our student, Codie. Codie completed her Certificate II in CGEA through the Avenues program and had gone on to receive a scholarship for further studies.

CODIE'S JOURNEY



85

STUDENTS ATTENDED AVENUES PROGRAM

21

ACTIVE STUDENTS

14

TRANSITIONED TO TRAINING

11

FURTHER EDUCATION OR EMPLOYMENT

STUDENT ACHIEVEMENTS

28 completed Units

34 completed First Aid

24 completed Certificates

17 completed Keys4Life

4 gained Casual jobs



AVENUES

Avenues has become known in the local communities as a place where young people have a real chance for success. It is evident by parents who have had one child in the program approach us to enrol another child. It was also evident when a parent enquiring about the program informed us that her daughter's doctor had recommended it.

Post COVID-19 lockdown was a real challenge and impacted heavily on the program. Re-engaging in face-to-face teaching in a brand new program took a little time to re-establish. When COVID necessitated moving premises, it had an unsettling effect on students. The site most affected by this was Fremantle, where students had moved several times. However, the final move from Hilton to our own premises in Fremantle has made the most positive difference to the program. By the end of June 2021, it was already evident that Avenues would thrive there.

Avenues has a strong team of skilled, passionate teachers and youth workers who have established the program in the local communities. They have given it this solid foundation to build upon. Taking on board the successes and lessons learned throughout the year, they are constantly adapting to new groups and new demands.



STUDENT SUPPORT SERVICE

Helping students thrive by addressing one issue at a time

Centacare is committed to creating a safe learning environment where students can thrive academically by prioritising student wellbeing. One of the objectives for our Student Support Service this year is 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. Our Student Support Service is available to assist students with any issues they may face during their studies at Centacare. This complimentary service is designed to provide counselling, support, advocacy and referral to support our students in their journey to achieve their goals.

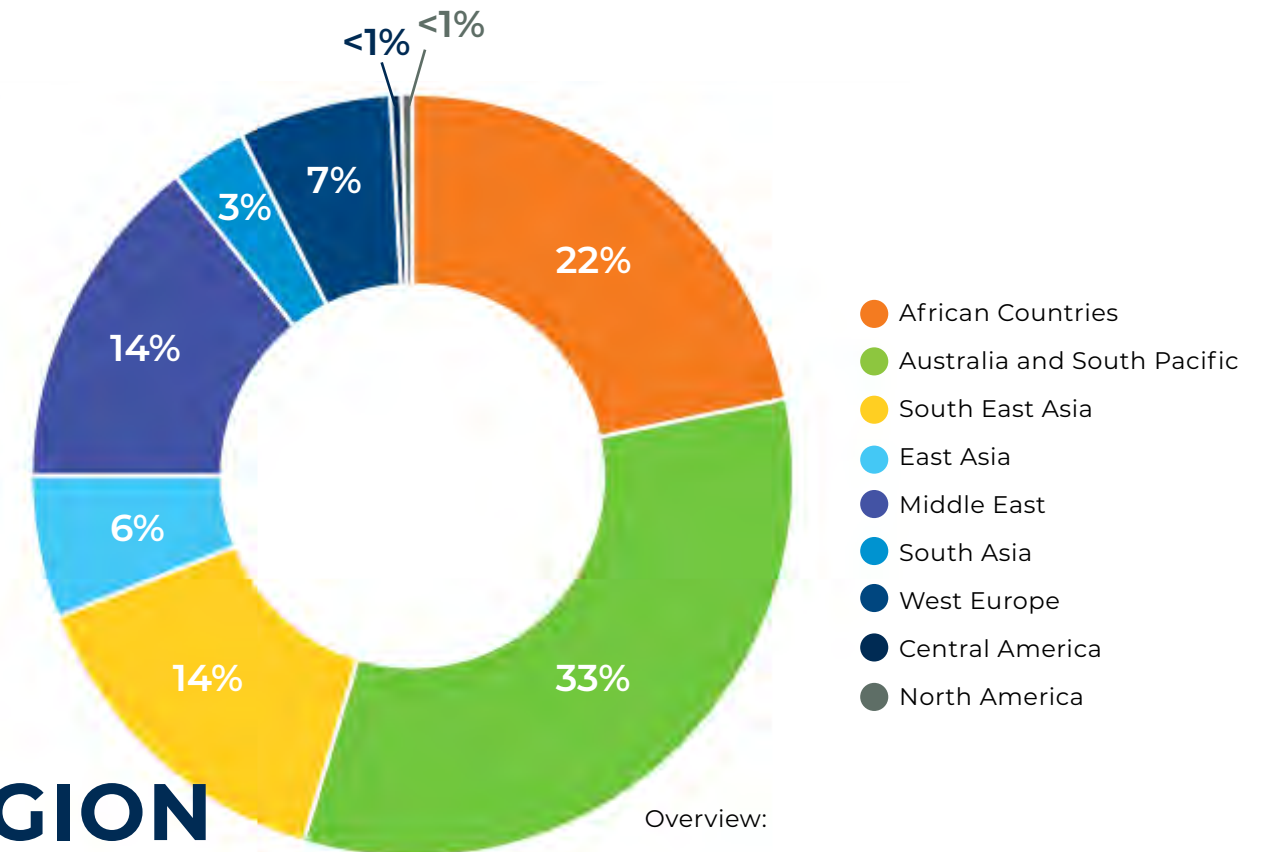
A total of **217 students** across all Centacare training sites have accessed the Student Support Service in the last 12 months.

The culture of our Student Support Service is one of compassion, consideration, understanding, empathy, dignity, respect of diversity, collaboration and empowerment. The service continues to be a vital element of our operations, increasing student engagement and participation in both our SEE and VET programs. We have received ongoing positive feedback from students regarding our Student Support Service.

"Since July 2015, I have been struggling with my health and my whole life, how can I ever forget that very special person, who started me on my real road to recovery. I will always be thankful and remember who cared enough to truly help me with the very difficult times."

- Student's testimony

Details regarding region of origin of students accessing the Student Support Services are as follows:

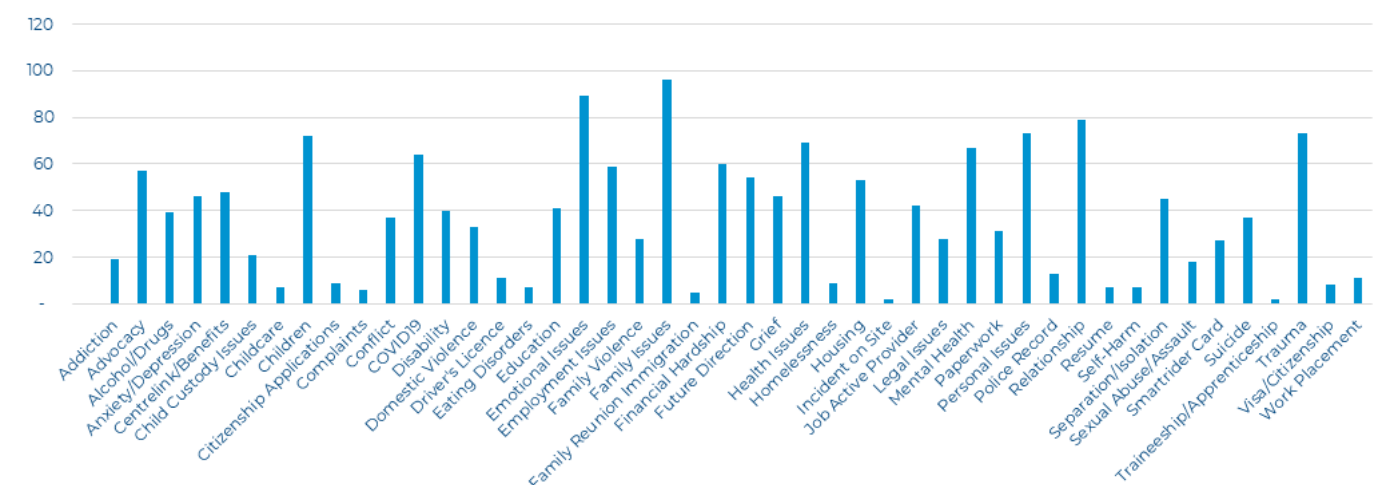


REGION OF ORIGIN

Overview:

67% of students accessing the service were born overseas.
33% were born in Australia and the South Pacific.
8% of the students from Australia and the South Pacific identify as Aboriginal and Torres Strait Islander.

Emerging issues in counselling sessions



Reasons for consultation are many and varied, demonstrating the wide range and complexity of needs. The top-ranking reasons students are currently seeking consultation are:

- » Family issues
- » Emotional issues
- » Relationship issues
- » Trauma
- » Personal issues

Word of Mouth REMAINS OUR TOP LEAD SOURCE

We are proud to be a long-standing training provider backed by positive referrals from our cohorts and clients. We work to ensure our operations continue to grow and thrive through strategic marketing efforts.

This year, our online presence has been a vital contributor to Centacare's overall brand recognition and engagement in the community. We continue to strengthen our strategy to capture meaningful work on our training sites through authentic content on our social media platforms. With over 1.7k likes and 1.8k followers, Centacare's Facebook page remains our top platform to reach our audience. We increased our efforts to publicise the success stories about our students and recognise the efforts demonstrated by our staff.

Moving forward, we plan on strengthening our strategies to increase our lead conversions, with a particular focus on our Word of Mouth (WOM) marketing. As WOM remains our top lead source, our strategy aims towards building brand trust among our community to capitalise on the opportunity. We remain focused on building on our organic social media content, encouraging online reviews, improving students on-site experience, and promoting VET employment outcomes.

Partnering to strengthen services

Centacare continues to build a substantial database, currently **supporting over 600 contacts**. Through our networking efforts, we have developed strong partnerships with local communities, industry groups, employers and other relevant

stakeholders, ensuring we reach and service a broad range of connections throughout the region.

We are also working alongside local government councils and Stakeholder Advisory Group, including cultural diversity groups, interagency and youth services, who keep us informed on current trends and local services; and provide leads for potential referrals.

This year we have participated in multiple job fairs through Jobactive and Disability Employment Services (DES), ensuring ongoing contact with referring agencies in Hubs for women, mature aged jobseekers, youth at risk and people from a CaLD background. We continue to offer presentations of our programs to employment services staff and job clubs made up of jobseekers, to ensure a diverse range of potential students seeking further education and employment have access to information on all our programs.


Centacare seeks partnerships with community groups to add value to our course deliveries through presentations and workshops for our students. These presentations were offered to our SEE Program and included employability skills training and industry exposures.

We are proud to be working alongside the Department of Education with the Avenues Program and enabling growth in outreach programs that directly support our youth-at-risk participants who have become disengaged from schooling.

We continue to keep track of any new or emerging programs such as Transition to Work (TTW), ParentsNext (PN) and Career Transition Assistance (CTA), to identify opportunities to support these programs through our courses, such as our 10-week Computer Skills for Work course under the SEE Program.

We are proud to be supporting local businesses with local workers into employment with our disability and aged care training under the VET space.

Centacare continues to perform as one of the leading RTOs within our industry, maintaining a high profile in the community and delivering our Mission; to offer a supportive and holistic approach with all our program areas.



Gained over 1.8k followers
on Centacare's Facebook page

Over 24k people visited our website



Over 250 phone calls

IT & INFRASTRUCTURE

8
NEW LAPTOPS
DEPLOYED TO
CANNINGTON

Over the past twelve months, the Facilities and Infrastructure department have worked resourcefully to maintain our infrastructure to the highest standard. Even with the COVID-19 pandemic significant impact on the technology sector, we have managed to dedicate a great amount of time to the replacement of our core servers and systems, which have resulted in the following business progress:

- Secured and modernised email solution hosted on Office 365
- Enhanced security posture utilising Multi-Factor Authentication, in alignment with the ASD Essential Eight
- Significant risk reduction through the use of latest technologies for Backup Disaster and Recovery
- New hardware backed by warranty and Vendor support at West Perth and Cannington sites
- Refreshed PC hardware to improve efficiency for staff and classroom capabilities
- Brand new VOIP system with additional interactive voice response for automated calls

These incredible improvements help mitigate the risk of relying on outdated equipment to support the organisation in a time where they are becoming highly relied upon. This allows Centacare to continue delivering our services as efficiently as possible for today and into the near future.

On the property front, facilities have successfully relocated the SEE and Avenues programs from the PCYC premises into a brand-new facility at Fremantle. The new site allowed Centacare to build a larger foundation in the South, expanding further into Digital Literacy and other relevant educational programs.

As always, we continue to actively search for new premises for our other sites as we strive to accommodate the organisation as it continues to grow and expand.

GRANT SPOTLIGHT:

Centacare was fortunate to be the beneficiary of many organisations over the years. In December 2020, Centacare was granted the Lotterywest Grant by the Lotterywest Board and approved by the Premier of Western Australia, the Hon. Mark McGowan MLA. Up to \$229,822.00 was granted towards implementing new online services to improve support for unemployed at-risk young people, CaLD, Indigenous and other disadvantaged people in the northern corridor of Perth.

Under the grant funding, our IT department has successfully introduced the following equipment and streamlined software across Centacare training sites:

- Training Computers
- Firewall Routers and Switching
- Server Infrastructure
- Projectors
- Cloud Accounting and Payroll Solutions

Centacare sincerely thanks Lotterywest for providing essential funding towards these IT improvements and allowing for great innovation and diversification in our ongoing effort to support clients throughout their journey at Centacare.

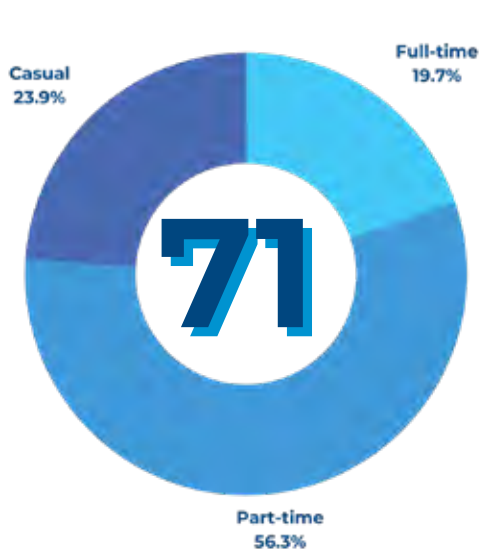
THANKS TO LOTTERYWEST:

30
New computers
deployed to Gosnells
and Fremantle

10
Projectors across
Centacare sites

MARKETING

Our success is the result of the hard work and dedication from our people



Centacare employees in 2021

Centacare’s workforce decreased slightly from the previous year with a total of 71 staff across three programs and six training sites. Our human resources profile consists of 14 full-time, 40 part-time and 17 casual.

As skill shortages become more prevalent in most businesses across the state, our recruitment process has been a major focus over the year at Centacare. Currently, in an expansion phase, Centacare’s demand for specialist teaching and training staff has been a challenge. Centacare is fortunate to have a well established Volunteer Tutor program with a six-week training program. The program has yet again proven a valuable addition to recruitment methods, with two volunteers moving into our SEE program as digital literacy teachers this year.

“The inclusive education that is practiced at Centacare ensures that everyone is catered to in the best possible way”

- Survey respondent

OUR PEOPLE

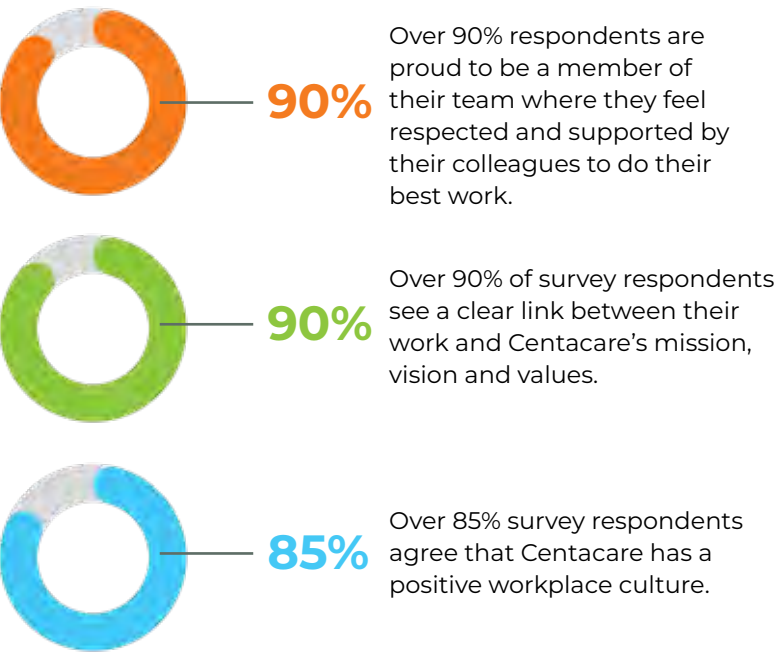


Employee Engagement Survey

In August 2021, an Employee Engagement Survey was sent to all staff seeking feedback on various workplace topics, including work environment and culture, employee recognition and leadership.

Over 50% of staff responded to the survey revealing an overall positivity in responses. Many respondents took the time to include comments which have been extremely useful in identifying areas where there is room for improvement.

Survey results:



“Centacare is a multicultural working environment. Everyone is welcome here”

- Survey respondent

THE TOP RESPONSES AS TO WHY STAFF CHOOSE TO WORK AT CENTACARE:



“We instil self confidence, increased self awareness, self worth and value into many of our students. For some students it is the first time that they have ever finished a course or graduated.”

- Survey respondent



Our commitment to strengthen and support our community

Throughout 2020-2021, our volunteers had completed 3851.8 accumulated volunteer hours across Armadale, Gosnells, Cannington, Fremantle and West Perth training sites. We have conducted two training courses, totalled 48 training hours, within the year, some of which were fieldwork at our Cannington and Gosnells sites.

We have been working to improve the lives of others in the Perth community for over 40 years, and this would not have been possible without our dedicated team of volunteers. As a not for profit organisation, Centacare volunteers remains crucial to the delivery of our services.

Centacare commenced the financial year with 15 active volunteer tutors across our training sites. During the year, 27 volunteer tutors joined our organisation in supporting our teachers in the SEE program and the Avenues program.

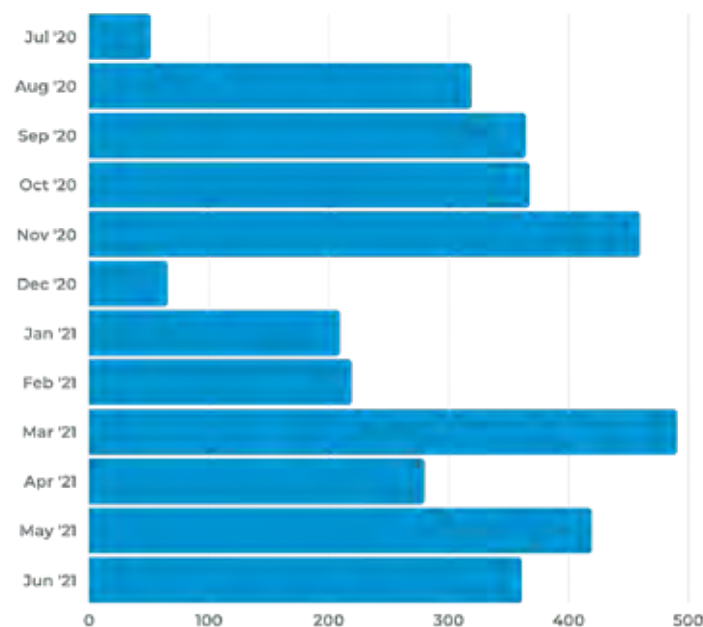
Our Volunteer Tutor program has had many beneficial impacts, not only for our teachers but for our volunteers, from gaining mentoring skills and industry experience in adult education. We offer various opportunities throughout the year and requires different skills set and experience from our volunteers.

Employment through volunteering

Centacare takes pride in retaining our volunteers through employment. During the financial year, two of our volunteers have successfully transitioned to teachers in the SEE Program. Additionally, two more volunteers are on track to be on a similar career path with Centacare. We have also employed two other teachers who came through the Volunteer Tutor program in the previous year.

The dollar value contribution by our volunteers was \$155,565.87

The hours contributed by our volunteers



With occasional COVID-19 lockdowns, our numbers are smaller than last year. In the 2020 annual report, the figure was 4,391, which was 540 hours less.

We thank every one of our volunteers for their commitment and support.



OUR VOLUNTEERS

"The organisation is pleasant place to work and the staff are really nice and helpful. I would like to thank Centacare for this opportunity and your support. I hope to continue this journey with you in the future."

- Dayang

Centacare volunteer for over four years

FINANCIAL REPORT

YEAR ENDED JUNE 2021

INCOME

Training Services	\$3,875,775
Other Grants	\$713,379
Other Income	\$246,310
Archdiocesan Subsidy	\$103,012
Donations	\$1,013
Interest Received	\$344

TOTAL \$ 4,939,833

BREAKDOWN OF TRAINING SERVICES

SEE Income	\$2,818,471
VET Income	\$593,740
AEP Income	\$463,564

TOTAL \$ 3,875,775

EXPENDITURE

Staff	\$3,294,447
Services & Contracts	\$1,100,535
Accommodation	\$418,011
Interest Expenses	\$56,908
Low Value Assets	\$29,395

TOTAL \$ 4,899,296

ASSETS

Land & Building	\$981,063
Cash	\$890,988
Right of Use Asset	\$619,144
Accounts Receivable	\$336,232
Other Debtors	\$208,384
Leasehold Improvements	\$199,579
Computers & Office Equipment	\$181,242
Furniture & Fittings	\$116,722

TOTAL \$3,533,354

LIABILITIES

Right of Use Liability	\$760,108
Income in Advance	\$358,468
Creditors & Accruals	\$313,191
Provision for Annual Leave	\$252,680
Provision for Long Service Leave	\$204,681
Provision for Make Good	\$193,000
CDF Loan	\$177,191
Security Deposit Liability	\$80,246
Australian Taxation Office	\$77,359
Lease Incentive Liability	\$39,420
CDF Line of Credit	-

TOTAL \$ 2,456,344



"Centacare helped introduce me to the world of disability, where I get to **add value to someone's life in a positive way**. It is something that you can never put a price on. I am so glad to know that I am being of value to someone else."

- Wallace
VET student



centacare

Employment and Training



@centacarewa