

# 2022 ANNUAL REPORT





**Acknowledgement of Country**  
Centacare Employment and Training acknowledges Aboriginal and Torres Strait Islander Peoples as the First Australians. We acknowledge the diversity of Indigenous Australia. We respectfully recognise Elders past, present and emerging. This information was produced on Whadjuk Noongar Country.

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# WHO WE ARE

Centacare Employment and Training (Centacare) 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. We work to create a safe environment for clients to thrive and succeed across the Perth Metropolitan area.

Centacare supports more than 800 Western Australians every year on their journey with a holistic approach to learning:

- Small classes, individualised support and training tailored to student objectives
- Passionate and experienced teachers
- Learning support workers
- Student counsellor support
- Volunteer work experience opportunities

## 6

### TRAINING SITES ACROSS PERTH METRO

MIRRABOOKA

WEST PERTH

FREMANTLE

CANNINGTON

GOSNELLS

ARMADALE



**78**  
DEDICATED  
EMPLOYEES

**20**

WONDERFUL  
VOLUNTEERS



AGE GROUP

**56 - 65**

REPRESENTS THE  
LARGEST COHORT AT  
CENTACARE

**62%**  
FEMALE  
STUDENTS

**38%**  
MALE  
STUDENTS

LOOKING FOR WORK  
REMAINED THE TOP  
REASON TO STUDY



Transforming lives for over 45 years

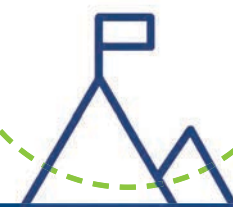


**185**  
STUDENTS  
SUPPORTED  
THROUGH  
COUNSELLING

**3%**  
CASELOADS ARE  
ABORIGINAL AND  
TORRES ISLANDER

**251**  
SMARTRIDER CARDS  
ISSUED

**887**  
COMPLETIONS



**2022**  
IN REVIEW



**1.9k**  
FACEBOOK  
FOLLOWERS

REACHED OVER

**60k**  
ON SOCIAL MEDIA

RATED  
**4.7**  
STARS ON  
GOOGLE REVIEW





## OUR MISSION

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



# OUR VALUES

Our values provides a common purpose that all employees stand for and work towards. They define who we are as an organisation and hold the key to our success.



## RESPECT

Our culture is built on the premise of respect for the dignity, diversity and contribution of each person and we operate with consideration and the utmost regard for the feelings, wishes, rights and beliefs of all with whom we come into contact.



## EMPOWERMENT

Optimism, commitment, steady persistence and patience are fundamental traits that we look for in our teaching staff. A clear focus on outcomes-based on individualised lesson and program planning ensures clients achieve to their fullest potential.



## EQUITY AND JUSTICE

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



## 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

This year has been a year of review, consolidation, re-emphasis on important core values, and, very importantly, planning for the future. As always, it is with great pride that we reflect on the delivery of our services and achievements.

Consolidation was my stated aim when I became Chair in 2013, to bring stability to this organisation, a drive supported by the Board and senior management team. I am pleased to report that we are on the right path to accomplishing it. In 2013, we ambitiously purchased a training centre in Cannington; this year, the property is owned outright by Centacare. Owning this property is a milestone and important because such an addition to Centacare's assets provides stability and security for future investments.

The Board has undertaken a serious review this year regarding the viability of Programs, particularly concerning State government's support. This matter is close to being resolved in light of State government attitudinal changes in this matter.

Early 2023 will see the annual Strategic Planning Day for Board and the senior management team. This critical review and the forward-planning event have been valuable for all involved and will be particularly important next year as Centacare grapples with a new political environment.

There are changes to Federal and State funding models and high employment for many sectors of this WA economy, which presents difficulties for

recruitment of staff, students and retention of both. Added to this is a rise in the cost of living, which presents Centacare with rising costs of staff, materials and equipment, so far not accompanied by increases in contractual payments for such staff, expenses and materials.

This financial year has been an eventful year on social and fiscal lines, and with the opening of borders, Centacare can expect a resumption of migration to WA, from which it expects a rise in student numbers. Turbulence overseas, such as in Ukraine, can affect the education and training sector, as it works to assist new migrants in integrating into WA society through education and training that is adapted to new and different needs. Centacare is poised to participate in this area.

I thank the Board for its attendance and participation in meetings and for support to each other. Through their work, they action Centacare's mission, and on behalf of the Board, I would like to acknowledge and thank the staff of Centacare for their excellent work.

**GWEN WOOD**



## MESSAGE FROM OUR CEO

During the past year, Centacare has experienced significant challenges driving change in a way we have not seen before. The low unemployment rate and the shortage of skilled workers is a complex situation and could be viewed as a detriment to the economy when most people who want jobs already have one.

The ever-changing environment requires strong leadership and an engaged workforce. I continue to be honoured working alongside incredible staff while recognising that every staff member brings their own story and personal values. They continued to amaze me with their creativity and commitment to the people in their care. Diversity remains a trademark of our success.

Our successes have been many, and they come in all different forms. From employment, education and training outcomes to a young person getting out of bed in the morning to join their classmates, each achievement is a success for Centacare.

The newly contracted employment service providers, also known as Workforce Australia, significantly impacted our business relationships. As such, we are investing in relationship-building with our key stakeholders to ensure we reach the organisations and communities needing our services. Staying connected with our networks and industry partners is critical.

Vocational Educational Training (VET) has been under scrutiny for several years by the Board because of the inequitable funding model, and there have been no increases for several years. I undertook advocacy, and as a result, an increase was implemented from 2023.

We are unwavering in our commitment to support the marginalised and disadvantaged in our community while focused on delivering quality-individualised education and training services. Our high level of quality is continually evidenced through receiving 100% compliance in our audits and best practice comments.

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, especially Gwen Wood (Chair), for standing firm and never wavering on what we stand for.

Throughout the report, you will be guided on our journey and our success stories which are brought to life. I trust you will reflect warmly upon them.

**LEE-ANNE PHILLIPS**



# 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 MCGOOGAN**  
Archdiocese Representative

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 DEIRDRE

## Overcoming Barriers and Re-introduced Into The Workforce

Deirdre has come a long way since she started her study journey at Centacare in April 2022. In 2010, as Ireland approached the end of the Celtic Tiger, Deirdre's husband decided to move their family to Australia for employment opportunities. Since then, her husband has been the sole breadwinner for their family while Deirdre took care of their children.

"My husband was very dominant, and he controlled all our finances," Deirdre explained. "I often felt bullied and alone, and he was never present for his children's school or sports activities and achievements. It's only when you step back that you realise the relationship I had was not like a normal happy marriage."

After her divorce two years ago, Deirdre suddenly found herself in a vulnerable position, where she had to seek financial aid to support her three young children.

"When my husband decided to walk out, he cancelled my credit cards and closed the bank accounts. There were quite a lot of coercive behaviours over the years, but it just exploded two years ago. I had to go to Centrelink for financial help. I was also waiting for a hip replacement, so I couldn't even walk at the time. He kept me in quite a vulnerable situation. He told me to behave myself, and if I kept a civil tone, then he would pay the rent for our children."

Through Centrelink, Deirdre was sent to APM Employment Services to receive support in returning to the workforce after a long absence. With her interest in admin support work, they had referred Deirdre to Centacare's Digital Literacy course.

When Deirdre first came to Centacare in April, she was not in a good place. Given the recent marriage separation and only eight weeks after her hip replacement surgery, she attended the on-site assessment interview while still on crutches.

"I came here and did an interview with a lovely lady to see what level I should be at. I burst out crying during the interview because there were days when my situation really hit me. The things my husband did weren't very nice. So, it kind of got the better of me that day. But anyway, the assessor ran through which levels I should be at and checked my literacy to see where best to place me."

"The class was excellent. It was a lovely friendly atmosphere. There was no one-upmanship, nothing like that. I was lucky and picked most of it up easily. There were two or three of us who were catching on quickly, so if we were able to help the others, we did so. I liked the beginner class, and it was a good way to prepare for the intermediate class."

### With challenges come opportunities

Towards the end of her intermediate DL course, Deirdre received a call from her local dentist offering her a trial run as a receptionist after finding out she was taking a computer course to find employment. After her trial week, Deirdre was hired by the clinic to work in a casual capacity while she continued to study her course this year. She works one day a week and attends her classes in the advanced DL course for two days at Centacare.

When asked about the challenges she faces throughout her study journey at Centacare, she said: "The challenge is being slightly older. You are physically not as young as you used to be. I just have to change my whole mindset and realise that I am not just a mother anymore and that it's ok to re-educate myself and actually do something for me! Confidence is another big thing. I saw my classmates in the beginner class and thought, "Look how awesome these women are. They have moved to a different country and are now learning computers in a foreign language. It can't be easy for them. And yet they are still coming in every day and doing this!" I think when you come to a place like this, because it is so diverse and varied, and there are people from all races, backgrounds, cultures and attitudes, it opens your eyes and your mind. No matter how bad you think your day is or how bad things might have been, you look at some of the others, and you go Actually, I am quite lucky, and I can build on this, and I can get to where I need to go, then maybe I can put a hand out and pull someone else up!"

After this year and upon completion of her advanced course, Deirdre would like to increase her hours at the dental clinic as a receptionist and hopes to one day be in a position where she can get a mortgage for a house that no one can take away from her.

"Here at Centacare, the staff are so helpful and kind and would bend over backwards to help you understand how to work things out. I have to say I've loved being here, and I'm so grateful to my Teachers. This computer course has given me the confidence to retake control of my life."



“

*This place has definitely set me up. When I came here, they knew nothing about me, they just knew that I need to learn how to use a computer to get back on the road. There is nothing but kindness and understanding here, regardless of who or where you are from. Any of the staff here, in my experience, bend over backwards to accommodate.* ”





# SKILLS FOR EDUCATION AND EMPLOYMENT (SEE) PROGRAM

Centacare's 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 in the workforce.

Skills for Education and Employment 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. Participants 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 clients 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, Armadale, Fremantle and West Perth. In total, there are 33 classes.

2022 has been an interesting year and has thrown us some challenges. Early in the year, COVID spread through clients and teachers alike, and we coped with that by offering the chance to study from home for several weeks. A new Government in May and the transition from Jobactive Providers to Workforce Australia Providers in July have resulted in a protracted period of adjustment for us as we build positive relationships with our new partners.

## Delivery of the program

In the classroom, the instructional approach is to make the learning relate to real life and be meaningful to the clients. One class decided to plan an on-site café as part of the scenario-based learning exercise. The class devised a menu, worked out the costs, and served up biscuits in boxes (designed by participants) and drinks. The skills clients bring to the class are often shared and introduce a whole new learning experience to their fellow peers.

Excursions and regular outings are an important part of our program, providing opportunities for clients to build connections in the community. Throughout the year, clients went on various excursions, such as visits to the Araluen Botanic Park, the Perth Museum and the Art Gallery. Some classes visited other Centacare training sites and got to know clients from other suburbs.

Shopping malls are often visited as they are a great learning resource. One client was pleased to learn how to use the self-service machine at Mcdonald's. One class visited the Margaret Court Community Outreach - a facility that provides free groceries and brings back goods to share. At the end of each term, all classes show their appreciation for one another and their teachers by providing and sharing food.





“

*This is the first time I have learnt in a classroom environment and am able to progress to the next level.* ”

#### Cultural awareness

At Centacare, we believe that fostering inclusion and awareness around multicultural education benefits all clients. Teaching diversity exposes learners to various cultural and social groups, preparing clients to become better citizens in their communities. It allows clients to better understand their own culture as well as the differences and similarities with their peers.

Centacare is committed to the ongoing process towards reconciliation, strengthening inclusive and respectful relationships between Australia's Aboriginal and Torres Strait Islander peoples and the wider Australian community. As part of the program, our clients learn about Aboriginal and Torres Strait Islander peoples' culture throughout the course, especially on significant milestones in the reconciliation journey, such as the National Reconciliation Week. This year, Centacare's Aboriginal Community Development Officer, Simone Collard, delivered an informative presentation to clients fostering a mutually respectful framework for living together.



**324** PARTICIPANTS COMMENCED

**868** STATEMENTS OF ATTAINMENTS WERE ISSUED

#### The future of digital literacy

The demand for digital Literacy (DL) remains the motivator that keeps us focussed on providing this service. The ever-increasing use of digital technologies is continuously increasing demand for new digital skills in the modern workplace. As a result, the number of DL classes increased to nine this year, with a new class operating out of Armadale. These classes run four times a year and have a clear outline for each level, from beginner to intermediate to advanced. Client feedback is always positive as the benefits of DL upskilling are felt almost immediately. Computer skills training allows people to undertake everyday tasks and is the key to a successful job search, improving employability.

The advanced level of clients' learning journey in DL includes making a video of the class to showcase some of their skills and demonstrate their achievements.

One DL class had the pleasure of meeting the newly appointed Director of the SEE Program, Tony Roberts, in May when he visited the Gosnell's training site. After having a brief tour of the training site, he spent some time talking to the clients in the DL class and listening to the comments about their learning experience:

“

*I've learned so much ever since I got here. It has really helped us look for jobs and create resumes that employers are looking for. We also appreciate having teachers showing us the step-by-step process.* ”

The popularity of these classes encouraged us to develop and deliver a three-week DL summer school over January 2022, based on suggestions from existing clients. The content included website creation and an investigation into social media platforms.

**105** CLIENTS CURRENTLY ATTENDING DL CLASSES



**224**  
COMPLETED  
A COURSE IN  
COMPUTER  
SKILLS FOR  
WORK OVER  
THE YEAR





# LETTER FROM KRISTIE

## *Retrospective of My Time at Avenues*

*Avenues (Mirrabooka) is an excellent program, which enabled me to complete my Certificate II in General Education for Adults over a prolonged period of time due to a few hurdles life sometimes throws at you.*

*The staff here at Avenues, that being the teacher (Karen) and youth worker (Tanya) are so lovely, they really do help you with your studies, and especially with actually sitting down one to one to help you fully understand it even if it takes hours; something that a normal schooling environment fails to do.*

*When I experienced difficulties with home life and my living situation I was afraid and somewhat embarrassed to speak about it, that's when Tanya noticed something was wrong and sat me down outside and we had a good chat, then that allowed her and Karen to assist me with what was going on. Because of these hurdles, I wasn't able to come into class as often and nearly gave up at one point, but these amazing ladies chased me up and encouraged me to keep coming in when I could, with saying that the flexibility they provided and caring nature is what helped me in completing the course because normal school certainly wouldn't allow that.*

*When I first started here, I was a very shy, quiet and anxious person who didn't think I'd go anywhere in life. Being in a comfortable and safe environment allowed me to be myself without judgement, and those amazing ladies helped me come out of my shell. The other students here are no issue as well considering we are all here for the same reason. Fast forwarding to now, I am now working full-time as a hotel receptionist socializing with all sorts of people every day and it's great. My time here has set me up for success in my future endeavours and I won't ever forget how fantastic my experience here was.*

By Kristie-Anne Green  
Avenues (AEP) student



“

*I highly recommend the Avenues program to any young adult struggling in the normal school system, whether it's with the academic side of things or the people and bullying side of things, here at Avenues everyone from all walks of life is welcome and looked after, no one is ever left out. My time spent here is something I'll be forever grateful for.*

”





## ALTERNATIVE EDUCATION PROGRAM (AEP)

Centacare's AEP provides a safe learning space for youth in Years 10, 11 and 12 to re-engage with education. The program helps students to improve their life, literacy and numeracy skills as well as prepares them for pathways to employment, training or further study.

### Re-engaging Young People with Education and Training

Centacare's AEP, also known as the Avenues program, has been developed for high school students who have become disengaged from formal schooling. Some of these young people experience instability and trauma in their personal lives, which makes it difficult for them to attend school regularly. Non-attendance causes them to get behind with their learning, sometimes to the stage where it is impossible for them to catch up with their peers.

Centacare provides young people, who are identified as being 'at risk' with an alternative pathway, offering more time, and a supportive, accepting and safe learning environment. We guide them through their Certificate in General Education for Adults (CGEA), presenting them with their Statement of Attainment (SOA) for each unit they complete to encourage and empower them to continue.

Our teachers and youth workers build positive relationships with each young person in class. The student will work with the teacher to develop an individualised plan which the student works on at their own pace. They also choose projects and activities within the program that are relevant to their interests.

This year we enrolled 83 students into our program, and as of Term 4, we have 40 students on our rolls. 19 students completed their qualification in 2022, and another 14 students are expected to complete by the end of this term. Thus, 33 young people have been able to achieve their goal, make new friends and experience success within the program.

 **83** STUDENTS ATTENDED  
**40** ACTIVE STUDENTS

 **19** COMPLETION  
**14** EXPECTED TO COMPLETE

The Avenues program fills them with hope, optimism and a sense of purpose to transition to other pathways. Some of these are listed below:

#### Employment applications and transition

- Hospitality
- Trade (Plumbing apprenticeship; Trade Assistant)
- Hairdressing Traineeship
- Garden Landscaping
- Facilities Officer
- Early Childhood Education
- Warehouse Operations

#### Further study

- White Card (a requirement for anyone who wants to work in the construction industry)
- Cert III Community Services
- Cert III Early Childhood Education
- Cert II Carpentry Pre-apprenticeship
- Cert III Construction
- Cert III Hospitality
- CPR
- Allied Health Assistance

#### Special achievements, excursions and workshops

One of our students from Avenues Armadale was invited to participate in the SuperNova Convention where he set up a stall with his art works. Another student submitted an entry to the City of Belmont Art Awards and sold one of her artworks.

It is wonderful to see past students return to our classes to share their successes with the teachers, youth workers and students. Our support for them is ongoing as they face bigger challenges in the workforce or places of study.

Avenues Program is recognised by the youth as a welcoming place with a culture of acceptance, kindness and willingness to learn.

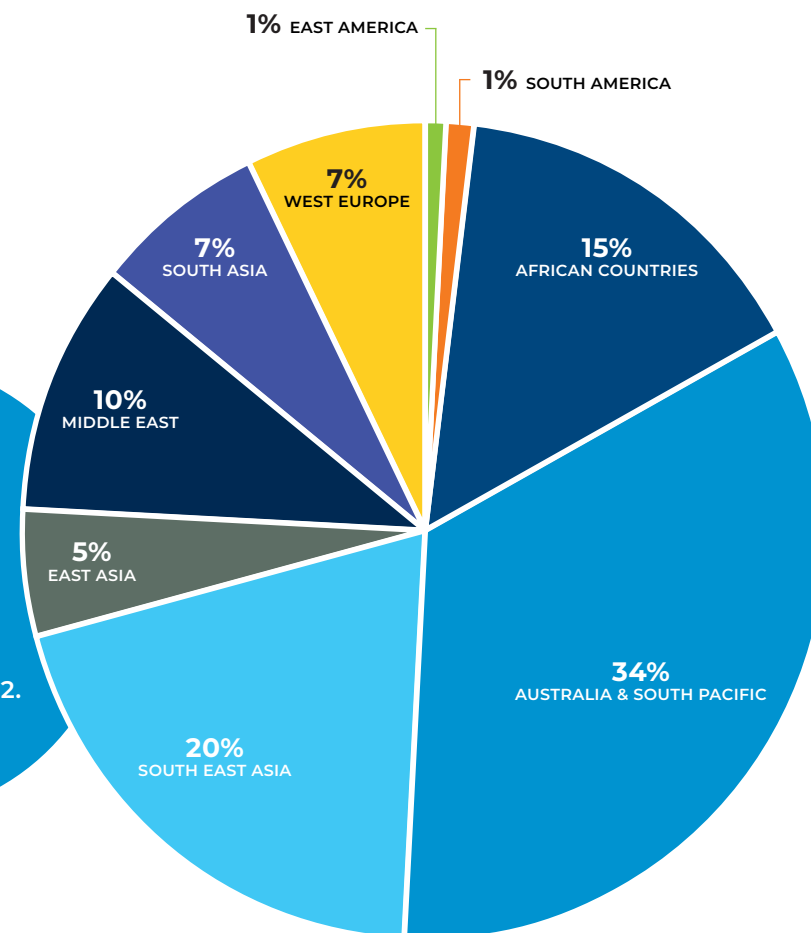
We have a remarkable team of hard-working teachers, youth workers and volunteers who value every student that walks through our doors. We are looking forward to another successful year of providing for young people who need places like Centacare.







**REGION OF ORIGIN**  
of clients accessing Student Support Service during 2021/22.



Supporting clients' wellbeing through

## STUDENT SUPPORT SERVICE

Centacare offers clients access to free and confidential counselling and support services. Counselling and generalist student support services contribute to the quality of clients' learning experience and ability to participate in their education fully. We continue to invest in our student support service to foster well-being and a sense of belonging amongst our students, promoting respect, dignity, rights, beliefs and autonomy. We cultivate this environment to increase client satisfaction and reduce the rate of withdrawal before completion.

### Telephone Interpreter Service (TIS) for student support

Access to interpreters through the Telephone Interpreter Service has been a welcome inclusion since mid-March 2022 – and has ensured more vulnerable students can access counselling from the Student Support Service.

The incorporation of interpretation for students seeking counselling has enhanced the service delivery, raising communication from broken sentences to poetic use of an extensive vocabulary at times by the student in their language. More appropriate support services and referrals have also been made available due to successful interpretation.

This service has been a remarkable experience, letting us see much more about who the students are, their experiences, their understanding of the world and their place in it.

“

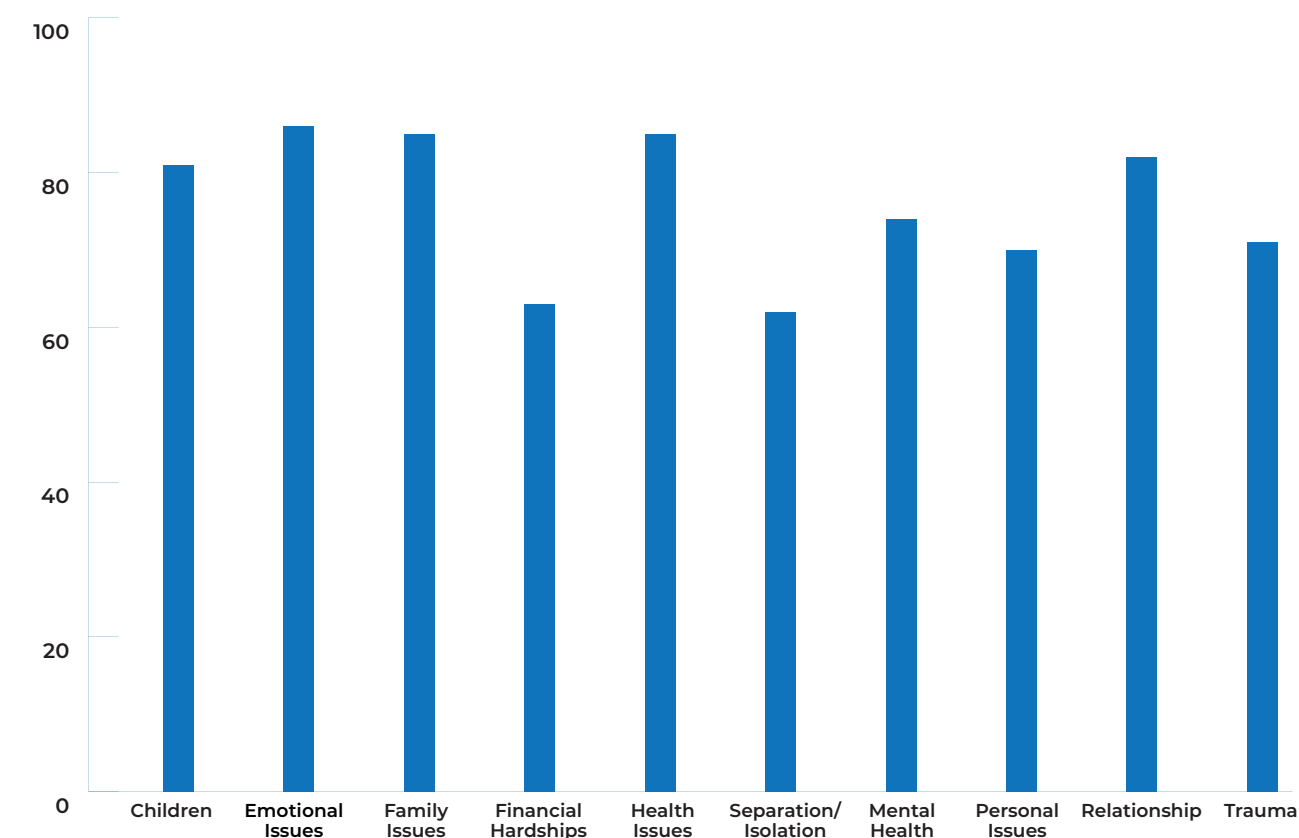
*I love coming to Centacare, it's like a safe haven here, everyone is so caring. Every time I walk in here, I feel so good, so safe. This place is unbelievable!*”

- Mohammed, Asylum Seeker/ Refugee Background

### TIS LANGUAGES

Arabic, Mandarin, Farsi, Somali, Dari, Thai, Turkish, and Myanmar

### TOP 10 EMERGING ISSUES IN COUNSELLING SESSIONS



**617**  
APPOINTMENTS  
SCHEDULED

**241**  
REFERRALS  
MADE

**22**  
TIS APPOINTMENTS  
IN SIX MONTHS



Identifying opportunities through

# OUR PERFORMANCE

During the last financial year, Centacare’s marketing department has expanded the effort to establish meaningful engagement with our community through the digital space. We continue to strengthen our strategy to capture meaningful work on our training sites through authentic content on our social media platforms.

Video marketing strategy has been at the forefront of our focus this year to promote and market our services. We found that our video content increased engagement on our digital and social media channels. It is also effective in educating and building trust in our community.

Further enhancements were made to the Centacare website to enable user-friendly features and content, such as ensuring up-to-date and relevant content and implementing responsive designs. We have also achieved a new high of **5,870 overall website traffic** in June compared to the previous financial year, which was largely helped by an uptick in direct traffic.

Centacare’s Facebook page has continued to grow from **1.8k to 1.9k followers** and remains our top platform to reach our audience. Since joining Youtube in 2010, we have garnered **602 views** and published five video content. These pages will continue to grow as we raise our profile for potential clients, referring agencies, staff and volunteers through meaningful content and engagement.

Collaborating for success

Early 2022 saw Centacare continue to maintain face-to-face contact with all referring agencies, to have a significant presence in local networks and key stakeholder events, supporting our profile and visibility in the community and RTO sector.

In July, the Department of Employment and Workforce Relations (DEWR) contracted a network of organisations, collectively known as Workforce Australia (formerly known as Jobactive), to deliver employment services to unemployed job seekers on Government income support payments.

Centacare has since focused on providing Workforce Australia, along with the Disability Employment Service (DES) organisations, with support in introducing our programs and bringing awareness to our unique approach to training through offering additional support services, a nurturing environment to assist with clients’ needs and a student support counsellor. Centacare’s holistic approach towards education provides a safe and supportive environment for our clients to thrive and achieve their goals and independence.

Centacare has participated in many expos, job fairs and hubs throughout 2022 to meet key stakeholders to promote our brand and engage with potential participants. Centacare has embarked on hosting open-day events to invite our industry partners into our training facilities to present our programs, providing more insight into who we are, what we do and what sets us apart from other RTOs. These events are interactive and allow the providers to meet with our key staff members, where they can source further information about our programs, processes and any other enquiries they may have. This fosters a good working relationship between the employment services sector and Centacare to support our participants.

This year, we as an organisation have had the challenge of adapting to the changing training and employment environment that COVID-19 continues to present, which includes lengthy and frequent absences in attendance and mixed-mode delivery during the closure of the WA borders. While it meant that we had a decline in the CALD cohort, it seems to be slowly recovering due to the borders reopening in March.

We are committed to performing as one of the leading and respected RTOs within the industry. We are proud to continue capturing our clients’ success stories at Centacare, further demonstrating our mission to transform lives through education.



## IT & INFRASTRUCTURE

Over the past twelve months, our Facilities and Infrastructure department has continued to focus on carrying out maintenance services and ensuring we are operating efficiently across all Centacare training sites.

With reliable core server systems in place, we have been able to place a significant focus on staff and student systems to improve efficiency and classroom capabilities. The new core systems offer a broad range of benefits, which ensures that we continue to deliver our services as efficiently as possible.

- These benefits include:
- Online scalability and cost savings
  - The latest best-in-class hardware
  - Technologies to deliver Digital Literacy services at the highest level
  - Improved Wi-Fi capabilities and future SD-WAN features providing a future-proofed network to support growth and expansion
  - Virtual receptionist to improve efficiency with automated messaging

The newly implemented technologies will support the growing demand within the Digital Literacy courses across Centacare.

Throughout the year, we have installed 18 additional laptops and 36 new training computer, along with multiple projectors. Over the next year, we aim to strengthen our approach by leveraging the use of Cloud-based technology where possible to maximise online working and remote learning environments.

IT SUPPORT  
STATISTICS  
FOR THE  
YEAR

**825**  
CREATED TICKETS

**810**  
SOLVED TICKETS


**85.7%**  
ONE-TOUCH TICKETS




**49k**  
WEBSITE  
SESSIONS




**1.8k**  
E-NEWSLETTER  
SUBSCRIBERS



**36**  
TRAINING  
COMPUTERS  
INSALLED



**4**  
PRE-TRAINING  
ASSESSMENT  
LAPTOPS



**14**  
LAPTOPS FOR  
ARMADALE  
SITE





## OUR PEOPLE

at the core of our organisation

Despite the continued human resource challenges due to COVID-19, Centacare's staffing levels increased from the previous year, with 78 staff members across six sites. Our workforce profile consists of 12 full-time, 42 part-time and 24 casual employees as of June this year.

We were fortunate to increase our casual pool of SEE teachers this year. This helped to cope with increased personal leave taken by permanent teaching staff during the peak COVID-19 infection period. In addition, six part-time teachers have been recruited from our casual pool in the past year to service the high demand for digital literacy classes within the SEE program across all sites.



**78** STAFF MEMBERS

### FULL-TIME



15%

### PART-TIME



54%

### CASUAL



31%

### Employee recognition in the workplace

In response to staff suggestions made in our 2021 Employee Engagement Survey regarding employee recognition, Centacare launched its inaugural Inspire Award in October 2021.

This award recognises and celebrates employees who go above and beyond in their positions and in doing so inspire their fellow staff members. In total, there were seven staff members nominated by their fellow employees for the award, with 16 nominations received overall. After much deliberation by a managerial committee, Sonia Rawlins was selected as the inaugural winner of the Inspire Award in December 2021 for outstanding contributions to Centacare's mission and values.

“

*Sonia displays passion with everything she does at work... She encourages students and prospective students to come through the doors... she goes above and beyond to get students back on track with their studies and work placement as well as actively engaging with industry seeking further opportunities for VET Students.* ”

Nominated by Liz Fawcett



Examples of the inspiring impact our staff members have on their colleagues and students were evident in the statement's nominees provided:

“

*Sophie inspires vulnerable students to find their way and doesn't judge them*

“

*Anne listens to us, seeks our opinions and respects us as individuals and teaching professionals*

“

*Ivona is a constant source of support to her teaching staff*

“

*Joke is a great support to her colleagues both long term and new teachers*

“

*Tausaga helps students to take confidence from their own progress, boosting their motivation and self-belief*

“

*Liz inspires her students who want to work in disabilities...her passion for her work is outstanding*



# Contributions from OUR VOLUNTEERS

With occasional COVID-19 Lockdowns and compulsory vaccinations, our numbers are smaller than last year but still very healthy.

In July 2021, we had 20 active volunteer tutors. More volunteers joined during the year and some left due to other commitments. We had 26 volunteer tutors during the year, and at the end of the financial year, we had 16 volunteer tutors in the SEE Program.

The volunteer department completed three training courses in 2021 - 2022. Training delivered totalled 72 training hours, some of which were fieldwork at both Cannington and Gosnells sites. We have 24 people registered for training and wanted to be volunteer tutors and/or teachers in the SEE program, and 12 completed the course and went on to volunteer.

During the financial year, two volunteers enrolled in a Certificate IV in Training and Assessment (TAE) course to become eligible to do relief and ultimately teach in the SEE Program.

The hours contributed by our volunteers



In the financial year 2021- 2022, there were **2565.05** volunteer hours across five Centacare sites: Armadale, Cannington, Gosnells, Fremantle, Armadale and West Perth head office.



## PAUL’S STORY

Paul Daniel is one of Centacare’s volunteer tutors at the Gosnells site. He started his journey with us as a student in the Digital Literacy course. Upon completing his advanced class, Paul signed up as a volunteer through the Volunteer Tutor Program.

Paul was an aircraft sheet metal worker by trade. He worked with an apprenticeship at Port Hedland for ten years, then went to Sydney to work for Qantas for 20 years, and decided to return to Perth.

“I injured myself at work and split a disc behind my neck, and it started to crush my spinal cord,” Paul recalled. “I had to go for an operation and required a two-year recovery period. So I couldn’t do my trade work anymore, which I enjoyed.”

“I started to look around for different jobs. My job provider offered a lot of options. There were things I could do in the past, but now I can’t anymore. There are things that I could do but do not have the experience or the skills to do.”

Since Paul had limited digital literacy knowledge, his job provider recommended the Digital Literacy course at Centacare Gosnells to upskill for employment.

“I was on the fence about the course at the start, but after I started it, I picked it up reasonably quickly and quite enjoyed it. The classmate sitting next to me started asking me how to do things, and then the person in front of asking me the same. Some students were slower than others, so I helped out. That is when I started helping other students in the class.”

“I started at the beginner course, so I went to the intermediate and again found myself breezing through, then the advanced class. My teacher likes to switch things up every term, making the course very interesting. “

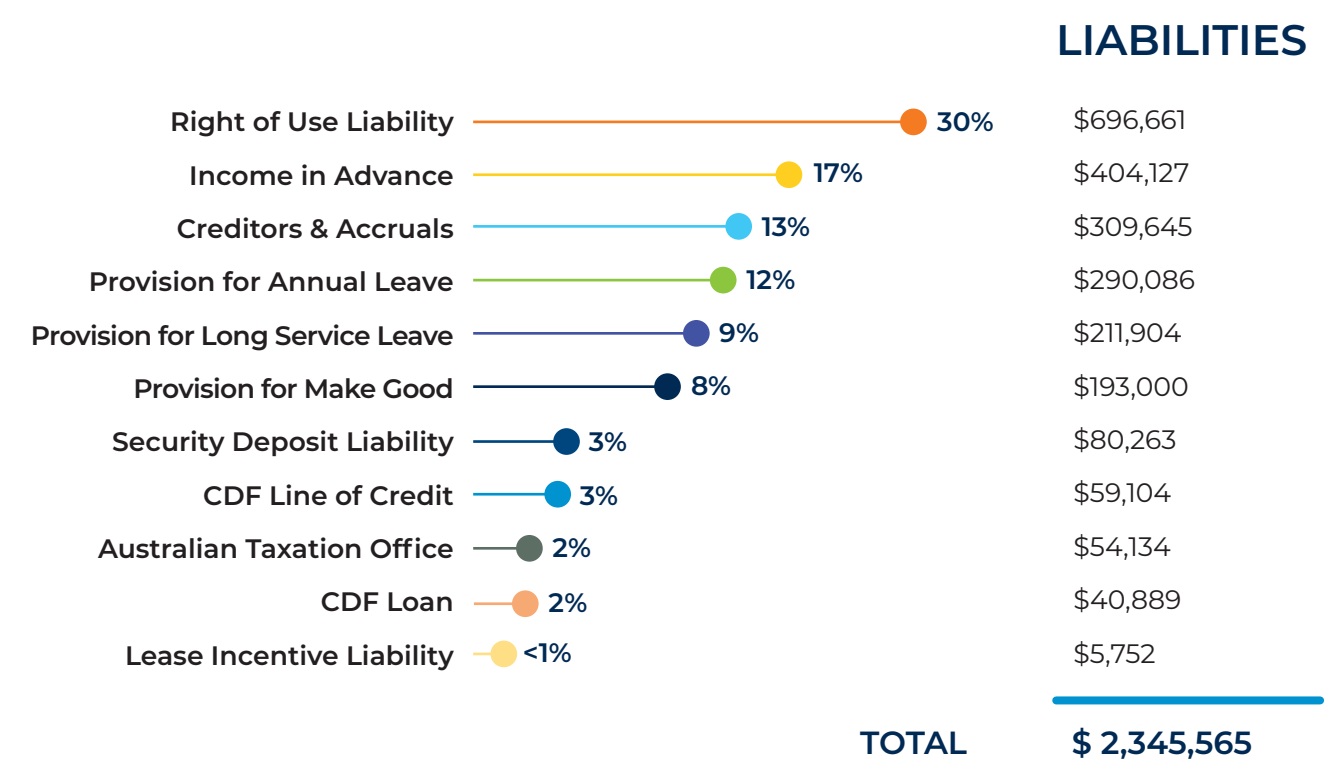
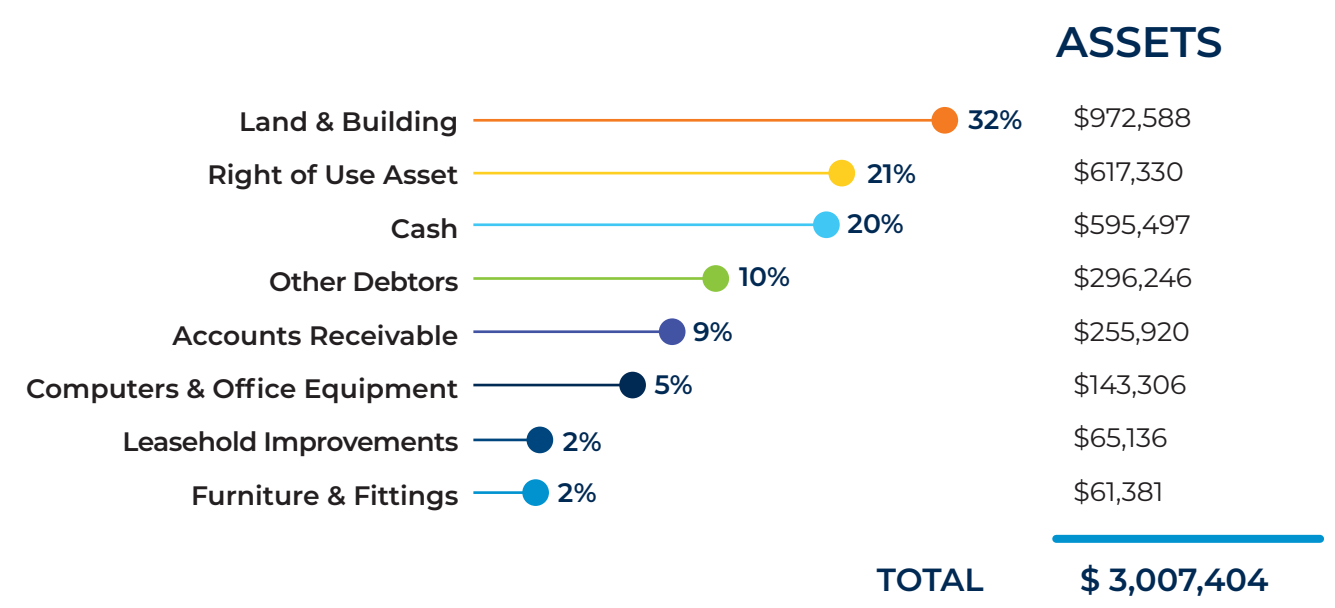
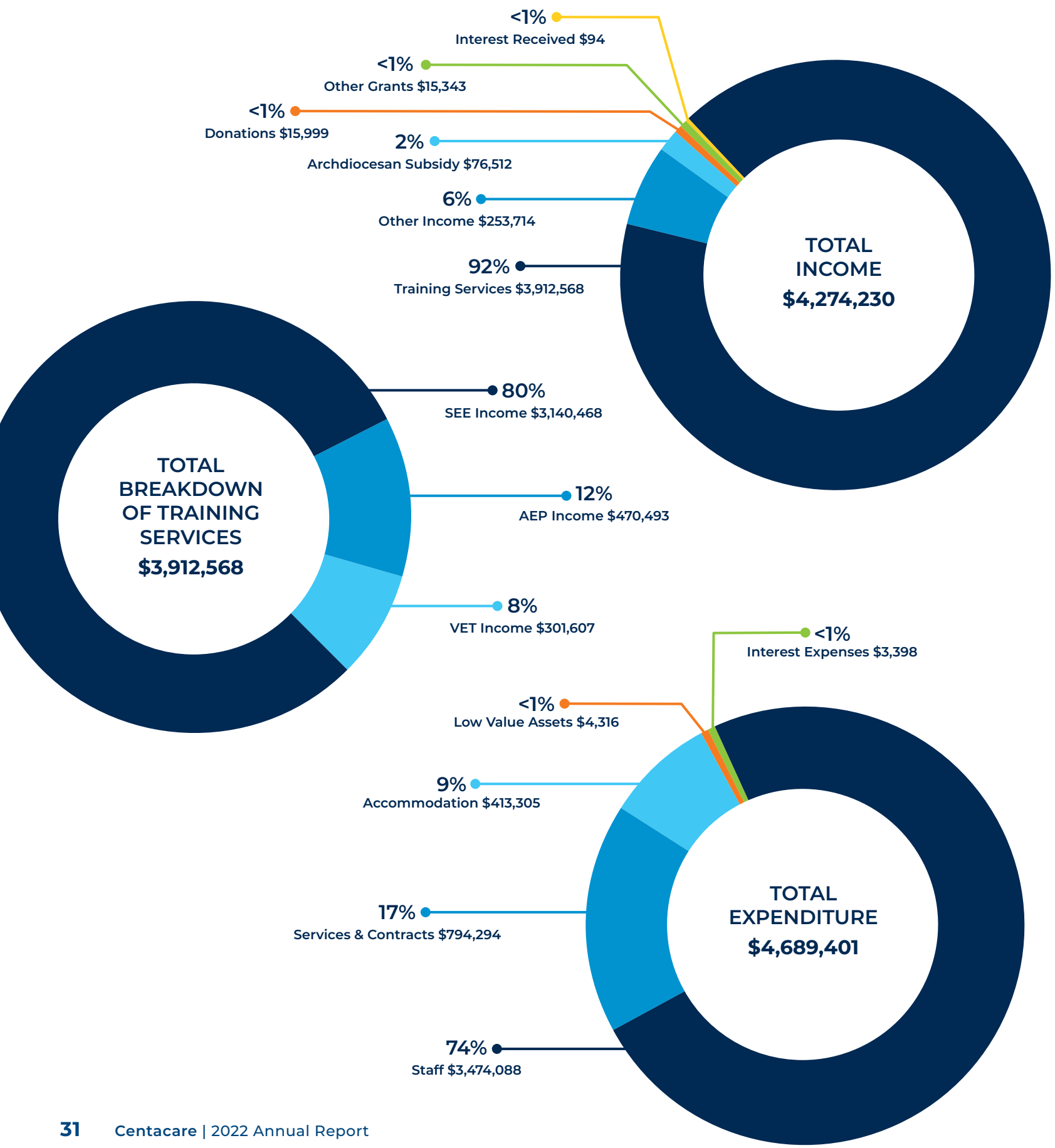
“After the advanced course, I wanted to continue learning and improving in the computer skills course. My teacher noticed that I had been helping students in the class and offered me the opportunity to volunteer with Centacare. So I have been volunteering for about a year and a half now. They were asking me what I wanted to do next, but I had no idea, but I have been enjoying this. I get to meet people, chat and socialise. My dream job would be to get employed with Centacare doing what I do now. I would love that. I am very happy volunteering with you guys.”





# FINANCIAL REPORTS

as at June 2022







## LOCATIONS

### **West Perth (Head Office)**

Level 1, 823 Wellington Street,  
West Perth WA 6005

### **Armadale**

7/42 Commerce Avenue,  
Armdale WA 6112

### **Cannington**

4/1236 Albany Highway,  
Cannington WA 6107

### **Gosnells**

2318 Albany Highway,  
Gosnells WA 6110

### **Fremantle**

3/19 Essex Street,  
Fremantle WA 6160

### **Mirrabooka**

38 Ashbury Crescent  
Mirrabooka WA 6061





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