

# 2023 ANNUAL REPORT



# ACKNOWLEDGEMENT OF COUNTRY

Centacare Employment and Training acknowledges the Traditional Owners of the land, the Whadjuk people of the Noongar nation and pay respect to Elders past, present and emerging.

We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and of this region.



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# 2023 in Review



**85**

Dedicated  
Employees

**26**

Wonderful  
Volunteers



**51%** Female

**32%** Male

**17%** Not Stated

## 6 Training Sites in WA

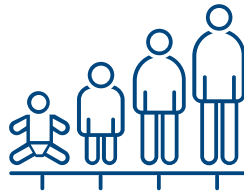


Armadale  
Cannington  
Fremantle  
Gosnells  
Mirrabooka  
West Perth



## To get a job

Was the top  
reason to study



**46 - 55**

Represented the largest age  
group cohort at Centacare



**215**

Students accessed  
Student Support



**27**

Counselling sessions were  
conducted, utilising interpreter  
services



**64%**

Students accessing the  
Student Support  
Service are self-referred



**78**

Smartrider cards  
provided



Rated  
**4.7**  
Stars on  
Google Review



Over **3000** social media followers





## **WHO WE ARE**

### **Transforming lives for 47 years**

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

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

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

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

# Our Vision

**To transform lives through education,  
training and employment**



# Our Mission

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



# Our Values



## Respect

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



## Equity and Justice

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



## Empowerment

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



## Inclusion

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



## Integrity

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

# MESSAGE FROM OUR CHAIR

In last year's Chair's Report, I advised that 2023 would hold challenges for this Organisation due to the predicted, and unusual, economic conditions. Namely, that there would be, in 2023, continued low unemployment, due in part to almost no migration during the pandemic years of 2020/2021, and WA's usual capacity to uphold its high mining and business level. It was also expected that at the end of the pandemic, there would be a rise in migration, which would mitigate some of the tight employment conditions. Both of these predicted conditions have occurred in 2023 but in differing amounts. The first, low unemployment/high employment conditions, has meant that industry and employers are very often willing to take on untrained, long unemployed, people, and whilst in general it has been a good thing that Centacare has operated in the space, this trend has lessened the demand for some of Centacare's training programs.

The second condition – a rise in migration in 2022/23 has begun, and, is expected, in time to soften the tight state of employment, and importantly, enhance recruitment into Centacare's SEE, CALD, AEP and other programs. One area where we see a marked difference is in Centacare's new Connecting Up Program (CUPS), which began this year. Recently, in a visit to see the Program, I was very pleased to meet the students who have come to Western Australia from a variety of countries, including Ukraine, Honduras, and elsewhere. They and their teacher seemed to be enjoying this very innovative program which aims to introduce students to English language and digital skills, and colloquial skills, such as how to apply for jobs, licences etc. In short, the Connecting Up Program will assist students in navigating the Australian way of living, making it a very valuable program.

An area that continues to be successful is the SEE Program's Digital Literacy – there are several classes operating and they are popular, providing our students with essential digital skills for modern employment.



This year there has been consolidation in what we do best, rationalisation of programs deemed unviable for now, and preparation – for a possibly more turbulent year ahead. The coming year will present opportunities and challenges for Centacare – opportunities in the employment and training sector as Centacare tenders for important programs, whilst also aiming to further improve those already operating. With the utmost support of this Board, the CEO and Centacare's staff are working towards these goals, and will meet the challenges when they present.

I'm pleased to state that the Board has been very stable over this year, and I thank each member for their attendance, participation in meetings and for their unwavering support to myself and each other. On behalf of the Board, I would like to acknowledge and thank the CEO, Ms Lee-Anne Phillips, for her hard work and dedication to Centacare. I also want to thank the staff of Centacare for their excellent work, and the Board looks forward to joining up with them at our annual Strategic Planning Day, which is planned for early 2024.

We look forward to another exciting and rewarding year ahead!

**Ms Gwen Wood**



## MESSAGE FROM OUR CEO

I am pleased to present the Annual Report for this year, marked by resilience, collaboration, and impactful service to our community. In the face of challenges, our collective efforts have made a significant difference, and I am honoured to share the highlights of our journey with you.

At Centacare, our mission is to transform lives through education and training. Guided by this vision, we have worked tirelessly to engage with the most vulnerable people in the community. Our commitment to making a positive impact has been unwavering. We have engaged with the community, including a new group of humanitarian entrants through a Lotterywest funded grant. We are humbled by the opportunity to assist these people.

We are privileged to have a team of dedicated and passionate staff who bring their expertise, creativity, and unwavering commitment to our mission daily. Our staff members are the driving force behind the success of our organisation, and it is with great pride and gratitude that we acknowledge their outstanding contributions.

We are fortunate to have an incredible community of dedicated and passionate volunteers who embody the spirit of selfless service, contributing their time, skills, and enthusiasm to make a meaningful impact. We are grateful for their contributions.

On behalf of Centacare, we extend our deepest gratitude to each member of our Board of Management. Your dedication, strategic thinking, and unwavering support have been the core of our success, and we are honoured to have such a committed group of individuals leading us forward.

As we look ahead to the opportunities in the next twelve months, we are confident that we are positioned for great success. Our passion for our cause fuels our impact, and we are grateful for the ongoing support.

*Lee-Anne Phillips*

**Ms 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. Prior to this, she 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 was appointed to the Centacare Board in June 2019 following a short period as an honorary Board member.

Paul brings to the Board extensive experience, knowledge and skills from my career in the Local and State government sectors of WA, mainly in the corporate and/or financial services areas. He is now retired after 11 years at the Shire of Mundaring and 30 years previously in State Government agencies such as Office of Energy, State Treasury, Premier's Department, Office of Public Sector Standards and Ombudsman's Office including some time in Ministerial Offices.

Paul is committed to contributing to the community through the use of his strong experience and knowledge in finance, governance, human resources, information technology, information management and strategic planning at both State and Local Government levels which Paul believes will assist the Board and Centacare to become an even stronger organisation. Paul holds a Bachelor of Business Degree in Accounting and he is a member of other not for profit boards outside of this sector.



## **COLIN SCHOTTE - BOARD MEMBER**

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

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

Colin holds a Bachelor of Commerce (Finance and Ecommerce) from Curtin University.

Another passion of Colin is his involvement with youth through the Scouting movement and has been involved in the development of youth for over 10 years.

### **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 - 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.

Tamara holds a Graduate Diploma of Education, a Bachelor of Education and a Master of Educational Leadership. She has been on several committees, school boards and has been a member of the Catholic Primary Principals' Association.



### **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 recognized 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.





## **SKILLS FOR EDUCATION AND EMPLOYMENT (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 in the workforce.

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**914** Number of Statement of Attainments issued

**29** Students passed their Learners Permit

**363** Number of students issued Computer Skills for Work Certificates

**380** Student commencements

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Centacare's Skills for Education and Employment (SEE) Program is a government-funded initiative that provides up to two years of free training to Australians from all walks of life. The program is designed to help participants gain the skills and support they need to prepare for work or further study.

Centacare Employment and Training is one of the largest and most experienced providers of the SEE Program in Western Australia, delivering high-quality training across five metropolitan locations: Armadale, Cannington, Fremantle, Gosnells, and West Perth. Clients can choose to study full-time or part-time at any of these training sites.

Students in Centacare's friendly SEE Program classes gain confidence and skills in English language, literacy, numeracy, and digital capability. The courses have a flexible design that enables clients to begin at their own level and learn at their own pace. Individualised learning plans ensure that our courses meet each person's unique needs.

With stronger foundation skills, our clients can access more secure employment and interesting roles.

### **Delivery**

The SEE Program has long provided foundation skills to students from culturally and linguistically diverse (CALD) backgrounds. Many of these students are migrants who have entered Australia on humanitarian VISAs and may have had little opportunity to attend school in their country of origin. Our sites are a rich testament to the success of multiculturalism in Australia and how diversity enriches our community.

However, due to the removal of the 510 hour cap and the provision of unlimited tuition hours to more migrants in the Australian Migrant Education Program (AMEP), we have seen a slow decline in students from CALD backgrounds

over past years. Nonetheless, many students prefer the personalised delivery Centacare provides, and we remain their provider of choice. We are aware that the changes to AMEP have negatively impacted SEE. However, we have benefited from the ability to accept entries to the program from students who elect to become volunteer job seekers and who remain exempt from mutual obligations and supervision by Employment Service Providers.

We also support native English speakers who want to improve their literacy and numeracy skills. Increasingly, the SEE Program at Centacare addresses the digital divide which describes the gap between those who have access to modern information and communications technologies and those who do not. Our innovative response to the digital divide was to provide Computer Skills for Work Classes that foster digital access and inclusion for those demographics who do not have access, such as older adults, migrants with low English proficiency, and people from lower socio-economic backgrounds.

Our Computer Skills for Work classes now make up 38% of our classes and are provided at all sites. Students find the classes empowering and respond with glowing reviews for our teaching staff and classes:

“

I've enjoyed the digital literacy program very much the teachers have been absolutely wonderful. Have learnt so much and would highly recommend it to anyone.”

”

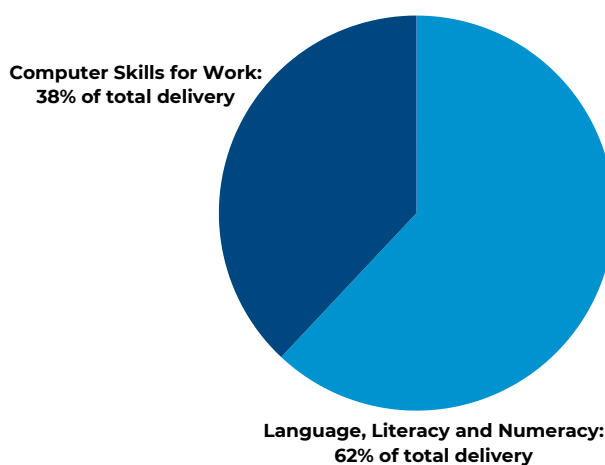
**Carolyn - Computer Skills for Work student**

“

Centacare was a great experience I finally have retained computer knowledge. I have loved meeting people from all sorts of backgrounds, and the staff are just fantastic TWO THUMBS UP.

”

**Scott - Computer Skills for Work student**



## Adding Value to the SEE Program through Partnerships

Strategic partnerships over the past year have provided Centacare's SEE Program with new ways to support students and adding value to training in ways that are aligned with our mission and core values. Two new key partnerships support and empower students and foster a respect for diversity and inclusion.

### Work and Development Permit Scheme

Since August 2022, participation in the SEE Program has supported our students in paying off thousands of dollars in court fines. The Work and Development Permit Scheme allows people suffering hardship of some kind to pay off fines by undertaking work, training, or treatment under the supervision of sponsors like Centacare. This means that students attending SEE classes can use their attendance to pay off court fines. Each hour of attendance pays off \$70 of court fines.

### Kalyakoorl Noongar Language Program at Kadadjiny Bidi (Learning Path)

Since January 2023, Dylan Collard has brought his Noongar Language Program to our culturally safe Kadadjiny Bidi class. Students in this class learn Noongar language and deepen their respect and understanding of First Nations Peoples and culture. The Noongar nation is the largest Aboriginal Language group in Australia, made up of 15 clans with three existing dialects.

"Kalyakoorl" is a word from the Noongar language, an Indigenous Australian language. It translates to "forever" in the English Language. This term represents a timeless connection to the land, history, and heritage of Noongar people.

## What our students have to say about our Kadadjiny Bidi Class and the Kalyakoorl Noongar Language Program

“

It's a new experience, new wonders to be explored and you'll feel connected to the culture and you will respect the culture.

”

Jesse - Kadadjiny Bidi student

“

I have benefitted from being in the Program, by learning Noongar language. I have also started doing art, and I am really enjoying it. At the start of the Program, I thought I wouldn't be able to do it. I'm hoping to do it more often.

”

Talia - Kadadjiny Bidi student

Some Noongar Words and Translations	
Kaya	Hello
Wanju	Welcome
Djurapin	Happy
Nyinyin/Nyin	Sit
Nih/Ni	Listen
Kaartdijin	Knowledge/Learn



### **Adding Value through Community Connections**

Over the last year, Centacare's SEE Program has strengthened partnerships with local employers, employment service providers, community organizations, and government agencies. Our Business Relationships Manager, Sonia, has worked tirelessly to promote SEE throughout the South Metro Area by liaising with providers and community organizations, attending job expos and networking forums, and hosting our SEE Program Open Days so that stakeholders can experience our classes in action and meet our staff and students.

Community involvement creates a sense of belonging and social connectedness, adding extra meaning and purpose to our everyday life. At every delivery site, Centacare's SEE Program fosters community within the program where our students build social connections and a sense of belonging. Our teaching practices promote interactions with staff and peers, fostering relationships that extend beyond the classroom.

Centacare's SEE Program also fosters relationships in the greater community through provision of incursions by government agencies such as Services Australia and community health organizations such as Hepatitis WA, Diabetes WA, and BreastScreen WA. Class excursions to shopping centres, libraries, the WA museum, McDonald's, Kings Park, all provide cultural enrichment that broadens our understanding and enjoyment of the world around us. We also foster connections through building relationships with other community groups where staff and students could both give and receive in the community. Our community engagement supports diversity and respect for differences and supports our ability to be resilient and innovative.

#### **Hillview Intercultural Community Centre**

The Hillview Intercultural Community Centre serves as an inclusive hub that unites individuals from various backgrounds, fostering connections, promoting learning, and celebrating diverse cultures. Equipped with state-of-the-art facilities, the Centre boasts an intercultural library, a multipurpose hall, a commercial kitchen, an IT lab, and activity rooms.

Our SEE Program classes had the opportunity to participate in the Centre's cooking group, an open invitation to anyone interested in supporting the local community. Participants engage in a variety of activities, from cooking to crafting, culminating in a communal meal that everyone shares. Post-meal, our students had the chance to interact with other visitors, partaking in board games, card games, and even creating Valentine's Day cards. This experience not only enriched our students' skills but also strengthened their sense of community involvement.

#### **Raising Funds to Support those Affected by the Turkey-Syria Earthquake**

In February, when a 7.8 earthquake devastated Turkey and Syria, Turkish students from Centacare looked to their hearts and pockets to support those affected by the disaster. With the generous support of students and staff, they raised \$1,478 to donate to the Turkish Australian Culture House Inc.

Following the advice of the Turkish Australian Culture House, donations included hygiene items, baby food, nappies, wipes and other essential items to assist those in need.



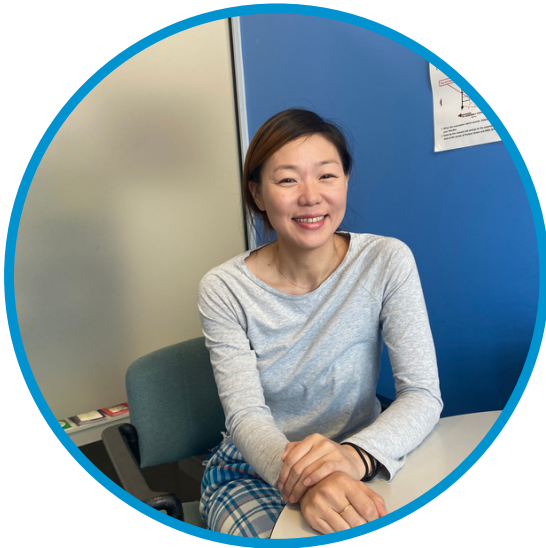
### Community Connections Support Students in Need

Centacare teacher Tausaga Kelemete continued to foster our connection to the Margaret Court Community Outreach Centre and provided food support for those in need. The centre provides assistance to people in hardship by providing food and clothing. The class brought back their knowledge of a support they could draw on in times of need and a variety of breads and fresh food to share with other students.

### Staff

The dedicated staff in the SEE Program are instrumental in its continuing success. Our dedicated teaching staff, friendly admin staff, caring coordinators, patient assessors, and generous volunteers – all of whom embody Centacare’s mission and values – underpin the success of our students and delivery. Centacare thanks each of them for their contributions.





## Empowering Students Through Centacare's Skills For Education And Employment (SEE) Program

In an increasingly interconnected world, fluency in English has become essential, providing individuals with opportunities for personal growth, academic success, and communication. The Skills for Education and Employment (SEE) program has been instrumental in bridging linguistic barriers, but the success stories of individual students truly highlight the transformative success of the program. In this feature, we bring you the journey of Yuka Hirobe, a student who is progressing in her personal growth through attending Centacare's SEE Program, which helped improve her skills and build her confidence.

Yuka is described as a student who is hard-working and eager to learn. She migrated to Perth with her family ten years ago from Japan. However, limited exposure to English language posed significant hurdles to her ability to converse and assimilate into the Australian lifestyle.

"I haven't had enough English language skills before I come here, so I need to study for my kids. I find it hard to talk to other parents during school events and when talking to my children's teacher. When talking to local people, there are some words, slang, and idioms they said I do not understand and do not know what to say," Yuka said.

Yuka discovered Centacare's SEE Program through her employment provider, which aimed to support disadvantaged students like her. Motivated by her passion for learning, Yuka actively participated in the program, receiving extensive grammar, vocabulary, and conversational English classes. What set this program apart was its focus on personalised attention and one-on-one mentoring to nurture language proficiency and self-confidence. Dedicated teachers and peers became her constant companions in her goal for English fluency.

"I have been in Centacare for almost one year. I started in Joke's (Centacare's SEE Teacher) class and now changed with Tausaga (Centacare's SEE Teacher). The classes are good for me, and the level is good. The first time coming to class, I was a bit nervous, but everyone was so friendly and welcoming. I am slowly getting used to the environment now. My English is improving, and I feel very comfortable studying here."

Language fluency alone would not have been enough to empower Yuka's goal; an essential component of the program was focused on developing her self-esteem and preparing her for career opportunities. In the program, Yuka is in the process of completing her Certificate I in General Education for Adults (Introductory) and, more notably, found employment.

"I got a job two weeks ago as a warehouse cleaner, working part-time. Two days of study at Centacare and three days at work. I plan to get a full-time job, improve my English and get used to settling in Australia."

The part-time study hours at Centacare have allowed Yuka to attend to her kids for school and part-time employment while she studies to improve her English language skills.

Today, Yuka stands as a testament to the transformative impact of Centacare's SEE Program. Her dedication and hard work have paid off – she secured a job and gained confidence in conversing in English within her community. By providing students with a supportive environment, tailored instruction, and opportunities to excel, the SEE Program enhances language skills, fosters personal growth, and opens doors for a brighter future.

## Unlocking Digital Futures with Centacare's Computer Skills for Work Course

In today's growing digital world, having computer skills is vitally important for success. Centacare's Skills for Education and Employment (SEE) Program's Computer Skills for Work course has helped many students develop the computer skills they needed for the workplace. In this feature, we bring you the story of Joanne "Jojo" Lembo, a mature-aged student who has significantly improved her skills and confidence, through attending the Computer Skills for Work course.

In defiance of not being able to work due to an injury, Jojo didn't wait around and instead enrolled into Centacare's Computer Skills for Work course.

"Every job that's out there has a need for computers. I thought well I don't want to waste any time, so while I'm injured, I may as well enroll in a computer course," Jojo said.

By enrolling into the course, Jojo has come on in leaps and bounds with regards to her computer skills and her confidence in working computers.

"I didn't even know how to turn a computer on when I got here," she said laughingly, "I knew my Gmail but that was about it... I guess at the beginning I was scared of touching things because I would delete them. But then I found the Undo button and it became my best friend. That made me not scared of actually taking on challenges. It was my happy mistakes that actually made me learn about what the best way is to do it," she said.

As part of the course, students were tasked with creating PowerPoint animations for a storybook, something which Jojo took on with great enthusiasm.

"We had three stories and what we had to do was to make a storybook from it, which I did. After that, with the PowerPoint animation when we learned about that, I got excited," she said with a laugh. "I asked if I could do my own story and my own illustrations for my next storybook and the teacher said 'yes' and I just went for it."

"I was just really excited to get in there and make my own illustrations," she said. "I used a lot of what we were taught, in the storybook – like with fading and the colours," she elaborated.

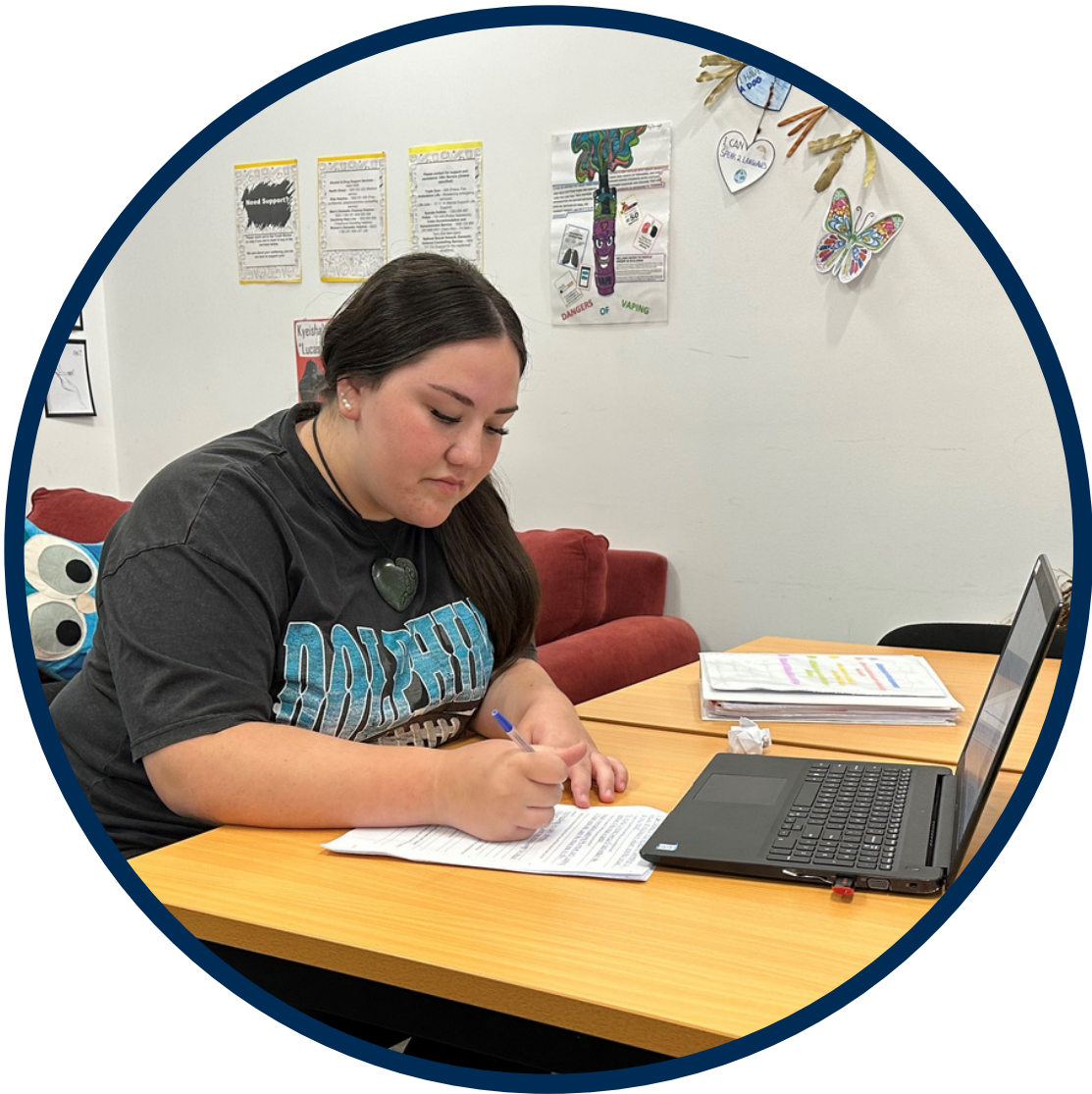
When talking about how she created her characters, Jojo utilized the Microsoft Office Suite and said "I created a man out of shapes and then I freestyle drew his body and the body parts using the mouse and that's how I was able to change his body around and make his character. I also did a horse, a tree, a brick wall and stuff like that. That's how I did my Humpty Dumpty animation."

Because of her success with the PowerPoint animation and with her infectious enthusiasm, Jojo has created even more storybooks. "With my other story – the stories the teacher had given us to start with, I've actually gone back and turned them into an animation," she said.

Jojo was quick to credit Centacare for its nurturing environment as a factor for her being successful. "I really like it here, it's just really comfortable and the teachers are fantastic. Here you're learning things towards the workforce so the stress wasn't full-on and it was more relaxed so you could get straight into it," she said.

By providing students with a supportive environment, tailored instruction, and opportunities to excel, Centacare's Computer Skills for Work course allows students to develop their digital skills to help them find work or go on to further study.





## **ALTERNATIVE EDUCATION PROGRAM (AEP)**

Centacare's Alternative Education Program (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 helping prepare them for pathways to employment, training or further study.

This is the fourth year that Centacare has been running the Alternative Education Program for disengaged high school students. Over this time, we have helped many of our students not only achieve education certificates, but also learn life and social skills, improve their self-esteem and leave us with a clearer direction for their future.

The Education Department funds Centacare in running three sites across the metropolitan area - Armadale, Fremantle and Mirrabooka - covering a wide catchment zone that is accessible to our students. The sites are close to train or bus stations and we assist students with owning and using Smart Rider cards so they can have better access to and from class.

High school aged students come to us with a variety of needs. Our staff build relationships with all the students, getting to know their likes and dislikes and tailoring programs to suit them. The learning is delivered one-on-one by our teachers, providing the support necessary to guide students through their tasks and complete their certificates.

Over the year the teaching staff has worked hard to achieve excellent results from the students, some of whom have already received their certificates.

Achievements so far this year:

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**10** Students passed their CPR Training Certificate

**14** Students passed their Learners Permit

**7** Students completed Cert II CGEA Certificates

**109** Units of Competency completed

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We like to take our students to extra curricular activities over their time with us and this year our students have attended;

- CPR Training
- SkillsWest Careers & Employment Expo
- Cooking Skills Classes;
- Meditation Sessions
- Status Employment - Information for Jobseekers
- Wadjak Northside Aboriginal Community Centre - Learner's Permit Tests
- Learners Driver's Licence Assessment
- Opportunities for Work Experience
- Science Week;
- Christmas in July



## Empowering the Youth through Centacare's Alternative Education Program (AEP)

Education is essential for a young person's future success, as it provides the skills and knowledge necessary for success in the workforce, but it also instils important values and builds resilience. While the traditional school setting may work well for many students, there are some who require a different approach to education.

In this feature, we showcase Poppy Mitchener-Goodlet, a young student who is close to completing a Certificate II in General Education for Adults.

"As soon as I started getting in here studying at Centacare, I have been thinking about my future and planning about it and how I'm going to get there and really working my way to get to my goals," Poppy said.

She was full of praise for her teacher, Rose, and her support worker, Taylah, for helping her complete her Certificate.

"They're very kind, caring and gentle. They're very understanding of me and they're very good at explaining at what I need to do," she said. "I think it is the general nature of the place and the staff here. It's just really nice and lovely. It's an easy-going and calm environment to learn in," she said.

As part of the Program, Poppy was tasked with completing an art project, something she is proud of.

"It has come out better than I expected it to. I'm proud of it and I'm happy with the result," she said. "I have a picture in my head and just kind of let it come through me onto the paper or the canvas and I just go as I go along. I really love using colours to my advantage and to really bring out the image," she said.

Poppy also has been able to come up with goals for her future, since attending Centacare.

"Once I finish this Certificate, for the rest of the year I would like to just pick up some more shifts and focus on getting my driver's licence. Then next year, I would like to apply for General Art at TAFE. Once I have completed that and gotten my driver's licence I want to go into traffic controlling for a few years, just to get some money and saving. Then in my future I would like to do a tattoo apprenticeship and I need the money – a lot of money – to go through that. That's why I want to do the traffic control first," she elaborated.

By providing young people with a safe learning space, Centacare's Alternative Education Program allows students to improve their literacy and numeracy skills, as well as develop their practical life skills.



## Providing Different Avenues with Centacare's Alternative Education Program (AEP)

Education is essential for a young person's future success, as it provides the skills and knowledge necessary for success in the workforce, but it also instils important values and builds resilience. While the traditional school setting may work well for many students, there are some who require a different approach to education.

In this feature, we showcase Benny Duffy, a young student who has just recently completed a Certificate I in General Education for Adults.



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In this feature, we showcase Benny Duffy, a young student who has just recently completed a Certificate I in General Education for Adults.

"School wasn't working for me," Benny admits. "I wanted to find something that was the equivalent to school that I could still get an education without being at school, and I was fortunate to get a reference to come here," she said.

And since her move to Centacare, Benny has thrived, and she credits the staff at the Fremantle site with helping her.

"Rose, Tayze and Marnee are very beautiful souls, they're very grounded. They're really kind and caring and they help me with my work whenever I need to," she said.

"Centacare just feels different to school. There's not so many people there and in my previous classroom, there were distractions," she says. "At Centacare, I get personal attention, which makes it easier for me to understand what I need to do, and there's no distractions."

Recently, Benny completed an art project, as part of her course at Centacare's Fremantle site.

"This was a project where we could pick whatever we wanted to do. I decided to do vaping, mostly because I had past experience from it, so I knew a bit about it before doing this," she said. "I just asked opinions on what I should. I just kind of went from there."

And the experience proved to be a positive one for Benny.

"I loved colouring and making all the details. It was a really cool experience for me," she said. She is also incredibly proud of her artwork. "I love it. I think it looks very attractive, it's aesthetically pleasing," she said.

By being at Centacare, Benny has been able to come up with a plan for her future.

"At the moment I want to be a photographer because I've always liked it, ever since I was a kid. I thought I could try that out," she said. "I'm moving back to New Zealand next year. So I'm either going to be doing an online photography course or maybe go into a TAFE back home," Benny elaborates.

By providing young people with a safe learning space, Centacare's Alternative Education Program allows students to improve their literacy and numeracy skills, as well as develop their practical life skills.



## **CONNECTING UP PROGRAM (CUPS)**

The Connecting Up Program is a free educational program designed to support migrants and humanitarian entrants in developing skills that will assist them in integrating into the West Australian community.

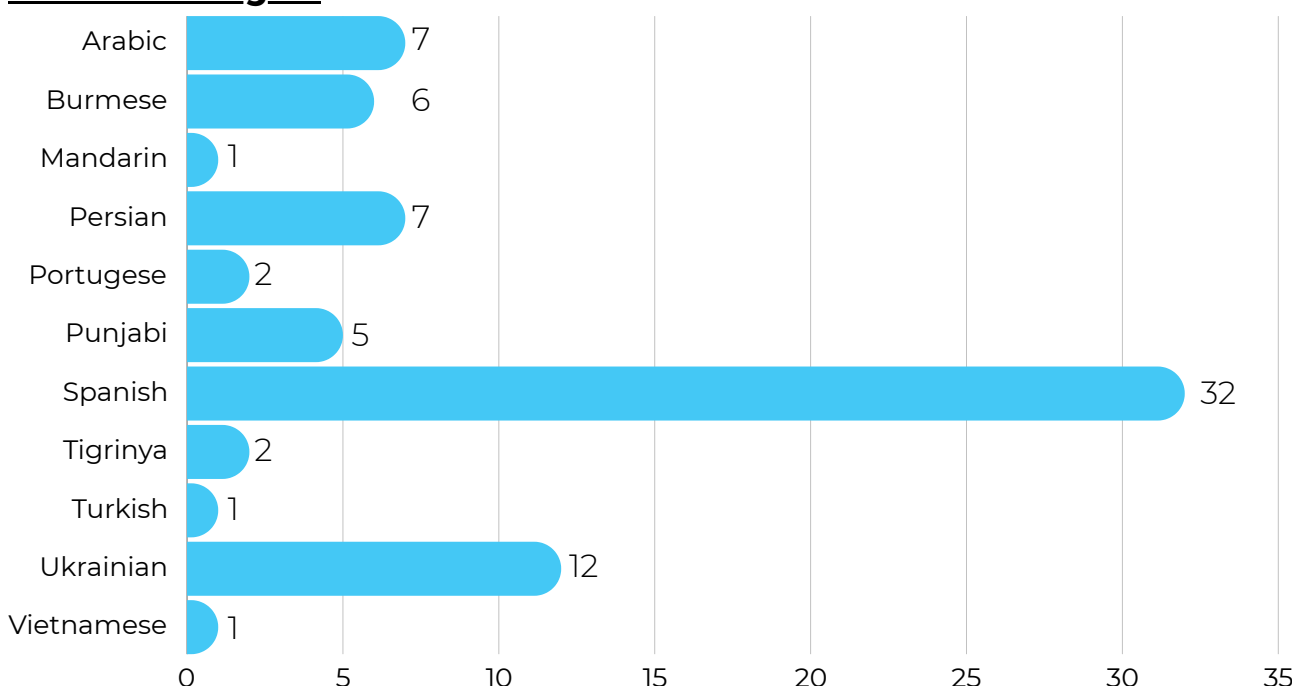
Centacare's Connecting up Program is an exciting new initiative funded by a Lotterywest grant. The Program has been created to support migrants and humanitarian entrants to integrate and settle into Western Australian culture. Centacare provides an informal safe learning environment to develop confidence in English language and digital skills face to face. The program can be a stepping stone to further training and or employment and meets the gap in services for participants who cannot access other humanitarian support. The Connecting Up program is a rolling intake and can offer flexibility for participants to come into class and learn while allowing them to continue to care for their families, attend other programs, and meet medical and housing appointments to help start their lives here in Australia. Some of these students that have migrated to our country have come from very traumatic situations and our program can assist them to begin their new lives successfully.

Since July 2023 when the program was launched, we have had 76 participants come through the program. We have 44 active students currently on the roll, one student who has completed work experience with us in the IT department at West Perth, and three students who have moved onto the SEE program. We have more students showing interest in moving onto the Digital literacy and Language literacy and numeracy program. Participants have also moved onto AMEP and Cyril Jackson for further studies.

Our teacher, volunteer, Student Support Service and Coordinator of the program work with the participants to guide them through an individualised plan which the student works on with guidance. We also offer fun activities to get the students to interact and build relationships with their peers and "connect up." This has involved a morning tea with games and a chance for referring agents to come and see the participants thrive. It has also involved a fun typing challenge in which all Centacare's digital literacy students participated. We have also had Services Australia come and offer the participants valuable information to help them on their pathway, with much more exciting projects on the horizon for the Connecting up program.

Without our referring agents (Red Cross, Zonta House Refuge Association, Servite Sisters of Myanmar, Ukrainian Catholic Church, CRISP, CARAD, Mercycare and atWork Australia), we wouldn't be able to help these wonderful students. With their help we are looking forward to another successful year of providing support for these people who need places like Centacare Employment and Training.

### **Students' Origins**



# STUDENT REVIEWS

“

I like everything in the centre. The teachers and staff are very polite and friendly.

Liudmyla Radionava - Ukrainian Student

”

“

I think the classes are a great support for those of us who arrived in the country and Centacare has been of great support.

Leonardo Ramirez - Guatemala Student

”

“

The Connecting Up Program has helped me a lot to understand several things that I did not know.

Sergio Rosales - Guatemala Student

”

“

My teacher is very good and I am very happy here. I have learnt a lot of new skills.

Ricky Ali Asgar - Myanmar Student

”

“

My experience at Centacare has been very good. I have improved my English, and have developed my computer skills.

Victor Chernoruk - Ukrainian Student

”

# CONNECTING UP DAY

On Wednesday, September 27, Centacare Employment and Training hosted the inaugural Connecting Up Day.

The day was intended for staff, students, special guests, and key stakeholders to come together to celebrate the successful start of the Connecting Up Program, at the West Perth site.

Centacare Employment and Training's Connecting Up Program Coordinator, Ally Mitchell, spoke about the success of the Connecting Up Program since its inception, and also thanked the staff and students for their dedication to the program, as well as the stakeholders for all of their continual support in helping make the program successful.

Guests were treated to a wonderful morning tea provided by the Centacare staff.



# STUDENT SUPPORT

Centacare's Student Support Service continues to be a fundamental element of our organisation. It aims to assist students with difficulties that are affecting their mental health and well-being – striving to empower students to address barriers that impact their capacity to attend their classes and therefore forge a better future for themselves and their families.

It recognises that mental health is influenced by various factors, such as physical health, social relationships, environment, culture, spirituality, and life events. The Student Support Service works collaboratively with other community support services, such as health/disability services, career services, migrant services, and emergency relief agencies, to provide comprehensive and integrated support for students.

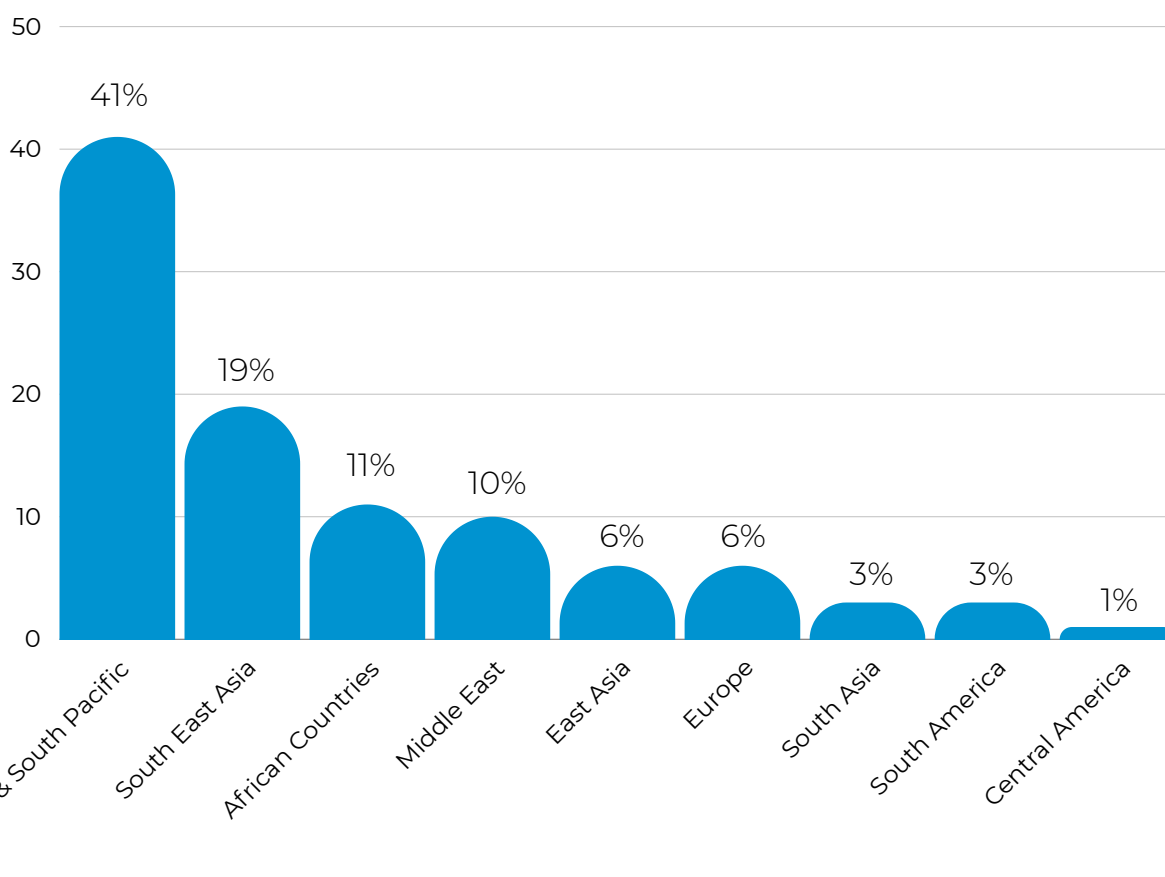
**A total of 215 students have accessed the Student Support Service in the last 12 months.**

The Student Support Service is also a valuable source of support for Teachers and Coordinators at Centacare sites in dealing with challenges outside the scope of their job and/or expertise.

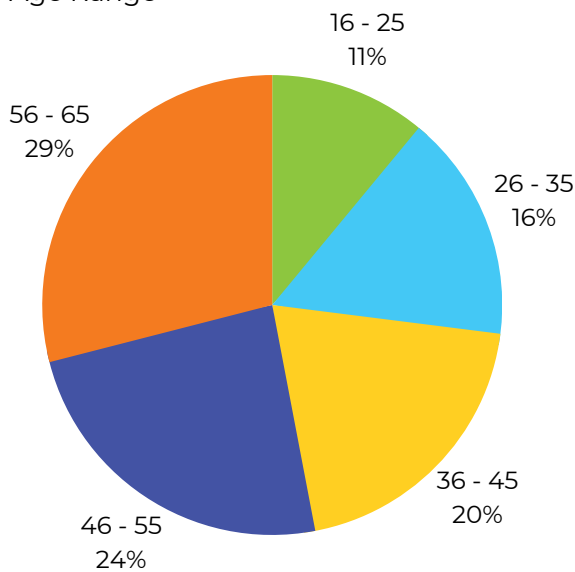
The counselling service offers individual sessions to students and at times delivers professional development sessions for staff. Our counsellor is a qualified professional who has 30+ years' experience in working with diverse student populations and issues.

The Student Support Service is committed to upholding the rights and dignity of all people, regardless of their background, culture, gender, or situation. These support services are vital for fostering a safe and inclusive learning environment for all students, especially those who face challenges or barriers in their education.

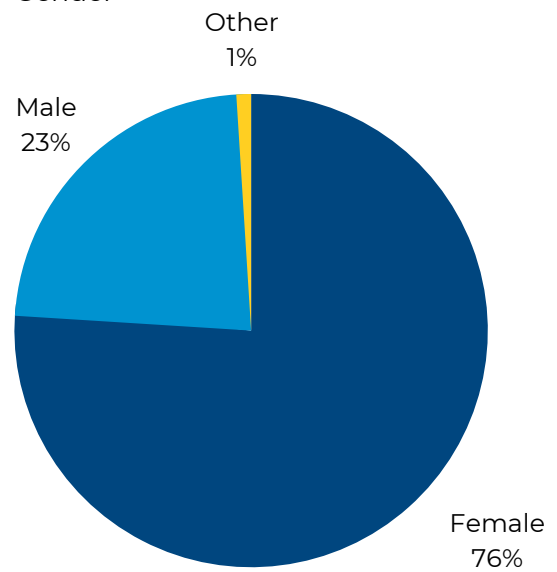
## Region of Origin



Age Range



Gender



Reasons for consultation/counselling are many and varied, demonstrating the wide range and complexity of needs. The top five reasons students have sought counselling in the previous 12 months are:

1. **Multiple Issues**
2. **WorkForce Australia**
3. **Financial Hardship**
4. **Housing**
5. **Health**

Some of the emerging issues in counselling sessions that arose in 2023 included: **advocacy, anxiety/depression, Centrelink benefits, children, conflict, disability, emotional issues, employment issues, family issues, financial hardship, future direction, grief and loss, health issues, housing, mental health, personal issues, relationships. separation/isolation, and stress.**

Throughout the year, there were 27 counselling sessions that were conducted, utilising interpreter services in the following languages:

**Burmese**  
**Karen**  
**Karenic**  
**Kirundi**  
**Korean**  
**Mandarin**  
**Sinhala**  
**Somali**  
**Spanish**  
**Swahili**  
**Tagalog**  
**Thai**  
**Tigrinya**

# MARKETING

Centacare continues to implement marketing strategies to ensure the organisation's ongoing success.

Throughout the year, Centacare has continued to engage with the community by developing purposeful online content (including promoting good news stories about its students, staff and volunteers). This online content has helped Centacare strengthen its overall brand recognition and engagement in the community. With over 1,900 followers and a reach of over 12,000, Centacare's Facebook page continues to be the best platform to reach our audience, followed by Instagram (774 followers) and LinkedIn (319 followers).

Centacare also made several improvements to its website this year, and as a result, the organisation achieved some remarkable results, including moving onto the first page on Google for "training providers Perth" and up twenty-four places for "employability skills training". In January, Centacare reached a new all-time traffic high with 6,391 overall sessions recorded, and in July, conversions were up 218% year-on-year.

Centacare continues to expand our brand with our mission statement of "transforming lives through education." We have had a busy year building positive relationships with the contracted organisations under Workforce Australia, Disability Employment Service providers, and the many other referring agencies and community support organisations such as Waalitj Foundation, WACOSS Australia, Salvation Army and Red Cross, amongst others.

Having these agencies understand not just what we do but and who we are in that, we provide a holistic environment which offers flexibility, care toward our students and a safe environment in which to learn. This can be a defining factor of the students success and has strengthened our relationship with these agencies to advocate for us.

Through this approach we have also managed to connect with a commercial food outlet, who donate lunch packs to Centacare that are distributed to all sites so we can offer our students a meal should they require. This has delighted our students and has been greatly appreciated.

Overall we continue to establish positive working relationships with our networking community, continuously striving to provide our students with the support they need to achieve their goals whilst also working towards expanding our brand with new opportunities.

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**24** Weeks face-to-face marketing

**10** Expos

**17** Presentations

**2** Networking Forums

**2** Centacare Open Days

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# IT AND INFRASTRUCTURE

Over the past twelve months, the IT & Facilities department has worked resourcefully to maintain Centacare's infrastructure to the highest possible standard. Due to these efforts, no significant outages were experienced over the course of the year, helping the organisation could work effectively towards departmental goals without interruption.

A focus on cost savings was emphasised throughout the year; all cost-saving measures were implemented where possible.

Lotterywest's generous contribution has enabled the Connecting Up program, which saw the creation of an Active Learning space in West Perth. This space now includes the following:

- **Custom-built active learning desks**
- **20 Lenovo All-in-One Touchscreen devices**
- **Back-to-back projection enhanced training experience**
- **Dedicated printers**

As we enter the new year, we are looking forward to place a greater emphasis on expanding Digital Literacy at all sites. We recognise the importance of digital literacy and aim to give our students relevant life-enriching skills and experience across all digital devices.

## IT Support Statistics

525

Created Tickets

497

Solved Tickets

80.9%

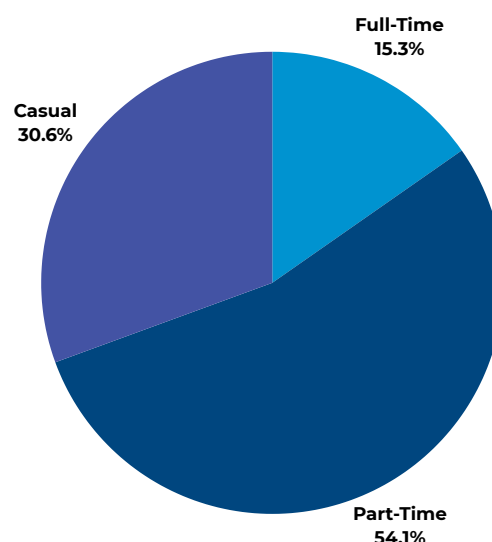
One-Touch Tickets



# OUR PEOPLE

Centacare Employment and Training employed a committed and dedicated team of 85 people across its six locations and departments during the past financial year. Growing from the previous year this has included 13 full-time, 46 part-time and 26 casual staff made up of teachers, trainers, management and support staff.

Several new positions were introduced over the year to cater for increased classes and demand for Digital Literacy in SEE as well as help with two new programs that started this year. The first position was a new Trainer in Individual Support who ran a pilot program out of Southern River High School in Gosnells. We also employed two new positions, a Program Coordinator and a literacy, numeracy and digital Teacher who have worked together to get our Connecting Up program up and running in West Perth. Our casual and volunteer pool continued to be an asset to the organisation with several relief and even a few volunteers stepping into permanent teaching roles with us to assist with increasing classes.



Our previous SEE Program Manager Pauline Beck decided to move into semi-retirement at the end of last year and although she continues to remain active across all our sites conducting assessments with incoming students to our program this change has allowed for many growth opportunities of several staff members.

Anne Mahon previously one of our Site Coordinators has stepped into and flourished in the role of SEE Program Manager. Rachel Yesuratnam was promoted to Site Coordinator for Armadale and Gosnells. Renu Gupta moved into an assistant site coordinator position at Armadale and Gosnells whilst Joyce Shellabear also moved into an assistant site coordinator position in West Perth and Fremantle.

Whilst we bid farewell to some employees this past year 80% of our staff who left cited the working environment as being the best part about working at Centacare. Many employees also indicated that they hoped to return to Centacare at some stage in the future or return in a relief capacity.

## Work Health and Safety

Centacare has again maintained a safe and healthy working environment this past year with First Aid officers assigned to all sites, investments made into emergency and evacuation systems at sites and all staff undertaking evacuation and work health and safety training to be able to successfully identify and report hazards and help maintain a safe working environment.

This year we particularly focused on psychosocial hazards conducting a survey to help identify areas at risk in regards to psychosocial hazards for staff. The survey was sent to all staff (casuals included) with about 25% of our staff completing the survey. Overall the survey suggested that there was minimal concern amongst staff in regards to current job demands and resources exposing them to psychosocial risks with an overall positive outlook on staffs wellbeing.

## Diversity

We continue to encourage diversity in our workforce by employing staff members from all walks of life and different cultural backgrounds. We are also proud to promote and encourage Women in management with 92% of our management positions being filled by female identifying people.

## Wellbeing

Centacare continues to recognise the importance of staff wellbeing and provides an exceptional Employee Assistance Program through our partner Access Wellbeing Services which is an excellent avenue to ensure all employees receive the required personal and professional support they need 24/7.

## Staff Recognition

We continued to be blessed with many inspirational staff this year who go above and beyond for our students and programs. We continued to run our Inspire Award this year in an effort to recognise and celebrate employees who go above and beyond in their positions and in doing so inspire their fellow staff members. Two awards were given this past year the first at Christmas to Yvette Terpstra and the second Karen Cole in June.



“

Karen provides knowledge and support to both students and to other work colleagues without hesitation, Karen's knowledge of the AEP Program is such an advantage to all. Karen goes above and beyond to provide commitment to each and every student to complete their CGEA after hours in her own time to ensure those students have a better future to succeed in life after Avenues Mirrabooka. Karen spends at least three hours after class at the local library for students who require extra support to complete their Cert II. This is done in her own time and Karen will never say no to any student requesting her time.

**Nominated by Tanya Suriadnyana**

”

“

Yvette has been an incredible support since I started as a relief teacher a few short months ago and soon after transitioning to a classroom teacher. She's been an incredibly positive role model and mentor, especially in challenging situations. Yvette has regularly provided resources and materials throughout my time teaching in Armadale. Our two classes integrated and socialised with cooking. The students in both classes have really benefitted from this. Yvette recently devoted hours of her own time with me after school to assist with my own teaching responsibilities and also taken work home. Even at this late stage of the year Yvette continues to give support and offer assistance.

**Nominated by Mark Anderson**

”





## **VOLUNTEERING PROGRAM**

Centacare has 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.

# OUR VOLUNTEERS

**2,511**

Volunteer hours performed in the 2022-2023 financial year, across Centacare Employment and Training's five sites: Armadale, Cannington, Fremantle, Gosnells, and West Perth Head Office.

## **How many volunteers do we have?**

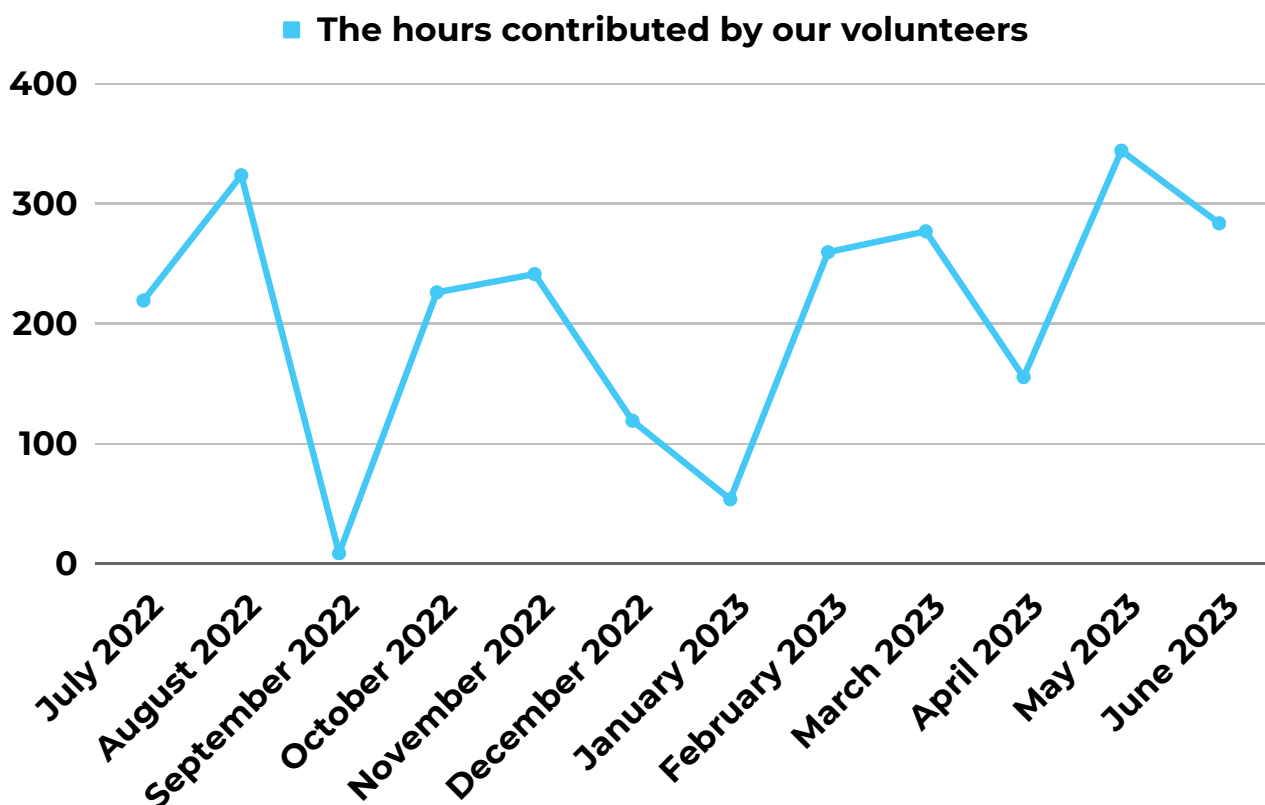
In July 2022, we had 13 active volunteer tutors. More volunteers joined during the year and some left due to other commitments. During the year we had 26 volunteer tutors and at the end of the financial year, June 2023, we had 14 volunteer tutors in the SEE program.

## **How many hours of volunteer training?**

There were two training courses completed in 2022-2023. Training delivered totalled 48 training hours, some of which were field work at the Cannington site. 24 people registered for training and wanted to be volunteer tutors and/or teachers in the SEE program. 11 completed the course and went on to volunteer. People withdrew because they found work, because of other commitments such as health of family members or they decided the program wasn't what they wanted to do.

## **Over the last financial year, how many volunteers have become teachers and are still with us?**

During the financial year, we gained three teachers, two permanent and one relief. Another volunteer plans to do the TAE Cert 4 so she can apply to join the staff.





## Opening Doors for a Brighter Future with Centacare

Volunteering is a valued characteristic of the Australian identity. Active and healthy communities depend upon the work of volunteers. In this feature, we bring you the journey of Sindhuja Srirengarajan. Originally a successful and highly motivated student at Centacare, Sindhuja is now a volunteer here. Her ambition is to become a teacher.

Sindhuja and her family moved to Australia from India four years ago. She became aware of Centacare after browsing through the internet, looking at different Registered Training Organisations.

"I was keenly looking into studying something that could help me in the future," she said. "It was really close to me... I thought I would give it a go.

After being assessed for the Skills for Education and Employment (SEE) Program, Sindhuja was placed in the Advanced Computer Skills for Work Course.

"The whole course was one where everyone could do it at their own pace, and the teacher [Sujatha] was really helpful... It [the course] was really good and I got a lot of confidence," she said. "The thing I benefited from the most, was learning about [Microsoft] Excel and I even learnt about Wix software... I can even create my own blog there."

After progressing exceptionally well through the Computer Skills for Work Course, Sindhuja was offered the chance to volunteer in Centacare's SEE Program.

Over an eight-ten week period, Sindhuja undertook the Volunteering Tutor Program, where she learnt about the expectations required, adult learning principles, strategies for reading, writing, spelling and mathematics, as well as strategies for adults who are beginning to learn the English language.

"I started volunteering from the last term... It's my second term being a volunteer here, so hopefully I'll be able to volunteer here in the next term as well," she said.

So far, Sindhuja has flourished in her role as a volunteer – she is always willing to help students achieve good results.

"I'm getting even more confidence now with what I learnt in the advanced course and I'm able to help the students in the beginner's course now... You come to know about what the students are struggling with, [and] what we can [do to] come up with a study plan or something like that," she said.

From being a volunteer tutor, Sindhuja has found a new goal that she wishes to achieve.

"I have an idea to do a Certificate IV in Training and Assessment and to become a teacher here. When my child is like four-years-old, I'll be able to go study. Then maybe when I'm upgraded, I'll try look for a job at Centacare," she said.

Despite being successful with her journey, Sindhuja is deeply grateful to Centacare. "Centacare is shaping me in a really good way to help excel in the future. It's really helping me," she elaborated.

## Overcoming Adversity through Centacare

Throughout the course of history, people have overcome adversity in many ways, on their respective paths to greener pastures. In this feature, we bring you the story of Caroline Garnett, someone who came to Centacare as a way of overcoming adversity, and who has since gone on to become highly successful.

Before joining Centacare, Caroline had unfortunately lost her job at a pharmaceutical factory in Belmont. However, instead of waiting around, she went to Centrelink, where she was linked with a job provider – WorkSkil Australia. Subsequently, Caroline enrolled at South Metro TAFE, where she completed a Skills Ready course.

“It was a transitional course,” Caroline said of the TAFE course. “They had us do a couple of things on computers, but most of the time it was somebody doing it for me, because I was never a computer person,” she said.

“After that course had finished, I was then told about Centacare that had computer courses, and I thought, ‘I’m not really interested in computers, but I thought if it’s going to benefit me to get another job, or another avenue’. So yeah I started here, and I couldn’t believe that before the course even finished I actually wanted to buy myself a laptop,” she said.

Because of the success of this course, Caroline has implored others to register for the Computer Skills for Work course.

“I don’t know how many people I’ve said this to, but I wish I had done this years ago. I really do. I just never thought I would be able to. I thought ‘nah, this is for the youngsters,’” she said.

After completing the course, Caroline set about becoming a volunteer at Centacare.

“I was gobsmacked at how much I learnt, especially through Rachel [teacher] and Paul [teacher’s assistant]. That’s when I asked Rachel before the end of that first course ‘how do people become volunteers?’,” she said.

Over an eight-to-ten-week period, Caroline undertook the Volunteering Tutor Program, where she learnt about the expectations required, adult learning principles, strategies for reading, writing, spelling and mathematics, as well as strategies for adults who are beginning to learn the English language.

When asked about what she enjoys the most about volunteering, Caroline simply states “just that she can help people.”

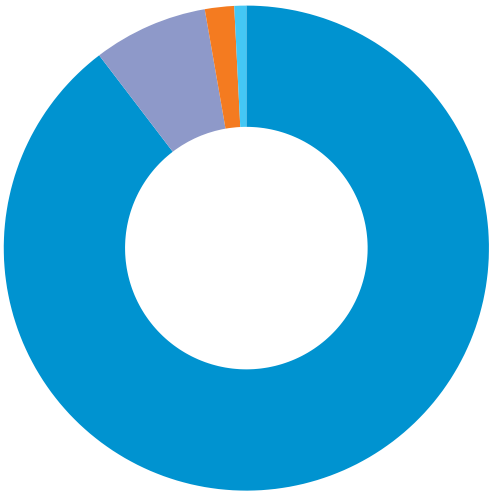
“It reminds me so much of all the years with work, when all the new people used to come in, from every walk of life, and I just enjoyed helping them learn and to train with them,” she said.

By providing students with a supportive environment, tailored instruction, and opportunities to excel, Centacare can help students develop skills and gain experiences that can help them find work or go on to further study.



# FINANCIAL REPORT

as at June 2023

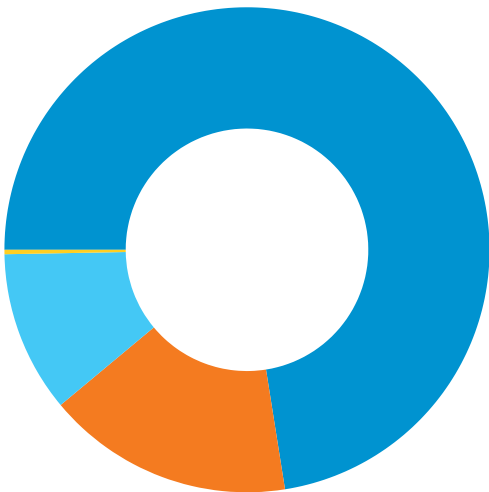
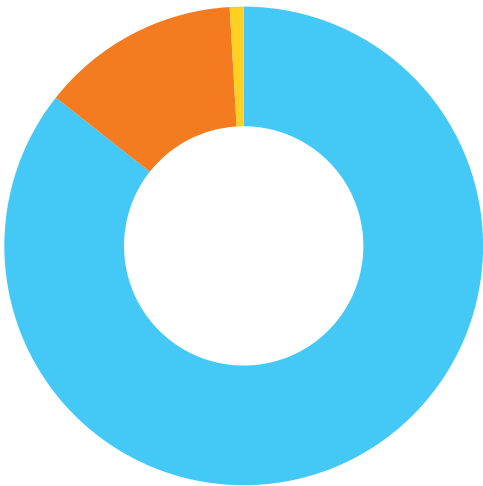


**TOTAL INCOME: \$4,010,089**

Training Services (SEE, VET & AEP)	\$3,590,148	89%
Other Income	\$305,693	8%
Archdiocesan Subsidy	\$78,042	2%
Other Grants	\$31,914	1%
Interest Received	\$2,792	<1%
Donations	\$1,500	<1%

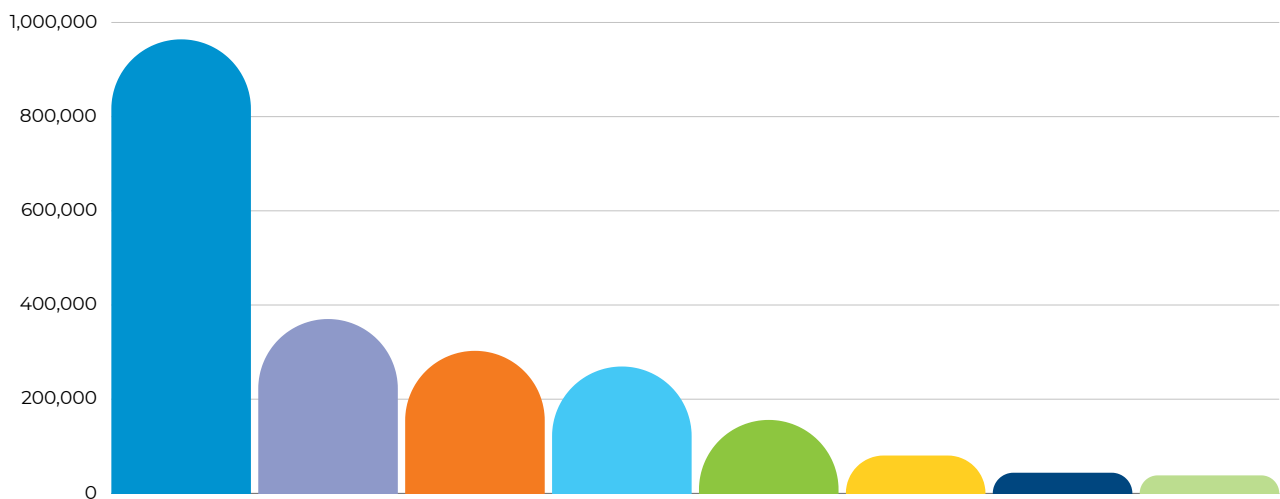
**BREAKDOWN OF TRAINING SERVICES: \$3,590,148**

SEE Program Income	\$3,074,558	86%
AEP Program Income	\$481,894	13%
VET Program Income	\$33,696	1%

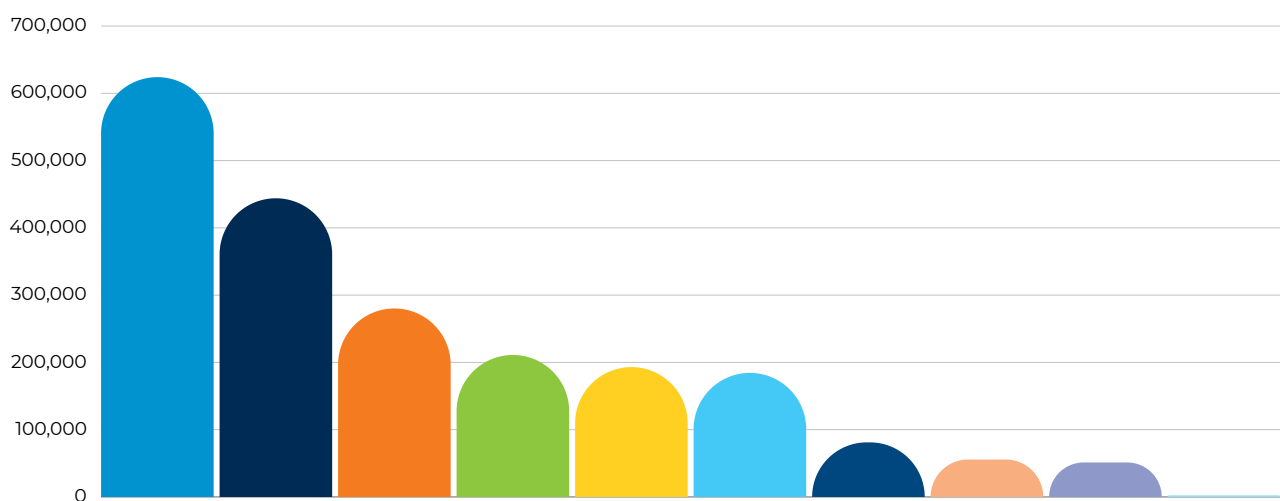


**EXPENDITURE: \$4,574,159**

Staff	\$3,313,913	73%
Service and Contracts	\$752,008	16%
Accommodation	\$491,938	11%
Low Value Assets	\$13,386	<1%
Interest Expenses	\$2,914	<1%



Land and Building	\$964,113	43%
Cash	\$370,205	17%
Right of Use Asset	\$302,654	13%
Accounts Receivable	\$269,398	12%
Computers and Office Equipment	\$155,956	7%
Other Debtors	\$80,372	4%
Leasehold Improvements	\$43,836	2%
Furniture and Fittings	\$38,190	2%



Income in Advance	\$624,032	29%
Right of the Use Liability	\$443,969	21%
Provision for Annual Leave	\$280,177	13%
Provision for Long Service Leave	\$211,032	10%
Provision for Make Good	\$193,000	9%
Creditors and Accruals	\$184,387	9%
Security Deposit Liability	\$81,098	4%
Australian Taxation Office	\$55,604	3%
CDF Line of Credit	\$51,232	2%
Lease Incentive Liability	\$2,424	<1%



**Transforming lives through education, training and employment**



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