

ANNUAL REVIEW 2017-2018



centacare
catholic support services. providing help. creating hope.



In 2018 we celebrated our 60th year making a difference in our community.

Centacare has grown to become a respected and diverse organisation, each year touching the lives of tens of thousands of Queenslanders. 2018 marked a year of positive milestones across our service areas:

- On 1 July 2017 many of our clients in Ipswich, Lockyer Valley, Scenic Rim and Somerset began their transition to the National Disability Insurance Scheme (NDIS) as part of the scheme's roll-out across the country. The NDIS represents an incredibly positive milestone for Australians with a disability. The redevelopment of our Aishling short-stay accommodation centre at Eagleby is an excellent example of how Centacare is providing support to help our clients achieve their goals and take control of their lives.
- The NDIS enhanced our pastoral ministry services, particularly in prison and psychiatric care settings, where some of the most vulnerable members of our community are eligible for support under the scheme. With funding from the Department of Health, we are working collaboratively across Centacare to provide mental health care for prisoners prior to and following their release.
- In aged care we continued to support older people to live well in their own homes and actively participate in their community. Recognising the vital role that lifestyle and encouraging independence plays in fostering the wellbeing of older people, we are focused on supporting our clients to explore new opportunities, including hydrotherapy, exercise physiology, chair meditation and social engagement with our younger generations.
- Child Care Services launched a new integrated model of service delivery through our Springfield Lakes Hub. This facility provides holistic care for children and families including before and after school care, long day care, vacation care, approved kindergarten and provision for visiting health specialists.
- We helped a growing number of individuals, couples and families manage the challenges of their everyday lives. Our annual domestic and family violence education campaign reached new heights in 2018 as we partnered with Sunshine Coast Council to host a candle lighting ceremony, bringing together thousands of people whose lives have been touched by this community issue.

Recognising our people as our most vital asset in achieving these great outcomes, I thank and applaud our staff and volunteers and the many funders, parishes, government agencies and supporters that partner with us. Finally I acknowledge Archbishop Mark Coleridge and the Vicar General Monsignor Peter Meneely for their leadership and support for all that we do.

Peter Selwood

Executive Director

2017-18 HIGHLIGHTS

60 years

making a
difference in the lives
of Queenslanders

We're privileged to support tens of
thousands of people in more than

200

locations across
South East Queensland

3,200

employees and **515** volunteers
from the Gold Coast to Hervey Bay



2.6 million

hours of support
for clients across
disability and
aged care

131

kindergartens, long day care and
outside school hours care services
supported **19,000** families by providing
education and care for children in a
community-centred environment

127

of our clients with a
disability now have NDIS plans

245

people with a disability worked toward
their goals through a range of skill-based
experiences including cooking,
painting and drama



We provided early intervention
and crisis response services to

23,000

Queenslanders affected
by domestic and family violence

7,800

older Queenslanders increased their
independence with in-home support
and community participation

50,000+

people benefited from spiritual and
pastoral support through our ministries
in healthcare, corrections and justice

3,250

Indigenous Australians were
supported through healing,
education and advocacy through
schools, parishes and remote
Queensland communities



FINANCIALS

	2013/14	2014/15	2015/16	2016/17	2017/18
	000's	000's	000's	000's	000's
INCOME	148 477	159 348	164 777	170 895	178 059
EXPENSES					
Administration	8 286	8 700	9 567	9 017	9 673
Depreciation and interest	7 144	6 746	6 450	5 710	5 282
Motor vehicles	1 832	2 106	1 658	1 162	1 281
Client services	7 644	8 226	8 888	9 556	10 136
Property & Occupancy	7 203	7 093	7 572	7 443	8 351
Staff costs	116 987	120 057	124 216	134 368	145 343
TOTAL EXPENSES	149 096	152 928	158 351	167 256	180 066
SURPLUS/(DEFICIT)	(619)	6 420	6 426	3 639	(2 007)

The operations of Centacare include Centacare Administration Services (CAS). This entity provides services that are not considered to be of a public benevolent nature. CAS maintains separate, audited financial statements and operations in compliance with taxation rulings. The table above includes the operations of both Centacare and CAS and is provided for general information purposes only. Full financial statements are available for both entities through the Australian Charities and Not-for-profits Commission. Visit www.acnc.gov.au



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