

# ANNUAL REVIEW 2018-2019





# EXECUTIVE DIRECTOR'S REVIEW

I am incredibly proud of our achievements this year and the commitment of our teams in supporting the needs of our community.

- Through our experience, knowledge and commitment to aged care and disability support, we are focused on making a positive contribution to the outcomes of the royal commissions. We welcome the opportunity for people to share their stories and contribute to real and lasting reforms. During the year, we submitted a response to the Royal Commission into Aged Care Quality and Safety and will seek to do the same for the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.
- We introduced Catholic Early EdCare, a vibrant new brand for our child care services. The new name and positioning statement, 'watch them grow', reflects our approach to early education and care and the aspirations that families have for their children. A new integrated service, offering kindergarten and outside school hours care opened at Yarrabilba and three more are planned or under construction at Coomera, Redbank Plains and Bli Bli. These services will include community spaces for visiting health professionals and local community groups.
- Working closely with clients and their families we transitioned over 1,000 eligible clients to the NDIS, giving them the opportunity to take advantage of the flexibility that the NDIS provides.
- Dementia is a key health issue in Australia and this year we increased the number of Memory Cafes, a safe space where people with dementia and their carers can be themselves, share stories and seek support from like-minded people. We also opened an independent living house for people with younger onset dementia.
- We continued to provide much needed pastoral care for seafarers, prisoners, patients in hospitals and those living with a mental illness. Murri Ministry made a positive difference to Indigenous communities in Queensland by expanding their activities in schools, parishes and community agencies.
- With the support of our donors and partners, we provided high quality accommodation and ongoing support for families impacted by domestic and family violence.

I would like to thank our staff and volunteers for their great work, as well as the parishes, government agencies, stakeholders and supporters who help us to make a difference in people's lives. I would also like to acknowledge the support and leadership of the Centacare Council, Archbishop Mark Coleridge and the Vicar General Monsignor Peter Meneely.

Peter Selwood  
Executive Director



# 4,429

people living with or at risk of developing a mental illness received a range of support services.



# 22,916

Queenslanders affected by domestic and family violence received early intervention and crisis response services.



# 8,362

older Queenslanders accessed services to help them live well in their home and community.



# 12,992

aged care and disability clients received home maintenance and modification support to help maintain their independence.

# 1,460

of our clients with a disability now have a NDIS plan.



# 2,720,724

hours of support for disability and aged care clients.

# 3,400

Indigenous Queenslanders were supported through healing, education and advocacy across schools, parishes and remote communities.



In March 2019 we introduced a vibrant new brand for Centacare Child Care Services

# CATHOLIC EARLY ED CARE



The new brand is an expression of our overarching intent and approach to early education and care. It reflects the way we help nurture children to grow in all kinds of ways.

26,701

children were able to connect, grow and discover at 138 long day care, kindergartens and outside schools hours care services.

At Catholic Early EdCare, our aim is to help your child blossom and grow – individually, creatively, socially, confidently, spiritually and respectfully.





# FINANCIAL SUMMARY

	2014/15	2015/16	2016/17	2017/18	2018/19
	000's	000's	000's	000's	000's
<b>INCOME</b>	<b>159 348</b>	<b>164 777</b>	<b>170 895</b>	<b>178 059</b>	<b>187 591</b>
<b>EXPENSES</b>					
Administration	8 700	9 567	9 017	9 673	10 696
Depreciation and interest	6 746	6 450	5 710	5 282	5 454
Motor vehicles	2 106	1 658	1 162	1 281	1 227
Client services	8 226	8 888	9 556	10 136	11 851
Property and occupancy	7 093	7 572	7 443	8 351	9 062
Staff costs	120 057	124 216	134 368	145 343	151 982
<b>TOTAL EXPENSES</b>	<b>152 928</b>	<b>158 351</b>	<b>167 256</b>	<b>180 066</b>	<b>190 272</b>
<b>SURPLUS/(DEFICIT)</b>	<b>6 420</b>	<b>6 426</b>	<b>3 639</b>	<b>(2 007)</b>	<b>(2 681)</b>

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](http://www.acnc.gov.au)