

ANNUAL REVIEW 2019-2020



centacare
catholic support services. providing help. creating hope.



EXECUTIVE DIRECTOR'S REVIEW

I am deeply proud of the efforts of all Centacare and Catholic Early EdCare employees and volunteers during the 2019-20 year. I would also like to acknowledge the invaluable support and leadership received from the Centacare Council, Archbishop Mark Coleridge and the Vicar General Monsignor Peter Meneely. We achieved many positive milestones in our efforts to continually improve our service offerings. Looking back though, this will be a year remembered for the advent of the COVID-19 pandemic, and the determination, creativity and care demonstrated by the Centacare family as we sought to support our clients, families and local communities, and each other, in entirely new circumstances.

- Catholic Early EdCare grew its services across the Archdiocese with the opening of Good Samaritan Kindergarten and an outside school hours care at Bli Bli as well as a hub alongside newly-established Brisbane Catholic Education School St Ann's at Redbank. Additional outside school hours care services were opened at Sunshine Beach and Woody Point.
- We introduced our new Customer Experience program, and began regular surveys to find out about the experiences and perceptions of our age care and disability clients. Already, we have been able to apply their feedback to improve our service offering.
- We found new ways to provide services and ensure our clients remained supported and connected throughout the COVID-19 lockdown period. More individualised services and online programs were introduced to support our aged care, housing and disability clients. Our pre-marriage education programs also moved to an online format, enabling young couples to continue with preparation for their nuptials.
- We worked closely with our clients to provide much-needed support for those experiencing domestic and family violence, especially throughout the COVID-19 lockdown period. During this time the number of complex cases doubled in comparison to FY 2018-19. Our team of practitioners worked around the clock to reduce the risk to clients through security checks, safety planning and crisis accommodation.
- More than 270 employees and volunteers across Pastoral Ministries dedicated their time to supporting 22,800 members of the community through their many services including Stella Maris, Prisoner Services, Prison Chaplaincy, Court Support, Hospital Chaplaincy, Catholic Psychiatric Pastoral Care and Murri Ministry.
- More than 670 donors from our Catholic community gave generously to support people experiencing domestic and family violence and homelessness. Our Pastoral Ministries services were also supported by the generous contributions from our donors.

I congratulate and thank everyone who quickly adapted to the disruption caused by COVID-19 from late March and worked tirelessly to pivot our offerings to ensure the tens of thousands of people we care for across South East Queensland continued to receive the very best support services.

Peter Selwood
Executive Director



9,219

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

17,720

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



1,624

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



14,885

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

2,519

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

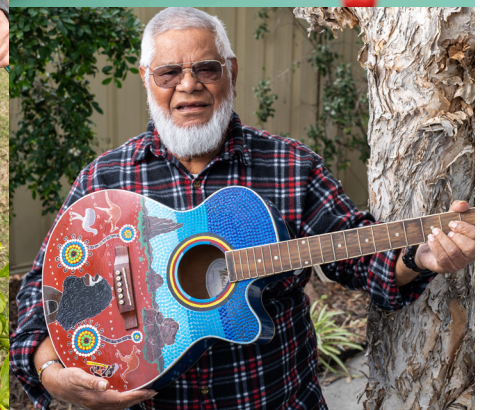


2,689,837

hours of support for disability and aged care clients.

3,250

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



CATHOLIC EARLY ED CARE



Working in partnership, Xavier Children's Support Network and Catholic Early EdCare developed a program to support children with complex disabilities access mainstream early education and care in South East Queensland. With one-on-one support provided by a Xavier Support Worker children attend a Catholic Early EdCare long day care or kindergarten where they enjoy the same opportunities as other children their age and develop lasting friendships. In 2019 Xavier and Catholic Early EdCare supported three children through this program.

25,806

children were able to connect, grow and discover at 128 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.

 **Catholic Early EdCare**
WATCH THEM GROW



FINANCIAL SUMMARY

	2015/16	2016/17	2017/18	2018/19	2019/20
	000's	000's	000's	000's	000's
INCOME	164 777	170 895	178 059	187 591	216 715
EXPENSES					
Administration	9 567	9 017	9 673	10 696	10 796
Depreciation and interest	6 450	5 710	5 282	5 454	7 756
Motor vehicles	1 658	1 162	1 281	1 227	970
Client services	8 888	9 556	10 136	11 851	12 953
Property and occupancy	7 572	7 443	8 351	9 062	7 268
Staff costs	124 216	134 368	145 343	151 982	170 109
TOTAL EXPENSES	158 351	167 256	180 066	190 272	209 852
SURPLUS/(DEFICIT)	6 426	3 639	(2 007)	(2 681)	6 863

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