

# Annual Review 2020-21

aged care

community & pastoral care

disability care

early edcare

family & relationship care



centacare

Care is our calling.



# Executive Director's Review

Responding to the growing and changing needs of our clients and families with compassion and care has been the hallmark of Centacare's service in the community. This approach was more important than ever in 2020-21 as we continued to grapple with the challenges of the pandemic.

- Our aged care and disability care teams did a fantastic job, welcoming our clients to return safely to group and community-based services in line with the easing of COVID-19 restrictions in late 2020. Our ever-popular drama program was enhanced with the introduction of our RAD (Real and Diverse) theatre group for people with a disability in the Brisbane North region. Older clients across many regions benefited from the introduction of an evidence-based 12-week exercise program, which they undertake from their homes with their support workers.
- Catholic Early EdCare continued to grow its services in line with the needs of our community. This included the introduction of before and after kindergarten care at some sites and the opening of a number of new services including a purpose built community hub at Coomera and new outside school hours care services at Crestmead and Graceville.
- The safety of women and children has been disproportionately affected by the pandemic, with the number of people seeking early intervention and crisis response services up by almost 60% over 2019-20. Our services continued their strong collaboration with Queensland Police and with the support of our donors and partners, we provided high quality accommodation and ongoing support for families impacted by domestic and family violence.
- The co-location of our family relationship centre alongside a range of other family and relationship services at Fortitude Valley allowed our practitioners to support people experiencing complex issues more quickly.
- COVID-19 presented significant challenges for pastoral and spiritual carers, with continued limited access to prisons, hospitals, ships and mental health support services. Despite these limitations, we have witnessed growth in some ministries as new volunteers came forward to receive training, responding to the Gospel call to offer their time and talents for the critical work of chaplaincy.

I praise the commitment and resilience of our staff and volunteers, those serving on the frontline and those working tirelessly behind the scenes to ensure our clients and families receive the very best support services. We achieved many positive milestones in our efforts to continually improve our service offerings.

I would also like to acknowledge the invaluable support and leadership received from the Centacare Council and Archbishop Mark Coleridge. I thank Monsignor Peter Meneely, who retired as Vicar General in 2021, for his service and welcome Bishop Ken Howell, who assumed the role in his place.

Peter Selwood  
Executive Director





# 8,008

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

# 28,265

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



# 1,563

people with a  
disability accessed  
services to help  
them live the life  
they choose.



# 11,864

people received home maintenance and modification support to help maintain their independence.

# 1,289

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



# 2,590,716

hours of support were provided to older people and people with a disability.

# 3,250

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



# CATHOLIC EARLY ED CARE



This year our business continuity systems proved crucial, enabling us to transform the way we work and respond to the needs of our clients and families in an uncertain environment. At Catholic Early EdCare, an enormous amount of work happened behind the scenes to ensure our services remained open through a number of lockdowns, providing education and care for children whose parents work in essential roles. Our front line educators showed incredible commitment and resilience, working with the added challenges of social distancing, increased cleaning protocols and strict arrival and departure policies to provide safe spaces and support for children and families.

**28,950**

**children were able to connect, grow and discover at 129 long day care, kindergarten 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

	2016/17	2017/18	2018/19	2019/20	2020/21
	000's	000's	000's	000's	000's
<b>INCOME</b>	<b>170 895</b>	<b>178 059</b>	<b>187 591</b>	<b>216 715</b>	<b>217 755</b>
EXPENSES					
Administration	9 017	9 673	10 696	10 796	11 431
Depreciation and interest	5 710	5 282	5 454	7 756	7 735
Motor vehicles	1 162	1 281	1 227	970	876
Client services	9 556	10 136	11 851	12 953	14 092
Property and occupancy	7 443	8 351	9 062	7 268	8 151
Staff costs	134 368	145 343	151 982	170 109	171 905
<b>TOTAL EXPENSES</b>	<b>167 256</b>	<b>180 066</b>	<b>190 272</b>	<b>209 852</b>	<b>214 190</b>
<b>SURPLUS/(DEFICIT)</b>	<b>3 639</b>	<b>(2 007)</b>	<b>(2 681)</b>	<b>6 863</b>	<b>3 565</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)