

Annual Review 2021-22



centacare
Care is our calling.



Executive Director's Review

Our teams continued to display incredible commitment and resilience in 2021-22, particularly in preparing for and addressing the challenges associated with the reopening of Queensland's borders. Across aged care, community and pastoral care, disability care, EarlyEdCare and family and relationship care, the safety and wellbeing of the people we support continued to be our highest priority.

Our Stella Marris team gradually returned to visiting ships at the Port of Brisbane, distributing care packs, SIM cards and transporting seafarers off ships for some much-needed respite. To make the most of available resources Stella Maris now co-locates its service with Mission to Seafarers at the Brisbane Seafarers Centre.

Thanks to the generosity of our donors, our prisoner post release service was able to walk alongside those who had experienced periods of isolation and disruption to their services while in prison during COVID. Donated funds were used to employ an additional case worker and assist with rehabilitation and reintegration in the community.

In April 2022, we welcomed the Attorney-General Shannon Fentiman at the opening of our new Southport hub. The hub is a valuable addition for Gold Coast residents, providing a single location for women, children and families to access a range of specialist services including family law counselling, family dispute resolution, family and relationship counselling and domestic and family violence support.

The hub also serves as an administration centre for our aged care and disability care services in the Logan Gold Coast region and is a good example of the work we are doing behind the scenes at Centacare to improve the quality and consistency in how we support clients across our services, particularly for those with complex needs.

Redeveloping Catholic Early EdCare's service management framework throughout the past year strengthened our capability and capacity and enabled us to manage for the future efficiently and effectively. This included reframing management roles to focus on service delivery, supported by roles including those for policy, quality and practice. The redesign of CEEC provides a more comprehensive approach, tailored to individual service needs.

In August 2021 we introduced a new way of telling our story and a new brand promise – It's more than care, it's a calling. I'm pleased to say that this work, which included a fresh new look and a new website, has resonated with our communities and particularly, our clients, who consistently tell us how much they appreciate our caring approach.

By all accounts, Centacare is making a difference in people's lives and I sincerely thank our people, our frontline teams and those in support functions for their continued commitment to delivering a great experience.

I would also like to acknowledge the invaluable support and leadership received from the Centacare Council, Archbishop Mark Coleridge, Bishop Ken Howell and Bishop Tim Norton.

Peter Selwood
Executive Director





11,907

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



21,764

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



1,257

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





1,159

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



10,429

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



Aligned to our Reconciliation Action Plan, we found creative ways to demonstrate our hopes for reconciliation during National Reconciliation Week. Children from Catholic Early EdCare services created hundreds of hands of commitment, which were placed on the lawn at St Stephen's Cathedral.

2,340,484

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



CATHOLIC EARLY ED CARE



This year we continued to support communities, opening a new Hub at Merrimac, which is co-located with the newly established Star of the Sea Primary School.

In addition we worked in partnership with the Corinda Graceville Catholic Parish to re-establish an Outside School Hours Care service at Christ the King Primary School, Graceville.

30,228

children were able to connect, grow and discover at 130 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

	2017/18	2018/19	2019/20	2020/21	2021/22
	000's	000's	000's	000's	000's
INCOME	178 059	187 591	216 715	217 755	225 585
EXPENSES					
Administration	9 673	10 696	10 796	11 431	12 300
Depreciation and interest	5 282	5 454	7 756	7 735	7 222
Motor vehicles	1 281	1 227	970	876	984
Client services	10 136	11 851	12 953	14 092	15 957
Property and occupancy	8 351	9 062	7 268	8 151	8 847
Staff costs	145 343	151 982	170 109	171 905	176 955
TOTAL EXPENSES	180 066	190 272	209 852	214 190	222 265
SURPLUS/(DEFICIT)	(2 007)	(2 681)	6 863	3 565	3 320

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