

Annual Review 2022-23



centacare
Care is our calling.



Executive Director's Review

Our teams displayed incredible commitment and resilience in 2022-23, as we continued on a significant change journey to respond to government and market changes and deliver on our promise that 'it's more than care, it's a calling'.

- We embarked on a process to move to client-based service streams that maintain distinct focus for disability and aged care support. Specialising our workforce will ensure we are well-placed to satisfy the requirements of differing legislative and regulatory environments with a consistent and well-defined service delivery approach that integrates our expertise and support across services.
- In December 2022, we opened a new service hub at Hervey Bay, collocating the administration of services in aged care, disability care, homelessness support services and family and relationship services on one integrated site and bolstering much needed services for the Fraser Coast community.
- Catholic Early EdCare continued to grow its services in line with the needs of our community, completing 15 successful applications to increase licensed places in Outside School Hours Care services. In line with our commitment to provide a safe environment for our people, we undertook a significant piece of work to engage with families around our Safe Conduct Agreement. This has contributed to a strong culture of safety across our services.
- The importance of an ongoing conversation in putting an end to domestic violence cannot be underestimated and in May 2023, we continued our vital awareness and education work in the community – holding our 10th annual march and candlelight vigil at Maroochydore and installing the Brisbane CBD's first Red Bench on the grounds of St Stephen's Cathedral.
- Pastoral Ministries continues to attract and sustain Catholic women and men to work and volunteer in hospitals and prisons as representatives of the Archdiocese of Brisbane. As a faith based organisation we believe that pastoral and spiritual care is an integral part of the continuum of care people require over their lifetime and ongoing learning and faith formation for our chaplains and pastoral carers was a key piece of work for us this year.

I thank our staff and volunteers for their continued dedication to putting the people we support at the heart of everything we do.

I would also like to acknowledge the invaluable support and leadership received from the Centacare Council and Archbishop Mark Coleridge. I thank Bishop Ken Howell, who retired as Vicar General in 2023, for his service.

Peter Selwood
Executive Director

Cover image: Good friends and regulars at our Waminda Social and Community Hub, Alwyne, Aunty Barb and Aunty Heather come together for a country and western-themed barbeque during Seniors Month.





1,993

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

10,673

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



17,004

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



9,482

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

Aligned to our Reconciliation Action Plan, we introduced a new cultural polo shirt that our team members are proudly wearing as part of their suite of uniforms.



2,036,386

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

CATHOLIC EARLY ED CARE



This year we continued to refine our management framework to include a greater focus on organisational citizenship, service centric support and recognition of employees and their engagement in the organisation. This work included an employee engagement survey, the insights of which have laid the groundwork for a program of positive change designed to ensure our people feel valued and supported and part of a culture they are proud of.

30,851

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

	2018/19	2019/20	2020/21	2021/22	2022/23
	000's	000's	000's	000's	000's
INCOME	187 591	216 715	217 755	225 585	223 991
EXPENSES					
Administration	10 696	10 796	11 431	12 300	12 809
Depreciation and interest	5 454	7 756	7 735	7 222	8 237
Motor vehicles	1 227	970	876	984	1 067
Client services	11 851	12 953	14 092	15 957	17 481
Property and occupancy	9 062	7 268	8 151	8 847	7 708
Staff costs	151 982	170 109	171 905	176 955	179 422
TOTAL EXPENSES	190 272	209 852	214 190	222 265	226 724
SURPLUS/(DEFICIT)	(2 681)	6 863	3 565	3 320	(2 733)

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