

# 2017

## ANNUAL REPORT



“I found the course really good; I got a lot of experience and learned so much. I’m so glad I chose to do this course because I know there are so many other choices and pathways I can take now.

I’d like to get a job from this, and perhaps pursue other pathways like enrolled nursing. There are so many opportunities later on down the track but at the moment I’d really like to find work and get a bit more experience”

**Iain**

*Graduate – Certificate III  
in Individual Support (Ageing)*

**Right:** Iain recently completed his Certificate III in Individual Support (Ageing) and now has aspirations to find work and get more experience in the industry before moving on to further study.



# CONTENTS

<b>About Us .....</b>	<b>4</b>
<b>Guiding Principles.....</b>	<b>7</b>
<b>Report from the Chair.....</b>	<b>8</b>
<b>Executive Director’s Report.....</b>	<b>10</b>
<b>Board Members.....</b>	<b>12</b>
<b>Achievements by Business Unit .....</b>	<b>16</b>
Youth Jobs PaTH.....	16
Vocational Education and Training .....	19
Skills for Education and Employment .....	21
Corporate Services.....	24
 <b>FINANCIAL BREAKDOWN</b>	
<b>Income .....</b>	<b>30</b>
<b>Breakdown of Training Services .....</b>	<b>31</b>
<b>Expenditure.....</b>	<b>32</b>
<b>Total Assets .....</b>	<b>33</b>
<b>Total Liabilities .....</b>	<b>34</b>

## ABOUT US

**Established in 1976, Centacare Employment and Training is a not-for-profit registered training organisation that has been delivering high quality education, training and employment programs for over 40 years.**

Centacare offers flexible education and employment programs and fully accredited industry training courses, specifically for disadvantaged members of the community who are looking to learn new skills or obtain the qualifications necessary to go on to further study, training or employment.

Centacare welcomes people of all ages from a wide range of cultural backgrounds to join our multicultural student population, including youth,

migrants and refugees, and Indigenous and non-Indigenous Australians.

At Centacare we pride ourselves on providing our students with a safe and supportive learning environment in which they can develop the skills, confidence and independence necessary to broaden opportunities for work and secure a sustainable economic future for themselves.

Centacare's suite of courses and programs include the Skills for

Education and Employment (SEE) program, several Certificate III qualifications delivered as part of our Vocational Education and Training (VET) program, and our Employability Skills Training (EST) course, which is delivered as part of the Youth Jobs PaTH program.

Our training and employment programs are delivered from several locations including our head office in West Perth and other training sites in Joondalup, Cannington, Gosnells and Fremantle.





Above: Isaac (left) and Shaun (right) both attended Centacare's first Employability Skills Training (EST) course in May 2017. Isaac subsequently found employment and Shaun was accepted into an internship following completion of the course.

OUR  
VISION:

TO TRANSFORM  
LIVES THROUGH  
EDUCATION,  
TRAINING AND  
EMPLOYMENT.

# GUIDING PRINCIPLES

**Centacare aims to deliver effective, equitable and non-discriminatory education, training and employment support, focused on achieving positive, sustainable and life-changing outcomes for our students.**

## MISSION

Centacare Employment and Training provides quality, individualised employment, training and support services to unemployed job seekers in a manner consistent with our Christian ethos, which encourages students to regain and sustain their dignity and work towards building an economic and social livelihood for themselves.

## VALUES

As an organisation, we value:

### Respect

Centacare's culture is built on the premise of respect for the dignity, diversity and contribution of

each person and we operate with consideration and the utmost regard for the feelings, wishes, rights and beliefs of all with whom we come into contact.

### Equity and Justice

Centacare seeks to provide equal access and opportunity for all. We are motivated by clarity of purpose, understanding and the desire to support the aspirations of our students.

### Inclusion

Centacare is a community-based organisation, embracing and encouraging a sense of belonging for all of our students.

### Empowerment

Optimism, commitment, steady persistence and patience are fundamental traits that we look for in our teaching staff. A clear focus on outcomes-based, individualised lesson and programme planning ensures our students achieve to their full potential.

### Integrity

Centacare is guided by moral principle and a commitment to operating in an environment of honesty, openness and transparency.

# REPORT FROM THE CHAIR

**It gives me great pleasure to report on another year of accomplishments, milestones and challenges for Centacare Employment and Training.**

## THE YEAR IN REVIEW

This financial year has seen many significant ups and downs for Centacare Employment and Training. The organisation has experienced both challenges and accomplishments, which have allowed us to showcase our versatility, dynamism and dedication to our cause.

In November 2016, Centacare saw the loss of the Skills for Education and Employment (SEE) contract for the Perth North Metropolitan Region. This unfortunately resulted in the eventual closure of some of Centacare's training sites and the loss of a number of valued staff. Despite this, the organisation responded remarkably and has adapted to the recent changes. We have successfully limited the number of staff redundancies and have maintained our position in the education and training sector as a high quality provider.

Centacare has also seen many triumphs as we continue to deliver the SEE program in Perth's south, with plans to expand and deliver the program from new locations in this region in the coming months. Centacare has already begun delivering the SEE program from a new site in Fremantle, which marks the beginning of our expansion in this region.

Another positive outcome for Centacare this year was the acquisition of the Youth Jobs PaTH contract. This was a fantastic achievement for the organisation; after going through a rigorous tendering process, Centacare won the contract and began delivering the program in May 2017, with impressive results so far.

Centacare has also expanded our Vocational Education and Training (VET) program by adding a new Disability specialisation to the Certificate III in Individual Support, allowing us to diversify our scope of courses. Centacare's VET program has seen further diversification with an expansion of the student eligibility criteria for all of our Certificate III qualifications. These changes have resulted in an increase in student numbers and an increase in the number of industry training courses we run during the year – a great success for the program.

Despite what has been a challenging year for Centacare, we have continued to achieve many exciting and positive outcomes for our students and members of the wider community, maintaining our reputation as a leading service provider in the training and education sector. Centacare

*Between 1 July 2016 and 30 June 2017, the Board of Management for Centacare Employment and Training met on 10 occasions.*



remains steadfast in its values and we continue to strive towards our vision to “transform lives through education, training and employment”.

### WITH THANKS

On behalf of the Board, I would like to thank our Executive Director, Lee-Anne Phillips, and her team of dedicated staff and volunteers who work tirelessly to fulfil our mission.

I would also like to thank members of the Board for their invaluable input and guidance throughout the year, our business partners and associates for their ongoing support, and of course our students for their continuous hard work

and determination, which is an inspiration to all of us here at Centacare.



A handwritten signature in black ink that reads "Gwen Wood".

**Gwen Wood**  
CHAIR

**Right:** Centacare’s Chair, Gwen Wood (left), and Executive Director, Lee-Anne Phillips (right), at the organisation’s 40th Anniversary Celebration.



## EXECUTIVE DIRECTOR'S REPORT

**The past twelve months can be best described as a time of transition for Centacare Employment and Training, and we can look back with pride as we continued to respond to the changing environment.**

Despite our exemplary service delivery, Centacare recently encountered setbacks from the loss of significant funding. Nonetheless, we forged ahead with resilience and tenacity, expanding our services in the Perth south contract region and further diversifying our training and education programs.

In 2016 we celebrated 40 years of delivering quality education and training services. Despite major shifts in government policy, social perspectives and economic outlooks, we remain focused on our strong belief in the widespread benefits of providing for the disadvantaged, and will continue to achieve our mission “to transform lives through education, training and employment”.

Centacare and the Board have an ambitious strategic plan, which will ensure we continue to create opportunities for disadvantaged people into the future. The plan will also see the implementation of a new digital strategy, which includes a mobile responsive

website, a staff extranet and a customer relationship management (CRM) system.

Centacare’s client focus has expanded this year with the success of the Youth Jobs PaTH program. We are experiencing increased youth engagement and the program is beginning to show good results. Further participation in our VET courses is increasing and the outcomes are outstanding; we have achieved a 95% student satisfaction rating and an 84% course completion rate.

Centacare’s networks and relationships with our industry partners are now more important than ever. Our partners who also operate under the Catholic Archdiocese of Perth are beginning to work together more collaboratively and the support of new committees being instigated by the Archbishop are appreciated.

I extend my gratitude to the Board, who have worked diligently to align the organisation with our commitment to review strategic direction, while also ensuring a governance-focused

approach. It has been a challenging year that has required tough decisions, but we have emerged strong and optimistic about the future.

The staff at Centacare are an incredible vault of knowledge, experience and innovation and I am reminded daily of their commitment to the people we serve. The organisation has an outstanding reputation in the community and it is all credited to our wonderful staff. I sincerely thank you all for your ongoing support and dedication to our cause.



**Lee-Anne Phillips**  
EXECUTIVE DIRECTOR





**Above:** To celebrate NAIDOC Week in 2017, Centacare's SEE students learned about Aboriginal culture and tried their hand at traditional Aboriginal art.

## BOARD MEMBERS



### GWEN WOOD

#### Chair

Gwen was appointed to the Board of Centacare Employment and Training in November 2005 and was elected Chair of the Board in November 2013.

Now retired, Gwen was previously a Manager in the Department of Health. Her expertise in the outsourcing of Health services through contracts to the community sector has particular relevance to her role with Centacare.

Prior to this, she was a Lecturer and Program Manager in Vocational Education and Training (VET).

Gwen has considerable knowledge and experience with the not-for-profit sector, bringing valuable expertise to the position of Chair. She has double degrees in Education and Psychology and a Post Graduate Diploma in Business.



### DR JAYA DANTAS

#### Board Member

Dr Jaya Dantas is Professor of International Health and Director of Graduate Studies in Health Sciences at Curtin University in WA. Her research focusses on refugees and migrant health and education, gender issues and social inequalities.

Jaya has worked for 30 years in India, Kenya, Uganda, Rwanda, Australia, Timor Leste, Sri Lanka and Singapore. She is a passionate advocate for education of women and youth and has been a foster carer with the Department of Child Protection since 2002.

As a migrant woman and global educator, she contributes expertise in education, gender, and health. She believes in education and capacity building as a means of empowering people.

Jaya has a Master's degree from India, and holds a PhD from Curtin University.



**PAT DOODY****Board Member**

Pat is a fellow of the Society of Certified Practicing Accountants with 36 years' experience in corporate, international and retail banking, both here in Australia and overseas.

Pat has held senior positions with Bankwest and the ANZ Bank and has been a Director and the Chief Executive Officer of Business In The Community Ltd. He is also active in a number of other community initiatives and is a member of the Finance Committee and Parish Council at his parish of St Lawrence in Balcatta.

Pat is a longstanding member of the Finance Committee and a Governor of the Arthritis Foundation of WA.

**ANELORE (ANN) ANDERTON****Board Member**

Ann has extensive experience in the education sector, having previously worked as a teacher, lecturer and tutor at universities, TAFE, a private college and state secondary schools.

Ann has also worked in a variety of roles, authored textbooks and contributed as a Syllabus Committee member, moderator and examiner for the Curriculum Council.

Ann holds a Bachelor of Education, Graduate Diploma of Applied Science (Computing) and Master of Educational Leadership.

## BOARD MEMBERS



### LUCAS WILK

#### Board Member

Lucas is a legal practitioner with over 20 years' experience, specialising in litigation, arbitration, alternative dispute resolution and insolvency.

His clients include Australian listed companies, multinational corporations, foreign clients and local and international banks.

Lucas holds a Bachelor of Laws with Honours and a Bachelor of Commerce (Accounting major).



### JASON RAFTOS

#### Board Member

Jason is a barrister who practises primarily in the areas of employment, industrial, discrimination and migration law, and occupational health and safety.

He has acted for domestic and international clients from the mining, oil and gas (offshore and onshore), manufacturing, maritime, financial services and vehicle industries, together with education, and all levels of government.




## GARY JACKSON

### Board Member

Gary has 13 years' experience within sales, marketing, recruitment and business growth, gained in both Australian and UK markets.

He has worked with small and medium sized enterprises and corporate and public sector organisations, providing consultancy and guidance on staffing requirements, organisational structures, skill gaps and succession planning, as well as offering specialist insights into people across competency, capability, motivational drivers and culture.

Gary is currently part of the Senior Leadership team with Hays Specialist Recruitment, driving the performance of a team of consultancy service specialists across Corporate Services within all public, private, healthcare, education, and NFP sectors in Western Australia.



**Right:** Centacare's dedicated volunteers run regular free Basic Computing Classes for those who need to improve their computer literacy - everyone is welcome!

## ACHIEVEMENTS BY BUSINESS UNIT

### YOUTH JOBS PATH

One of Centacare's biggest accomplishments of this financial year was the acquisition of the Youth Jobs PaTH contract. In early 2017, Centacare applied to deliver Employability Skills Training (EST), which makes up the 'Prepare' element of the Australian Government's Youth Jobs PaTH initiative.

After undergoing a rigorous tendering process, Centacare successfully won the tender for the entire Perth metropolitan region – a significant achievement.

EST is a program designed to equip unemployed job seekers aged 15 to 24 with the skills they need to successfully obtain and maintain a job. Training is delivered face-to-face in two blocks of three weeks each.

Block One focuses on developing workplace skills to help participants meet the expectations of employers, including communication, teamwork,

time management, problem solving and additional technology skills.

Block Two focuses on career development and job preparation, where students learn how to apply for jobs, write resumes and cover letters, and respond to selection criteria.

Centacare also organises for professionals from various industries to do presentations for our students to help them explore new opportunities and possibilities for their future careers.

Centacare began delivering the EST course in May 2017 from our head office in West Perth and have expanded in late 2017 to deliver at our training sites in Mirrabooka and Joondalup. We have plans to expand the delivery of the program even further in the coming year, with discussions currently underway to deliver the program in Perth's south metro area.

Although we are still in the early stages of delivering the program, we

have seen excellent results so far and have achieved a course completion rate of 75%.

We have received lots of positive feedback from students who have participated in the EST course and we often hear success stories from our past students, many of whom have successfully secured employment or an internship.

We are delighted at the new opportunities the Youth Jobs PaTH program has brought Centacare to increase youth engagement and contribute to improving the employment outlook for young people in our state. We look forward to watching the program continue to grow in the coming year.







Above: Centacare's very first EST course was a great success and several participants found work during or after they completed the course.





Above: The introduction of the Disability specialisation to Centacare's Certificate III in Individual Support has been very successful to date.

## VOCATIONAL EDUCATION AND TRAINING

2016/17 has been a busy year full of growth and success for Centacare's Vocational Education and Training (VET) program. We have seen significant expansion in several areas as we continue to follow the organisation's strategic plan, diversifying our scope and growing the program.

Over the course of the year, the number of students participating in VET courses increased by 11%. This growth is a reflection of the efforts of the Centacare team over the past year and has resulted in a need to increase the frequency of our courses and employ additional staff in order to support the expansion of the program.

In addition to the steady growth Centacare's VET program has experienced this year, the course completion rate for the 2016 calendar year was 84% and our overall student satisfaction rating was also very high at 95% – a result which we are very proud to report.

## EXPANDING OUR HORIZONS

### Expansion of student eligibility criteria

In early 2017, Centacare successfully applied to be appointed to the Provider Panel for Priority Industry Training (PIT). This has opened up new funding opportunities and has allowed us to broaden the eligibility criteria for Certificate III in Individual Support.

Centacare also successfully applied to add job seekers, Indigenous and Torres Strait Islander people to our scope of eligibility for our Certificate III courses, both Individual Support and Business.

These additions have resulted in a significant increase in student enrolments and have allowed us to diversify our student cohorts. We are very excited to have better opportunities to deliver industry

training to more people in need within the community as we work towards achieving our vision.

### Supporting our growth

Centacare's Certificate III in Individual Support (Ageing) experienced significant expansion in 2017 as we increased the frequency of this course by 50% to accommodate our growing student numbers.

We have also increased the number of work placement providers for our Certificate III courses in both Individual Support and Business to support this growth.

95%  
Student  
Satisfaction  
Rating

84%  
Course  
Completion  
Rate

### Disability added to scope

In 2017, Centacare introduced Disability as a new specialisation to Certificate III in Individual Support. The first class began their studies in April 2017, with the students completing their work placement and achieving their qualification in early August.

Following the success of 2016, we have continued our strong working partnership with fellow Catholic Archdiocese of Perth agency and disability services provider, Identitywa. The organisation now regularly uses Centacare's training facilities to upskill their staff; the most recent group enrolled in Certificate III in Individual Support (Disability) in April 2017.

Identitywa have also graciously agreed to be Centacare's work placement provider for our Disability students, allowing them to complete the 120-hour work experience component of their studies with the organisation and prepare them for employment.

The employment outlook for our first group of students to achieve their Certificate III in Individual Support (Disability) is very positive, with most of the students currently waiting to receive confirmation of jobs from various disability service providers.

Initial feedback about the new Disability specialisation from students, trainers and work placement provider, Identitywa, have been extremely positive and we look forward to seeing the course grow in 2018.

### New student mentoring program

Centacare introduced a new mentoring program in February 2017 to support students while they are studying.

The mentor acts as a guide for students who supports them to develop and

action personal goals, providing 3-4 individualised face-to-face mentoring sessions during their course. The students determine the areas in which they would like guidance and support, such as career pathways, personal development and more.

### LOOKING TO THE FUTURE

In line with the objectives outlined in our strategic plan, Centacare is looking to further expand our scope of courses in order to diversify our course offerings and student market segments.

We are considering adding higher level qualifications – possibly Certificate IV – and we are also exploring options outside of our existing areas of aged care, disability and business, addressing industries where the Government has identified skills shortages and growth areas.

We also have plans to expand the locations where we are delivering VET courses, with a Certificate III in Business scheduled at our Joondalup training site in late 2017.





## SKILLS FOR EDUCATION AND EMPLOYMENT

Skills for Education and Employment (SEE) is an adult education program which aims to equip students with the skills and knowledge they need to find employment or go on to further study or training. Students can get help to improve their literacy, numeracy, English language and computer skills, as well as get help with everyday tasks such as filling in forms or applying for a Driver's License.

The majority of our current students are migrants who have entered Australia on humanitarian visas and come from a range of culturally and linguistically diverse (CaLD) backgrounds. Many of our students learning English have had little or no

opportunity to go to school in their country of origin, and while they may speak several languages, they are learning to read and write for the first time in their lives.

Some of our students are native English speakers, including Indigenous and non-Indigenous Australians, many of whom have previously had a negative experience in school and are coming into the program for a second chance at education.

### THE YEAR IN REVIEW

Referrals to the program were slow at the beginning of the 2016/17 financial year, however they increased substantially as the year progressed. The chart below indicates the proportion of total referrals that resulted in completed pre-training

assessments (PTAs) in the SEE program for this year.

While 73% of referrals resulted in completed PTAs, 89% of these resulted in new students commencing in the program.

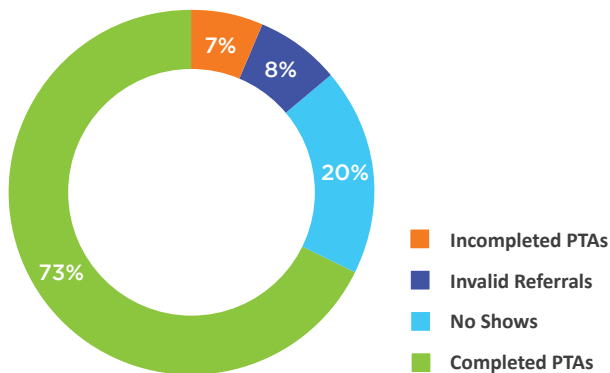
Student numbers increased in 2016/17, with a total of 861 new students entering the program during the year. The number of classes increased from 42 to 48, peaking in February/March of 2017.

### SUCSESSES

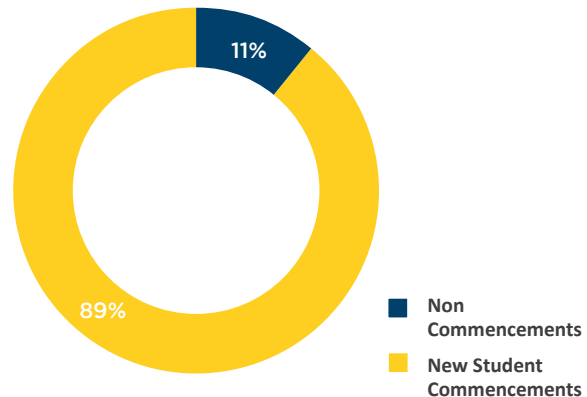
#### Moorditj Steps

This year Centacare developed a strong working partnership with North Metropolitan Health Services (NMHS), which has resulted in excellent outcomes for some of our Indigenous

**TOTAL REFERRALS - 1,436**



**COMPLETED PTAs - 967**





Above: Former Gosnells PCYC Manager, Jackie Abbott (left), and Centacare's SEE Program Coordinator, Carmel Jennings (right), at the annual PCYC Awards Night, where Centacare was awarded with a Certificate of High Recognition for our assistance in delivering Project Stepping Stones.

students. In consultation with NMHS, we developed and delivered Moorditj Steps, a short preparation for work course which prepares Indigenous Australians for entry-level jobs in hospitals.

Some of the participants in Moorditj Steps identified the need for a Certificate III level course in Health or Aged Care to assist them in securing employment in hospitals. In response, Centacare's SEE and VET programs came together and enrolled interested participants in Certificate III in Individual Support (Ageing), with SEE program funding. Close consultation between Centacare's VET staff and NMHS ensured that all Indigenous students' work placements were facilitated at Osborne Park Hospital.

### Partnerships

Centacare continued to develop strong working partnerships with several organisations, delivering outreach in response to the growing need for programs to address the language, literacy, numeracy and life skill needs of youth at risk in the Perth metropolitan and Wheatbelt areas. These partnerships included Altone Youth Services in Beechboro and the Police and Community Youth Centres (PCYC)

in Midland, Gosnells and Northam.

Centacare was nominated for a Partnership Award by Gosnells PCYC in 2017 and we received a Certificate of High Recognition acknowledging our efforts in helping to deliver Project Stepping Stones, a certified numeracy and literacy program for Year 11 and 12 students who are disengaged from mainstream education.

### CHALLENGES

#### Loss of Perth North Metro contract

In early 2017, the Department of Education and Training elected not to award Centacare with the SEE contract for the Perth North Metropolitan region. This came as a shock and disappointment to the organisation, having successfully delivered the program in Perth's north for more than 15 years.

2017 has been a year of transition for the organisation as we adjust to our new circumstances. The loss of contract has resulted in the eventual closure of several of Centacare's training sites, including Mirrabooka and Midland. Centacare will also stop delivering outreach to community organisations such as PCYC and Altone Youth Services.

### LOOKING TO THE FUTURE

Despite the challenges the SEE program has experienced this year, Centacare maintains a positive outlook as we look to the future. We continue to successfully deliver SEE in Perth's south, with plans for expansion in that area in the coming financial year. A new training site in Fremantle has already been established with classes beginning in early September 2017.

Plans are underway for more new sites to be set up in the coming months in Armadale and Kwinana, and Centacare continues to develop partnerships with other community organisations and explore opportunities to deliver outreach.

Centacare's SEE program looks forward to the coming financial year, and we have high hopes that it will contain much growth and success for the benefit of those in need in the Perth community.



An Australian Government Initiative

## CORPORATE SERVICES

### HUMAN RESOURCES

Centacare's workforce has remained stable for this financial year with a total of 107 staff members working on a full-time, part-time or casual basis. Our current staff retention rate sits at 85% and our turnover rate for this year is 15% across all sites and departments, which is below the state average for the not for profit industry.

Centacare has many highly valued long term staff members and our 40th Anniversary Celebration marked the perfect opportunity to recognise

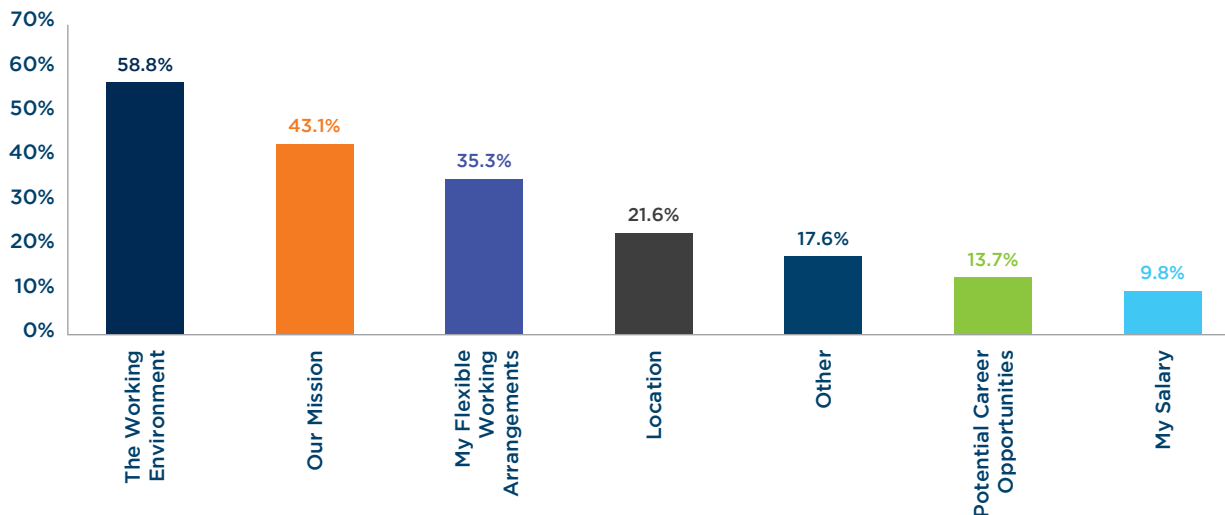
their contribution and commitment to the organisation and our cause. Over 15 staff members with 7+ years of continuous service received a Certificate of Recognition from Centacare's Executive Director. Our valued long service volunteers and Board Members were also recognised at this special occasion.

A new online training platform was launched in April 2016 with great success so far. The first module deployed to all staff was about Bullying and Harassment and attained a completion rate of more than 85%.

In September 2016, Centacare successfully launched the first Staff Engagement Survey, asking staff from all different sites, programs and departments to provide their feedback on our organisation.

We had a very positive response overall. When our staff were asked why they work at Centacare, the top two answers to this question were credited to the organisation's work environment and our mission in the community to "transform lives through education, training and employment".

### Why our staff love working at Centacare







**Above:** Centacare held a special morning tea to show our gratitude for our wonderful team of volunteers during National Volunteer Week.

We are very proud of the culture we have here at Centacare. It is what really defines us; a culture of inclusion, equity, justice, respect and empowerment. This is expressed through everything we do, our services and commitment to the community, as well as the wonderful team of staff and volunteers we have at Centacare.

## VOLUNTEERS

Centacare's highly-valued team of volunteers dedicated over 5000 hours of their time this year, averaging 5 hours per volunteer per week.

Our volunteers do amazing work for the organisation, providing invaluable support to our teachers and administration staff at all of our sites across Perth.

In order to express our gratitude, Centacare hosted a celebratory morning tea to mark National Volunteer Week in May 2017. All of our volunteers were invited to the event and were awarded with a Certificate of Appreciation.

Centacare's team of volunteers reached a total of 20 this year and we were gladly able to hire 4 of our volunteers as paid staff.

## INFORMATION TECHNOLOGY AND FACILITIES

In the past twelve months, the Information Technology and Facilities Department have continued to maintain Centacare's infrastructure to a high standard. Continual maintenance at our sites helps to keep our systems working for staff and students, ensuring the organisation runs smoothly and efficiently. Planning is also underway for the next stage of Centacare's IT infrastructure, with the replacement of our core servers expected to occur over the next 12 to 18 months.

In late 2016 we relocated our Joondalup site as we had outgrown the space we were in due to the growth of several of our programs. Our new facility is located in the Grace House building on Grand Boulevard and has served the organisation very well so far. The space has been specially designed to meet our needs for delivering training and features two dedicated classrooms, a computer lab, office space and a kitchen area for staff and students. With the bright new signage installed at the site, it looks very professional and has a welcoming feel.

Unfortunately, with the loss of the SEE

program in Perth's north, work has begun to decommission our Midland and Mirrabooka sites. However, we will expand and open new sites in Perth's south in the coming financial year, with a new training site already operating in Fremantle.

## MARKETING AND COMMUNICATIONS

Centacare's Marketing and Communications Department has had a strong focus on developing a digital marketing strategy in order to stay competitive in the online space and better engage our growing number of young students.

During this financial year, Centacare's Facebook following increased by 73% and we also introduced a new Instagram account, growing our social media presence and successfully engaging with both potential and existing students and stakeholders.

In 2017, a marketing campaign was launched in order to raise awareness and increase referrals into Centacare's new EST course. The comprehensive campaign successfully ran across multiple channels including social media, direct marketing, print and digital media, and more.

Centacare's Business Relationship Manager (BRM) has continued to build new business, expand our networks and support existing business relationships, which has resulted in an increase in referrals to all of our programs.

Many organisations are now using Centacare as their main training provider and our partnerships with local communities, industry groups, employers and other relevant stakeholders have grown extensively, maintaining our status as an established and leading organisation within our industry.

A key objective for 2016/17 was to develop our pool of work placement providers for Centacare's VET courses in Business, Ageing and Disability. The results are a varied and extensive selection of suitable providers to support our students and meet their individual training needs, providing them with valuable

work experience to help prepare them for employment.

We have big plans in place for the coming year, with an aim to improve our digital marketing further by increasing our social media activities, launching a brand new mobile-responsive website and reforming our electronic direct

marketing strategy, as well as implementing tracking and monitoring systems to better evaluate the success of our marketing activities across the board.

**Right:** Centacare's new training site in Joondalup is well equipped with nice classrooms and a computer lab and has a bright and welcoming feel with the newly installed external signage







# 2017

## ANNUAL REPORT

CENTACARE  
EMPLOYMENT  
AND TRAINING  
FINANCIAL  
REPORT FOR THE  
YEAR ENDED  
30 JUNE 2017



## DECLARATION BY THE BOARD OF MANAGEMENT

The members of the Board of Management declare that the Agency is not a reporting entity, and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the Financial Statements.

In the Board of Management's opinion:

- a) the financial statements and notes as set out on pages 6 to 14 satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*, including:
  - i) complying with Accounting policies as described in Note 1 to the financial statements and the *Australian Charities and Not-for-profits Commission Regulations 2013*; and
  - ii) giving a true and fair view of the Agency's financial position as at 30 June 2017 and of its performance for the year ended on that date.

In the Board of Management's opinion there are reasonable grounds to believe that the Agency will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Management.



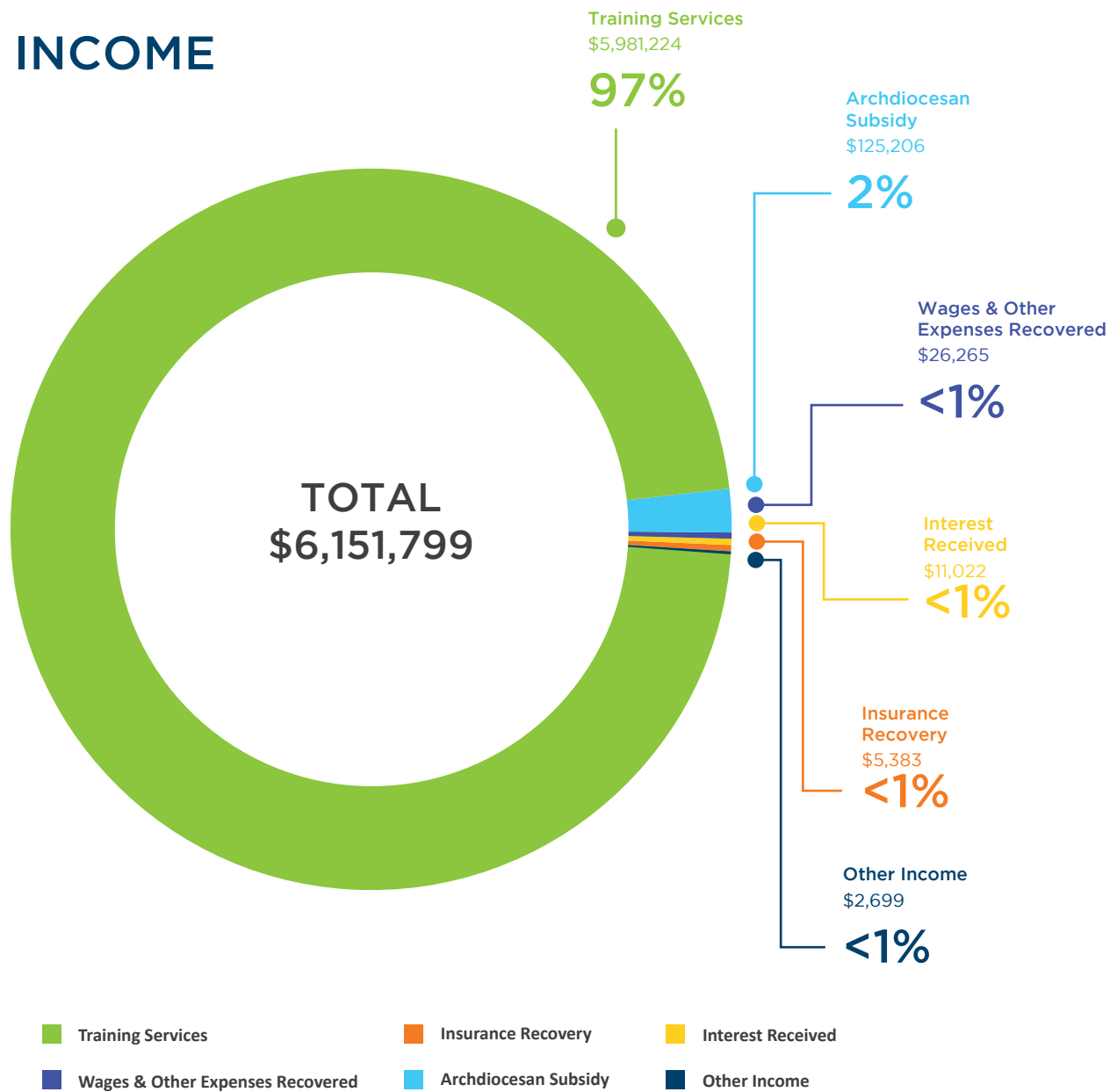
**Gwen Wood**

CHAIRPERSON OF THE BOARD OF MANAGEMENT

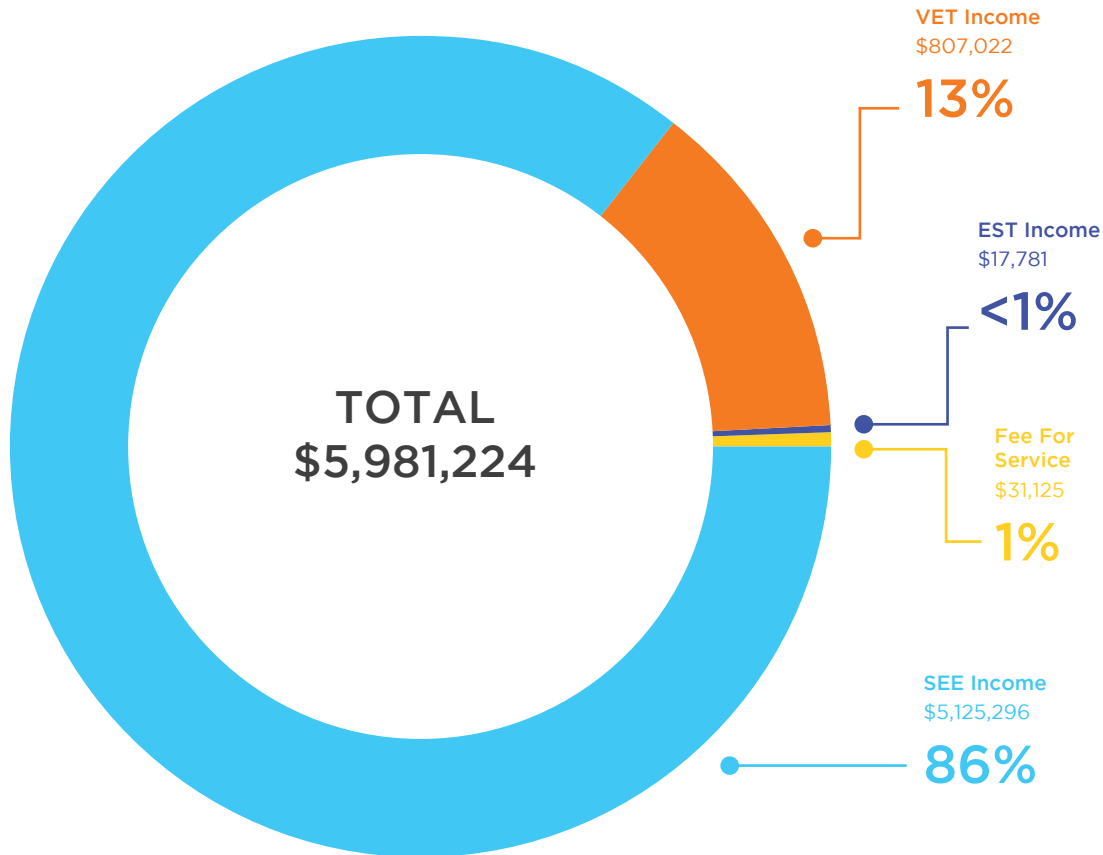
**Perth, Western Australia**

**16th November 2017**

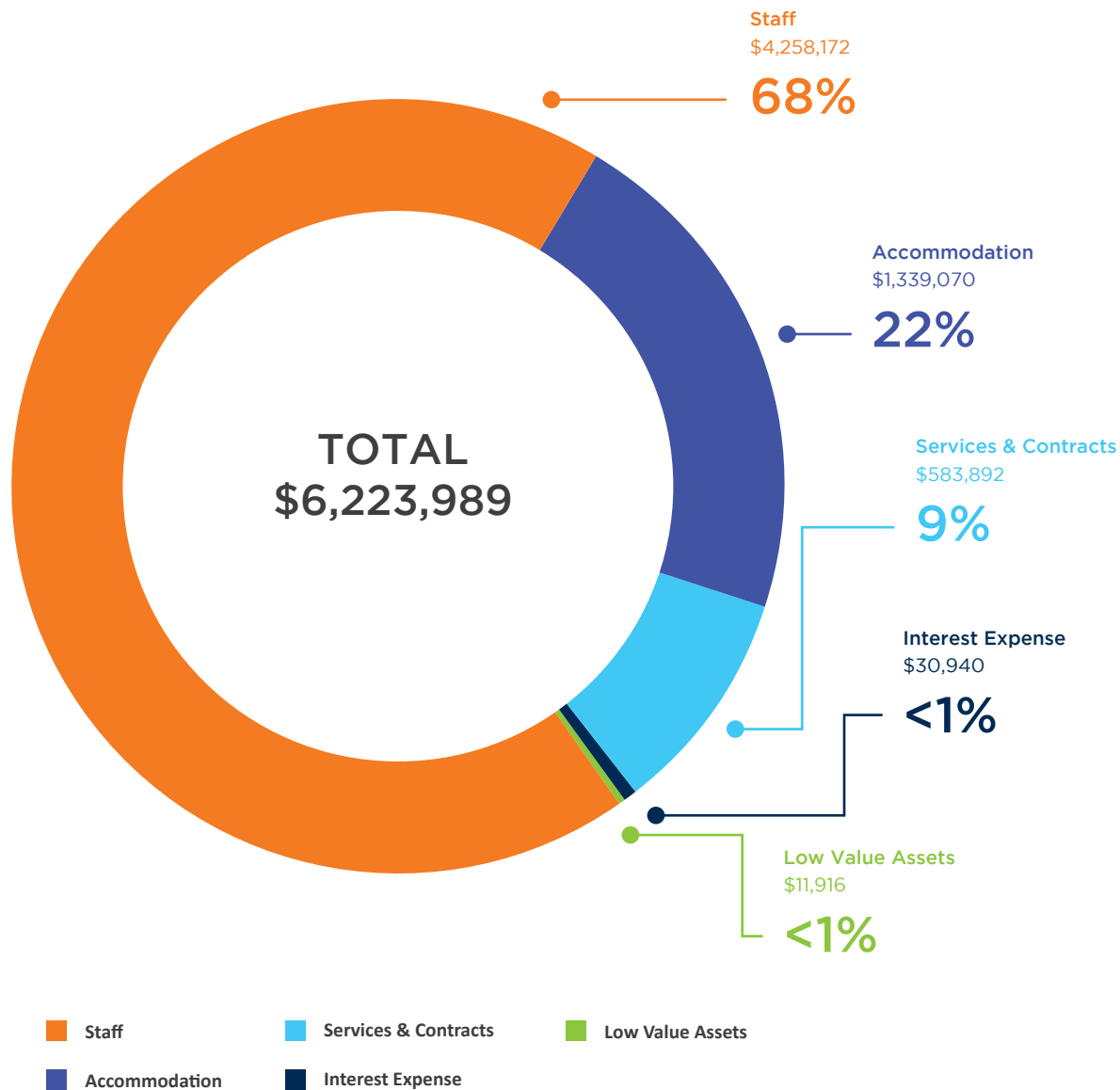
# INCOME



## BREAKDOWN OF TRAINING SERVICES

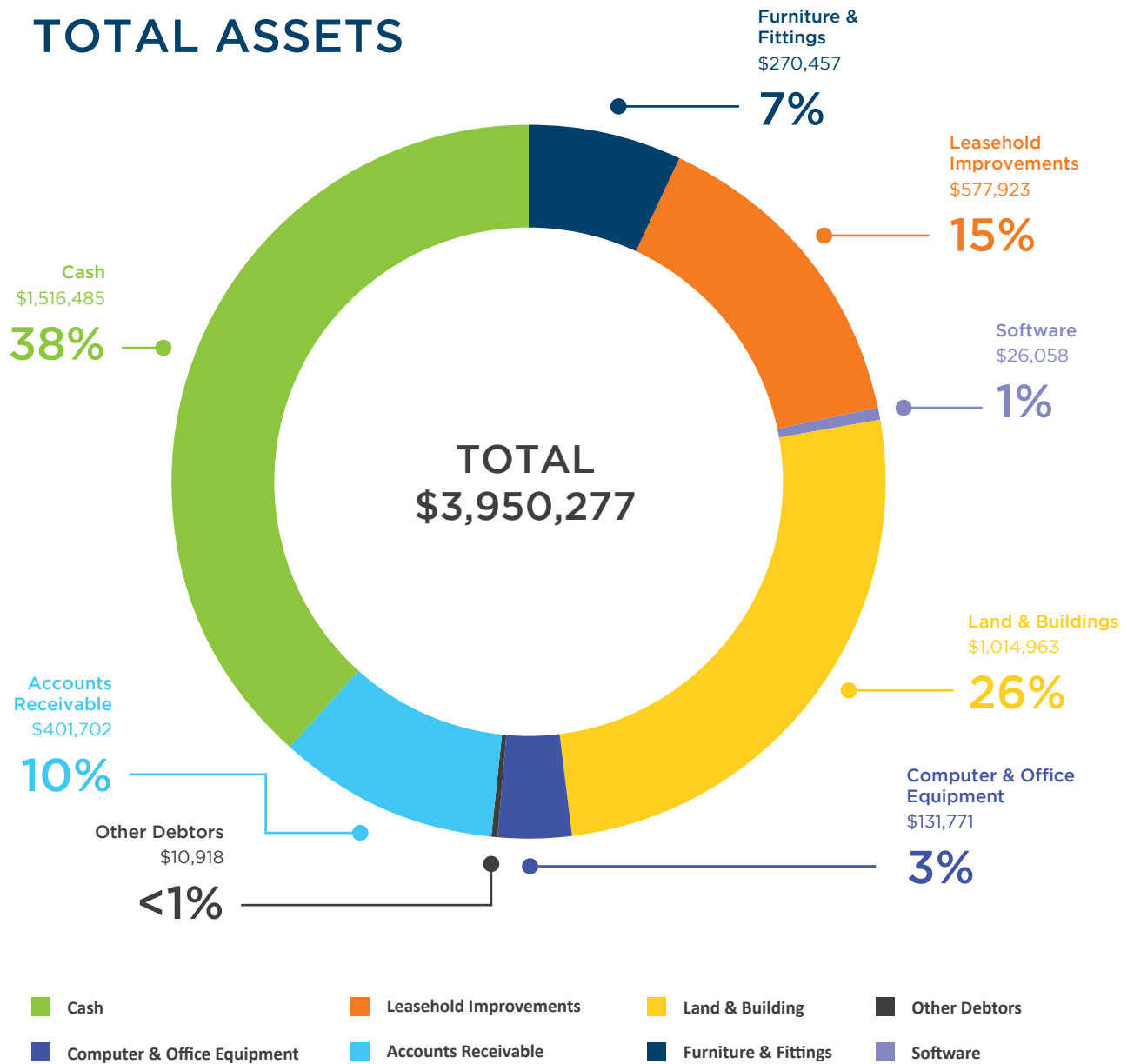


## EXPENDITURE

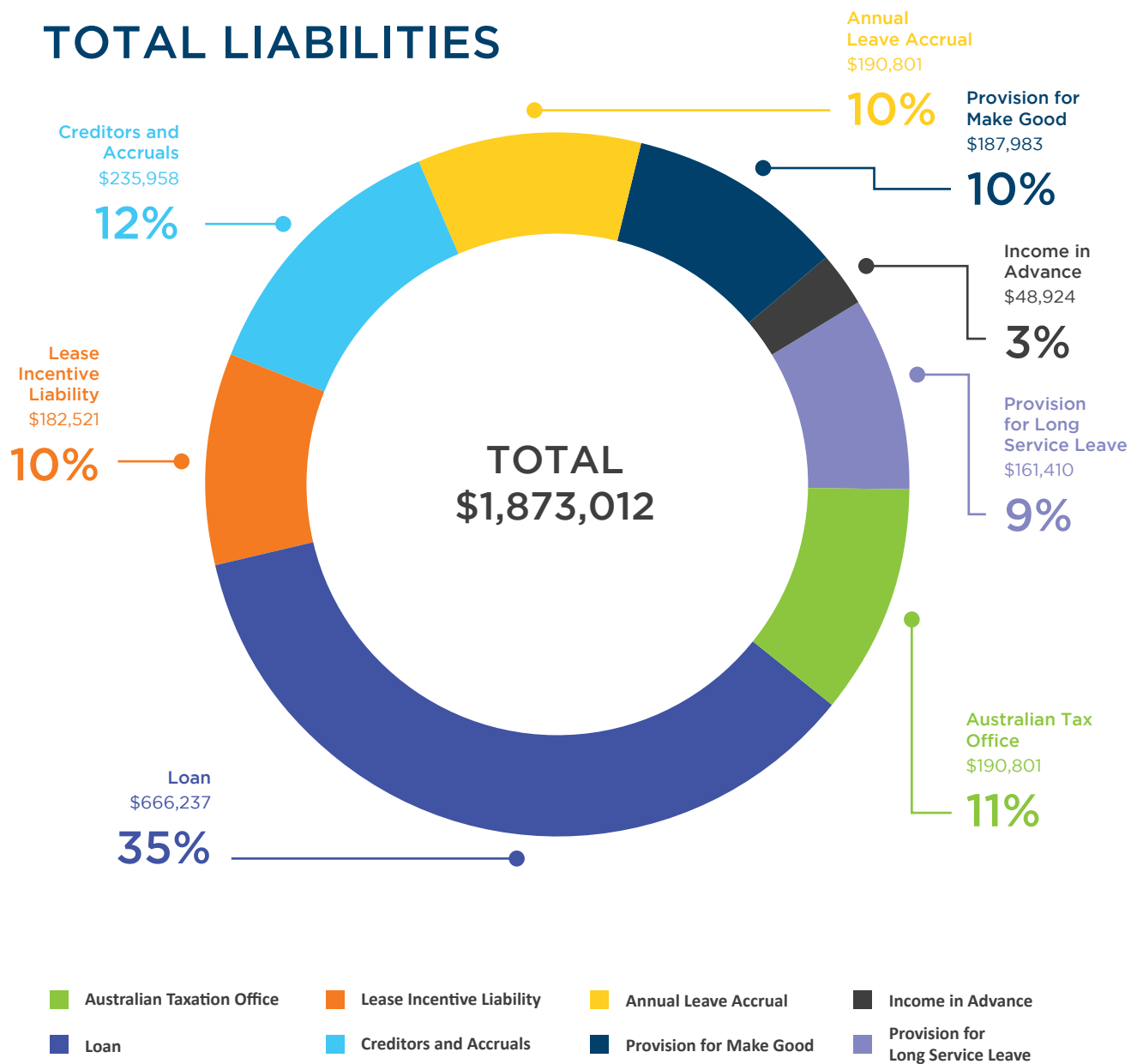




# TOTAL ASSETS



## TOTAL LIABILITIES



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#### Head Office:

-  823 Wellington Street  
West Perth WA 6005
-  (08) 9482 7000
-  [reception@centacarewa.com.au](mailto:reception@centacarewa.com.au)
-  [www.centacarewa.com.au](http://www.centacarewa.com.au)
-  [facebook.com/Centacare](https://facebook.com/Centacare)
-  [instagram.com/CentacareWA](https://instagram.com/CentacareWA)

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