

## Summary Statement of Dale West

### Director, Centacare Catholic Family Services (SA)

1. How is your agency structured?
  - 1.1 Centacare Catholic Family Services is an inclusive community service organisation delivering a range of services across the Catholic Archdiocese of Adelaide. We are a not-for-profit organisation with a strong focus on social justice.
  - 1.2 The Archdiocese of Adelaide has delegated the responsibility of the day-to-day management to the Director who reports to the Executive of the Curia through the Vicar General. The agency is divided into service units each headed by an Executive Manager.
  - 1.3 Centacare is a quality endorsed organisation and has been for the last 15 or so years. Our most recent accreditation, granted by the Quality Improvement Council (QIC) in Health and Community Services Standards, was in September 2016 (for which we were awarded recognition for exceeding standards in 7 categories).
  - 1.4 Strategic Directions for 2016-2019
    - 1.4.1 Identify those in the community most in need, ensuring that clients remain the focus of our efforts.
    - 1.4.2 Encourage and support our staff to deliver the highest standard of service.
    - 1.4.3 Adopt, develop and maintain the highest standards of management and governance to make the best use of the organisation's assets.
    - 1.4.4 Be leaders in advocating on behalf of our clients through authentic and respectful community and government engagement.
    - 1.4.5 Our vision: We envision a supportive community where people can experience the opportunity to reach their full potential.
    - 1.4.6 Our purpose: We will provide relevant, authentic and effective services that will enhance the quality of life of our clients and will enable them to connect with and participate fully in the community.
    - 1.4.7 Our values: Our work is informed by the values embedded in the principles of Catholic Social Teaching:
      - a) **Dignity Of The Human Person:** All people are made in the image and likeness of God and the dignity of a person is not affected by their challenging circumstances.
      - b) **Community And The Common Good:** The human person, being both sacred and social, lives within a community that is relational. Participating in the development of a just and safe society is both a right and an obligation.
      - c) **Rights And Responsibilities:** Every person has a right to the means which are necessary and suitable for the proper development of life. Any denial of these rights harms people and wounds communities.
      - d) **Dignity Of Work:** We believe a person has a right to productive work, a just wage and to participate in democratic processes. Unemployment diminishes a person's skills, potential and sense of purpose in life.
      - e) **Option For The Socially Disadvantaged And Vulnerable:** We believe, for justice to be upheld, we must become compassionate voices in action for all. The disadvantaged and vulnerable must be seen not as an annoyance or burden, but as an opportunity for showing kindness.
      - f) **Solidarity:** We believe all humankind is interdependent, that we need one another and that we are called to stand with the powerless and the disadvantaged.

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- g) **Subsidiarity:** We believe that decisions should be made at the lowest possible level and that those affected by decisions have an opportunity to contribute to the decision making process.
- h) **Care Of God's Creation:** We believe the Earth is a gift, and as stewards and trustees we have a responsibility to respect that gift and strive for sustainable living.

1.4.8 To give effect to these principles we strive to develop a culture that:

- a) Operates within a strong ethical framework informed by Catholic Social Teaching.
- b) Respects the uniqueness of individuals.
- c) Ensures we provide quality services through professional and committed staff.
- d) Focuses our service delivery to meet the needs of the vulnerable and marginalised.
- e) Works positively with governments, agencies, communities and individuals.
- f) Expects integrity in all that we do.
- g) Encourages reflective practice.

2. Services offered to children

2.1 We offer services to all parts of the community but those with a specific focus on children are summarised as follows:

Disability Services			
Program Name	Services Offered	Client Group	Location
Auricht House Day Options	Assistance with social and community participation, operating from a centre based site.	Clients with an intellectual disability who have left school and have funding for Day Options.	Northern Region
Barker House Supported Accommodation Service	Assistance with daily life. Supported accommodation in a duplex home to two young men with disabilities.	Children/adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Metropolitan Adelaide
Joseph Place Supported Accommodation Service	Assistance with daily life in shared supported accommodation in a duplex home to four young men with disabilities and health care needs.	Children/adults with an intellectual disability with funding from the Department for Communities and Social Inclusion or the National Disability Insurance Scheme.	Northern Region
Kolbe Cottage Respite Service	Provides short term accommodation and assistance at Kolbe Cottage for children and adolescents with an intellectual disability. Stays include weekend and school holiday respite with a focus on social and community development.	Children and adolescents between 5-18 years of age with an intellectual disability. Individuals must be registered with the Department for Communities and Social Inclusion or have National Disability Insurance Scheme funding.	Metropolitan Adelaide
Northern Respite Service	Provides short term accommodation and assistance at Auricht House for adults with an intellectual disability.	Adolescents and adults between 13-40 years of age with an intellectual disability. Individuals must be registered with	Northern Region

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	Stays include sleep overs, camp weekends, meals out, social interactions and community activities.	the Department for Communities and Social Inclusion or have National Disability Insurance Scheme funding.	
<b>Domestic Violence and Homelessness Services</b>			
Coolock House	24 hour supported accommodation, emergency crisis accommodation, outreach housing program.	Women up to 25 years of age, who are pregnant and/or parenting, and their children, who are homeless or are at-risk of homelessness.	Southern Metropolitan Area
Findon Family Housing	Case management support, advice and advocacy towards pregnancy and parenting.	Young families up to 25 years of age. Agency or self-referral.	Western Suburbs
Limestone Coast Domestic Violence Service	Supported accommodation, domestic violence counselling, support and group work.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness as a result of domestic violence.	Limestone Coast Region
Louise Place	Support, accommodation, education, future planning and preparation for independent living. Includes parenting and pregnancy support.	Onsite support and accommodation provided to young women 18 years of age and under who are pregnant or parenting, and who are homeless or at risk of homelessness. Outreach accommodation and/or support program for up to 25 year olds.	Inner Southern Metropolitan Area
Malvern Place	24 hour supported accommodation, emergency crisis accommodation and outreach housing program.	Young women up to 25 years of age who are pregnant and/or parenting, and their children who are homeless or are at-risk of homelessness.	Inner Northern, Western and North East Metropolitan Area
Murray Mallee Adelaide Hills Domestic Violence Service	Counselling and support, emergency accommodation, advocacy and referrals.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness as a result of the domestic violence.	Murray Mallee and Adelaide Hills Regions
Riverland Domestic Violence Service	Counselling and support, emergency accommodation, advocacy and referrals.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness as a result of the domestic violence.	Riverland
<b>Family Outreach and Relationship Services</b>			
Bilby Bus Intensive Supported Playgroup	A mobile playgroup providing parenting support, child	Vulnerable families with children 0-5 years of age.	Metropolitan Area

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Program	development support, education, advocacy and referral.		
Counselling Services	Counselling for the individual, couple, family and children with a strong emphasis on safe and respectful family interactions while maintaining a child focus and child inclusive approach. Family members who are separating can also access support through Family Law Counselling.	Families, individuals, children and youth.	Metropolitan Adelaide, Murray Mallee, Southern Regional and South East Region
Dad's Business	Support for fathers and families including play sessions, antenatal and information sessions, community events and parent education.	Fathers with children 0-12 years of age.	Playford Area
Drought Assistance Counselling (July 2015- June 2016)	Support to families and individuals impacted by either current or past drought conditions including counselling for individuals, couples, families, and children with a strong emphasis on safe and respectful family interactions whilst maintaining a child focus.	Families, individuals, children and youth.	Onkaparinga, Coorong and Alexandrina Local Government Areas.
Families and Fathers Support Program	Seeks to build men's capacity within their families so their experience of fatherhood is enriching for both themselves and their families. Also builds strong relationships with other services and community in order to support men and families in various settings.	Fathers and families with children 0-12 years of age.	Murray Bridge and Callington Areas
Family Connections Program	Families are engaged in a relaxed and friendly environment through free fun and educational play experiences such as playgroups, parent groups, workshops, family activities, peer groups and events. The program works in collaboration with a range of local community support services and groups.	Families with children 0-12 years of age.	The South East via Mount Gambier, Millicent, Penola and the Wattle Range Area
Family Mental Health Support Service - Supporting Children and Youth (SCY) (Commenced July 2015)	Works with children and young people who are showing early signs or are at risk of developing mental illness, to improve their wellbeing and enable them to	Children, young people and their families or carers.	Murray Bridge and Mallee Areas

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	better participate in their communities to reach their full potential.		
Family Preservation and Reunification Service	Practical and therapeutic home and office based services to address child protection concerns.	Families of children and young people in out of home care. Referrals received from Families SA only.	Metropolitan Adelaide
Family Relationship Education & Skills Training	Education programs designed to support strong, stable healthy relationships including pre-marriage education.	Couples, parents, young people and community groups.	Metropolitan Adelaide and Regional Areas (upon arrangement)
Kids in Focus	Therapeutic parenting interventions, case management, outreach, referrals and some group work.	Parents or primary caregivers with alcohol and/or other drug issues.	Northern Suburbs
Making Moments Attachment Program	Home visits and a range of community group work focusing on parenting and healthy attachment.	Pregnant women or women with young babies at risk/experiencing pre and postnatal depression or other mental health issues, and an attachment concern.	Playford Area
Mobile Family Connections	Street level mobile resource service through play and chat sessions including referral, information and education.	Vulnerable families with children 0-5 years of age.	Southern Suburbs
Po:rlar Ka:ngkun Tainkuwalun (PKT) – Journey to Learning	PKT is a family focused outreach service that provides opportunities in a non-threatening environment for Aboriginal families/ caregivers to learn about children's physical, intellectual and emotional development and the role it plays in school readiness.	Aboriginal families with children 0-6 years of age.	Murray Bridge and Coorong Areas
School Counselling	Confidential counselling to students. Referral options to children/parents, consultation with the school and some group work within schools.	Students of participating Catholic primary schools can be referred into the program.	Metropolitan Adelaide and Regional SA
Specialist Family Preservation Foster Care	Provides out of home care placements for vulnerable children with complex needs. The program supports the planned process of returning children to the care of their birth families.	Children 0-12 years of age placed under the Custody or Guardianship of the Minister for Education and Child Development.	Metropolitan Area
Sun Dancing - Child Sexual Abuse Counselling	Provides specialised counselling, assessment, referral and advocacy for families, parenting	Families with children up to 18 years of age where a child has experienced	Salisbury and Playford Areas

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	support and education.	child sexual abuse.	
Targeted Intervention Services	Practical and therapeutic home based services to address child protection concerns.	Children and families notified to the Child Abuse Report line. Referrals received from Families SA only.	Metropolitan Adelaide and Regional South Australia
ASCEND Suicide Intervention Program	Support and consultation for young people. Training for organisations to recognise, interpret and respond to suicidal and depressive behaviours.	Young people up to 25 years of age at risk of suicide or self-harm. Organisations and professional teams.	Metropolitan Adelaide
Drug and Alcohol Services	Support includes family work, education, individual counselling and in home detoxification.	Families of, and young people 10-30 years of age with a substance use issue.	Outreach service in Metropolitan Adelaide
headspace	headspace Woodville is a free mental health service for young people and their families and can help with; mental health, general health, relationship support, alcohol and other drug services, education, employment and training.	Young people aged from 12-25 years of age and their families.	Woodville
Innovative Community Action Networks (ICAN)	Provides case management, advocacy, support and accredited alternative learning options for young people, who are disengaged or at risk of disengaging from mainstream schooling.	Youth 6-19 years of age or young women up to 25 years of age who are pregnant or parenting. Referral from community organisations and government agencies, targeted DECD schools and ICAN Program Managers.	Metropolitan Adelaide and Regional South Australia
Integrated Youth Substance Misuse Service (IYSMS)	Provision of residential rehabilitation services, sobering up services and outreach counselling and support services.	Young people 12-25 years of age with a substance abuse disorder.	Metropolitan Adelaide
Personal Helpers and Mentors Service	Providing opportunities, support and services that help individuals reconnect with their community.	People 16 years of age and over, whose ability to manage their daily activities is severely limited by mental illness.	Northern Suburbs and Murray Mallee Area
Reconnect Mental Health Service	Therapeutic interventions include assessment, counselling, family work, referral and consultancy.	Youth 12-18 years of age and their families, where there is a risk of homelessness and emerging mental health concerns for the young person.	Outreach service in Metropolitan Adelaide
Schools Assertive Outreach	Case management, referral, advocacy and outreach support.	Youth 12-20 years of age who are homeless or at risk, wanting to maintain education or further training.	Metropolitan Adelaide
Hannah Place	Case management support, advice and	Young women 14-18 years of age, referred by	Northern Suburbs

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	advocacy towards pregnancy and parenting.	Families SA - Placement Services Unit.	
Outer North Youth Service	Information, advocacy, supported and emergency accommodation.	Young people 16-24 years of age who are homeless or at risk of homelessness. 15-18 years at the residential facility Carlow Place.	Playford, Gawler and Barossa Areas
Whyalla Generic Homelessness Service (Youth focus)	Provides supported transitional and crisis accommodation and other related services including information, advocacy and referral to individuals, couples and families who are homeless or at risk of homelessness.	All people including families who are homeless with a focus on young people under 25 years of age.	Whyalla Region
Whyalla Regional Domestic Violence Service	Supported transitional and crisis accommodation, advocacy and other related specialist support services.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness.	Whyalla Region

**3. Child Safe Institution**

- 3.1 Our organisation embodies child safety at the highest levels by education, training, working with children checks and keeping a child focus at all times
- 3.2 When we offer services to children, we try and include children in the process as much as possible
- 3.3 Our entire approach is family and community oriented
- 3.4 Centacare strives to support people in our community who have been marginalised and who are experiencing hardships and challenges in their lives. This support is provided regardless of race, economic circumstance, ability, sexual orientation, religious belief or ethnic background.
- 3.5 We maintain rigorous recruiting policies and all staff and volunteers are required to undergo and maintain working with children checks
- 3.6 All staff are equipped with knowledge and training as concerns child abuse and protection
- 3.7 There is no real risk of child abuse arising from the physical state of our premises
- 3.8 Our child protection approach is constantly under review
- 3.9 We have documented child protection policies as follows:
  - 3.9.1 Child Protection Policy (Last endorsed 27 June 2016);
  - 3.9.2 Responding to Allegations of Abuse Policy (Last endorsed 27 June 2016);
  - 3.9.3 Mandatory Notification Policy (Last endorsed 25 July 2016);
  - 3.9.4 Summary Sheet - First response to allegations of worker to client abuse
  - 3.9.5 Working with Children and Youth Policy (Last endorsed 25 July 2016);
  - 3.9.6 Employment Screening Clearance Procedures (Last endorsed 27 June 2016);
  - 3.9.7 Staff Volunteer Training and Development Policy;
  - 3.9.8 Supervision Policy;
  - 3.9.9 Contractor Management Guidelines;
  - 3.9.10 Volunteer Policy;
  - 3.9.11 Student Placement Policy;
  - 3.9.12 Human Rights and Freedom from Abuse and Neglect Policy and Procedure (Last endorsed 24 November 2014);

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- 3.9.13 Information Sharing Guidelines for Promoting Safety and Wellbeing – Appendix (Last endorsed 2 November 2015);
  - 3.9.14 Centacare Catholic Family Services Certificate endorsing the Charter of Rights for Children and Young People in Care;
  - 3.9.15 Domestic and Family Violence Policy (Last endorsed 2 November 2015);
  - 3.9.16 Client Safety Policy (Last endorsed 23 May 2016);
  - 3.9.17 Client Rights Policy;
  - 3.9.18 Feedback and Complaints Policy and Procedures;
  - 3.9.19 Code of Conduct Policy (Last endorsed 30 November 2015);
  - 3.9.20 Confidentiality Policy;
  - 3.9.21 Centacare participates in Police Checks through the Police Check Unit;
  - 3.9.22 Terms of Reference of the Child Protection Committee (Last reviewed 22/08/2016);
  - 3.9.23 Prospective Employees, Interview Questions Guide;
  - 3.9.24 Pre-Employment Declaration (for Workers, Volunteers and Students);
  - 3.9.25 Induction Framework (Last endorsed 27 June 2016).
  - 3.9.26 Managers Induction Guidelines;
4. Reporting schemes and legislation
- 4.1 The principal item of legislation in South Australia is the *Children's Protection Act 1993* and the *Children's Protection Regulations 2010*.
  - 4.2 Other legislation and policies to which Centacare adheres include:
    - 4.2.1 AHRC Convention on the Rights of the Child;
    - 4.2.2 Charter of Rights for Children and Young People in Care;
    - 4.2.3 Family and Community Services Act 1972;
    - 4.2.4 Family Law Act 1975;
    - 4.2.5 Criminal Law Consolidation Act 1935; and
    - 4.2.6 Privacy Acts (state and national).
5. Response to complaints of Abuse
- 5.1 Centacare's response to complaints of abuse is conducted in accordance with the above policies.
  - 5.2 However, generally, Centacare adopts a zero tolerance approach and always places the interests of the child as paramount.