



CENTACARE NQ

Annual Report

2020



Message from our Bishop

I again commend the extraordinary work of Centacare North Queensland under the delegated leadership of Paula Washington. Paula and her amazing team have delivered in support of families, children and individuals.

The floods in recent memory and now COVID 19 and the general state of the economy have impacted in various ways

across the community, some of which will have long-lasting effects.

Our most vulnerable are our abiding concern and focus for mission and outreach. This is certainly the case in the work of Centacare NQ. I believe the Church, through Centacare NQ and other agencies, provides an indispensable service to the people of North and North-West Queensland regions.

I am proud of the efforts of our staff who work tirelessly in their various capacities, and having spoken to many of them, I am convinced of their commitment. For the staff it is more than a job, it is a vocation, and this pleases me greatly given the breadth of services offered.

We need staff who are empathetic in all their dealings with those we seek to assist. From what I have seen, this excellence drives Centacare NQ and for that I am deeply grateful.

Wishing God's abundant blessings to all,

A handwritten signature in black ink, reading "Tim Harris". The signature is written in a cursive, flowing style.

MOST REV TIMOTHY J HARRIS
Bishop of Townsville

CENTACARE NQ SERVICE LOCATIONS



13
SERVICE
AREAS

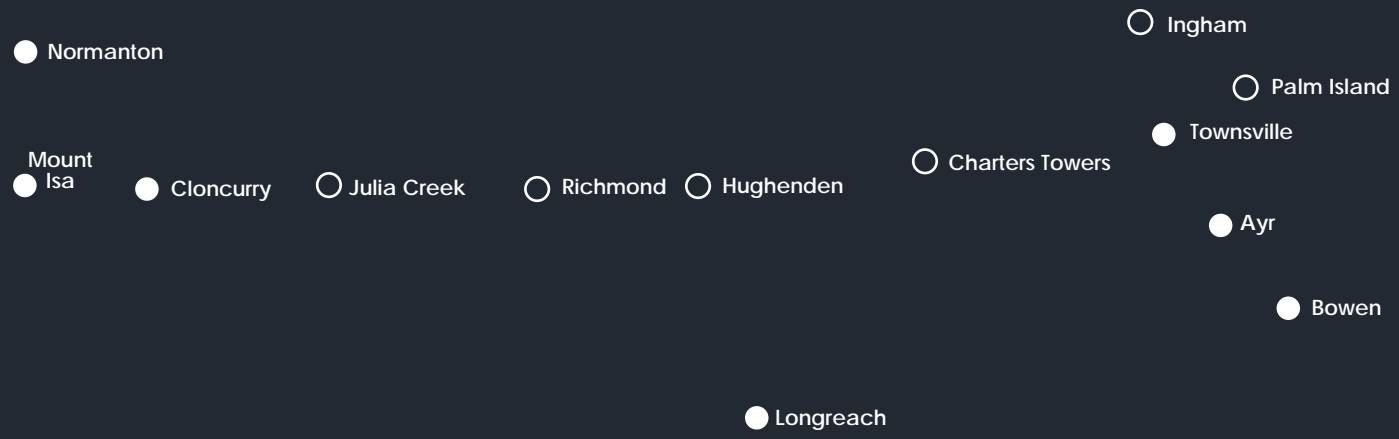
7
OFFICE
SITES

6
OUTREACH
TOWNS

33%
OF
QLD

Sustainability

OUR SERVICE FOOTPRINT



OUR SERVICES

ACCESS -
Employee
Assistance
Program

Bowen Financial
Resilience Service

Circle of Life
Program

Cloncurry
Community
Support Service

Communities for
Children

Counselling
Intervention
Service

Crisis
Supported
Accommodation

Education and
Life Skills Courses

Family
Intervention
Service

Family and
Relationship
Counselling

Gambling Help

HIPPY Program

Homestay

NDIS

Reconnect

Respite House

Regional Area
Integrated Family
Support Service

Regional
Family Dispute
Resolution

ROSA
Therapeutic
Counselling

Specialised Counselling
and Support Service for
Families - BRIDGE

Trinity House

Youth Taking Action

Message from our Executive Director

Centacare North Queensland has continued to deliver on our commitment to the north and north western Queensland regions in 2020.

Our goals were focused on ensuring we were providing the most inclusive, responsive and ethical services we can to the highest standards possible.

With the dedication of a remarkable team of staff and continued support from community we worked diligently to achieve these goals. Centacare NQ is 160 staff strong and we support individuals, families and children across approximately 30% of Queensland.

Our staff work every day to help those in our region who for many reasons, are experiencing vulnerability. Delivering effective services in a way that is respectful, dignified and reflects the mission social services tradition of the Catholic church has been our priority.

Of note particularly in 2020 was Centacare NQ's capacity to sustain our services. We have continued to support families and individuals safely despite the impact of Covid-19 and continue to do so.

This would not have been possible without the support and efforts of the staff, our organisation's Council, community stakeholders and Bishop Tim Harris.

We have valued the support and look forward to another year making a positive difference.



A white, stylized handwritten signature of Paula Washington is positioned above her name and title.

PAULA WASHINGTON
Executive Director

Our People

OUR COMMITMENT TO QUALITY



NDIS
REGISTRATION



FINANCIAL
AUDIT



STRINGENT
INTERNAL AUDIT
PROCESS



HSQF



‘Investing in building
the capacity & resilience of
the communities in which
we live and work’

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BUILDING STRONGER COMMUNITIES THROUGH EDUCATION AND SKILLS

Family Violence Awareness Training

KEN MCMASTER

Safe & Together Institute CORE Training

DAVID MANDEL

Applied Suicide Intervention Skills Training (ASIST)

MICHELLE ENSOR & PAULA WASHINGTON
(CENTACARE NO)

Mental Health First Aid

MICHELLE ENSOR
(CENTACARE NO)

Advanced Family Violence Module Program

KEN MCMASTER

PASE Model of Supervision Training

AMOVITA

Motivational Interviewing

KEN MCMASTER

Living Under the Act - Cultural Awareness

MARION CALLOPE
(DATSIP)

Intersections Training

DAVID MANDEL

COMMUNITY REACH

321 participants reaching out to
434,400 square kilometres of land
population of approximately 290,000



Wellbeing for all



Client Quick Stats

4,357

INDIVIDUAL
CLIENTS

51,648

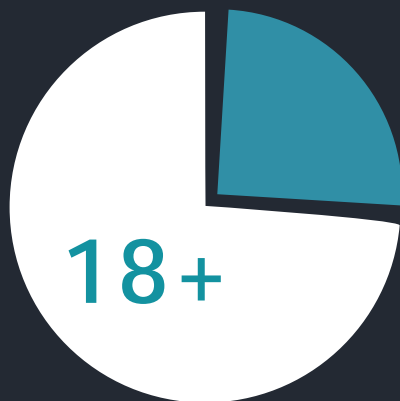
SESSIONS OF
CLIENT
CONTACTS

FACE-TO-FACE OR
PHONE CONTACT

27% OF CLIENTS
ARE UNDER
18 YEARS

47%

AGED BETWEEN
26-45 YEARS OLD



58%
FEMALE



41%
MALE

1% IDENTIFY AS OTHER



32%

CLIENTS IDENTIFY

AS ABORIGINAL OR
TORRES STRAIT ISLANDER

CENTACARE NQ

SUPPORTED

Families

required to
quarantine locally

Families & Households

100+ households & 250+ individuals with
basic food supplies through fairshare
foodbank meals

Our doors remained open for
clients all throughout 2020
despite covid-19
challenges



‘Innovation
& agility in
responding
to needs’



Community

homelessness helpline was set up to
support families experiencing hardship
through covid19

Building on our culturally safe places
through inclusive art mural

Broaden
our Impact

CENTACARE NO

SUPPORTED

- Strong 6 School Breakfast Club



- Normanton Youth Services
- 2 Trainees in Mount Isa





- Partnership with Food bank

- The development of Disrupting Family Violence Program

- School Savvy NQ initiative



Cloncurry 'Give it Back Bash'

Centacare NO organised a February fun day and street party for the community to let their hair down as well as bring together local support agencies



RGAW

The Gambling Help team got out and about in July promoting Responsible Gambling Awareness Week across the region.

School Savvy NQ

Planning and community connections for the first School Savvy NQ initiative began



Community Garden

During the height of the pandemic restrictions in Queensland, Cloncurry Neighbourhood Centre garden encouraged the community to get connected through getting active in the garden.



Mural

The long awaited yarning stone area Mural was completed mid year by Indigenous Artist Nicky-Bidju Pryor



*Centacare North Queensland acknowledges the traditional owners
of country throughout North Queensland whose land we travel, live and work.*

*Bindal and Wulgurukaba People (Townsville)
Manburra People (Palm Island)
Warrgamay and Nywaigi People (Ingham)
Gudjala and Jangga People (Charters Towers)
Bindal and Juru People (Burdekin)
Juru People (Bowen)
Yirandali (Hughenden)
Kalkadoon People (Mount Isa)
Mitakoodi and Mayi People (Cloncurry)
Kukatj and Gkuthaarn People (Normanton)
Lardil People (Mornington Island)*



Thank you to the communities of

Townsville, Mount Isa, Cloncurry, Burdekin, Longreach, Bowen and Normanton.

Centacare NQ Council for their Support

Fr Rodney Ward, Dr Abraham Francis, Brian Fanning, Paula Duffy, Jill Roberts, Simon Stewart and Most Rev. Timothy Harris