

# **Centacare NQ**

**Employee Support Solutions**

*Wellbeing for All*



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# Tailored Employee Support Solutions for your workplace

## ***Centacare NQ: Our Presence is our Strength***

Centacare NQ has been a part of the North, and North Western region for nearly 45 years. We understand the region, its people and their needs.

“ Understanding the  
community is key to supporting  
our people ”

Centacare North Queensland (NQ) is a dynamic, innovative and responsive service that continues our tradition of caring for the people in the local region through provision of quality services for individuals, families, and communities. We are proud of being able to provide truly local, informed responses to the regions of Townsville, Mount Isa, Cloncurry, Normanton, Bowen, Ayr, Ingham, Charters Towers and extensive outreach regions.

We care about our communities and every member of them, and are part of a national service partnership (ACCESS National Member) to ensure your staff are able to receive quality services, delivered in a cost effective way by people who understand your community and its needs, across an unparalleled nation-wide service footprint. Centacare NQ is a part of the ACCESS National network, established in 1989 as a division of Centacare, and is a comprehensive EAP provider working with more than 500 companies, known as The National Network of ACCESS Programs.

EAP programs assist organisations to achieve their goals by providing a range of counselling, educative, leadership and support programs. The Practitioners delivering our services are tertiary qualified, including psychology, social work and behavioural sciences, all with a minimum bachelors degree or higher. They have significant experience and undergo rigorous supervision and ongoing training to ensure the services you, and your staff are receiving are of the highest possible standard



## ***Our Unrivalled Capacity and Service Scope***

Centacare NQ's capacity to support your workplace goes beyond the 'basics' of Employee Assistance.

Along with our extensive suite of Employee and Workplace supports, Centacare NQ is a sector leader in our ability to value-add to our EAP contracts. For staff who may need longer term and more general supports past the EAP service, we are uniquely placed to offer your employees a seamless linkage into our broader service suite. Our services extend from Disability Support Services (NDIS) through to intensive family and in-home supports for families who are experiencing significant challenges and need support as well as Gambling Help services and Family Dispute Resolution. We also offer a range of Education and Life Skills programs to the broader community that all EAP contract employees can access.



*Our Mission is **Wellbeing for All**  
and we can offer your  
employees support beyond  
the workplace.*



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## ***Our Critical Incident Response Capability***

If your workplace is faced with a serious and impactful event, you can be assured we are ready and able to respond.

Centacare NQ will respond to your contact immediately. Our initial response will be to understand the needs of staff, management, the organisation and others affected, to determine the most appropriate course of action and timeframe.

Emerging evidence reinforces our triage approach, we understand that in the event of a critical incident, the most appropriate response is supporting management and staff to determine what is actually needed. We will support you in challenging times to determine how best to respond and action accordingly.

### **ACCESS PROGRAMS PROVIDES THE FOLLOWING RESOURCES AND PROTOCOLS TO ENABLE EFFICIENT RESPONSE TO A CRITICAL INCIDENT/TRAUMA:**

- Initial assessment within 30 minutes, on-site attendance in under 3 hours (contingent on location, safety and assessment of circumstances)
- Advice for supervisors in managing staff well-being and effective management of employee responses following an incident
- Extensively experienced staff to support you in managing critical incidents, especially involving health, education and human service professionals, mining accidents, community traumas and emergency personnel
- Comprehensive procedures and protocols covering Critical Incident Response and resources to help in the short and longer term for employees

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*We understand you are best placed to identify the needs of your organisation and we can provide a response that meets these needs.*

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## CENTACARE NQ ASSISTS IN REDUCING THE LEVEL OF TRAUMA FOR YOUR EMPLOYEES FOLLOWING CRITICAL INCIDENTS THROUGH:

### 1. Preparation

- Support in the development of policies and procedures regarding a traumatic event
- The targeting of particular risk groups and providing education regarding common responses to trauma, and coping strategies to reduce impact in wellbeing
- The provision of peer support and management training to volunteers skilled to provide assistance as an adjunct to external counselling

### 2. Post-event support

- Early intervention supports and resilience strategies
- Education and information
- Activation of support networks and practical assistance
- Follow up with the individuals concerned and referral to long term intervention if needed

### 3. Ongoing support and follow up

- Provision of individual ongoing counselling and support
- Ongoing education and support for teams and management
- Participate in future briefing and induction sessions to prepare for future events





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## ***Our Support to Staff***

### **COUNSELLING**

#### **Counselling**

- Individual face-to-face confidential counselling sessions for employees and their families
- Employees may be referred by the organisation or contact Centacare NQ directly to arrange a session time. Counselling will generally be available within five working days of the employee's initial contact with Centacare NQ
- Referrals to specialists if an employee's need is outside of the EAP program

In the event that an employee does not attend a pre-arranged session or cancels within 24 hours of the session time, one session will be deducted from their annual entitlement. Appointments may not always occur within this timeframe due to accessibility, ability of the employee to attend or willingness of the employee to attend etc, employees will be offered a telephone counselling session. Your staff will receive a priority appointment booking. Generally, the sessions are held at a neutral location eg. community centre; however, our services can be completed at other sites after a risk assessment has been completed.

#### **Information sessions**

Centacare NQ can attend information and staff orientation sessions on-site to support staff understand the supports available to them through their EAP Program. Up to 2 of these sessions per year as well as promotional material are provided as part of the annual administration fee, however additional sessions and promotional material can also be provided.





## MEDIATION

### **Mediation/Dispute Resolution**

Mediation is a process in which each party involved in a dispute, with the assistance of a neutral third party (the mediator), identify the disputed issues, develop options, consider alternatives and endeavour to reach an agreement. This process can be of particular value to workplaces to assist in the management of inter-personal conflict and resolution of issues that are impacting on performance and well-being of staff.

Pre-mediation appointments are generally 60 minutes per session, and mediation sessions are generally three hours duration. Time frames will be negotiated with each party for mutually agreeable times. Upon an intake or a referral from the organisation, parties will be contacted individually first, and then jointly. The outcome may be recorded in a "Mediation Agreement" if the parties so desire.

Disputes often have significant personal and financial implications for individuals and teams within organisations. Centacare NQ offers a comprehensive range of dispute resolution services, including counselling, mediation, consultation and training. Our experience in the area of mediation and dispute resolution is extensive, and our staff are trained and qualified in this area.

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## ***Our Support for Management and Leadership Teams***

### **Extensive range of training and education seminars**

- Emotional Intelligence and Leadership
- Managing difficult behaviours and conversations
- Mental Health First Aid (Nationally accredited)
- Applied Suicide Intervention Skills Training (ASIST) (Internationally recognised)

### **Tailor made inservice and education sessions**

- Team building activities
- Facilitated program planning
- Wellbeing and change management coaching/planning
- Management support, debriefing and practice coaching





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## ***Our Support for Workforce Capacity Building & Personal Development***

### **SPECIALIST TRAINING WORKSHOPS**

Centacare NQ's EAP provides seminars and training sessions on a variety of topics and in various formats.

From brief one hour presentations to half day targeted skills development sessions, we are able to tailor our presentations to your organisations' staff learning and development needs.

Centacare NQ also offers one and two day training sessions, covering an extensive range of topics and including internationally recognised training. Where circumstances do not allow attendance onsite a DIY self-paced presentation and accompanying information packages can be provided.

**All presentations and workshops can be tailored to meet your needs. Our experience base covers the following areas:**

- Team Building, and facilitated planning sessions
- Stress Management
- Building and Keeping Healthy Relationships
- Workplace Conflict, and resolution approaches
- Managing Work and Home
- Leading a positive change management process
- Effective Management of Critical Incidents in the Workplace
- Dealing with Challenging Customers
- Management of Workplace conflict including Bullying
- Managing of Substance Abuse, Bullying and other behaviours in the workplace
- Suicide Awareness and Intervention

### **PRACTICE SUPERVISION AND LEADERSHIP/MANAGEMENT COACHING**

Centacare NQ provides practice supervision and professional development for staff, particularly in the community and human services sector. We also provide leadership and management coaching to support current and emerging leaders to understand and develop their own leadership skills, increase their resilience and emotional intelligence particularly in relation to effectively supporting and leading others in the workplace.

### **TAILOR MADE SERVICES**

Centacare NQ can meet with you, obligation free to discuss your particular organisational needs and develop a package of employee supports that best meet your individual context.

# Centacare North Queensland Services Guide 2023/24

**T** Townsville **MI** Mount Isa **A** Ayrl/Burdekin **B** Bowen **C** Cloncurry **N** Normanton **L** Longreach **O** Outreach

Contact Centacare NQ on 1300 672 273 or visit our website [www.centacarenq.org.au](http://www.centacarenq.org.au) for more information on our outreach locations



## Bowen Financial Resilience Support Service

Supports you to understand and improve your financial and overall wellbeing through budgeting, support and advocacy. **Cost:** Free **Referral Process:** Self referral and agency referrals

**B O**



## BRIDGE Specialised Family Support Service

An early intervention program that aims to enhance family dynamics and promote healthy relationships. **Cost:** Free **Referral Process:** Self referral and agency referrals

**T MI A O**



## Cloncurry Community Support - Neighbourhood Centre

Provides programs, services and activities for the whole community. We support individuals and families experiencing personal, social, financial or emotional difficulties. **Cost:** Free **Referral Process:** Self referral and agency referrals

**C**



## Communities for Children

Aims to support families, strengthen relationships, improve the well-being of children and young people, and increase participation of people in community life to enhance family and community functioning. **Cost:** Free **Referral Process:** Self referrals and agency referrals

**MI C O**



## Counselling Intervention Service / ROSA

Aims to provide counselling and support to families so they can work on challenges that are impacting on having a stable and safe home environment. **Cost:** Free **Referral Process:** From the Department of Children, Youth Justice and Multicultural Affairs

**T MI A O**



## Disability Services (NDIS registered provider)

As a registered NDIS provider, Centacare NQ can provide a variety of services and support for eligible people, their families and carers. We support daily living and life skills, community activities, short term accommodation and assistance, daily personal care and household tasks. **Cost:** Fee schedule available **Referral Process:** Contact our Disabilities Team to understand how we can assist you

**T MI**



## Education & Life Skills

Courses aimed to support families, strengthen relationships and improve the wellbeing of children, young people and adults. This is through small group participation covering a range of topics in parenting, wellbeing and resilience, and emotional regulation. Courses are available for children from grade one through to teens and adults. **Cost:** Fees are based on family income **Referral Process:** Self referral

**T O**



## Employee Assistance Program

Provides a number of services including Counselling, Critical Incident Response, Training & Workshops, Dispute Resolution, Supervision & Professional Support. This service is provided by employers to employees. **Cost:** Services available to employees will depend upon the individual organisation's contracts **Referral Process:** Self referral or supported referrals by supervisors and employers

**T MI A O**



## Family Intervention Service

Works with families where the Department of Children, Youth Justice and Multicultural Affairs are having ongoing involvement and where the plan is for children to return to the family or to remain safely in the home with support. **Cost:** Free **Referral Process:** From the Department of Children, Youth Justice and Multicultural Affairs

**T MI N O**



## Family Relationship Centre (FRC)

FRC assists families with dispute resolution, property settlement, information, and referral to other services that can help strengthen relationships. It supports separated parents (including extended family members) to resolve disputes and reach agreement on parenting arrangements. **Cost:** Contact us **Referral Process:** Self referral

**T MI O**



## Family and Community Counselling Service

Provides relationship counselling: individuals, couples and families. **Cost:** Contact us for further details on fee schedule **Referral Process:** Self referral

**T MI O**



## FOCCUS

Assists people at all stages of relationships, in forming a lasting tie to another person. Courses are available for couples preparing for marriage and also marriage enrichment. **Cost:** Contact us or see website **Referral Process:** Self referral

**T O**



## Gambling Help

Delivers a range of interventions and support services to individuals/families that are affected by problem gambling. We provide responsible gambling education and resources to schools, community organisations, service groups, health care services and gaming venues, with the emphasis on harm minimisation approaches. **Cost:** Free **Referral Process:** Self referred

**T MI A B N C O**



## Home Interaction Program for Parents and Youngsters (HIPPY)

A two-year home-based parenting and early childhood enrichment program for families with young children. Families start HIPPY when their child is in the year before school (around four years) and continues during their first year of formal schooling. The HIPPY approach develops the foundations for learning in the home during the children's crucial early years. **Cost:** Free **Referral Process:** Self referred or agency assisted

**MI A**



### Homelessness - Crisis Accommodation and Homestay

Works intensively with families and individuals through support, information, referral and advice to obtain and maintain stable and suitable accommodation in Mount Isa. The service is also able to offer limited assistance with crisis accommodation. The Homelessness service is suitable for families and individuals who are homeless or at risk of becoming homeless in Mount Isa. **Cost:** Free **Referral Process:** Self referral and agency referrals

**M**



### National Psychosocial Support Program

Is a brokerage program for people living with severe mental illnesses who have complex unmet care needs impacting their ability to function on a day to day basis. **Referral Process:** Please call for further information

**L O**



### Normanton Youth Service

Supports young people in the community to enable them to lead safe, healthy and active lives. **Referral Process:** Self referral drop in and agency referrals

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### Professional Practice Supervision

An educative and supportive function to social welfare professionals, provided by highly experienced and qualified social workers or psychologists. It is an opportunity for workers to raise issues, gain further expertise and reflect on their practice to ensure they are following best practice standards. Can be provided one on one or in a group setting. **Cost:** Contact us for details

**T M O**



### Professional Development & Training

Centacare NQ can provide training, workshops, learning circles or facilitated discussions for groups and teams in a range of areas. These include wellness and well-being, change, conflict resolution training, communication styles training and ASIST (Applied Suicide Intervention Skills Training). **Cost:** Please contact us for further information

**T M O**



### Reconnect

Community-based early intervention services to assist young people aged 12 to 18 years who are homeless, or at risk of homelessness, and their families. Reconnect assists young people to stabilise their living situation and improve their level of engagement with work, education, training, and their local community. **Cost:** Free **Referral Process:** Self referral and agency referrals

**M**



### Respite House

Offers the opportunity for individuals with a disability to experience some time away from home in a supported, safe, positive and friendly environment. This respite allows carer's time to engage in other activities or have a well needed rest from the demands of their caring role. **Cost:** Free schedule available **Referral Process:** Please contact our Disabilities team for further information

**T**



### Regional Family Dispute Resolution

Helps families discuss and agree upon arrangements that meet the best interests of their children without going to court. Resolving disputes on property settlements also available. **Cost:** Fees may be charged according to your financial circumstances **Referral Process:** Self referral

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### Regional Area Integrated Family Support Service

Counselling and support services for children, young people and their families who are vulnerable, and are at risk of family break down and who require additional support and assistance with an emphasis on early intervention. **Cost:** Free **Referral Process:** Self referral

**N C O**



### School Savvy NQ

Is a back-to-school initiative run each January where preloved school uniforms, accessories and stationery is made available to those in need at our pop-up shops. **Cost:** \$1-\$5 an item (some free items) **Referral Process:** Self-referral

**T M A C**



### Trinity House

Supported independent living accommodation for individuals who live with a disability in Mount Isa. **Referral Process:** Please direct referral enquiries to our Trinity House Supervisor on 1300 672 273

**M**



**CENTACARE NQ**  
Proudly  
supporting  
NQ region

[WWW.CENTACARENQ.ORG.AU](http://WWW.CENTACARENQ.ORG.AU)

**1300 NQ CARE (1300 672 273)**



**T**

Townsville

**M**

Mount Isa

**A**

Ayr/Burdekin

**B**

Bowen

**C**

Cloncurry

**N**

Normanton

**L**

Longreach

**O**

Outreach



Centacare North Queensland acknowledges the Traditional Owners of the land on which we live and work, and recognises their continuing connection to land, waters and community. We pay our respects to their Elders, past, present, and emerging.

*We provide services to 33% of North Queensland, including outreach to Palm Island, Ingham, Charters Towers, Collinsville, Hughenden, Richmond, Julia Creek, Dajarra, Camoowal and Doomadgee*



#### Townsville

410 Ross River Road, Cranbrook QLD

#### Burdekin

Please call for location

#### Bowen

34-38 Gregory Street, Bowen QLD 4805

#### Longreach

Cnr Duck & Cockatoo Lane, Longreach QLD 4730

#### Mount Isa

5 Miles Street, Mount Isa QLD 4825

80 Short Street, Mount Isa QLD 4825

#### Normanton

26 Dutton Street, Normanton QLD 4890

#### Cloncurry

57 Sheaffe Street, Cloncurry QLD 4824



*Contact us today!*

For all your Employee Support Solutions

1300 672 273

[www.centacarenq.org.au](http://www.centacarenq.org.au)

Enquiries: [centacarenq@centacarenq.org.au](mailto:centacarenq@centacarenq.org.au)

