

# ANNUAL REVIEW



CENTACARE NORTH QUEENSLAND 2017-2018



At Centacare North Queensland (Centacare NQ), the work we undertake every day has one main aim: to provide hope and brighten the future for all members of our community.

In our 39th year, Centacare NQ is arguably more motivated than ever to provide essential services to help achieve its driving purpose, consistently monitoring and adapting to the ever changing needs of the Queensland population, located across 33 per cent of the state including Townsville, Ingham, Ayr, Charters Towers, Palm Island, Mount Isa, Cloncurry, Normanton, and Gulf of Carpentaria. In the year to June 2018, Centacare NQ's team worked with more than 14,000 men, women and children, travelling more than 1 million kilometers to deliver essential support services.

This level of commitment is evidence of our dedication to provide genuine, life changing support to those in need, no matter where they live, who they are or what challenges they face.

As the Executive Director of Centacare NQ, I am extremely proud of the ongoing achievements of our team. I am always impressed and humbled by their commitment to provide these programs and assistance to all members of the community along the length and breadth of north and north western Queensland.

## LEARN FROM OUR WORK, STAKEHOLDERS AND TEAM

Our experience working one-on-one with people at all stages of life and varying circumstances enabled us to closely monitor the needs of our community and introduce four new programs: Allied Health, New Access (in partnership with beyondblue), Aged Care (Commonwealth Home Support Program) and Better Access.

The inclusion of these programs allows Centacare NQ to provide support, during and after personal challenges, and work more closely with people in their own surroundings empowering real progress in their own, more comfortable environment for long-term sustainability.

We look forward to developing these programs further over the next year and learning how people best engage with the new services.

## STRATEGIC INTENT

With growth, also comes the need to review and monitor our work alongside our strategic intent which is:

- 1: to inspire and motivate;
- 2: to deliver quality professional culturally respectful services;
3. to embrace and value the contributions of all; and
4. to possess a culture of continuous improvement.





To understand our achievements in this area, Centacare NQ performed three separate internal and external surveys to understand and assess how we impact people's lives, address issues, challenges and stakeholder relationships. These were the External Stakeholder Survey; CSQ-8 Client Satisfaction Questionnaire and the 2018 Centacare North Queensland Staff survey.

Please refer to the table below for a summary of outcomes.



### **Intent #1: To Inspire And Motivate**

Survey Result: According to the CSQ-8 survey results, 98% of respondents agreed that they would return to Centacare NQ for additional services if necessary, with 90% indicating that most or almost all of their needs have been met.

Summary Outcomes: Continued community engagement at events and excellent feedback from clients.

### **Intent #2: To deliver quality professional cultural responsive services**

Survey Result: According to the External Stakeholder Survey 2018, 83.3% of respondents were Satisfied (50%) or Very Satisfied (33.3%) with our service. The CSQ-8 survey showed 95.9% of survey respondents replied in the affirmative when asked how satisfied they were with Centacare's service.

Summary Outcomes: More Indigenous people will set their priorities and look for opportunities as a result of opening The Digs in Mount Isa, offering more programs to maintain strong engagement and assigning Liaison Officers to vital services.

### **Intent #3: To embrace and value the contributions of all**

Survey Result: 99% of external stakeholders were satisfied with the agency's professionalism and 90% of staff indicated they were satisfied with the agencies level of internal communication and workplace culture.

Summary Outcomes: A number of programs continue to report high levels of community engagement and contribution for the communities' well being.

### **Intent #4: A culture of continuous improvement**

Survey Result: Centacare NQ staff survey results indicated 80% of the team were very satisfied with the agencies culture and professional development, while 80% of external stakeholders were satisfied with the agency's handling of issues.

Summary Outcomes: Centacare NQ regularly monitors and reports the views of its people, clients and stakeholders to continue its improvement. Staff and Senior Leaders attended key events, conferences and workshops to maintain best practice.



### 1. To Inspire and Motivate

1. The Cloncurry Neighbourhood Community Garden was formally opened by Bishop Timothy Harris in March. The Garden is a safe space embraced by the community, families and students to yarn about issues and challenges that the community may be facing.

2. The Family Intervention Services, BRIDGE, ROSA and Counselling Intervention Services across the region, contributed to Child Protection Week by implementing a display with information and activities to promote the message that protecting children is everyone's business. Participants' feedback was excellent and showcased their motivation to work on these challenges.

3. NewAccess has been active in Mount Isa and North West Qld since January 2018. It benefits the community by providing access to a free and confidential 'low intensity' mental health service, with a trained professional and introduces simple to follow principles to incorporate into daily life to empower them with tools to get back on track. Client feedback indicated their support for the service and were inspired to help promote it to other friends and family.

### 2. Deliver Quality Professional and Cultural Services

1. The Cloncurry Neighbourhood Centre's regular community events are an excellent opportunity to engage with young people and their families to yarn about issues in the community and concerns that the young people may have regarding school, family and the community.

2. The Pathways program continues to receive excellent feedback from its allocated school and its participants. The school is very happy with the support the counsellor provides the student which resulted in the contract being signed for the 2018 school year.

3. The Gambling Help Yarning circle gained stronger momentum on Palm Island. The activity was established as a platform to engage in community education around problem gambling, a counselling referral pathway for Palm Island residents and to finally provide a safe space for people to engage in positive activities as an alternative to gambling.

4. Education and Life Skills introduced several new courses for children, youth, parents and adults. Participant feedback was excellent with 98.16% satisfied with the program's service.

5. The Family Relationship Centre's KIN-ction program was implemented for a six month duration. Liaison Officers were employed and started working with targeted communities (Indigenous & CALD). Outcomes were very positive with many participants reporting they felt supported as a result of someone who understood their culture.

6. The Homelessness team in Mount Isa arranged a free Community Connect event as part of Anti-Poverty Week. Local stakeholders were invited to promote their service by holding an activity or hosting an information stall. A strong number of local residents attended the event and enjoyed all that was provided, including donated clothing, free haircuts, food, face painting and other activities.

7. Delivery of the HHH (Happy Healthy Homes) program has provided the opportunity to reach a larger number of community members of Brilla Brilla. Participants have just completed their first 13 week program and have learnt skills required to help maintain a tenancy and everyday life skills, thus resulting in increased community capacity and value adding to the organisation.

8. The Whitsunday Community Recovery Service was implemented to support residents of Airlie Beach, Proserpine, Bowen and Collinsville to recover emotionally and financially from Ex-Tropical Cyclone Debbie, which impacted the region in March 2017. The highlight of our year is having the opportunity to provide counselling, support and advocacy for community members who have experienced trauma and been at their most vulnerable. Centacare NQ was able to build strong relationships with other service providers including Department of Communities, Department of Communities Recovery Service, and other services in the region.

### 3. To Embrace And Value The Contribution Of All

1. A new space lovingly named 'The Digs' commenced development in the first half of 2018. The purpose built community hub consists of two modular buildings connected with a deck to host yarning circles. The hub will allow facilitation of workshops, and be a dignified place for disengaged youth and those experiencing homelessness to access practical services like access to facilities such as kitchen, bathroom, laundry and Centacare NQ's programs.

2. HIPPY Mt Isa and Burdekin continue to implement events and programs that continue to engage families and help build a stronger well informed community.

3. Cloncurry Community Cookbook was developed to celebrate the many cultures and interests of local residents. The Cookbook will be available for sale in November 2018.

### 4. Culture Of Continuous Improvement

1. HIPPY Burdekin Tutors attended several training events; First 1000 days, 123 magic, Circle of Security and Assist. Tutors are also engaging in research for Certificates in Community Service and Business management.

2. Centacare North Queensland applied for and was granted additional funds from the Gambling Help Innovative Fund 2017-2018 to be able to provide a preventative program for the children of Palm Island.

3. The Disability Services Team attended a number of industry events and conferences to further enhance its offering, promote its services and maintain in best practice. This included but is not limited to: National Disability Services Forums and workshops to continue to adopt and improve upon our service, viability and frameworks; participated in the Changing lives Changing Communities Forum held with QCOSS & Townsville City Council and attended a Mini Expo for Carers Queensland as part of the Carers' Retreat.

4. The Family Intervention Service expanded on a suite of psycho education programs, through staff being trained as facilitators in the credited parent education courses Tuning into Kids and Tuning into Teens. Staff are now actively sharing this knowledge with clients to enhance the tools we use to support families being challenged in the role of parenting within modern society. This training has been rolled out among a number of programs across the year.

5. The Professional Supervision Team delivered almost 3,500 hours of supervision, plus training to staff, with our focus on reflecting on what we do, and how and why we do it.

Annual reflection and analysis of staff, partner and industry feedback will support the planning process for 2019 as we value the views of those people we are seeking to help, and better support the partners and industry that support us.

Peter Monaghan  
Executive Director  
Centacare North Queensland





# Centacare North Queensland Quick Stats 2017 / 18



**14,258 CLIENTS  
SUPPORTED**

**8,476  
FEMALES**



**5,782  
MALES**



**8234  
ADULTS**



**6024  
KIDS**



**160  
STAFF**

**SERVICE  
33%  
OF QLD**



**1.1 MILLION KMS  
TRAVELLED**



**5515 INDIGENOUS  
& CALD CLIENTS**

**7783 CONTACT  
HOURS**



**6 OFFICE  
SITES**



**9 SERVICE  
AREAS**

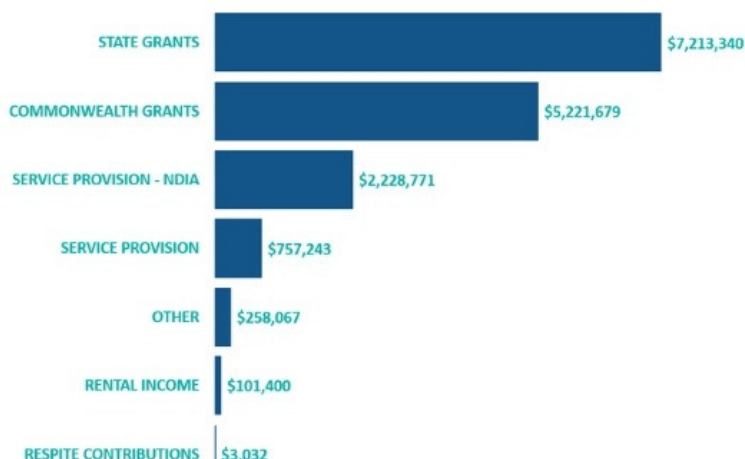
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**WE FOCUSED INVESTMENT IN TO OUR TEAM  
TO PROVIDE QUALITY SERVICE AND SUPPORT TO  
THE COMMUNITY**

**WE ARE GRATEFUL FOR THE  
ONGOING SUPPORT OF GOVERNMENTS & SERVICE  
PROVIDERS FOR THEIR FINANCIAL SUPPORT**

## 2017/18 INCOME



## 2017/18 EXPENDITURE

