

ANNUAL REPORT 2018-19



1979-2019 - Caring for the community

**CENTACARE
NORTH QUEENSLAND**

caring for the community is at the centre of everything we do

MESSAGE FROM OUR BISHOP



Centacare North Queensland continues to make a difference in our communities. I am so proud of the work being done in the name of Jesus Christ and the Catholic Church. I see this work as being indispensable in the areas of counselling, family support, mediation and dispute resolution, disability services, housing and homelessness, youth support, professional development, aged care and more.

To assist me in my role as Bishop of Townsville, an Executive Director is delegated to act in my name. This year I appointed Paula Washington as Executive Director as a replacement for Peter Monaghan who resigned to take up an appointment in Sydney.

2019 has been a big year for Centacare and us all. We celebrated its 40th anniversary and in February, after the milestone flood event, Centacare responded with great dedication assisting many across Townsville, Mount Isa and Cloncurry. This was truly a commitment of significant proportions and one that was greatly appreciated.

Without question, Centacare North Queensland relies on Government grants to help it do good things for the community. The Government trusts Centacare because of its track record and proven ability to deliver. I am very grateful to the Government for entrusting Centacare in the way it does.

May God continue to bless Centacare North Queensland for keeping the Church on the front foot and involved in the lives of people, especially those in most need.

Wishing God's abundant blessings to all,

MOST REV TIMOTHY J HARRIS

Bishop of Townsville



MESSAGE FROM EXECUTIVE DIRECTOR



Everything we do at Centacare NQ is inspired by our vision of providing hope for a brighter future for all peoples across our communities. I can confirm – in absolute terms – that nothing illuminates this vision better for me than visits to the communities we serve from the Burdekin to Doomadgee and everywhere in between.

Our presence across the Diocese is unmatched and the services we provide are connecting and creating real impact right where they are needed. I'm very fortunate to work with such a talented, optimistic and professional group of people.

As Executive Director since February 2019, I'm honoured to have witnessed the dignified and effective response our programs have implemented to support the communities of Townsville, Ingham, Mount Isa and Cloncurry, especially after the historical monsoon event that ravaged these areas.

The ability of our staff to come together across locations and services to provide services, even in times of hardship shows commitment, innovation and ingenuity that continues to provide positive impacts to individuals, families and communities.

Whilst this has been an eventful year for the region, I feel confident and hopeful that Centacare NQ will continue to thrive and service our region into the future, and that we can honour our 40 year history through continuing to work with and within our region to help all who may need our services.

THE YEAR AT A GLANCE

Centacare North Queensland Quick Stats 18 / 19



10,289 CLIENTS SUPPORTED



6481 FEMALES
3808 MALES



6230 ADULTS



4059 KIDS



1935 INDIGENOUS &
CALD CLIENTS



1.1 MILLION KMS
TRAVELLED



6 OFFICE SITES
9 SERVICE AREAS



MORE THAN 100K
CONTACT HOURS



160 STAFF

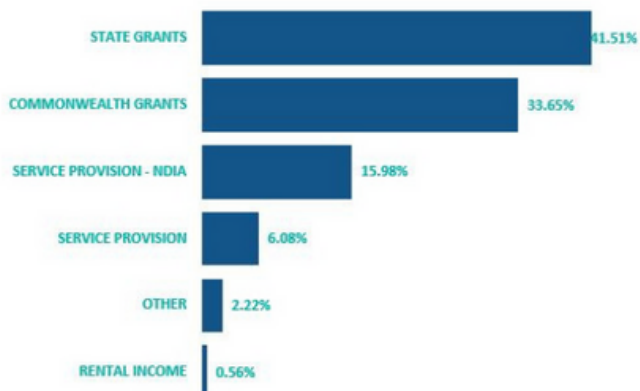


SERVICE
33%
OF QLD

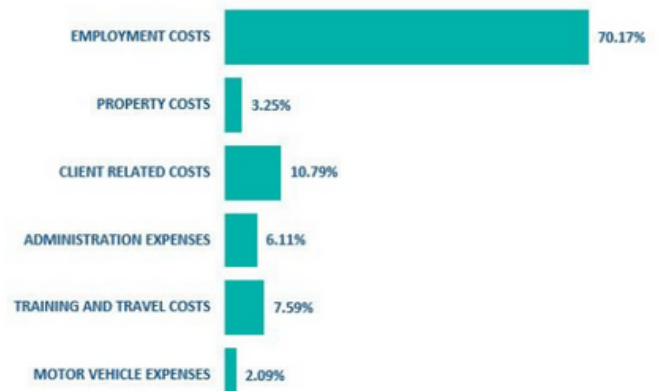
WE FOCUSED INVESTMENT IN TO OUR TEAM
TO PROVIDE QUALITY SERVICE AND SUPPORT TO
THE COMMUNITY

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

2018/19 INCOME



2018/19 EXPENDITURE



OUR VALUES IN ACTION

OUR MISSION

Centacare provides professional and respectful services to strengthen individuals, families and communities. We are a social service ministry of the Catholic Diocese of Townsville.

OUR VISION

To inspire hope, create wellbeing and seek justice.

Our mission and vision are underpinned by the principles of Catholic Social Teaching and visible in all work carried out at Centacare NQ.

Respect for Human Life and Dignity:

- Respectful dignified service delivery is our priority, this is realised through our provision of a family friendly service context, person centered approaches to service delivery and confidentiality
- Provision of training in suicide intervention, life skills, personal safety, and Mental Health First Aid

The Common Good:

- Supporting individual and community capacity building through initiatives such as Communities for Children initiatives
- Participation in community recovery after 2019 floods
- Community training and upskilling initiatives through programs such as our Family Law Pathways Network and ACCESS to build the professional skills base of those working in our sectors to better respond to needs of our community

Subsidiarity & Participation:

- Client-led service responses; honouring the individual capacity to actively participate in decision making and identification of goals in all programs
- Active pursuit of client feedback as an informant of service improvements

Stewardship of Resources:

- Ongoing monitoring and evaluation of services to ensure resources are prioritised for the purposes of service delivery
- Information decision-making around use of resources to ensure accountability to policy, legislation, and stakeholders

OUR VALUES IN ACTION

CONTINUED

Preference for the Vulnerable:

- Where possible, fees for services are based on ability to pay
- 90% of our services are offered at no or low cost
- Safety is core to all services and we prioritise safety for all participants (physical, emotional and cultural)
- Pursuit of funding opportunities and new services that respond to the needs of those we identify as vulnerable in our communities; in the 2018-19 year Centacare NQ secured additional funding in the area of mental health and disability support services, with particular focus on rural and remote communities

Solidarity, Peace and Unity:

- Our services are available to all in the community
- We prioritise collaborative approaches to service delivery and proactively seek service partnerships in the interests of better responding to community need. We have more than 40 community partnerships across the Townsville Catholic Diocese
- Centacare NQ actively pursues Reconciliation Activities to maintain our commitment in achieving the goals set out in our Reconciliation Action Plan (RAP)



CLIENT SERVICES OVERVIEW

INDIVIDUAL AND FAMILY SERVICES

- Counselling Intervention Service (CIS)
- BRIDGE
- ROSA
- Family Intervention Service (FIS)
- Family & Relationship Services - Counselling (FRSC)
- Gambling Help
- Regional Area Integrated Family Support Service (RAIFSS)
- National Psychosocial Support Program (NPSS)
- Bowen Financial Resilience

Centacare NQ has a diverse range of services available to individuals and families across our region, from Townsville out to Mount Isa. Every day our qualified and experienced staff across these programs work with and walk with people to build personal resilience and coping skills as well as develop healthier, more supportive relationships and a sense of connection to their community.

How Have We Made a Difference?

"Since making this decision (to seek Gambling Help) I have been able to address a lot of my issues that led me to use gambling as an outlet so I didn't have to deal with what was happening in my life" - *Gambling Help client*

"I have been able to identify my triggers, learn new coping mechanisms and how to be able to balance family, work and life in general" - *Gambling Help client*

"It helped with telling people about my feelings" - *ROSA client*

"I think counselling is a good opportunity to talk to someone who will listen and not judge" - *ROSA client*

"Thank you for making and providing a service of this kind. It is much needed and an absolute benefit" - *FIS client*

"I am grateful for the past year and have achieved positive outcomes because of your service" - *FIS client*

INDIVIDUAL AND FAMILY SERVICES

CONTINUED

"My worker has been amazing, she goes above and beyond, very caring to my kids, and remains calm and connected with me, even when I'm feeling angry. She's a hard worker, works very hard at supporting me with my Child Protection Goals" - *FIS client*

"No one has cared about me like this service, they don't give up on me" - *NPSS client*

"The service is very confidential; I can trust them" - *NPSS client*

"If they can't provide the service, they will go out of their way to link you in to someone that can" - *NPSS client*

"The service I received was life changing" - *Bowen Financial Resilience client*

"It's a wonderful organisation that offers services to support people such as myself" - *Bowen Financial Resilience client*

DISABILITY SUPPORT SERVICES

- Disability Services
- Latitude 20

Centacare NQ is a registered provider of disability services under the National Disability Insurance Scheme (NDIS). The team, across the regions are dedicated to working in a supportive way with individuals to enhance wellbeing, increase participation and inclusion in community and individual choice. Our approach is one of flexibility and responsiveness, to the person's wishes, goals and aspirations.

How Have We Made a Difference?

"All the staff do a wonderful job" - *Disabilities client*

"This is the first provider to really make a difference in his life" - *Disabilities client*

"Your email, thank you so much for how comprehensive and detailed it is, very helpful" - *Disabilities client*

"I now understand how the NDIS works. It's too hard by yourself, thank you for helping me" - *Lat20 client*

"I couldn't read those papers, too big those words on there, lucky you came along" - *Lat20 client*

"I had no idea what I was doing, thanks so much for your support" - *Lat20 client*

FAMILY LAW SERVICES

- Family Law Pathways Network (FLPN)
- Regional Family Dispute Resolution (RFDR)
- Family Relationship Centre (FRC)

Centacare NQ has been a consistent strength in supporting families in building stronger family relationships, developing cooperating post-separation parenting agreements and being pro-active in offering education, support and referrals to families experiencing family relationship issues including separation. We work from a foundation of safety to support families to have strong healthy relationships. We are also the auspice for the NQ Family Law Pathways Network, an initiative of the Commonwealth Department of Attorney General to support the community and legal sector to work in a collaborative way to support families. We have proudly delivered more than 150 hours of training, networking and capacity building events in this past year in an effort to build our regions capacity to work in an integrated, safe and effective way to support families.

How Have We Made a Difference?

"Thank you, I cannot speak highly enough about how you facilitated our conversation. I am so grateful to you; we literally could not have done this without you"

"The service listened, very attentive and responsive to my concerns"

"Very calm and accepting manner; respectful care of client - role model of how to behave"

"Supportive, empathetic listening and discussing"

"She is very good. Love the effort she provided. Services are so wonderful. Most of all she really made me feel comfortable and safe"

From Our Team:

"I stay working at Centacare NQ FRC because of the challenges and opportunities to develop my practice and the job satisfaction I get from helping families achieve what they want for their children"

COMMUNITY & HOMELESSNESS SUPPORT

- Communities for Children
- Homelessness
- Home Interaction Program for Parents and Youngsters (HIPPY)
- Reconnect
- Homestay
- Cloncurry Neighbourhood Centre

Centacare NQ, in our 40th year has continued to support community. Our values are reflected strongly in the work of our Community and Homelessness support programs in our prioritisation of those who are most vulnerable. This suite of programs focus on supporting families, who in turn support children to reach their full potential through a number of measures, from provision of safe affordable housing to literacy support and opportunities for parents to potentially upskill themselves with a view to future employment. Our Communities for Children program builds on this foundation support by facilitating a whole of community approach to creating a safer community and improved wellbeing for children through a range of collaborative activities with our community partners.

How Have We Made a Difference?

"Thank you for the support Centacare gave me. Great outcome. It lifted me from the bottom to the top" - *Homestay client*

"I made a plan to keep my boys safe and the Case Managers helped me to do this. Thank you" - *Homestay client*

"I was ready to pack up and leave. I never thought Centacare were ever going to help me, let alone the community. Thank you for your help. You have eased my stress with all your help, and I will definitely be sending you friends and family of mine that need support. Thank you" - *Homestay client*

"This is a great service. Very helpful. I would recommend you to my family. You are the best" - *Crisis Intervention & Accommodation client*

"Thank you. The biggest help I have got from any service in town" - *Crisis Intervention & Accommodation client*

"Centacare is my family now. I feel so much better. I can eat and sleep now" - *Crisis Intervention & Accommodation client*

COMMUNITY & HOMELESSNESS SUPPORT

CONTINUED

"HIPPY has encouraged us to make time to sit and work together" - *HIPPY client*

"I have learnt a lot to help my child as he progressed towards school and has helped me to understand the learning styles of my son and the best way he learns" - *HIPPY client*

"I would like to say thank you mum for giving me the chance to do HIPPY program and for being my first teacher and helping me to be better at school" - *HIPPY client*

EDUCATION & CORPORATE SERVICES

- Education & Life Skills (ELS)
- ACCESS
- Education Services:
 - Mental Health First Aid (MHFA)
 - Applied Suicide Intervention Skills Training (ASIST)
 - AVERT (Family Violence Training for Professionals)

Centacare NQ has a range of community, education and workplace services that can assist. Our Education and Life Skills program is focused on supporting individuals and families to develop personal coping and life skills as well as families through our psycho-educational courses that cover effective parenting skills, managing anger, stress and other emotions and developing healthy relationships.

Centacare NQ also offers our regions a suite of services focused on professional and personal development. We have experienced, qualified and accredited trainers who can deliver nationally and internationally recognised training such as Mental Health First Aid (MHFA), Applied Suicide Intervention Skills Training (ASIST) and AVERT (Family Violence Training for Professionals). These training options are offered regularly across our region and can form part of Employee Assistance Program (EAP) supports offered under our ACCESS program.

How Have We Made a Difference?

"What we learnt, that we can breathe to calm down" - *ELS client*

"The whole course gave me a better look at things and how to stay calm and in control" - *ELS client*

"The course was very helpful to me. It helped me to understand more about stress and the effects on my body" - *ELS client*

"The service has provided a safe environment which enabled me to honestly look at how my emotions may have impacted previous parenting decisions. It has enabled me to put strategies in place to improve my parenting" - *ELS client*

"As the caregiver of my 6 year old grandson I have learnt so much from this course and my role in his life" - *ELS client*

EDUCATION & CORPORATE SERVICES

CONTINUED

"I was equipped with tools and knowledge to cope with difficult issues" - *ACCESS client*

"I can reflect more on the way I think. I found normalising my experience and validating what I was going through useful" - *ACCESS client*

"Very knowledgeable and experienced" - *ACCESS client*



RECONCILIATION ACTION PLAN

RAP ACTIVITY OVERVIEW

RAP OVERVIEW

This year has been a big year in the RAP space with a keen focus on key events across the organisation:

National Reconciliation Week

this year theme grounded in truth – Mount Isa staff celebrated this by some skilful acquiring of a large emu paw tree which is native to Mount Isa.

The tree has been planted to mark reconciliation within Centacare NQ and to also when the tree matures, it will provide a shaded out door space for counselling and case work for the community.


40th Commemorative Staff Shirts

The Centacare NQ 40th Shirts created by Luke Duffy of Murri Art are worn by staff during client service delivery, community events and day to day operations. They have been well received and staff wear these proudly celebrating Aboriginal and Torres Strait Islander culture.

2019 has been a year of planning as we prepared to create our new RAP for 2020-2023. Centacare NQ will be moving in to the “stretch” category which have our organisation focussing on embedding reconciliation.

This is currently in development and will be submitted to Reconciliation Australia, ready to roll out over the first half of the year with our new RAP goals.





HOW YOU CAN BE A PART OF CENTACARE

OUR SERVICES

COMMUNITY

Our services are available to all in the communities we work in. Our services are confidential and most of our services have either no cost or a sliding fee scale to ensure they remain available to all who need them. Access is easy, email or telephone us for more information.

CORPORATE

Our specialist services including EAP services, professional development and training services, including ASIST, AVERT and MHFA are available across the North Queensland and North-western Queensland region. Contact us on 1300 672 273 for more information or to discuss a quote.

OUR FUTURE

DONATIONS

You can be a part of the next 40 years of Centacare NQ by donating or joining our Bequest Donation Program. All donations above \$2.00 are tax deductible.

For more information please call 1300 672 273