



# 2022

# ANNUAL REPORT



**Paula Washington**  
Executive Director,  
Centacare NQ

His Holiness Pope Francis, in his 2022 Lenten message, called us to focus on St Paul's letter to the Galatians 'Let us not grow tired of doing good' (6:9-10). So many kept optimism in their hearts as they welcomed in 2022, although there was certainly a fatigue. With global pandemic still very much in our minds and impacting daily life, it took fortitude for many to remain focused. At Centacare NQ, we experienced this first hand, as well as supported many to manage the less visible impacts of Covid-19. The impact of loneliness as many experienced another year of reduced contact, changes to financial and life circumstances, general uncertainty, and a certain weariness that can come when faced with ongoing challenging circumstances.

Our staff's sense of solidarity in purpose was sustained through conscious effort; there was support and care for each other, attention to small kindnesses and celebrations of achievements that helped Staff feel supported in their work and in turn for them to be supportive toward others as they worked with some of the most vulnerable members of our community. As the so-named 'new normal' began to look more optimistic and accommodating of pre-Covid activities and practices I am both proud and grateful for the Staff, our work has continued for the duration and so has our connection to the individuals, families and communities we work with. Congratulations to all Centacare NQ staff, their commitment to 'doing good' work, safely, compassionately and with dignity has been extraordinary.

Since 1979 Centacare NQ has continued a proud legacy of providing support services to individuals, families and communities in the Catholic Diocese of Townsville. In 2022 we again saw a growth in both demand for services and our ability to deliver. Centacare NQ delivered 52287 hours of direct service delivery to more than 9652 people in the region. In addition to this, through initiatives such as School Savvy we were able to reach an additional 754 families and support 2000+ children return to school.

It is a privilege to work across so many communities and this would not be possible without the support from Bishop Tim and the Diocese, our Council, and key stakeholders such as the Department of Social Services, the Commonwealth Department of Attorney General, Department of Justice & Attorney General, Department of Communities, Housing and Digital Economy and Department of Children, Youth Justice and Multicultural Affairs



Centacare NQ's Annual Christmas Liturgy  
December 2022



**Most Rev Timothy J. Harris**  
Bishop of Townsville,  
Catholic Diocese of Townsville

2022 has been another challenging year for our local communities, our country and the world. The terrible conflict in Ukraine began in February. COVID-19 continues to have its way with the death of millions of people and counting. These and other realities combined with the local challenges of life for families and individuals can create a sense that we are all under siege of one kind or another.

We long for a more caring environment both internationally and here amongst our own people. Catholic agencies like Centacare North Queensland want this kind of vision as well. Human beings matter in this world of ours and Christians are called upon to practice what they preach. We can't say that we love God unless we also love and care for our brother and sister, especially in their time of need.

I am again amazed by the hours worked by Centacare staff in caring for the vulnerable. 9,652 clients have been supported in 2022 and 282,617 business kilometres were travelled in NQ fleet vehicles to service those clients.

Centacare was busy with delivering mental health first-aid training, holding information tables in the community for Gambling Harm Awareness Week, hosting school holiday activities for families, supporting international Women's Day campaigns and School Savvy programmes, supporting Reconciliation Week damper tasting, joining the annual NAIDOC March and Deadly Day Out, other First People's outreach, partnering with SVDP (Vinnies) and Orange Sky Laundry. The list goes on with Centacare NQ being an NDIS registered provider as well as offering counselling services and other family support.

I am proud of the work carried out in the name of Christ to assist thousands of people. Our staff work tirelessly and treat everyone with the respect they deserve.

I thank and congratulate Paula Washington and her team for their commitment to the task, and their resolve to be that helping hand and voice during this time of intense uncertainty. Centacare plays its part in helping alleviate some of the pressures experienced by so many today.

Wishing God's abundant blessings to all,

*T J Harris*



Centacare NQ visit from Apostolic Nuncio,  
His Excellency Archbishop Charles Balvo  
in June 2022.

# 2022 QUICK STATS



**9652**

CLIENTS SUPPORTED

**61%**

FEMALE

**39%**

MALE



**29%**

ABORIGINAL & OR TORRES STRAIT ISLANDER

**60%**

NOT ABORIGINAL & OR TORRES STRAIT ISLANDER

**11%**

UNKNOWN





**95182**  
HOURS WORKED



**52287**  
CLIENT CONTACT HOURS



**282617**  
BUSINESS KLMS TRAVELLED  
IN CENTACARE NQ FLEET  
VEHICLES

**4%**

CULTURALLY AND  
LINGUISTICALLY DIVERSE

**96%**

NOT CULTURALLY AND  
LINGUISTICALLY DIVERSE





**148**

CENTACARE NQ  
STAFF



**5**

OFFICE SITES

**13**

SERVICE AREAS



**33%**

SERVICE AREA OF QLD



**4**

LOCATIONS

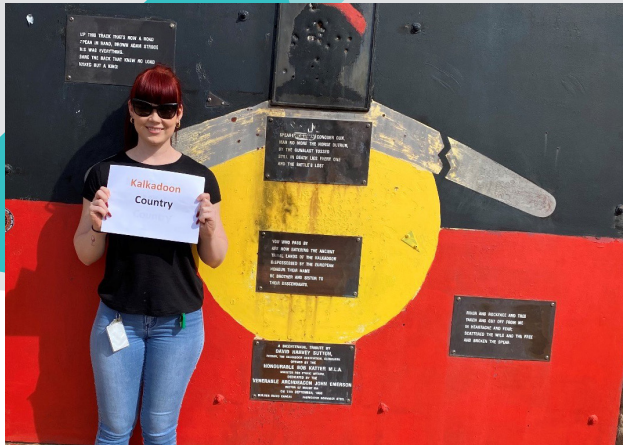
**754**

FAMILIES

**2000+**

CHILDREN

*Supported to get back to school  
in January 2022*



Staff member Anna on Kalkadoon Country during an Outreach trip

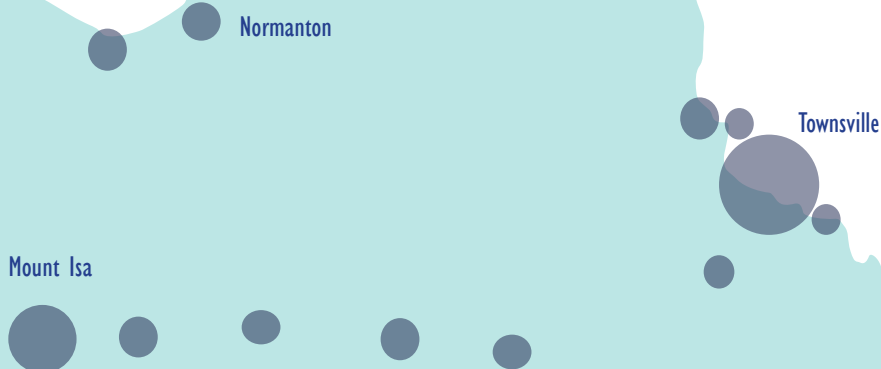
HIPPY Tutors on Bindal & Juru Country



Marivel on outreach with Gambling Help to Wunumara Country



NUMBER OF CLIENTS  
SUPPORTED BY THE  
SIZE OF THE BUBBLE IN  
EACH LOCATION





# CENTACARE NQ



Celebrated many professional milestones

Delivered Mental Health First Aid (MHFA) Training within the diocese



Held information tables in the community for Gambling Harm Awareness Week

Visited Palm Island for Gambling Harm Awareness Week



Attended the Community Day in Charters Towers

Hosted School Holiday Activities as part of the BRIDGE program to connect families





# 2022



Attended the Townsville Career Expo with our Catholic Diocese friends

International Women's Day 2022 campaign theme was #BreakTheBias



With thanks to local sponsoship School Savvy in Cloncurry was able to offer back-to-school haircuts free of charge

School Savvy in Mount Isa was able to help many families get back to school with what they needed



School Savvy NQ pop up shop assisted many families with affordable school supplies and school uniforms in Townsville

Education and Life Skills team outreached to Charters Towers to deliver parenting courses



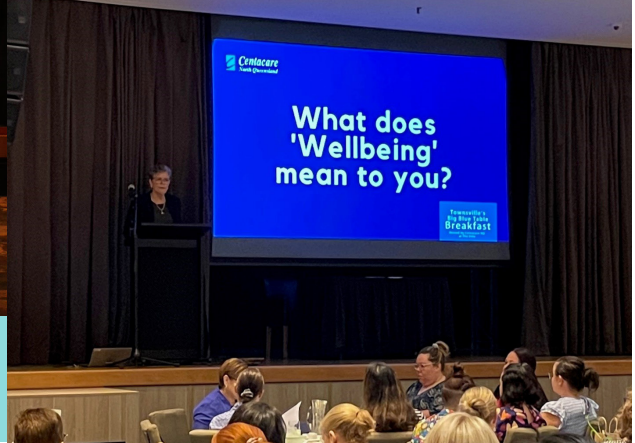


# CENTACARE NQ



Allan 'Al' Jefferson and Cathy O'Toole attended our Big Blue Table Event as Guest Speakers

Hosted our first ever Big Blue Table Event with over 100 attendees



Bring your dog to work day was a great mood booster for all staff who joined in

Staff held a morning tea and raised funds for Australia's Biggest Morning Tea



HIPPY Burdekin held their Annual National Aboriginal and Torres Strait Islander Children's Day event for the community

Mount Isa HIPPY welcomed HIPPY Doomadgee to town for a HIPPY Mini Conference





# 2022



Reconciliation Week Damper Tasting

Centacare NQ's Annual Damper Cook-Off  
Reconciliation Week



Staff joined the annual NAIDOC Week  
March in Townsville

One of the rocks painted by children who visited  
our NAIDOC stall at the Deadly Day Out



NAIDOC 2022 Theme  
'Get Up, Stand Up, Show Up'

Staff enjoyed celebrating NAIDOC with families of  
Cloncurry, lots of yarning – sharing of story and  
embracing the theme of 2022





# CENTACARE NQ



Mount Isa staff wear read on Day for Daniel

Townsville staff wear read on Day for Daniel



In May, the men of Centacare NQ walk in her shoes around the block in support and recognition for those who have been a victim of DFV

In October, the Polished Men paint one nail blue to spark up important and powerful conversations, and raise awareness and funds to end DFV



Supervisor workshop/training sessions delivered in Mount Isa

Supervisor workshop/training sessions delivered in Townsville





# 2022



Centacare NQ staff and QPASTT staff get outside in the fresh air for a game of FINSKA on RUOK? Day

Centacare hosted a stall and rock painting activity at the Deadly Day out for NAIDOC Week in Townsville



Centacare NQ visitors

Sue Gore Phillips from Catholic Social Services Australia visits Centacare NQ



Centacare NQ continued partnering with Vinnies, Queensland Country Bank and Orange Sky Laundry for the School Savvy NQ program

Orange Sky come to the Townsville Office to wash donated school uniforms







*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.*