

ANNUAL REPORT 2025

WELLBEING FOR ALL



Catholic Diocese
of Townsville



Table of Contents

03	<u>Executive Summary</u>
05	<u>Company Overview</u>
06	<u>Quick Statistics</u>
08	<u>Our Impact</u>
09	<u>Our Workforce</u>
10	<u>School Savvy 2025</u>
11	<u>Big Blue Table 2025</u>
12	<u>2025 in Photos</u>
13	<u>Our Partners & Supporters</u>
14	<u>Thank you</u>

Executive Summary



A note from our Executive Director: **Paula Washington**

Centacare North Queensland celebrated 46 years of service in the Townsville Catholic diocese in 2025, and it was a year with challenges and many achievements. With our foundations firmly embedded in the mission and ethos of the diocese, the organisation delivered quality services to individuals, families, and communities.

Throughout the year, Centacare NQ responded to the complexities of regional and remote service delivery by developing innovative, responsive approaches. These strategies enabled us to respond effectively to the unique needs of communities regardless of location, strengthening both our presence and our impact across the region.

Our sustained investment in staff training and development remained central to our pursuit of service excellence. This commitment was reflected in consistently positive feedback received from service users, and our community partners demonstrating confidence in the professionalism, capability, and dedication of our workforce across services supporting families, individuals, NDIS participants and even the broader community in relation to Community Recovery after regional flooding.

There have been many achievements that have shaped our year and build confidence in our future direction. Our commitment to quality, innovation, and community is unwavering, and we look forward to continuing our work in partnership with the people and communities we serve. More than 400 hours of professional development and training were delivered to external stakeholders, contributing to a more skilled, resilient, and future-ready sector more broadly.

Looking ahead, 2026 will represent a significant milestone as Centacare NQ transitions to an incorporated entity governed by a Board of Directors. This evolution marks an important step in strengthening our governance and organisational maturity. This next chapter will galvanise the organisation's future—one that continues to honour our continued connection to the Townsville Catholic diocese, and the values, mission, and ethos that remain at the heart of our work.



Most Rev Timothy J. Harris

**Bishop of Townsville, Catholic
Diocese of Townsville**

Centacare NQ has achieved much in its 46th year of operating, from humble beginnings supporting local families to providing regional responses to complex social issues that has provided positive impact for thousands of individuals and families. In the past year the organisation has progressed its strategic goals of improving services to the community and transition toward becoming an incorporated entity. Both are guided by an enduring commitment to Catholic Social Teaching and Centacare NQ's core role as the social services ministry of the Catholic Church.

This milestone positions the organisation to continue delivering quality services in the region that can respond to emerging community need, evolving government policy and funding requirements. Centacare NQ's quality support services to individuals, families, children and those who may be experiencing vulnerability will continue across the Townsville Catholic Diocese, as they have done for almost half a century. Throughout this transition and into the future, it is reassuring to see Centacare NQ maintain a steadfast connection to the values and mission of the Diocese and that this will remain core to its operations.

I once again commend Centacare NQ for its care and concern for the community it serves in the name of the Catholic Church within the Diocese of Townsville. Individuals and families continue to receive this outreach in an ever-changing and challenging environment. Centacare NQ takes its responsibilities consciously and with a determination to assist where possible.

I thank Paula Washington and her team for their leadership.

Company Overview



About Us

We provide a range of programs to assist individuals, families and communities. Our 160 staff operate out of ten sites across North Queensland and the Gulf Country with outreach to a further eight towns in the region. Centacare NQ is an organisation with a strong inclusive community focus. We are committed to improving the wellbeing of the many communities in which we work.

Working with people across North Queensland since 1979.

Vision

Wellbeing for all



Mission

Enhancing wellbeing and resilience through respect, dignity and service excellence



Values

Integrity | Compassion | Respect | Dignity | Equality | Stewardship



2025: Quick Statistics

Who did we support this year?



4,298

CLIENTS SUPPORTED



57%

FEMALES



43%

MALES



<1%

IDENTIFY AS
LGBTQIA+



31%

IDENTIFY AS ABORIGINAL
&/OR TORRES STRAIT
ISLANDER



3%

CULTURALLY OR
LINGUISTICALLY DIVERSE



6.4%

DISCLOSED THEY HAD
MENTAL HEALTH NEEDS

2025: Quick Statistics

Who did we support this year?



12,929 Hours
CLIENT CONTACT
SUPPORT



18,700 Hours
CLIENT WORK



57,626
CLIENT SUPPORT
SESSIONS



38+
PROFESSIONAL
DEVELOPMENT EVENTS
OFFERED TO COMMUNITY



10+
COMMUNITY IMPACT
EVENTS



390+
CHILDREN SUPPORTED
THROUGH SCHOOL
SAVVY

Our Impact in 2025

01.

"Thank you for supporting the community the way you do and for providing families like myself with the ability to get back to school with quality items and less pressure"



02.

"Amazing service from staff"



03.

"I was impressed with the speakers and the venue. I felt that our team and guests benefitted from the speaker content to have more conversations about our mental health"



04.

"Lovely, helpful team"



Our Workforce

171
team members
across our
footprint in 2025

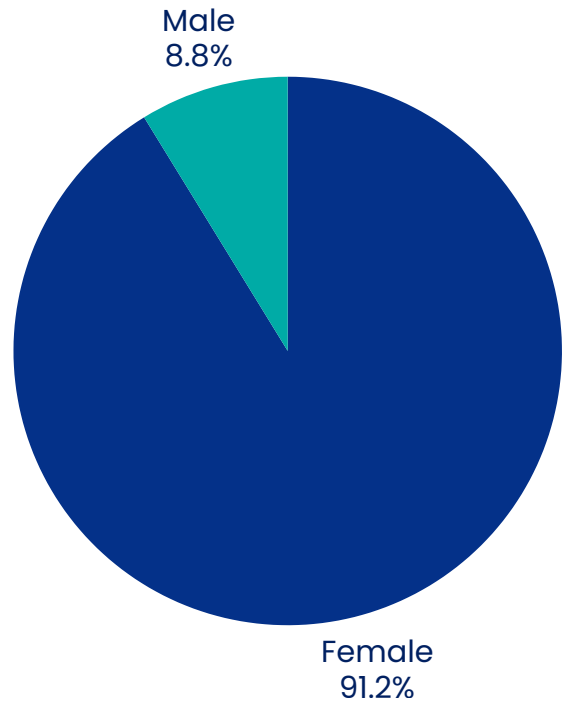
62
new team
members
welcomed in 2025

2.66
Years average
tenure

14%
of staff have
worked with us for
5 years or more

156
Female
employees

15
Male
employees



Employment Type:

45 Casual **99** Fulltime **27** Parttime

Work regions of Employees in CCNQ for 2025 workforce:



School Savvy

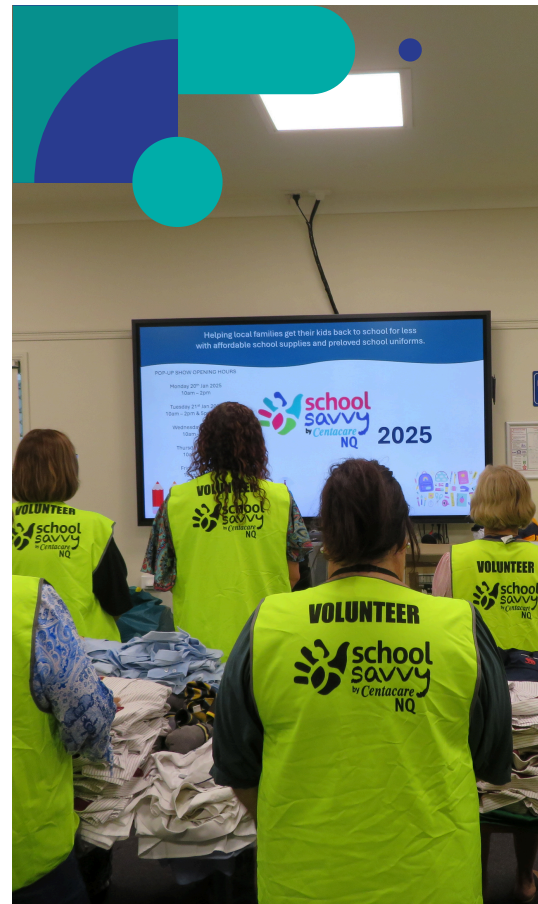
2025

In 2025, our School Savvy Program continued to support families across North Queensland by reducing the financial pressure of the back-to-school period. Through access to free or low-cost uniforms, stationery, and essential school items, the program helps ensure children feel confident, included, and ready to learn.

Delivered in partnership with local schools, community organisations, and volunteers, our pop-up events created welcoming spaces for families to access support and connect with their community.

The impact goes beyond practical assistance, School Savvy helps build confidence, belonging, and a positive start to the school year for children, while easing stress for families.

We thank our staff, volunteers, and partners for making this program possible and look forward to continuing this important work in 2026!



390+ Children Supported



165+ Families Supported



\$3,500+ Reinvested for next year

Big Blue Table 2025

Our biggest breakfast yet!

In 2025, our Big Blue Table Breakfast reached new heights, delivering our largest event to date and continuing to grow as a key platform for mental health awareness and community connection across North Queensland.

With a sell-out event and a record **148** attendees, the morning brought together community members, local businesses, and sector leaders for meaningful conversations around wellbeing. This year's theme, "Thriving Teams, Thriving Workplaces," focused on the importance of creating supportive, connected environments where individuals and organisations can flourish.

The event was made possible through the generous support of our community, with **6** sponsors and supporters coming on board to help bring the breakfast to life. Their commitment to mental health and workplace wellbeing played a vital role in the event's success. Adding to the energy of the morning, we were fortunate to receive **22** donated prizes and gifts, helping to engage attendees and create a vibrant and interactive atmosphere.

Beyond the numbers, the Big Blue Table Breakfast continues to provide a safe and welcoming space for open dialogue, encouraging individuals and organisations to prioritise connection, reduce stigma, and strengthen mental health outcomes in their workplaces and communities.

We thank everyone who attended, supported, and contributed to making the 2025 event such a success, and we look forward to continuing this important conversation into the future.



148 attended



22 Prizes



6 Sponsors/supporters



2025 in Photos

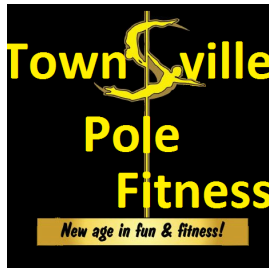


2026



Our partners and supporters

A huge thank you to all of our supporters and partners for 2025



NORTHERN QUEENSLAND
REGION





Catholic Social Services
for community wellbeing

Thank You!



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.

Our Contact Information :

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