

# ANNUAL REPORT

2021

STEWARDSHIP

DIGNITY

EQUALITY

COMPASSION



RESPECT

INTEGRITY

COMPASSION



**Paula Washington**  
Executive Director,  
Centacare NQ

*2021 proved to be another year of change and challenge for Centacare NQ and our community more broadly. I am both proud of and inspired by the staff who have continued to remain steadfast in our combined commitment to our organisational mission: 'Wellbeing for All'*

As Covid-19 continued to impact on a global scale, we looked to our core values to guide our work on a local basis. Values such as respect, dignity, compassion, equality and stewardship were the foundation. We respected the inherent worth of all and were able to navigate challenges to ensure the individuals, families and communities we worked with still had access to our services. Our services were provided in a manner that responded to need in a compassionate and dignified way. And we understood and valued the importance of caring for all of the resources we have, financial, material, spiritual and environmental.

In the spirit of Pope Francis's encyclical 'Fratelli Tutti'; 2021 provided a reminder that our connection to others is the cornerstone of wellbeing. In a time where many were isolated from kin, or disconnected from supports, the way we delivered services maintained a particular focus on ensuring all people we worked with were connected to people, supports, services and had an understanding of how to navigate challenges more effectively.

Centacare NQ is 43 years strong and our continued commitment to wellbeing for all has made a difference to countless people. Our feedback tells us that over 95% of people reported increased capacity across one or more areas of their life after participating in our services. Through community consultation we humbly acknowledge the appreciation our clients offered us for providing a service that made them feel respected, valued, and unashamed (October World Café community Consultations) and that more than 85% of clients who participated in a feedback survey noted they felt safer and/or their circumstances had improved.

"Let us not grow tired" was the message from St Paul to the Galatians (Gal.6:9-10) in looking after each other and doing work that is good. Centacare NQ is the social services ministry of the Catholic Diocese of Townsville and as we continue our work across the diocese, I offer my gratitude to all Staff, Management and Senior Leaders who contributed to the achievement of our goals. I also acknowledge the support and contribution of our Council, Chaired by Fr Rod Ward, and Bishop Tim Harris. Centacare NQ continues to achieve because of the combined efforts of many and it is my privilege to lead the organisation as we embark on the next chapter.



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

*Once again, this year I congratulate Paula Washington, the Executive Director of Centacare North Queensland for her dedication, and the dedication of her staff for reaching out to a community that has been, and continues to be, very much in need.*

2021 has been a challenging year. COVID-19 continues to destabilise the community in subtle and not so subtle ways. Social distancing created barriers but was necessary to slow the spread of the pandemic. Tensions have been high and a palpable sense of dis-ease has been noted. In these times, the social cohesion of a community can be threatened. That is why I am proud of the work of Centacare.

On behalf of the Catholic Church in the Diocese of Townsville that I lead as Bishop, I recommit through Centacare to an ongoing engagement with the community we serve. Values mentioned by Paula Washington in her contribution to this report are critical (respect, compassion, equality and stewardship). They drive the work of Centacare.

Christ of course is the reason we reach out with an open hand ready to engage and to play our part in being there for those seeking support. Centacare's services are many and varied so I encourage you to approach us knowing that we will do our best to assist in your time of need.

May 2022 be kinder to us all and may we never give up hoping in a better future. I trust that Centacare will be part of that future now and always.

Every blessing,

# Centacare North Queensland Quick Facts 2021

DID YOU  
KNOW?

Centacare NQ provides [EAP services](#) and professional development courses to corporate and community clients

## EMPLOYEE ASSISTANCE PROGRAM

Provides a number of services including Counselling, Critical Incident Response, Training & Workshops, Dispute Resolution, Supervision & Professional Support.



Centacare NQ accredited practitioners deliver **MHFA** courses to community members and people who work with the most vulnerable of our community

## MENTAL HEALTH FIRST AID

## APPLIED SUICIDE INTERVENTION SKILLS TRAINING

Centacare NQ accredited practitioners deliver **ASIST** courses to community members and people who work with the most vulnerable of our community

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.

## PROFESSIONAL PRACTICE SUPERVISION

## PROFESSIONAL DEVELOPMENT TRAINING

Centacare NQ can provide training, workshops, learning circles or facilitated discussions for groups and teams in a range of areas. Including wellness and wellbeing change, conflict resolution training and communication styles training.



# Centacare North Queensland Quick Stats 2021



6710 CLIENTS SUPPORTED



58% FEMALES  
42% MALES



ABORIGINAL AND/OR TORRES STRAIT ISLANDER 30%  
NOT ABORIGINAL OR TORRES STRAIT ISLANDER 60%  
UNKNOWN 10%

CALD 4%  
NOT CALD 96%



45696 TOTAL HOURS  
OF CLIENT WORK



OR 1904 DAYS

17397 TOTAL HOURS  
OF 'CONTACT' CLIENT WORK



OR 725 DAYS



6 OFFICE SITES  
9 SERVICE AREAS



SERVICE AREA  
= 33% OF QLD



148 STAFF



## At Centacare NQ in 2021 we...



Hosted our first School Savvy NQ in Townsville, Burdekin & Cloncurry assisting 1000+ families get their kids back to school with what they needed.



Invested in training opportunities for our staff



Attended local expos to share information and connect with community and local organisations



Represented Centacare NQ at local school organised expos to share information



Supported staff to raise awareness of issues they are passionate about. Men of the office wore heels on a walk around the block to show their public statement of listening, learning, allyship, and commitment to stopping sexualised violence.

## At Centacare NQ we...



Assist with community events, such as the Challenge Games



Travel to deliver services across North Queensland



Organise school holiday activities from the Cloncurry Neighbourhood Centre



Acknowledge our Elders in the community



Support NAIDOC week and march in unity



Provide breakfast to our strong 6 schools program in Townsville

## At Centacare NQ in 2021 we...



Were formally endorsed by Reconciliation Australia - [Reconciliation Action Plan 2021-2023](#)



Hosted stakeholder and community world cafe consultations for future planning



Highlighted Gambling Help services during [Responsible Gambling Awareness Week](#) in Townsville and Mount Isa



Maintained relationships with local organisations and businesses



Gave back to Vinnies with our own staff donation day in Townsville

## At Centacare NQ we...



Enjoy seeing our clients connect and learn



Are ready to adapt to the needs of the community



Acknowledge the Traditional Owners of the land on which we live and work, and recognises their continuing connection to land, waters and community



Proud to see members of our remote youth groups gain confidence in themselves

## At Centacare NQ in 2021 we...



Participated in the QLD Government - Crossing Cultures Training in accordance with our RAP objectives



Centacare NQ staff spread kindness in the form of painted rocks in our community



Gave back to the community through our Staff Christmas Gift Auction. Angel Paws, Share the Dignity and the Joyful Foundation were chosen to receive the proceeds by our Townsville Staff



*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.*