

Centacare North Queensland Services Guide 2024/25

Contact Centacare NQ on 1300 672 273 or visit our website www.centacarenq.org.au for more information on our outreach locations

T Townsville **MI** Mount Isa **A** Ayr/Burdekin **B** Bowen **C** Cloncurry **N** Normanton **L** Longreach **O** Outreach



Bowen Financial Resilience Support Service

Information, counselling, advocacy and referral services for those experiencing financial difficulty with the aim to help understand credit, budgets and strategies to enter negotiations.

Cost: Free

Referral Process: Self referral

B O



BRIDGE Specialised Family Support Service

An early intervention program that aims to enhance family dynamics and promote healthy relationships.

Cost: Free

Referral Process: Self referral and agency referrals

T MI A O



Cloncurry Community Support - Neighbourhood Centre

Provides programs, services and activities for the whole community. We support individuals and families experiencing personal, social, financial or emotional difficulties.

We are a No Interest Loans Scheme (NILS) provider.

Cost: Free

Referral Process: Self referral and agency referrals

C



Communities for Children

Aims to support families, strengthen relationships, improve the well-being of children and young people, and increase participation of people in community life to enhance family and community functioning.

Cost: Free

Referral Process: Self referrals and agency referrals

MI C O



Counselling Intervention Service / ROSA

Aims to provide counselling and support to families so they can work on challenges that are impacting on having a stable and safe home environment.

Cost: Free

Referral Process: From the Department of Children, Youth Justice and Multicultural Affairs

T MI A O



Disability Services (NDIS registered provider)

As a registered NDIS provider, Centacare NQ can provide a variety of services and support for eligible people, their families and carers. We support daily living and life skills, community activities, short term accommodation and assistance, daily personal care and household tasks.

Cost: Fee schedule available

Referral Process: Contact our Disabilities Team to understand how we can assist you

T MI



Education & Life Skills

Courses aimed to support families, strengthen relationships and improve the wellbeing of children, young people and adults. This is through small group participation covering a range of topics in parenting, wellbeing and resilience, and emotional regulation. Courses are available for children from grade one through to teens and adults.

Cost: Fees are based on family income

Referral Process: Self referral

T O



Employee Assistance Program

Provides a number of services including Counselling, Critical Incident Response, Training & Workshops, Dispute Resolution, Supervision & Professional Support. This service is provided by employers to employees.

Cost: Services available to employees will depend upon the individual organisation's contracts

Referral Process: Self referral or supported referrals by supervisors and employers

T MI A O



Family Intervention Service

Works with families where the Department of Children, Youth Justice and Multicultural Affairs are having ongoing involvement and where the plan is for children to return to the family or to remain safely in the home with support.

Cost: Free

Referral Process: From the Department of Children, Youth Justice and Multicultural Affairs

T MI N O



Family Relationship Centre (FRC)

FRC assists families with dispute resolution, information, and referral to other services that can help strengthen relationships. It supports separated parents (including extended family members) to resolve disputes and reach agreement on parenting arrangements.

Cost: Contact us

Referral Process: Self referral

T MI O



Family and Community Counselling Service (FCCS)

Provides relationship counselling: individuals, couples and families.

Cost: Contact us for further details on fee schedule

Referral Process: Self referral

T MI O



Gambling Help

Delivers a range of interventions and support services to individuals/families that are affected by problem gambling. We provide responsible gambling education and resources to schools, community organisations, service groups, health care services and gaming venues, with the emphasis on harm minimisation approaches.

Cost: Free

Referral Process: Self referred

T MI A B N C O

 **Centacare**
North Queensland
Ltd.

Catholic Social Services for community wellbeing

Call us on
1300 672 273

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Proudly supporting
NQ region

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1300 NQ CARE (1300 672 273)

*"Wellbeing
for all"*



Homelessness - Crisis Accommodation and Homestay

Works intensively with families and individuals through support, information, referral and advice to obtain and maintain stable and suitable accommodation in Mount Isa. The service is also able to offer limited assistance with crisis accommodation. The Homelessness service is suitable for families and individuals who are homeless or at risk of becoming homeless in Mount Isa.

Cost: Free

Referral Process: Self referral and agency referrals



FOCCUS Pre-Marriage Preparation

Assists people at all stages of relationships, in forming a lasting tie to another person. Courses are available for couples preparing for marriage and also marriage enrichment.

Cost: Contact us or see website

Referral Process: Self referral



National Psychosocial Support Program

Is a brokerage program for people living with severe mental illnesses who have complex unmet care needs impacting their ability to function on a day to day basis.

Referral Process: Please call for further information



Professional Practice Supervision

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. Can be provided one on one or in a group setting.

Cost: Contact us for details



Professional Development & Training

Centacare NQ can provide training, workshops, learning circles or facilitated discussions for groups and teams in a range of areas. These include wellness and well-being, change, conflict resolution training, communication styles training and ASIST (Applied Suicide Intervention Skills Training).

Cost: Please contact us for further information



Reconnect

Community-based early intervention services to assist young people aged 12 to 18 years who are homeless, or at risk of homelessness, and their families. Reconnect assists young people to stabilise their living situation and improve their level of engagement with work, education, training, and their local community.

Cost: Free

Referral Process: Self referral and agency referrals

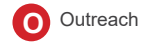
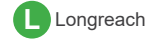
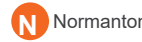
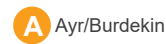
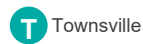


Respite House

Offers the opportunity for individuals with a disability to experience some time away from home in a supported, safe, positive and friendly environment. This respite allows carer's time to engage in other activities or have a well needed rest from the demands of their caring role.

Cost: Fee schedule available

Referral Process: Please contact our Disabilities team for further information



Regional Family Dispute Resolution

Helps families discuss and agree upon arrangements that meet the best interests of their children without going to court.

Cost: Fees may be charged according to your financial circumstances

Referral Process: Self referral



Regional Area Integrated Family Support Service

Counselling and support services for children, young people and their families who are vulnerable, and are at risk of family break down and who require additional support and assistance with an emphasis on early intervention.

Cost: Free

Referral Process: Self referral



School Savvy NQ

Is a back-to-school initiative run each January where preloved school uniforms, accessories and stationery is made available to those in need at our pop-up shops.

Cost: \$1-\$5 an item (some free items)

Referral Process: Self-referral



Trinity House

Supported independent living accommodation for individuals who live with a disability in Mount Isa.

Referral Process: Please direct referral enquiries to our Trinity House Supervisor on 1300 672 273



Youth Taking Action

Youth Taking Action is for Indigenous young people aged 13-17 years who are studying, socialising or living in Mount Isa and are interested in creating fun free activities and events free from alcohol and other substances. YTA can help you meet new people and voice your opinion about matters that are important to you. You can learn new skills and contribute to a youth friendly community. As an added bonus, you will gain project management experience - and that will look great on your resume for future employers.

Cost: Free

Referral Process: Self referral



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1300 NQ CARE (1300 672 273)



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.

We provide services to 33% of North Queensland, including outreach to Palm Island, Ingham, Charters Towers, Collinsville, Hughenden, Richmond, Julia Creek, Dajarra, Camooweal and Doomadgee

Townsville

410 Ross River Road, Cranbrook QLD

Burdekin

Please call for location

Bowen

34-38 Gregory Street, Bowen QLD 4805

Longreach

Cnr Duck & Cockatoo Lane, Longreach QLD 4730

Mount Isa

5 Miles Street, Mount Isa QLD 4825
80 Short Street, Mount Isa QLD 4825

Normanton

26 Dutton Street, Normanton QLD 4890

Cloncurry

57 Sheaffe Street, Cloncurry QLD 4824