

# centacare Connect FNQ

WINTER EDITION 2021

## SCHOOL SAVVY

Thanking our supporters!

## HARMONY DAY

All the fun of the fair

## MASKS FOR PNG

Helping our neighbours

## AMSA AWARDS

Celebrating achievement

## CENTACARE FNQ TURNS 40!





# Welcome to the first edition of Centacare FNQ Connect!



As we celebrate our 40th anniversary year, Centacare FNQ reflects on, not only our wonderful history of service in the Far North Queensland region, but also our future as a local social service. We have, like many other services changed in the last 12 months, but I can say this has grown our services in line with what our community needs. We have also been going through planning and development at a whole-of-organisation level for the next three years and I'm excited at what is to come in 2021!

A big thank you goes out to our employees, clients and communities we work in.

Enjoy Centacare FNQ Connect.

Anita Veivers  
Executive Director

## SERVICES OFFERED BY CENTACARE FNQ

Click on the headings to visit our webpage.

### MENTAL HEALTH & WELLBEING

Counselling  
Coaching  
NDIS  
Employee Assistance Program



### MULTICULTURAL SERVICES

Settlement Services  
Community Engagement  
Employment & Training  
NDIS



### AGED CARE & DISABILITY SERVICES

Social Wellbeing Hub  
Overnight Respite  
NDIS  
Support Coordination



### YOUTH & FAMILY

School Support  
Child & Youth Counselling  
Family & Couples Counselling  
NDIS  
Circle of Security Parenting Program



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All the fun of the fair

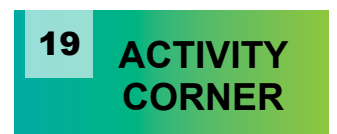
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## SUPPORTING STUDENTS BACK TO SCHOOL IN 2021

At the end of January, the fifth School Savvy pop-up shop closed its doors for another year. 2021 was the first year ever that School Savvy FNQ was available in three pop-up shops with the main shop located in Manunda, and two satellite shops open for 1 and 2 days in Mooroolbool and Edmonton. Everything went smoothly except for a slight disruption due to cyclone threat.

As always, we are taken aback by the support we receive from the community of Cairns. We are delighted to share that we were able to help support over 1,200 children to get back to school with what they need to be ready to learn.

As the School Savvy initiative heads towards its 6th year, it has become an ongoing project, with an annual pop up store supporting local children to prepare for the start of the new school year. School Savvy has spread to other parts of Queensland including, Townsville in North Queensland and Rockhampton in Central Queensland. We are very proud to see the initiative go from strength to strength.

School Savvy aims to support as many children from families on lower incomes or those going through difficult times as possible, to start the new school year with what they need so they are ready to learn. The initiative does this by collecting donations of new and pre-loved uniform items and school supplies and by partnering and collaborating with local community organisations and businesses to support the family as a whole. School Savvy utilises a sustainable approach to reduce waste, reuse and recycle usable items and meet the needs of people experiencing financial hardship.



## Thank you to the community of Cairns, our partners and supporters.

Getting children ready for a new school year can be a struggle for many families. For families on lower incomes or for those going through challenging times it can be especially tough now add to this the challenges of the COVID-19 pandemic and things become very difficult.

In early February, the School Savvy team visited partners and supporters who have made this year's School Savvy program possible and presented them with a Certificate of Thanks. Centacare FNQ is very thankful to School Savvy major partner St Vincent de Paul Society, partners - Tosco Office National, Pacifica Chartered Accountants, Grant Thornton Australia, Orange Sky Laundry in Cairns, Pacific Toyota, QStars, UnitingCare, the hairdressers who were involved in this year's pop-up shops, and the community of Cairns for your generosity and support. The spirit of school savvy was high!

As we progress through 2021, the team will be working towards next year's project. We are delighted to confirm that St Vincent de Paul will continue to collect school uniform items and school supplies throughout the year. So, donations of good quality, second-hand or new school uniforms and school supplies will continue to be accepted. Donations can be dropped off at any Vinnies store or at Centacare FNQ at Aplin Street and at 212 McCormack Street in Manunda.

# 1202 LOCAL YOUNG PEOPLE SUPPORTED



**Businesses interested in getting involved or donating to School Savvy FNQ for 2022, can do so by contacting the School Savvy team on 07 4044 0130 or by emailing [schoolsavvy@centacarefnq.org](mailto:schoolsavvy@centacarefnq.org).**







## CELEBRATING 40 YEARS

In 2021, Centacare FNQ will celebrate 40 years of caring in the community!

It all began on the 10th of May 1981, when the Cairns branch of the Brisbane Catholic Family Welfare Bureau was officially opened. The Bureau was accountable to the Catholic Bishop in Cairns.

At the opening ceremony, twenty of the people who had participated in a two year training program, received initial accreditation as Counsellors of the Bureau which entitled them to begin Counselling under supervision.

On the occasion of the celebration of our 40th anniversary, Centacare FNQ is launching a commemorative logo. The logo reflects the history of Centacare FNQ by incorporating symbols from previous logos such as the butterfly and 'C' which surround the number 40 and sit against a vibrant, tropical themed background which represents Far North Queensland. The logo was designed by Centacare FNQ Communications Officer, Astrid Murray.

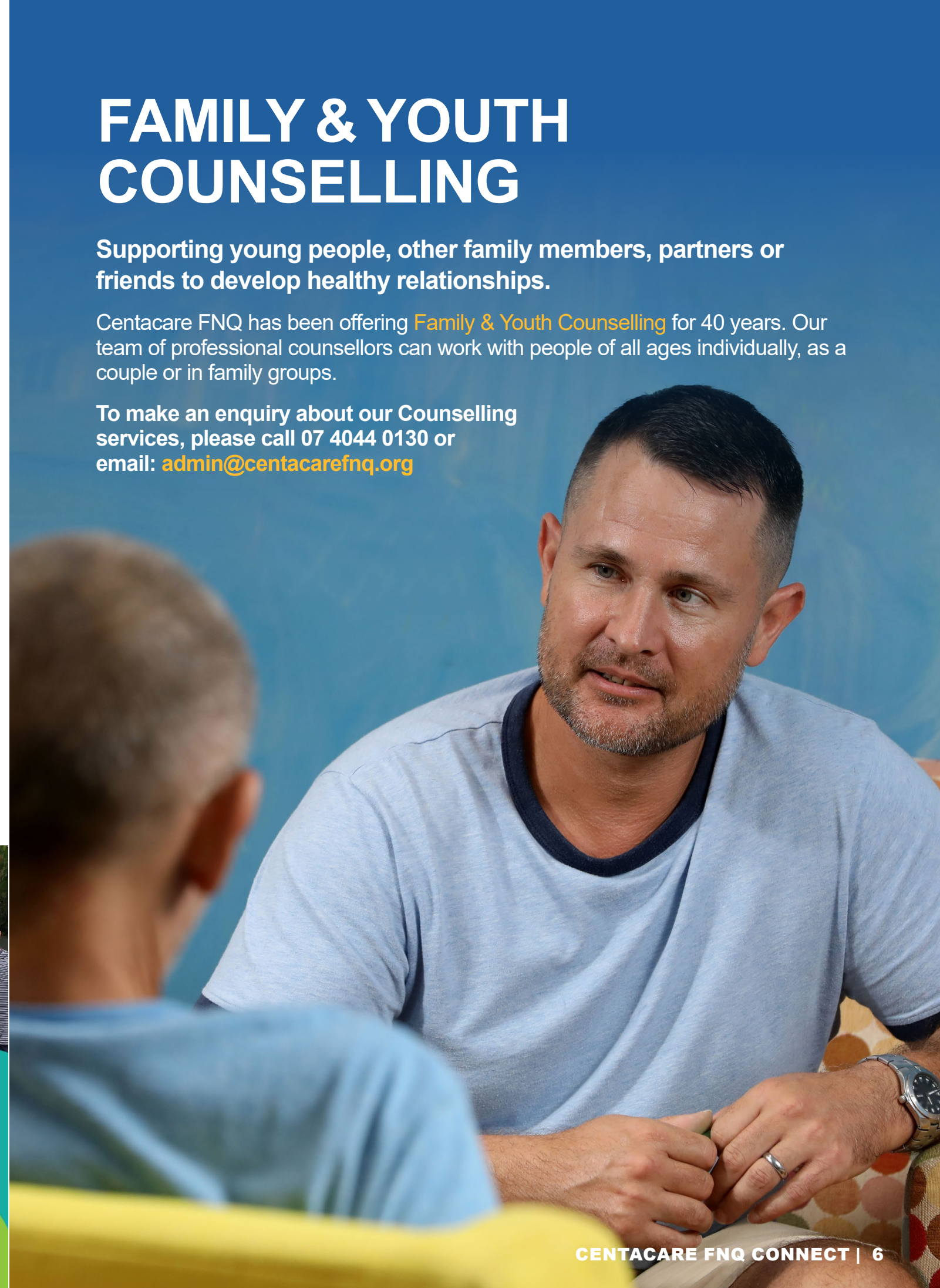
Centacare FNQ is planning activities, celebrations and campaigns throughout the year as we celebrate this wonderful milestone.

## FAMILY & YOUTH COUNSELLING

Supporting young people, other family members, partners or friends to develop healthy relationships.

Centacare FNQ has been offering **Family & Youth Counselling** for 40 years. Our team of professional counsellors can work with people of all ages individually, as a couple or in family groups.

To make an enquiry about our Counselling services, please call 07 4044 0130 or email: [admin@centacarefnq.org](mailto:admin@centacarefnq.org)







# FINALISTS FOR TWO 2020 AMSA AWARDS!

Centacare FNQ is so proud to have been named as National finalists for two awards at the Australian Migration & Settlement Awards 2020.

The Australian Migration & Settlement Awards, an initiative of the Migration Council of Australia, recognises some of the excellent work that Australians in the settlement space have undertaken in the previous year. This year, **Centacare FNQ was shortlisted as a national finalist** in two out of the three categories; the Award for Settlement Innovation and the award for Empowering Women in SETS.

Centacare FNQ's 'COVID Savvy, Keeping Communities Safe and Connected', was named as a finalist in the Settlement Innovation section. COVID-Savvy included our tele-support wellbeing check-ins, tele-support Covid updates in language together with regional COVID-19 language videos.

Watch our video about how Centacare FNQ supported migrant communities in our community during the COVID-19 pandemic.



## 2020 FINALISTS!



Centacare FNQ's Multicultural Women's Empowerment Initiative was named as a finalist for the award for Empowering Women in SETS. The integrated women's program comprises Multicultural Women's Wellbeing Group, Multicultural Girls Wellbeing Group, it includes Women's Information Sessions Series on Preventative Health, Healthy Relationships, Conversational English, and Caseworker support in a range of areas for all migrant women.

Watch our video about how Centacare FNQ is empowering women in our community.



Centacare Executive Director, Anita Veivers said, "It is so fabulous to play a part in supporting women of all ages to be empowered to participate and share their skills and knowledge across all sorts of areas including; sports, arts, culture and employment and great recognition for the team and our community to be finalists in this category."

On the 23rd of February, the Awards ceremony was held via zoom, due to covid-19 restrictions, and the winners for each award were announced. Sadly, Centacare FNQ didn't win an award but what a wonderful achievement to have been selected from 70 organisations across Australia and to have been named as a finalists in two awards. Centacare FNQ is very proud of that.







# Masks for PNG

Supporting our neighbours in Hanuabada village, Papua New Guinea, as they struggle to source PPE.



**Work Savvy** is a new Centacare FNQ project that supports community members along the pathway to employment. Using an ethical and sustainable approach, we support people looking for work by providing new and pre-loved clothing suitable for interview or the workplace.

Through partnerships with business and community, **Work Savvy** diverts quality clothing from landfill or languishing in the back of the wardrobe to people who need a little extra support to overcome barriers to employment.

Call Centacare FNQ on 07 4044 0130 to find out more.



**Women supporting women**  
Let's give each other confidence.





# HARMONY DAY 2021

#Everyone belongs





# HARMONY DAY 2021

Harmony Day is about inclusiveness, respect and belonging for all Australians, regardless of cultural or linguistic background, united by a set of core Australian values. On the 20th March, Centacare FNQ, together with over 20 local organisations, came together with friends, colleagues, family and the community to celebrate our diversity.

Cairns West State School was a sea of colour as more than 900 people joined together at Centacare FNQ's Our Place Harmony Day 2021 event.

There was singing, dancing, music, a fashion parade and FREE delicious food.

Harmony Day celebrates Australian multiculturalism, and the successful integration of migrants into the local community. The day was a celebration of the rich culture that migrants bring to Cairns. Performers wore traditional dress and joined together regardless of their cultural or linguistic backgrounds.

People gathered under marquees provided by the many partner local organisations to keep out of the heat as the smell of sausages on the BBQ filled the air. Free water quenched the thirst of the hundreds of visitors and performers on the hot sunny day.

Centacare FNQ invited local dignitaries and community leaders who came and joined in the festivities to celebrate our diverse community. Creating a COVID safe event was a high priority for the organisers and hand sanitiser was provided at the entrance and people registered as they arrived.

Centacare FNQ and the [Our Place #wearecairnswest](#) team would like to thank all the volunteers and other local organisations who collaborated to create this event. The Our Place Harmony Day event would not have been possible without this incredible support.

**Harmony Day was a Centacare FNQ event organised in collaboration with many local organisations including the following and many more.**







# SUPPORT COORDINATION

Once you have your NDIS plan, a Support Coordinator works with participants to utilise their plan to best meet their needs and guides them to use their plan to achieve their goals. Whether that be to live more independently, increase your skills or be included in your community and in employment, Centacare FNQ is here to help.

**Centacare FNQ Support Coordinators** value the diversity of our community and work with everyone with the aim being to build a wraparound support system to help with day-to-day living, as well as supporting longer term goals. The team also has significant experience working with people who have psychosocial disability, and can offer professional and well informed support in 12 languages, including English.

# COACHING

**Centacare FNQ Coaching** offers compassionate, non-judgemental and reliable coaching services that enable people experiencing severe mental health concerns to negotiate their own recovery.

Centacare FNQ coaches assist people to reclaim their lives, reconnect with their families, live well and find their place in the community. Our coaches work with people to create a meaningful and contributing life beyond the impacts of mental illness. We also work with family, friends and carers to make positive changes in their lives as part of the recovery process

Our individual and group coaching programs uncover hidden potential, offering hope for the future. We work with people to help them rediscover who they are, find their voice and develop a plan for success. We believe that people are the masters of their own lives and that experiencing a mental illness does not have to limit anyone's dreams, hopes or aspirations.

Our coaching process helps you to decide what is important to you, what you want to do differently and provides a practical plan to take control of your life.



**NDIS Coaching and Support Coordination** can be accessed as complimentary services to support your mental health.

Call 07 4044 0130 and ask us how...

**BUILDING BETTER RELATIONSHIPS**  
*Creating healthy habits* **MANAGING ANGER**  
**DEALING WITH SUBSTANCE ABUSE** *Gaining Independence*  
*Finding meaning* **FINDING PURPOSE**  
**BUILDING COMMUNITY CONNECTIONS**





## NORMA'S 100<sup>TH</sup> BIRTHDAY CELEBRATIONS

Centacare FNQ was delighted to wish long-time client, Norma Fahey, a very happy 100th birthday for the 3rd of March.

Norma was born in Melbourne in 1921. One of three children, she lived in their family home in Richmond, Victoria which doubled as a shop for her father's business as a Bootmaker/Repairer. In 1941, Norma married William (Bill) and together they had two children; Vance and April. Norma and Bill travelled often to Japan, America, Malaysia, Alaska, China & Fiji.

In 1990, Norma & Bill followed Vance and April and their families and moved to Cairns.

Norma has actively attended the [Centacare Social Wellbeing Hub](#) for over 10 years, and continues to attend 4 times a week. She enjoys the Social Wellbeing Hub's social outings, catching up with her friends, loves people and enjoys parties, gatherings and reading. Norma has 3 grandchildren, David, Amanda & Colby, and four great grandchildren, Layla, Maia, Elliot & Spencer. All, with the exception of Colby, live in Melbourne.

This is a wonderful milestone for Norma and her family, some of which travelled to Cairns to help her celebrate. Her Centacare FNQ family arranged a party for Norma which included performances by the Barbary Coasters and students from Mother of Good Counsel School and, of course, a beautiful and delicious cake!

## WELCOME TO THE TEAM, CAROLINE!

Centacare FNQ is delighted to welcome Caroline Collins on board!

Caroline joined Centacare FNQ four weeks ago having come to us from Infin8care where she was Commissioning/Residential Manager for the past two years. Caroline has a wealth of knowledge with 13 years of experience working in the Residential Aged Care Sector.

### Q. What is your new role?

I am the new Team Leader of the Social Wellbeing Hub.

### Q. What drew you to working in Aged Care?

I began my working life as a Qualified Chef in Sydney. Shortly after having my first child, I moved into contract catering/operations for Anglican Retirement Village's NSW where I provided healthy meals for the Aged Community and Residential Aged Care facilities. This is when I realised I wanted to work in the Aged Care sector. After close to nine years in Operations, I applied for my first role in Aged Care and became the first Non Clinical Facility Manager at SummitCare. Over time, I worked my way up to General Manager of Operations then General Manager of Commissioning and Business Services. In 2018, I relocated with my family to Cairns for a better work life balance. My first role in Cairns was as Support Officer for Blue Care which was an amazing opportunity to get to know FNQ. My last role was Commissioning/Residential Manager for Infin8care but after 2 years it was time for a change and new focus in the community setting.

### Q. What do you love about your job?

After spending the last 13 years in the Residential Aged Care sector, I really wanted to look at different support services that enable people to live in their own home for longer which, is why I was interested in the Team leader role at the Social Wellbeing Hub.

The last few weeks have been very hands on and I can see a future full of opportunities and growth. I love my job as each day I get to spend time with the most interesting people that never cease to amaze me with their stories and knowledge. I also love spending 1-1 time with a client and making them laugh or making them feel valued as an individual is so rewarding.

### Q. What would you like to see in the future?

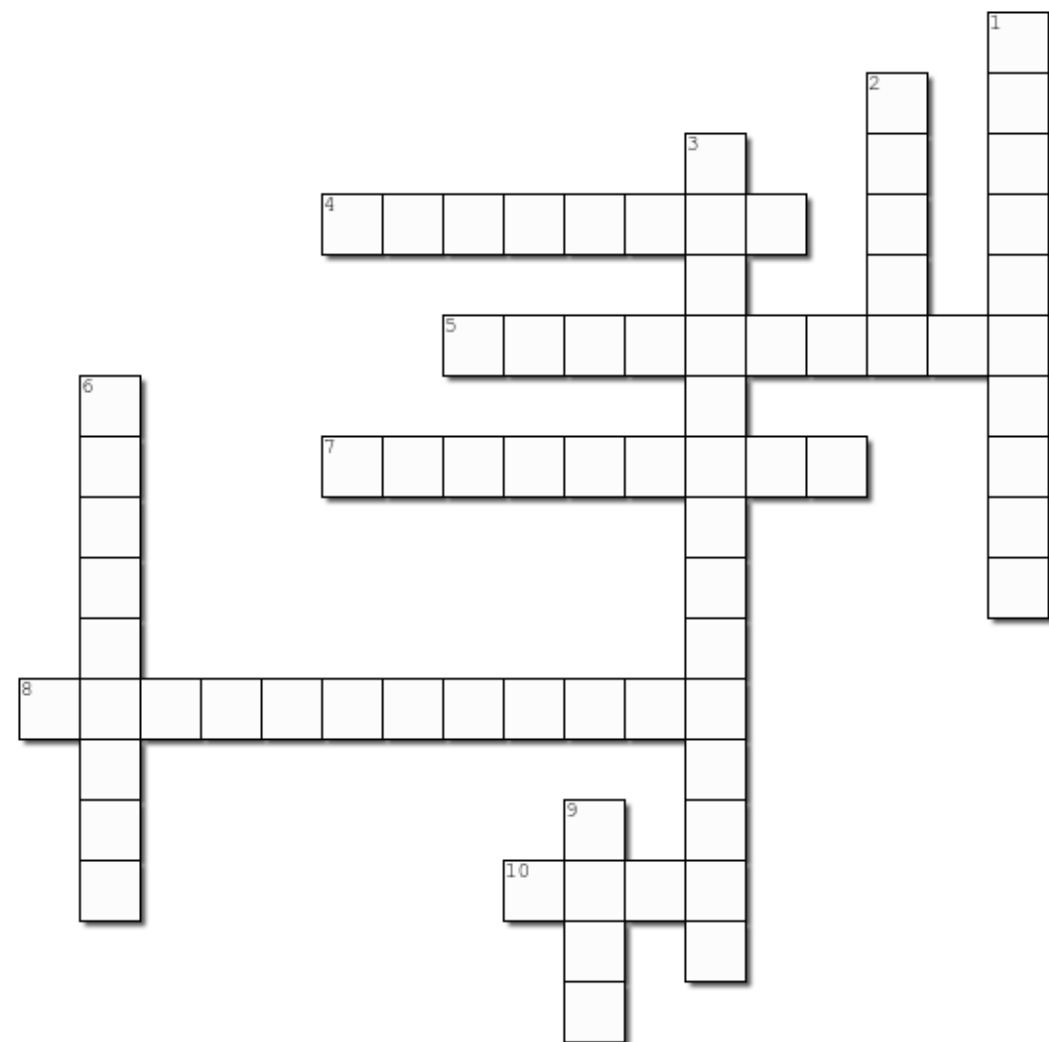
An extension to the centre for a start as there is an identified need in the community for day respite services, not only for our client's social wellbeing but for carers who need some much needed time out and support. In the future we are hoping to provide evening and short term overnight respite.

My passion and goal is to be able to facilitate a Dementia Choir as music brings so much joy to people who have been diagnosed with dementia young or old and always brings a smile to their face.





# ACTIVITY CORNER



Created using the Crossword Maker on TheTeachersCorner.net

## Across

- 4. What does a Frogman wear on his feet?
- 5. Australian state - at the top right of the continent.
- 7. The feeling of contentment, satisfaction or joy.
- 8. Who was Liza Minnelli's mother?
- 10. If someone is descending are they going up or down?

## Down

- 1. What are Salties and Freshies?
- 2. What is the Italian word for pie?
- 3. Who is Prince William & Prince Harry's mother?
- 6. What is the capital of Scotland?
- 9. By what title is the Bishop of Rome known as?

## SUDOKU (Easy)

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# HAPPY MOTHER'S DAY







## **CONTACT US**

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