

centacare
MAKING A DIFFERENCE FNQ

ANNUAL REPORT
2019 - 2020



BISHOP'S MESSAGE

As Australia and the world suffers the impact of the COVID-19 pandemic, it is clear that how we treat the most vulnerable in our society directly impacts the health and wellbeing of all of us. If anyone is left destitute, with no access to supports, all of us are at greater risk.

Australia has been impacted by the worldwide COVID-19 pandemic. Many have become sick, some have died, many in our own community have lost employment and suffered financial hardship and many have been separated from loved ones and isolated from neighbours and community - so much of ordinary life has been put on hold. In times like these it was important to find innovative ways of reaching out to people to let them know there is support available for them as individuals, families and a community as a whole.

Centacare FNQ responded and rose to the challenge during this critical time. Responses included innovation of our service delivery through the use of digital and online platforms. Importantly, collaboration with local organisations ensured our most vulnerable members of the community have had continuity of supports for their health and wellbeing.

A focus on additional supports such as language assistance and increased engagement supported our recently arrived migrants and refugees, ensuring the ever-changing situation of the pandemic is understood by all and helping the community to follow Government guidelines.

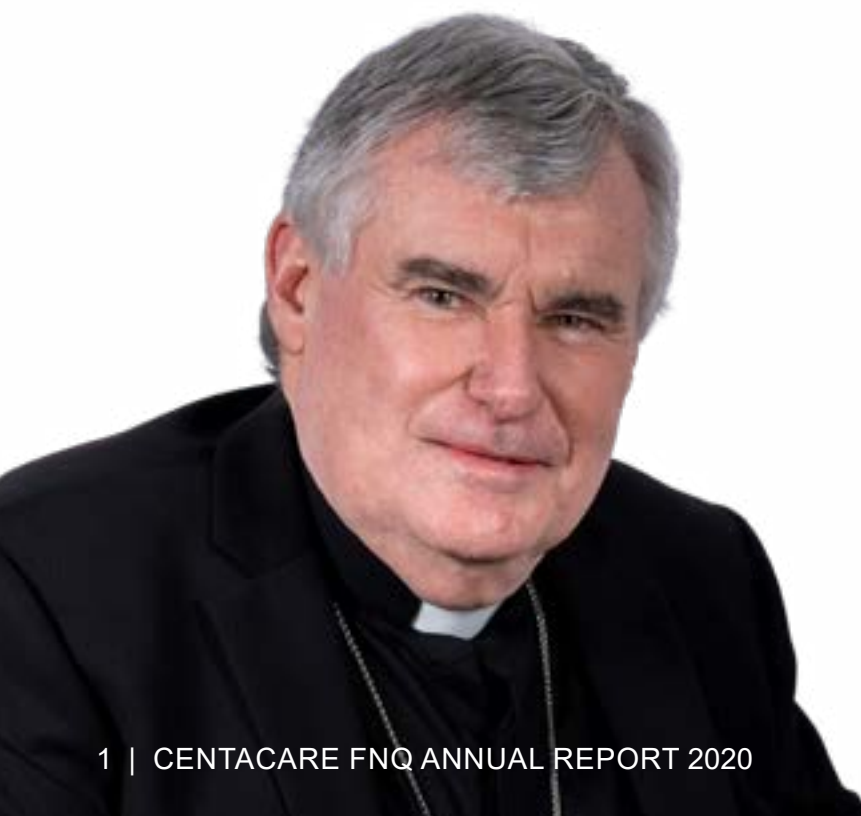
With schools closed for some months as part of the coronavirus restrictions, Centacare FNQ stepped up by adapting the successful School Savvy project to provide support through Home School Savvy to help local children and their families get the resources they needed to be able to continue learning from home.

Through collaboration, innovation, flexibility, resilience and communication, Centacare FNQ has been able to adapt and respond to the needs of the community at a time of great need.

Yours truly in Christ,



† Bishop of Cairns



EXECUTIVE DIRECTOR'S REPORT

What a year......apparently "unprecedented" has been over used, but how else do you describe a time which has so significantly impacted not only Australia, but the entire world? We have been fortunate in Queensland to have been spared the most serious health impacts of the Pandemic, however the economic and social impacts have certainly been felt across the region.

We have been saddened by the bushfires which have also impacted our fellow Australians and colleagues in Southern States. As members of the Catholics Social Services network across Australia it was heartening to see the immediate and ongoing support provided to our counterparts and their communities in affected areas. Our thoughts continue to be with those impacted.

As we started the 2020 financial year, we had no idea what lay ahead. We started the year in a strong financial situation, ready to continue building and developing place-based supports to meet our communities' needs.

Centacare has continued to focus on meeting community need and making a difference at a local level, where possible working in partnership and collaboration with others who share our values. New and innovative programs, events and activities have been developed and delivered to ensure we reach broadly across our community, supporting those who look to us to provide support to undertake their personal journey.

Our key services have continued with Mental Health & Wellbeing services working cooperatively and collaboratively with Multicultural Services, in turn supporting and engaging with Aged Care & Disability Support services, ensuring our supports are tailored to each person and their circumstances. School Savvy, in partnership with our donors and supporters, once again met a huge need for support to families doing it tough, and the UpCyclinc Project provided employment avenues to people facing additional barriers to employment outcomes.

In order to raise our level of accountability and engage further with our community, Centacare welcomed a small group of local people as an advisory board with the Board's inaugural meeting held in February 2020. The knowledge and connections of the board members are greatly appreciated by the organisation and we will be working towards development of a new strategic plan in 2020.

For Centacare, I think resilient is the best way to describe our organisation and the response to Covid-19, along with resourceful, creative, adaptive, caring and cooperative, among others. In the most trying of circumstances, our team put clients first and made a monumental shift from office based service delivery, to working from home. With a remarkable effort by everyone, we managed to move over 70 employees from the office to home over five days and new and different ways of working were established quickly, with minimal disruption to client services. Online services, telephone counselling, group activities by zoom and random visits by pets, children and partners during meetings became quite usual! Unfortunately, not all services translated to online delivery with employment and training services having to close due to CovidSAFE requirements.

As always, our organisation is the sum of it's parts, with clients, community, staff, volunteers, supporters and donors all working together in pursuit of making a difference. Each and every person is a component in our success. I want to provide not only my personal thanks, but also express my admiration and appreciation of the way in which each and every person rose to the occasionwhat a team!



Anita Veivers





MEMBERS OF THE BOARD

In February 2020, Centacare welcomed a group of local people as an advisory board. The knowledge and connections of the board members are greatly appreciated and we look forward to working towards development of a new strategic plan in 2020.

JOHN WATTS

Mr Watts has lived in Cairns for 24 years and heads up Financial Services business, 'Astute Financial'. Founded in 2000, the company has grown in both scope and services with five offices and forty staff strategically located across North Queensland.

With country roots in Thargomindah, South West Queensland, Mr Watts has combined his love of real estate and customer service having spent over 10 years selling real estate in both Toowoomba and Cairns prior to moving into finance and is still an Auctioneer. Today, John is also the president of the Cairns Hockey Board and is a Graduate of the Australian Institute of Company Directors.

ELEANOR SCOTT BA, LLB, GDLP, GAICD, Chairman of the Board

Ms Scott has extensive experience in providing legal services to local communities, government, not for profit corporations and associations predominantly in public and administrative law, commercial transactions including contracts and property, planning and land tenure. Currently, Ms Scott is a partner at Holding Redlich working from both the Cairns and Brisbane offices. Ms Scott has lived in Cairns for 17 years after relocating from Papua New Guinea.

ARNA BROSNAN

Ms Brosnan has been Regional Executive Director with the Department of Child Safety, Youth and Women in the Far North Queensland Region since 2016. Prior to this, Ms Brosnan was Regional Director, Child and Family Services, Far North Queensland since 2009 and has forged a career in the child protection and human services sector.

As a local, Ms Brosnan attended school in Cairns before heading south to Brisbane attaining a Bachelor of Social Work and a Bachelor of Laws degree. Today, Ms Brosnan also sits as an executive on the Cairns Safer Streets Board which provides guidance for improving community safety and social development in the three M suburbs in Cairns.

FATHER NEIL MUIR

Fr Neil is the Parish Priest for the Northern Beaches of Cairns. With more than 25 years in the priesthood Fr Neil has significant experience working with people from all walks of life and values the opportunity to make a difference and help bring their vision for life to fruition. As the Moderator of the Curia and Episcopal Vicar of Finance & Administration, Education & Welfare Fr Neil's experience is also entrenched in good governance and operational matters as well as spiritual.

As a member of the Australian Institute Of Company Directors and the Institute of management and Leadership Fr Neil brings a unique perspective to the Centacare FNQ board, with an all-round view of the business and social responsibilities of community service.

ALLAN VIPIANA

Mr Vipiana is a public accountant and principal of Vipiana & Associates, specialising in accounting, taxation and business services. After working for a number of respected Cairns accounting firms, Mr Vipiana established a family practice some 14 years ago and has grown the practice to service a wide range of clients from Cooktown to Sydney.

From an early age since primary school, Mr Vipiana has been involved in charitable and not-for profit organisations in the capacity of committee membership and in many cases, in hands on ways through fund raising and volunteering time in any possible way to assist those causes. Mr Vipiana's attitude for giving back to the community comes from the example set by his late father who was a philanthropist and visionary that gave a great deal to the local community in the old Cardwell Shire region.

OUR CLIENTS



Centacare FNQ has served the community of Far North Queensland since 1981. As the Social Services agency of the Catholic Diocese of Cairns, we proudly work with all peoples in the community to deliver social services and contribute to community wellness as a whole.

At Centacare FNQ, we recognise and value the uniqueness of the people we work with and their experiences in life. We work with people of all ages - young to old and everyone in between, men and women of all cultures, faiths and backgrounds as well as couples and families, school children, brothers, sisters, mums and dads, step mums and step dads, aunts and uncles, and grandmothers and grandfathers. Some are carers, some are employers and some are employees. Our clients are you and me.

While it could be said that we work with some of the most vulnerable people in our community. In reality, we work with people in all stages of life and we work with some of the most resilient and determined people in our community. Our clients, the people we are privileged to be able to work with are fundamentally seeking positive change, independence or stability in their lives, whether it be support to untangle an emotional burden, help to achieve harmony and understanding in a relationship, a place to go to engage with friends and maintain independence, support to settle in a new land, support to heal from past trauma or support to manage day to day living with a severe psychosocial disability. Some of our clients have become part of the Centacare FNQ family and, now as employees they are able to support people in our community as bi-cultural workers, case workers, peer support workers, volunteers, coaches and counsellors.

As an organisation focussed on community wellness, we are not always aware of who our clients are going to be tomorrow. For the most part, we see emerging need in our community over time and our programs and services are created and modified accordingly. However, sometimes a sudden event effects the community completely unexpectedly. The COVID-19 pandemic is a prime example of this.

During the COVID-pandemic, our current clients were supported to transition from face to face services to an online and virtual world. We also responded to the rapidly changing needs of new clients effected by the pandemic. We helped parents to support their children to learn from home with Home School Savvy – a modified version of School Savvy. We supported clients isolating at home and developed a social media community to engage people in the community trying to come to terms with unexpected job loss. We began developing NewLink, an initiative to help people, many whom have never been unemployed before, to navigate support services.

We have been humbled by the resilience, patience and flexibility our clients have shown us while we transitioned to online services and moved all our employees to work from home under some dire circumstances for this we are truly thankful.



**2528 PEOPLE ASSISTED
2019 - 2020**



OUR COMMUNITY

Our Community sits within the boundaries of the Diocese of Cairns which encompasses 377,000 km², stretching from Cardwell in the south, west to the Northern Territory border including the Atherton Tablelands, and north to the Torres Strait Islands and Gulf of Carpentaria of Far North Queensland. Our population is estimated at over 280,000 people with the city of Cairns being the most densely populated area.

Centacare FNQ works with children, young people, adults and families. As a place based, local organisation we aim to meet local need in the most appropriate way for our community, by ensuring community engagement and collaboration in all we do. Examples of this in 2019-20 are:

HUMANITARIAN ENTRANTS

In preparation for welcoming growing numbers of overseas arrivals, our Multicultural services worked closely with local government agencies to prepare for increasing settlement on the southside of Cairns. It has been fabulous to see government and community agencies work so closely with the common goal of making our newest community members welcome. As international borders closed due to Covid-19 we continued preparations for future settlement focussing our efforts on community development and building relationships.

SCHOOLS

We have continued to support our local schools with onsite mental health and wellbeing services. Both our Counselling and Multicultural teams work in and with schools in our community to support students and teachers to promote resilience and wellbeing. We continue to provide opportunity for young people to undertake community service through engagement with our aged care social wellbeing hub.

COMMUNITY COLLABORATION

Making a difference in our community is our key objective, and knowing that working together brings more impact we have continued to collaborate with other organisations, community groups, our clients and volunteers to support our community. Staff are supported and encouraged to seek opportunities to work together across services and across our community. The benefits of this local partnership approach really showed its value during the early days of the Covid-19 pandemic in being able to quickly establish and provide responsive supports and services to our community.

Community outcomes have been:

- Provision of Christmas hampers to local families
- Support to children and families homeschooling due to Covid through Home School Savvy
- Provision of direct assistance to people under quarantine
- Provision of translation services in partnership with Queensland Police Service enabled us to inform the multicultural community as Covid-19 requirements changed rapidly.

OUR PEOPLE

Without our people and our supporters, the work that we do would not be possible.

Our people include employees, trainees and volunteers. Centacare has over 70 employees, trainees and many volunteers located across six locations in Far North Queensland including:

- Cairns City
- North Cairns
- Manunda
- Holloways Beach
- Atherton, and
- Cooktown

Together, they provide support across each of our service areas.

Our employees consist of skilled professionals including, counsellors, social workers, support coordinators, support workers, coaches, youth workers, bi-cultural workers, and many more. Each individual brings their own skills and unique experiences and collectively make a difference to thousands of lives each year.

Our client facing employees support some of the most vulnerable and resilient people in our community including Australians with complex mental health challenges, refugees and migrants adapting to life in an unfamiliar country as well as the elderly and those with a NDIS plan to thrive. Some employees work in schools and regionally or alone as part of our outreach programs.

Centacare Support Coordination has a dynamic team of support coordinators to work together

with people to make a positive difference in their lives. Our team includes culturally and linguistically diverse Support Coordinators to work with participants who also experience the challenges of recently making Australia their home.

Behind the scenes, our corporate services team and administrative employees make sure the organisation runs efficiently. They look after our finances, office sites and fleet vehicles, work health and safety, communications, quality and IT needs, to ensure the smooth running of day to day operations.

And of course, our Management team provides leadership that drives our strategic activities, giving us direction as we pursue our vision and objectives; to make a difference.

Our supporters include individuals and other organisations and local businesses who make financial and non-financial contributions to the work we do to support our community. From individuals donating money, to local organisations partnering and collaborating to make a project successful or a local business encouraging their staff to get involved, our supporters are essential to the successful outcome of our work.

Together, we strive to make a difference.



OUR ORGANISATION

For close to forty years, Centacare FNQ has proudly served the community of Far North Queensland. As the Social Services agency of the Catholic Diocese of Cairns, we work with the community to deliver social services, underpinned by Catholic social teaching, to support the needs of residents in the region.

As an organisation, we seek not only to support the communities of Far North Queensland but to work in a way that acknowledges the distinctiveness of our region. As a social service, our focus is on community wellbeing in the broadest sense across the whole region and we work to uphold our commitment to support people who are most in need.

During the last financial year, a year vastly effected by the global Covid-19 pandemic, we have sought to continue to improve what we do, respond quickly and flexibly according to the needs of our community and innovate our service delivery methods across our key service areas: Mental Health & Wellbeing, Multicultural Services, Aged Care & Disability

Services and NDIS Support Coordination, during what has been a challenging and tumultuous time.

Our goal continues to be to connect people in our community to wellbeing through the delivery of exciting and inclusive projects and engaging events that promote social cohesion, integration, better understanding and friendship across our diverse community.

This year, our Annual Report reflects the achievements that come from working together both internally across our service areas but also externally with others who share our values and the ability to be innovative and flexible to change during challenging times.

We thank every individual, the communities, our partners and funding bodies that have continued to support the work we do and to work alongside us so we can continue to make a difference in the lives of those who need assistance to thrive in our community.



VISION

An inclusive community, which respects diversity, empowers its members and values wellbeing.

PURPOSE

Making a difference to the health and wellbeing of our community through collaborative relationships and partnerships, promoting equity and responding to need at an individual, family and community level.

VALUES

PEOPLE: Equity | Respect | Relationships | Inclusion

We give preference to people most in need and provide services to the areas of most disadvantage. Treating people with care and respect, we strive to be non-judgemental. We invite people to maintain, rekindle or develop naturally occurring relationships with their family, supports and their social environment and resist participating in activities in which the person is not present or has not given their consent.

PLACE: Collaboration | Community

We work interdependently, for the common good, towards building a community that supports people to attain their full potential; recognising we are all in this together. We work to improve the wellbeing of our broader community, informed by the needs of the people whom we support.

PURPOSE: Accountability | Empowerment

We commit to responsibility and accountability in using resources (natural, community, organisational) in the pursuit of high quality service provision. We work with people towards self-determination, and to find the balance between providing too much or too little.



MAKING A DIFFERENCE

Centacare FNQ has a workforce comprising counsellors, social workers, support coordinators, support workers, youth workers, bi-cultural workers and many more - collectively they all make a difference to thousands of lives each year and each plays their own part in pursuing a common goal of making a difference.

Having started 19-20 like any other, the latter half of the year proved to be one of the most challenging with the realisation of the worldwide COVID-19 pandemic. As an organisation we respond to community need and the COVID-19 pandemic required us to think outside the box.

Centacare FNQ employees proved to be resilient, flexible to change and innovative when the need arose and we were able to continue to engage with clients and the community in different ways.

Examples of how we made a difference are:

ONE WORLD WELCOME DINNERS

Centacare, with the support of the Salvation Army and funding from the Federal Government, developed the One World Welcome Dinners - an opportunity for newly arrived refugee families to meet their neighbours and gain a sense of belonging in Cairns. The dinners allowed families to meet and share their culture, food and music with other Cairns residents and were such a success with up to 200 people attending.

SCHOOL SAVVY FNQ

School Savvy aims to provide affordable school uniforms and supplies for families on low incomes or those going through financial challenges.

The School Savvy Appeal launched at the end of

October 19 calling for donations of school uniforms and school supplies for the School Savvy pop-up shop which opened in January 20 at Centacare FNQ in Aplin Street.

With the support of partners St Vincent de Paul Society, Orange Sky Laundry and Tosco Office National and the support of our donors, sponsors and the Cairns community, were able to assist over 1,000 local children to start the new school year with the resources they needed.

HOME SCHOOL SAVVY

Based on our successful School Savvy Program. Home School Savvy provided resources, support and connection for families, students and schools during the COVID-19 pandemic. The initiative facilitated access to supplies and support required for home-schooling, by bringing together unused

or unwanted resources such as desks and chairs with families who need them.

OUR PLACE & MULTICULTURAL SERVICES

During the Covid-19 pandemic the Our Place project became a vital tool to support community safety and wellbeing. As the community went into lockdown, the team quickly adapted to an online environment and the Our Place Facebook page became a vital platform to share community messages as well as a place to connect.

Key partners united immediately to ensure crucial health and education messages were being delivered and understood by the community. This collaborative community response played a supportive role in adequately preparing our local refugee communities to be covidSAFE.

> MENTAL HEALTH WEEK

Community invited to take time out of their day, to join sessions focused on maintaining and improving wellbeing.

> BUDGET BITES

Community challenged to feed a family of four for \$10.

> ONE WORLD WELCOME

One World Welcome Dinner attracts over 200 people to welcome newly arrived refugee families.

> SCHOOL SAVVY LAUNDRY!

Orange Sky Laundry, donated laundering of uniforms for School Savvy. Community invited for coffee & chat over the laundry!

> CSSA BOARD APPOINTMENT

Anita Veivers is appointed to the Board of Catholic Social Services Australia.

> CENTACARE COACHING

Successful negotiations with funding bodies to ease transition and continue to deliver community based recovery programs.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

> SOCCER BALLS ALL ROUND!

An online soccer challenge required the boys group to make a video of themselves juggling a soccer ball. Realising the boys didn't have their own soccer balls, St Mary's Catholic College put some smiles on the families faces by donating soccer balls.



> SCHOOL SAVVY SHOP

The fourth School Savvy shop opens on the ground floor at Aplin Street. Bishop James attends along with supporters, donors and partners

> CENTACARE PROVIDES SERVICES ONLINE

From March to May we continue to provide services differently. Centacare responds to the emerging needs of the community. Social Wellbeing Hub and Coaching groups adopt an online or phone model with special "home-delivery" packs to ensure clients remain connected. The Counselling team move to zoom or phone based counselling to ensure service continuity.

> HOME SCHOOL SAVVY

In response to community need, School Savvy temporarily became Home School Savvy to deliver stationery, desks, chairs and IT resources to families supporting children to learn at home.

> SOCIAL WELLBEING HUB

Centre based services resume with strict social distancing and hygiene procedures following service through wellbeing phone calls and digital options including guided exercises, quiz challenges and music trivia during restrictions.

SNAPSHOT

OUR KEY SERVICE AREAS



MENTAL HEALTH & WELLBEING

- Counselling
- Coaching
- Emergency Relief
- NDIS Services
- Employee Assistance Program (EAP)



MULTICULTURAL SERVICES

- Humanitarian Settlement Services
- Settlement Grants Program
- Settlement Engagement and Transition Support



AGED CARE & DISABILITY SERVICES

- Social Wellbeing Hub
- Social Support Group
- Disability & Carer Support
- NDIS Services



NDIS SUPPORT COORDINATION

- Support Coordination

WHERE WE ARE

Centacare FNQ can be found in six locations across Far North Queensland.

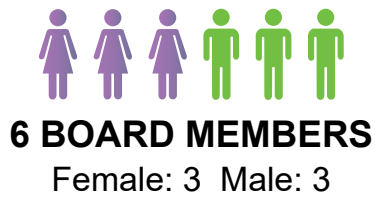
- Cairns
 - Cairns City
 - Cairns North
 - Manunda
 - Holloways Beach
- Atherton
- Cooktown

Outreach Locations

- Innisfail
- Mossman

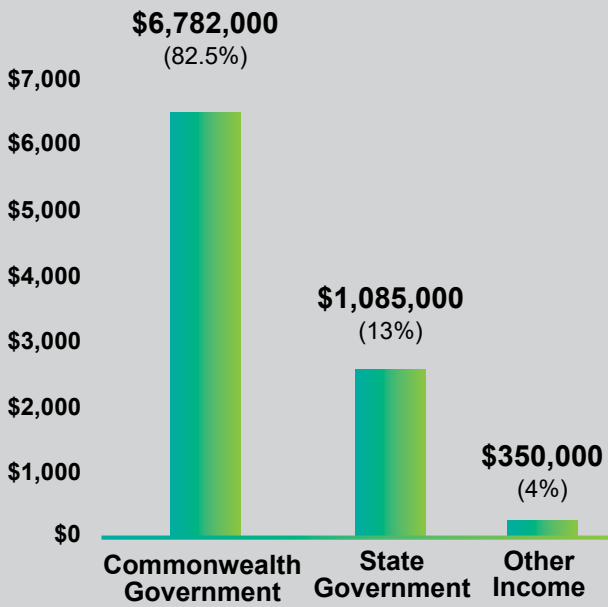


OUR PEOPLE

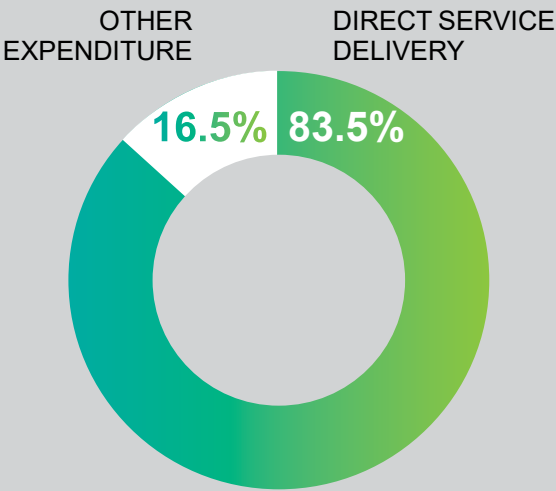


FINANCE

2019-20 INCOME



2019-20 EXPENDITURE





CARING THROUGH COVID-19

Like most services or businesses the impact of COVID-19 on our daily operations was swift. Navigating the interrelated issues of keeping employees and clients safe, changing service delivery and meeting the growing social and economic consequences of COVID-19 on the FNQ community became a challenge that required collaborative planning and adaptability. In this respect like many in our community we had to adjust our practices and day-to-day interactions to reflect the fluctuating restrictions but also re-focus and re-assess what is needed in the future to support Far North Queensland recover.

With a significant portion of our year dedicated to responding to the local impacts of a pandemic the planning aligned to three priority areas:



INFRASTRUCTURE

What resources are required during the different stages?



COMMUNICATION

What communication is required internally and externally?



WELLBEING

How do we continue to ensure the wellbeing of our organisation and the people we serve and support?

Following the Queensland and national recommendations our response to the initial stages of COVID-19 focused on facilitating working from home or other work arrangements for staff that were scalable and flexible. For example the imperative during the introduction of Stage 2 and 3 restrictions was to ensure accessibility to work resources and infrastructure to minimise disruptions.

This altered during the Stage 3 to 4 restrictions where focus was on cohesion, adjusted service delivery and communication. During this time the majority of staff worked from home in order to reduce health risk and further transmission.

In the March to May period where most restrictions applied we continued providing services differently but also needed to respond to the emerging needs within the community. Our groups at Oak and Thomas Street adopted an on-line or phone model with special “home-delivery” packs to ensure our clients still remained connected. Our School Savvy program changed to Home School Savvy program and also delivered stationery packs, desks, chairs and IT resources to families needing support to learning at home. While our Counselling team moved to zoom or phone based counselling to ensure service continuity.

As working from home and zoom meetings became “the new norm” it was also evident that collectively we needed to prioritise wellbeing to reduce social isolation from work. This was especially important during the peak of COVID-19 restrictions in Queensland which limited the amount of interaction and activity, where the majority of staff such as coaches, counselling and multi-cultural services continuing services virtually but did not have the natural work interactions that occurred in the office.

We therefore employed staff wellbeing in each team and through whole of organisation communication, direct employee support and increased provision of EAP.

Following the Queensland road map to recovery, the introduction of a return to work plan was done through the Centacare FNQ COVID-19 Safety Planning. Our aim was to create workplaces that are safe and easy to access. This meant working social distancing, increased hygiene and ongoing staff support into a scalable plan. These included:

- Communication strategies with staff, clients and community
 - Different options for clients to access support (face-to-face, virtual or phone)
 - Training on COVIDSafe practices with all staff
 - Adjustments to offices and workplaces
 - Focus on wellbeing and morale boosting
 - Our values of common good and solidarity could not be any more relevant in the way in which we will work in the immediate and foreseeable future.
- As world continues to face the reality of COVID-19 we will continue to offer services that address the needs of our community and assist in efforts to recover from the impacts of the pandemic locally.

THANK YOU

FUNDING BODIES 2020

Centacare FNQ would like to acknowledge and thank the following organisations and bodies that have continued to support us in our work throughout the year.

- **Australian Federal Government**
 - Attorney-General's Department
 - Department of Home Affairs
 - Department of Health
 - Department of Social Services
- **Queensland Government**
 - Queensland Health
 - Department of Communities, Disability Services and Seniors
 - Department of Local Government, Racing and Multicultural Affairs
 - Department of Child Safety, Youth and Women
 - Department of Premier and Cabinet
 - Department of Employment, Small Business and Training
- Multicultural Australia
- North Queensland Primary Healthcare Network (NQPHN)
- COTA Queensland
- Ernst & Young

PARTNERS & SUPPORTERS 2020

Many thanks to the organisations, businesses and services that supported or partnered with us in the work we do.



ACCREDITATION

AFFILIATIONS

Centacare FNQ is a member of the following bodies:



ACCREDITATIONS

Centacare FNQ is accredited under the Human Services Quality Framework (HSQF) to deliver mental health services and under NDIS to deliver disability services and as an approved provider..

- HSQF
- NDIS

LOCATIONS

Centacare FNQ has sites in the following locations throughout Far North Queensland:

- Cairns City
- Manunda
- North Cairns
- Holloways Beach
- Atherton
- Cooktown

Please direct all enquiries to our Head Office, below:

22-34 Aplin Street, Cairns QLD 4870

Postal Address

PO Box 201, Cairns QLD 4870

P: (07) 4044 0130

E: admin@centacarefnq.org

centacarefnq.org



The Roman Catholic Trust Corporation for the Diocese of Cairns trading as Centacare FNQ
ABN 12 506 083 505



CENTACAREFNQ.ORG