

2018 - 2019



www.centacarefnq.org

Bishop's Message



Bishop James Foley

Catholics in Australia were invited to celebrate a Year of Youth in 2018. The year was an opportunity for the Church to reflect and reconnect with the young people in the local Church and society with a focus on the renewal of a new generation of young people in the life of the Church.

Former Archbishop of Melbourne, Denis Hart, said, “Throughout history, it has often been young people who have inspired renewal and change into new opportunities for witness and evangelisation. ... Young people have a great capacity to address injustice and create new opportunities for joy and hope. Today, many young people want to serve, and others are willing to take a chance to make the world a better place. Leaders and older members of the Church must continue to listen to and benefit from the many graces of youth, supporting them to discern their vocation and identify their call in the world, within communities where they are safe, nurtured and respected...”

Throughout 2018-19, Centacare FNQ has shown significant development in its supports of youth in our community across all of its services areas. Providing safe spaces and nurturing environments to learn and grow while promoting positive relationships with teachers, parents, youth workers and counsellors through resilience programs in and out of school, leadership programs for young adults, after school and holiday sports programs in collaboration with other local youth organisations and of course the School Savvy initiative which supports children and their families in the community who are most at need to prepare for the start of the new school year.

I thank the staff and volunteers at Centacare FNQ for their commitment and pride in their work; for being willing to open their hearts and minds to embrace new ways of working better and respectfully with people in meeting the mission of the church and to help those in our community who need our care and support.

† James Foley
Bishop of Cairns

Migrants to Cairns from Democratic Republic of Congo
Centacare FNQ Multicultural Services Open Day
Refugee Week 2019



Contents

Bishops Message	1
Strategic Priorities	3
Executive Director's Report	4
Who We Are	5
Snapshot	6
School Savvy & Wellbeing Hubs	7
upCyclinc & OurPlace	8
Our Year: Through the lens of Wheel of Wellbeing	9
Mental Health & Wellbeing	11
Multicultural Services	12
Youth Engagement	13
NDIS Support Coordination	14
Aged Care & Disability Services	15
Corporate Services	16
Thank You	17

STRATEGIC PRIORITIES

2018 - 2020



Centacare FNQ is the Social Services agency of the Catholic Diocese of Cairns. Covering the region from Cardwell in the south, west to the Northern Territory border and north to the Torres Strait and Gulf of Carpentaria. We have been supporting the community of Far North Queensland since 1981.

Our Vision

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

Our 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.

Our Strategic Priority

To strengthen our organisation and empower our people in order to continue promoting and supporting wellbeing across our community long-term, through provision of quality, sustainable, support and services and creating opportunities for people to make the difference they are seeking in their lives.



Executive Director's Report

Anita Veivers



As another financial year ends and we have the opportunity to reflect on how we have made a difference to the wellbeing of our community, I have to say how proud I am that as a small local provider we continue to be of service, responding to need in a timely, responsive and innovative way.

Considering the ongoing challenges faced by smaller organisations we have continued to maintain our relevance and value across the key areas of Mental Health and Wellbeing, Multicultural Services and Aged Care and Disability.

Over the course of the year, we have increased our presence across the community working with our youth through all service areas. We have worked collaboratively with many partner organisations to ensure inclusive services for our refugee and migrant clients and worked cooperatively with local schools to support both inclusion and wellbeing supports. School Savvy, of course, was an important support to families struggling and this year Centacare CQ also rolled School Savvy out successfully in their region.

In May of this year, we were accredited for the second time under the Human Services Quality Framework as a quality assured provider with inclusion of our Mental Health Services under new standards. Over the course of the year, we upgraded facilities at our Holloways Beach Social Wellbeing Hub with the kitchen upgraded to commercial standard and with the Thomas Street Coaching Hub having improvements to the group space with new windows and air conditioning.

Sadly, we have said goodbye to a number of staff and programs over the year as we continue to have difficulties with late notice of contract extensions and changes. This year, our Mental Health Programs particularly have seen significant change, however, the resilience of our staff has been a great benefit in working through these challenges.

This year has seen our region transition to the National Disability Insurance Scheme (NDIS). The scheme should ultimately deliver more choice, control and increased services, however, the funding model is still developing with significant discrepancies between the real cost of delivering services and the funding available. Centacare FNQ is delivering NDIS services in Support Coordination, Coaching, Counselling and Social Support. We are gradually building our client base and continue to lobby for improved access in our more remote areas.

Our all-of-staff forum was held in late November and was a great opportunity for sharing across teams including our staff who work remotely and therefore often miss out on building networks and connection within the organisation. Our focus for the day was about sharing our successes and learning more about how each team makes a difference in a unique and meaningful way. We are fortunate to have such a diverse and dedicated team and continue to look for ways to support both professional and personal development.

Finally, I would like to acknowledge our Management and Leadership team who always rise to the occasion and find a way to ensure we can keep making a difference, our Staff who keep on keeping on in the most difficult of circumstances, and our volunteers who undertake the many tasks and activities that add value to all that we do. Thank you all!

Who We Are

Centacare FNQ is proud to have served the community of Far North Queensland for close to forty years. 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, our focus is on community wellbeing in the broadest sense across the whole Far North Queensland region and we continue to strive to maintain our commitment to supporting people living within the Far North Queensland community who are most in need.

Centacare FNQ works across three key areas: Mental Health & Wellbeing, Multicultural Services and Aged Care & Disability Services. We have also seen our work with younger members of the community grow exponentially; Youth Work. We also endeavour to support everyone with or without a NDIS plan as well as the people who intersect these key areas. We focus on Mental Health for older and younger Australians and newly arrived refugees and provide access to aged care and disability support for those in our community from a culturally and linguistically diverse background, or those who have a psychosocial disability.

As a provider of social services, our goal is to connect people to wellbeing. We strive to ensure all people, including those living in our rural and remote communities, have access to all the services they require.

Through exciting, inclusive projects and events, Centacare promotes social cohesion, integration, better understanding and friendship across our diverse community. Internally we continue to improve and build upon our systems and processes, to ensure the highest quality of services are delivered and to ensure Centacare FNQ can continue to provide a broad range of human services.

This year's Annual Report reflects the achievements that come from working together. We thank the community, all our partners and funding bodies that have continued to support and work with us so we can continue to make a difference in the lives of those who need assistance to thrive in our community.

Snapshot

Our Key Service Areas



MENTAL HEALTH & WELLBEING

Counselling
Coaching
FNQ Partners in Recovery
Emergency Relief
Employee Assistance Program



MULTICULTURAL SERVICES

Humanitarian Settlement Services
Settlement Grants Program
Settlement Engagement and Transition Support



AGED CARE & DISABILITY

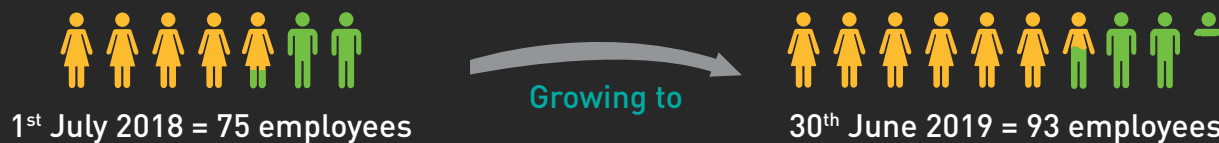
Social Wellbeing Hub
Social Support Group
Disability & Carer Support



NDIS SUPPORT COORDINATION

Support Coordination
Counselling & Therapeutic Supports
Group Programs
Social & Community Supports
Negotiated Individual Supports

Our People



2690 People Assisted



43 Volunteers



11 Students

Volunteers

Centacare FNQ volunteers play a vital role in supporting Centacare Services. Our volunteers support Multicultural Services including Settlement Services, Community Development, the School Savvy initiative and this year our new projects Fostering Integration and UpCyclinc.

Throughout the year, volunteers continue to support in many community groups and workshops facilitated by Centacare FNQ including the Boy's Group, Men's Meeting Space, Girl's Group, Women's Art & Craft Group, Wood workshops, Sewing workshops, Learner Licence Program, English Conversation and many more.

Volunteers make a difference every day supporting refugees and migrants settle in the Cairns community by showing them how to catch the bus, supermarkets, financial support services, supporting social wellbeing and the gaining of new skills.

Centacare FNQ could not do it without the support of volunteers. We are very grateful for all the knowledge and skills volunteers bring to our services.

Thank You!



School Savvy is a Centacare FNQ initiative created in 2016, which aims to provide affordable school uniforms and supplies for families on lower incomes or those who are going through challenging times. The first-ever School Savvy Appeal launched in Cairns as part of Anti-Poverty Week 2016. The Appeal called for donations of school supplies and uniforms for a pop-up shop, which opened in early January 2017. School Savvy has become an annual project, which has supported almost 5,000 children in Cairns to date. The response from the community continues to grow each year and every year an additional layer of resources provides more supports to families most in need.

Last year, School Savvy assisted close to 1,300 children to get back to school, ready to learn. The initiative has now become an annual event with increasing interest and support from the community. We introduced the “pack a pencil case” concept for the first time with great success as it was immediately supported by local businesses and schools that were keen to be involved. Parents had access to Guidance Officers and financial counselling and were able to sign-up for TAFE literacy courses.

Another first for School Savvy came about when the initiative spread further south to Rockhampton where Centacare CQ opened three pop-up shops resulting in 750 children in the area receiving support and our initiative hit the national news! We hope to encourage other Catholic social services organisations across Australia to jump on board.

We give our utmost thanks to our partners, supporters and the community for their support of the School Savvy initiative.



FNQ Wellbeing Hubs had a busy year, embedding the Wheel of Wellbeing message. The Wheel of Wellbeing (WoW), is a framework developed by the South London and Maudsley NHS Foundation Trust and Uscreates in the UK. Centacare FNQ is funded by Queensland Mental Health Commission to deliver the framework via events and training delivery in Cairns, the Tablelands and Cooktown.

The WoW framework focus on 6 domains: Body: Be active, Mind: Keep learning, Spirit: Give, People: Connect, Place: Take Notice and Planet: Care. Training involves a balanced mix of factual information and fun activities to embed the learnings. The framework is being well received. The most benefit we have noticed is the conversations which start to develop about positive mental health. This is something that is being shared with children at school, the employees and the general public through WoW sponsored events including:

- Colour Run in Atherton as part of the Maize Festival
- Weekly group at 10 Thomas Street (Centacare FNQ Mental Health and Wellbeing Coaching Service)
- 1-Day WoW training sessions in Cooktown, Atherton, Ravenshoe, Herberton and Cairns
- Supported Intensive Wow training to assist the framework to embed in our community
- Gutz n Glory Mud/Obstacle race in Tolga for over 80 youths
- Information sessions for businesses to encourage positive mental health in the workplace
- WoW Market Place in Schools

We are very grateful for the opportunity to spread this simple message.



The upCyclinc project is an environmental social enterprise, which aims to increase the capacity to work and workforce participation of eligible migrants and refugees by providing training opportunities, mentoring and support into employment or small business. Participants have the opportunity to test ideas and products through upcycling and re-purposing discarded household and corporate items, which are then sold through a retail outlet and online.

The project was launched in April with the first priorities being to ensure workshop facilities and employment programs were ready as soon as possible to accept participants. The team immediately ran a campaign to encourage community involvement. A call for donations of equipment went out across social media and was highlighted on the local news. The response from the community was incredible!

On the 27th of May, the team welcomed the first sewing participants to the textile workshop and by the end of June the upCyclinc team had the wood workshop ready. We are so thankful for the generous support from the community who donated tools, sewing equipment, furniture and fabrics. The foundations were in place and the team were able to focus on welcoming the first wood workshop participants into the 12-week upCyclinc Program.



The Our Place project, facilitated by Centacare FNQ, aims to build on the strengths and resilience in the neighbourhoods of Manunda, Manoora and Mooroolool (Cairns West) with the emphasis being on whole-of-community cohesion and connection and initiatives driven and designed by locals. At the heart of this project is the knowledge that meaningful and lasting community change always originates from within and that local residents are the best experts in activating community change.

Over the past year, community builders have engaged in thousands of conversations within Cairns West and identified strengths and assets all of which have been mapped to provide a visual representation of community knowledge with the focus on strengths. The map allows a better social and cultural understanding of the community and empowers community members who are seeking to strengthen their community.

At the beginning of 2019, a series of community workshops explored what groups in the community want to see and what they are passionate about working on together in their community. These workshops culminated in a Harmony Day event where community members shared culture, ideas and learnings and ended in cultural performances. People were asked what issues they felt most passionate about. These included family, social justice, promoting culture, creative arts, the environment, combating loneliness and youth.

As the project enters its second year, focus is now on community coming together and through the connections and conversations, we hope to start seeing social initiatives, projects or ideas beginning to form and grow.

Our Year: Through the Lens of the Wheel of Wellbeing

Planet: care is about keeping our planet in tip top condition!

We were at our happiest when in nature. The coaching team ran the Let it Grow group which took clients back to nature. Our Multicultural Team breathed life into their neglected garden and it is blooming! And upCyclinc team proudly represented Centacare FNQ at EcoFiesta in June.

Body: Be Active is about doing it yourself and being - active!

We have been active over the year through out FNQ Wellbeing Hubs with a Colour Run in Atherton and Tolga. Our Counselling team have facilitated in-house yoga and yoga for kids and we defeated age and got active for Seniors Week in August!

Mind: Keep Learning is about doing it yourself and keeping your mind active

Over the past year we kept the minds of our clients, participants and our own busy through the upCyclinc 12 week training program, our youth programs, Face to Face program. We stretched our minds by learning new skills such as drumming and story writing and we increased our knowledge by attending conferences with our peers.

People: Take notice is about pressing pause and reducing our stress.

Centacare FNQ pressed pause and reduced our stress during RU OK Day during a staff breakfast BBQ where we connected with our colleagues. Our Coaching team took Carers on a self-discovery safari and our Counselling team ran a kids yoga program.

Spirit: Give is about lifting your spirits which lowers your blood pressure.

During 2018/19 as an organisation and community we lifted our spirits by loving the work we do but we were also able to donate almost 1,000 litres of vinegar to our Centacare family in Townsville to assist with flood relief and celebrated our volunteers during National Volunteer Week. Together with the community, School Savvy supported almost 1,300 children and we celebrated the community spirit during Adopt a Family for Christmas Appeal.

Connect with the people around you

Centacare FNQ connected with the community through the One World Welcome dinners, our Harmony Day workshops. We invited the public to our Open Day and stood together with our Muslim community in the aftermath of the Christchurch attack.

Mental Health & Wellbeing

Counselling

Centacare FNQ has provided counselling services in our community for close to 40 years. The team continue to respond to the needs of our community, developing new and innovative programs and to provide the best service to the community.

Over the past year, our work in schools has continued to develop. Our Counsellors continue to provide support to students at Bentley Park Early Years Centre, Smithfield High School, Hambleton State School, Gordonvale High school and Trinity Bay High school. Locating our service at the school has made it a lot easier for students who would otherwise need to travel into the city for Counselling. It is a lot less disruptive for the students and they remain in a familiar environment.

The team have had a successful year facilitating the Circles of Security parenting programs which is hugely popular as is yoga for kids which we ran during school term time. Later in the year we trialled the provision of Mental Health First Aid Course which has drawn a lot of interest. As the year came to a close we have exciting developments in our Employee Assistance Program - more to come there!

Our commitment to the most vulnerable people in our community has seen us strengthen support to other services providers so they can provide much-needed emergency relief in addition to their core services, creating a wrap around service to individuals or families needing a hand to overcome difficult times. We thank all the organisations who collaborate with us for their support.

Coaching

It has been another interesting year for the Mental Health & Wellbeing Coaching team. With the uncertainties of funding changes, our Resilience Coaches demonstrated by their actions a strong desire to continue the invaluable work despite the challenges and uncertainties of the programs moving forward. The Coaching team supported several hundred people in a variety of ways including, outreach support, one on one resilience coaching, group programs, Carer Self Discovery Safari's and a Carer Retreat at Kewarra Beach Resort.

This past year saw the beginnings of a shared, edible garden at 10 Thomas Street. Participants worked with Organic Motion, a local permaculture organisation, to design and build an edible garden over an eight-week program of workshop processes. Other groups such as 'Drumming Together', TRE (Trauma Release Exercises) and Tai Chi were also very popular and received lots of positive feedback from the community.

This last year has once again seen the team spend time consulting with the community on what they would like to see more of at Thomas Street and also, what the community could do if Thomas Street was not around. Because of the 3-day 'Design Your Service' event, an informal Peer Community Support Group was established. This group continues to catch up weekly in the community for coffee's, chats and walks.

Furthermore, the Coaching team continued to focus on and foster their strong Peer Support Framework and will continue to offer our community participants training opportunities such as IPS (Intentional Peer Support), bring in more Peer led, Peer run groups such as 'Hearing Voices' and 'Moody Monday's, and will be generally moving in a stronger peer supported direction.

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Multicultural Services

Settlement Services

The Settlement Services team had a successful year delivering the Humanitarian Settlement Program (HSP) in Far North Queensland in reality, exceeding Key Performance Indicators (KPI's) as established by the Federal Government and Multicultural Development Australia (MDA). The team continues its close working relationship with our contract provider, MDA, who we work collaboratively with to monitor progress in service delivery, reporting and community development.

In 2018-2019 Settlement Services...

- Welcomed 282 individuals from 58 families
- Assisted with 106 new enrolments into the Adult Migrant English Program (AMEP) through TAFE Queensland, and
- 107 new school enrolments in both primary and high schools throughout Cairns.

Our key objective remains to build the skills and knowledge for the social and economic wellbeing of newly arrived humanitarian entrants. We achieved this by a client-centred approach where outcome goals and activities are developed in collaboration with the client and tailored to their personal circumstances. Centacare continues to work collaboratively with other agencies to ensure the best possible settlement outcomes are achieved for all new arrival refugees to Cairns.

Settlement Services has a growing, diverse and skilled team of employees, supported by volunteers to assist clients at each point of their settlement journey. Special events continue to be held across Cairns welcoming newly arrived refugees to the broader Cairns community while growing community wellbeing, resilience and a new strength of hope for the future.

Community Engagement

The Community Engagement team has continued to deliver innovative community development projects, information sessions and individual support and advocacy that assists people from migrant and refugee backgrounds to participate fully in the local community. Over the past year, more than 600 people have participated in our programs, representing more than 30 different nationalities

Programs recognised the importance of acknowledging traditional owners and ensuring that new arrivals have an understanding of Aboriginal and Torres Strait Island history and culture. This was incorporated into all our projects wherever possible. The Community Engagement team's work extended well beyond funded expectations due to the community partnerships developed across the sector. This is especially apparent with our youth programs where the Space & Place partnership has opened up new opportunities for refugee youth in sports and recreation.

Youth Engagement

Centacare FNQ provides services for the younger members of the community. We offer Counselling and programs such as drumming and yoga for children at our office locations at Aplin Street and Thomas Street in addition to in-school counselling in Cairns.

Over the past few years, our counselling work in schools has developed with counsellors continuing to provide support to students at Bentley Park Early Years Centre, Smithfield High School, Hambledon State School, Gordonvale High school and Trinity Bay High school. This has enabled children to attend counselling sessions without disruption to their daily lives.

Centacare FNQ also runs wellbeing groups for teenage boys and girls. Over the past year, we collaborated with Saints Soccer Club and Harbrow Mentoring to deliver engaging programs where new arrival students are thriving.

The Youth Engagement team offer full and enriching after-school extra-curricular opportunities and school holiday programs through our dynamic partnership with Space and Place. Presently, over 17 activity providers deliver free programs from martial arts to reading in the park to hula hooping. The team has also supported over 20 new arrival primary students in the Just brass instrumental program at the Salvation Army.

This year has seen over 200 students of newly arrived refugees, migrants, people of Aboriginal and Torres Strait Islander backgrounds complete our primary and high school resilience and wellbeing programs. The team feel privileged to see the incredible strength of these young people and be a part of their learning journeys.

A highlight of 2019 was our Youth Culture Camp where we took 40 students, youth mentors and community elders of refugee background to the Tablelands over the June school holiday. This was an opportunity for students to reflect on their settlement journey and to learn from peer mentors and elders about each other's culture and strengthen their own cultural identity.

We are very proud of the positive contributions students are making to their communities and schools in sport, music and community service through these opportunities. This year saw over 50 new arrival students involved in club sport including soccer and hockey.

NDIS Support Coordination

- Formerly Partners in Recovery

The last year has been a time of great change and transformation for the Partners in Recovery / NDIS Support Coordination team.

Over the year, the Partners in Recovery Team was tasked with testing eligibility, for the National Disability Insurance Scheme (NDIS), for all Partners in Recovery participants to ensure they were transitioned to the most appropriate services for their needs. The task was more challenging for Participants and staff than initially expected, however, hurdles were overcome resulting in many participants testing their eligibility and transitioning into the most appropriate service moving forward.

The team also provided Support Coordination to participants who successfully transitioned across to the NDIS. This assisted participants to gain a greater understanding of the NDIS process, how their plans could be used in addition to building the capacity of individuals. We were also engaged by external participants and parties to coordinate support for people who had already received their NDIS funding. As a team, our knowledge and implementation of NDIS supports have grown exponentially over the past 12 months. We are looking forward to assisting more and more people in the Cairns and Cape York community with coordination of their NDIS supports, drawing from a person-centred approach.

Supports available at Centacare FNQ under the NDIS

Mental Health & Wellbeing	Disability Program
<ul style="list-style-type: none">• Social and Community participation• Resilience Coaching - Group• Mentoring & Peer Support• Counselling and Therapeutic Supports• Community Connection	<ul style="list-style-type: none">• Social Support• Group Activities/ Day Program• Life Skills Development• Community Access
Multicultural Services	Other NDIS Support We Offer
<ul style="list-style-type: none">• Individual skills development & training• Group programs• Community participation	<ul style="list-style-type: none">• Coordination of Support (general)• Negotiated Individualised Services

Aged Care & Disability Services

Social Wellbeing Hub

2018/19 has been an exciting year for us all at the Social Wellbeing Hub. A year full of fun and laughter, great information sharing, day trips and excursions and welcome refurbishment at our facilities.

We were delighted to receive a grant from COTA QLD to celebrate Queensland Senior's Week in August 2018. We organised a four day festival including music, dancing, yoga, tai-chi and a very successful digital information session in partnership with students of St Mary's College in Cairns.

The latter part of the financial year included a significant refurbishment of our centre. With approval from the Diocese of Cairns the main area of our centre was transformed into a bright and airy relaxing space along with a commercial upgrade of our kitchen. These upgrades which were completed in February 2019, have greatly assisted us in improving the quality of our service. Since then, we have been able to offer home-cooked meals on a number of days across each month and get our clients involved with the selection and planning of menus as well as preparation of the meal.

Whilst refurbishments were going on we also initiated a partnership with the Cairns Community Legal Centre, to use our centre as a Community Access Point for the Senior community. A social Worker presented monthly one-hour information sessions and gave attendees the opportunity to talk over any concerns with afterwards. Topics have varied from Digital Scams, Elder Abuse, Enduring Power of Attorney, Will and Advance Health Directive, My Aged Care and how to get ready for Home Care Services and Residential Care. The sessions have proved to be of benefit and are expected to continue throughout the year.

Regardless of disruptions during renovations we all endured and are delighted to say our daily activities have not stopped once! We have continued offering our services to our Commonwealth Home Support Program clients and clients with Home Care Packages that want to invest some of their package funds on our great service - to maintain wellness and independence in a social and safe group environment.

Corporate Services

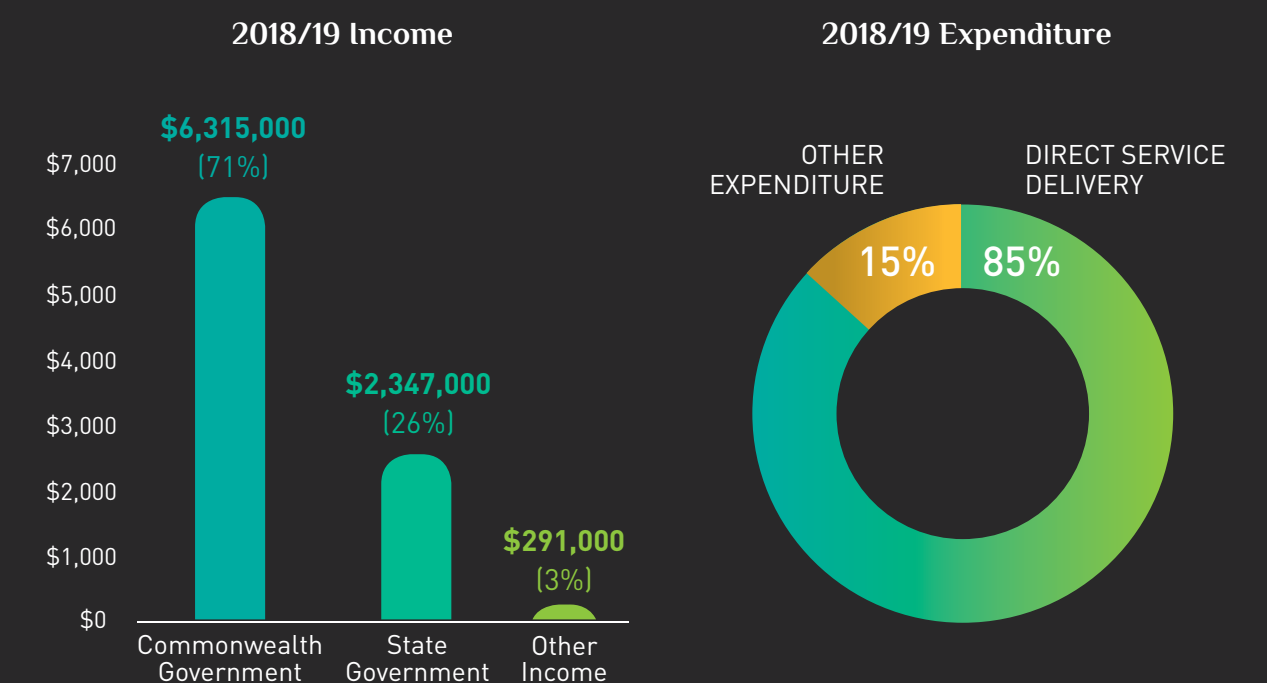
The Corporate Services team provides enterprise wide support to client services areas across Centacare FNQ. The team consists of staff that specialise in the areas of finance, human resources, work health and safety, information technology, marketing and communications and business administration.

Through the year, there were a large number of recruitments and associated on-boarding, as well as ongoing staff training and support. In addition to this, there were new program set-ups and changes to operating requirements in existing programs. The Multicultural Services team moved to a new office location, which required the support of the entire team for new ICT systems, signage and promotional requirements, online directory changes and marketing collateral. The Centacare Enterprise Agreement 2018 was negotiated for another 3 years to 30 June 2021.

In the area of HR, a new online induction program was implemented and the HR Advisor moved to the position of Diocesan HR Manager, which now provides HR advice to a number of Diocesan entities. The Communications area continued to improve ways of communicating with stakeholders, creation of two new Facebook pages – OurPlace and upCyclinc, the creation of a new website, flyers and service information. Communications also assisted in the planning and implementation of promotional launches, special events and displays.

Other areas of the team concentrated on finance, contract, asset and site management, work health and safety and business administration to maintain compliance and provide support across the sites. The team worked in synergy to realise the vision and purpose of Centacare. Team Leader of Social Wellbeing – Gudelia Mato celebrated 25 years at Centacare. This has been a very busy year for the team, who together work efficiently and continue to come up with innovative ways to improve efficiencies and services for staff and clients.

Finances



Thank You

Funding Bodies 2018/2019

Centacare FNQ would like to acknowledge and thank the following entities that have funded 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
 - Department of Communities, Disability Services and Seniors
 - Department of Child Safety, Youth and Women
 - Department of Premier and Cabinet
 - Department of Employment, Small Business and Training
 - Department of Local Government, Racing and Multicultural Affairs
 - Queensland Health
- Queensland Mental Health Commission
- Multicultural Development Australia
- Ethnic Communities Council of QLD
- COTA Queensland

Partners & Supporters 2018/2019

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



Affiliations

Centacare FNQ is a member of the following bodies:



Accreditations

Centacare FNQ is accredited under the Human Services Quality Framework.



Locations

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

- Manunda
- Atherton
- North Cairns
- Ravenshoe
- Holloways Beach
- 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

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