

centacare

MAKING A DIFFERENCE FNQ

Annual Report 2017 - 18



Tanka Maya
Hen Friends 2018
Centacare Multicultural Services

Bishop's Message



Bishop James Foley

The principle of catholic social teaching – Solidarity, calls us to 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.

Pope Benedict XVI, quoting poet John Donne, wrote, “No man is an island, entire of itself. Our lives are involved with one another, through innumerable interactions they are linked together. No one lives alone. No one sins alone. No one is saved alone. The lives of others continually spill over into mine: in what I think, say, do and achieve. And conversely, my life spills over into that of others: for better and for worse.”

This principle (solidarity), reflects that social and interdependent nature. It goes beyond compassion for each other and instead requires a deep sense of belonging to and being responsible for one another personally and socially. This means that not only do our personal relationships with one another need to be binding and truly loving but we need to make our social structures and relationships this way also.

Over the past year Centacare has reflected the principle of solidarity in its delivery of services to the community. Centacare continues to go beyond compassion by instilling a sense of belonging and responsibility in those they support. Centacare staff have shown great compassion and a deep sense of belonging, not only for themselves as individuals, but also for colleagues and the community through connections with the community, innovative and sustainable services and fostering a healthy organisational culture.

Centacare staff continue to foster solidarity in our community through their service and compassion to the church and community and for this, I thank them.

† James Foley
Bishop of Cairns



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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



It has been yet another productive, meaningful and exciting year for Centacare FNQ. We have continued to provide a broad range of services and supports in response to community need, and have engaged with an increasing number of community partners and individual clients.

2017-2018 was a dynamic year with continued significant change in the sector and the introduction of a range of new programs and opportunities for Centacare. Much of the year was spent in preparation for transition to the National Disability Insurance Scheme (NDIS), with significant

learning across the board in order to be well informed and ready to support clients in the move to the NDIS.

The year has not been without challenges, with new contracts and funding frameworks to navigate, resulting in increased administration; however, by working through the challenges together we have made our way through, improving processes along the way.

The short-term nature of funding contracts has continued to be a difficulty, resulting in staff turnover at a higher level than we would like to see. We have continued to lobby for improvements in the management of government contracts, and this seems to have supported a move to more timely tender notifications.

I am encouraged by the enthusiasm I see among the team to continue making a difference, by rising to each presenting challenge and finding a way to keep moving forward. This year we worked together to develop a very practical strategic intent, which clearly directs and supports our thinking in terms of future opportunities to support our community, and particularly those most at risk of being overlooked.

A significant focus across the organisation has been working together more closely to best meet the needs of our clients. To this end, increased cooperation, collaboration and connection internally is providing for a more holistic approach to client support.

Please subscribe to our newsletter through our website. This will help you keep up to date with what we are doing. We look forward to sharing news and updates of our activities throughout the year.

In closing, I must applaud and thank our magnificent team, located across the Diocese from Cairns to the Tablelands, Weipa, Thursday Island and Cooktown, who really are dedicated to making a difference on a daily basis in the life of our community.

Who We Are

Centacare FNQ has served the community of Far North Queensland since 1981. As the Social Services agency of the Catholic Diocese of Cairns, Centacare has proudly worked with the community to deliver social services, underpinned by Catholic Social Teaching, to support the needs of residents in the region.

As an organisation, Centacare has focused on community wellbeing in the broadest sense, not only within the immediate Cairns area but also across the whole of the Far North Queensland region. Centacare FNQ continues to strive to maintain its commitment to supporting and assisting people living within the Far North Queensland community who are most in need.

Centacare works across three key areas:



**Mental Health
& Wellbeing**



**Multicultural
Services**



**Aged Care
& Disability
Services**

We also work hard to support people in the intersection between these key areas, with a focus on Mental Health for both our older Australians and newly arrived refugees, and access to aged care and disability support for those in our community who are from a culturally and linguistically diverse background, or have a psychosocial disability.

In addition to supporting Far North Queensland communities, we also acknowledge the uniqueness of the region we live in, the environment and the multicultural community that Cairns has become. Centacare, as a provider of social services, connects people to wellbeing and with the rollout of the NDIS, we continue to be determined 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 is testament to the success generated by working together and we thank the community, all our partners and funding bodies that have continued to support us so we can continue to work with those who need assistance to thrive in our community.

Our People

It's no secret that we are working in a challenging and changing environment. External and internal factors can affect not only the wellbeing of staff members, but can in turn impact our productivity and therefore our quality of service. At Centacare our values apply to our service to clients and to the manner in which we look after our team members. We have to get that balance right.

Respect; Relationships; Empowerment

In October we conducted an Employee Engagement survey so we could hear directly from staff members about what is working well and also what is concerning for staff. We gained valuable feedback to inform future development, learning and organisational growth.

The Annual Staff Day held in December had a Professional Development focus on Future, Strategy and Wellbeing. This was followed by the Christmas Dinner which is our celebration of staff achievements and a networking event.

We trialled a Wellbeing Gift this year, being an annual Cairns Aquarium Pass for staff members. The idea was to have a longer lasting gift that also provided a sense of retreat and relaxation.

The Centacare Enterprise Agreement was revised and renewed this year. The EA is a way in which the practicalities of work are clearly set out so that staff are aware of entitlements and benefits of working at Centacare FNQ.

A huge well done and thankyou to the great team at Centacare. Your quality of work and your commitment to making a difference is greatly appreciated.



Volunteers

Centacare FNQ volunteers have been engaging and supporting many community groups within our organisation throughout the year. Community Groups consist of, Women's Art & Craft Group bringing women together in our community with a focus on social connection; mental health & wellbeing, Men's Technology Class supporting men with basic computer skills; English Conversation supporting people to speak and understand english; Parenting Program; and the Learner's Licence Program.

Volunteers continue to support newly arrived refugee families with accessing local services. Centacare FNQ values all volunteers who have committed their support throughout the year with their great knowledge and skills.



**Volunteering at
Centacare FNQ**

Email reception@centacarefnq.org for more information or call (07) 4044 0130.

Centacare FNQ aims to provide individuals with the opportunity to volunteer, donate and connect with the community where they live by getting involved in projects and programs run throughout the year.

Snapshot

Our Key Service Areas

Mental Health & Wellbeing

- Counselling
- Coaching
- FNQ Partners in Recovery
- Emergency Relief
- Employee Assistance (EAP)

Multicultural Services

- Humanitarian Settlement Services
- Settlement Grants Program

Aged Care & Disability Services

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

Registered NDIS Provider

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

Our Values

Our values are based on the principles of Catholic social teaching

Collaboration, empowerment, equity, relationships, inclusion, respect, community, accountability

Dignity

Equality

Participation

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 Service Locations



Our People

75
EMPLOYEES

40
VOLUNTEERS
Working 420 Hours

5
STUDENTS

55
PARTNERSHIPS

2680
PEOPLE ASSISTED



**AWARD
WINNER!**



Access to Education is the key developmental opportunity we provide to children in our community. Following discontinuation of the school kid's bonus in 2016, Centacare recognised the potential issue this would be for families already struggling financially.

With a simple idea to help struggling families with the expense of sending kids back to school, a small amount of Emergency Relief Funding was used for an innovative project. With great respect for recycling, and making the most of available resources, the idea of a Pop-Up shop to bring together second hand uniforms and school supplies was born.

School Savvy is a "Pop-Up" concept store, which facilitates access to school resources for children in families struggling financially in the busy back-to-school period at the start of the school year.

Initially the idea was to recycle pre-loved uniforms and stationery supplies. In reality, both new and pre-loved school supplies amounted to donations estimated at \$25,000 + in each year of operation to date.

School Savvy quickly established itself as meeting a huge gap for struggling families and also an initiative valued and supported by the community in general.

In 2018, School Savvy assisted over 1000 families and over 2000 children to get back to school, ready to learn. School Savvy is now entering its third year and well on its way to becoming a regular event with support from the community.

In April we were thrilled to be nominated for a Cairns Chamber of Commerce, Business Excellence Award, one of our region's most prestigious annual business events. The 2018 Cairns Business Excellence Awards took place at the Cairns

Convention Centre on 16 June. Centacare is very proud to have won the award for Community Contribution Excellence.

For the 2019 School year, Centacare is working with the community to introduce a project to "pack a pencil case", encouraging students and businesses to get involved with supporting the concept.

The long-term impact of the project is hard to gauge, however we do know that by maintaining students engagement in school we provide a platform for positive long-term learning and active community participation.

The long term benefits of maintaining engagement in school lead to a higher likelihood of participation in higher education and the workforce and a flow-on benefit that lessens the vulnerability and disadvantage experienced by families in our community.



Face2Face

Sharing the Journey



Centacare FNQ's dynamic Face to Face program, supported by the Refugee Council of Australia (RCOA), provides an opportunity to promote discussion, encourage understanding and break down stereotypes associated with refugees in the community, through the delivery of a Refugee School Education Program.

The project provides an authentic Face to Face experience for people in the broader community to meet with a trained speaker of Refugee background who is willing to share personal stories of their journey to safety. Additionally the speaker is supported by a Community Educator whose

presentation includes references to international and domestic policies and current statistical data, presenting an up to date, unbiased snapshot of what the refugee/asylum seeker situation looks like on a global, national and local level.

The program has been well received and supported by the Cairns Community. In its pilot year Face to Face has trained seven speakers of refugee background, namely Arakanese, Bhutanese, Rwandan and Ugandan. The Face to Face program has delivered 17 varied presentations including professional development presentations, school education

presentations, interactive youth workshops, community dinner presentations and events to approximately 740 people in the Cairns broader community namely schools, professional organisations and community groups. The program is designed as a fee for service model whereby speakers of refugee background receive remuneration for their presentations.

The program continues to grow with a second round of speakers to receive training later in the year, and promotion of the program through other North Queensland regions.



Events, Activities & Community Engagement



We All Dance

The We All Dance project culminated in a final performance at the Royal Ballet Cairns Gala Performance held at Munro Martin Parklands on 2 July.

We All Dance was a collaboration between the Queensland Performing Arts Centre (QPAC) and the Royal Ballet, local teaching artists, community organisations and participants. The central focus of the project was to increase creative participation in the performing arts in order to enrich lives and enable active participation in civic life.

Centacare was delighted to be a community partner in the project and work with dancers from the Royal Ballet who mentored and assisted our group to perform a dance piece. The aim of the dance group was to demonstrate to the community how beneficial the arts is in bringing people from all backgrounds together.

#wearecairns

In August 2018, Centacare FNQ collaborated with local artist and arts educator Rick Berford to host the #wearecairns art exhibition at the TANKS arts centre. Over 300 members of the public attended the final exhibition, including local dignitaries such as Rob Pyne MP.

The exhibition was the culmination of the #wearecairns campaign, an art based collaborative project and social media campaign celebrating cultural diversity within our region with a focus on social connection. The project engaged over 800 community members, via a large number of local artists, to create the artworks.

Approximately 3800 community members attended the exhibit over 3 weeks. Feedback from visitors was overwhelmingly positive, with over 9 out of 10 survey respondents rating the exhibit as "excellent" or "very good." Visitor comments included, "I had no idea we had so many cultures here;" "It demonstrates that we all have a story to tell. Ultimately we are all human beings and regardless of our background, we value family, friends, life;" and "We are citizens of the world and it unites us."



Beats on the Narde

The Cairns Esplanade was dancing to the rhythm of ARC Beats and CentaBeats when Beats on the 'Narde performed in September.

Beats on the Narde was a celebration of Disability Action Week, community integration and diversity and displayed the drumming talents of drumming groups from ARC Disability Services and Centacare. 'ARC Beats' and 'CentaBeats' gave invigorating performances with the event concluding with a "Drum-off" with participation from both groups.

Participants from Centacare's Biz Active group prepared food and trainees from ARC Disability Services displayed their Barista skills to the community at ARC's Café, Café Connect.

With funding from the Queensland Government's Department of Communities, as part of Disability Action Week celebrations, Beats on the Narde was the perfect opportunity to show off the varied talents and abilities of members of our community and a great opportunity for people of all abilities to have fun together.



R U OK? Day

In September, the Centacare FNQ Mental Health & Wellbeing team took part in the annual RUOK? Day parade devoted to reducing the stigma around mental health issues.

RUOK? Day aims to remind everyone that any day is the day to ask, "Are you ok?" and support those struggling with life.

RUOK? Day in Cairns included a free concert featuring rockers Ben Lee and Travis Collins at Fogarty Park.

RUOK? Day is an important day in the Centacare FNQ calendar.

One World Welcome Dinners

Since February 2018, Centacare Multicultural Services has been hosting bi-monthly "One World Welcome Dinners" at the Manoora and Mooroolooloo community centres. The aim is to enhance social cohesion and provide opportunities for recently arrived families from refugee/migrant backgrounds to link with more established families in the local area. From February to June, three dinners were held with over 130 community members attending.

For each dinner, a different cultural group was invited to prepare their food and share music, dance or cultural practices, including the Bhutanese, Burmese and Tongan communities. The evenings begin with an Indigenous welcome to country and during dinner a speaker from Centacare's Face to Face refugee speaker program shares part of their refugee journey.

We have been delighted with the amount of cross-cultural sharing and awareness raising through food, music and presentations, while families from migrant and refugee backgrounds have built connections with Australian families, creating opportunities for friendships to be established. The long-term aim is to increase cross-cultural understanding, social cohesion, community safety, and belonging.



Mental Health & Wellbeing

Counselling

Centacare has provided counselling services in our community since 1981. Over the last 37 years the team has responded to the needs of our community and diversified in many different ways. The last 12 months has been no exception.

Our work in schools has increased with our Counsellors providing support to students at five different schools now. We've found it a lot easier if Counsellors visit students whilst at school rather than expecting children to come into the City for Counselling. It's a lot less disruptive for the students and they remain in a familiar environment.

Other ways in which the team have been innovating are:

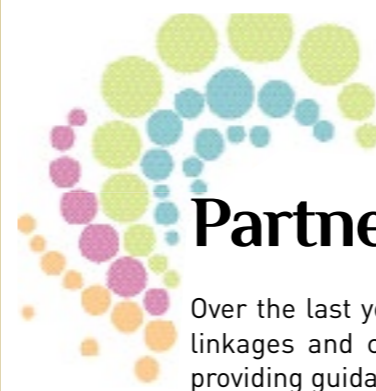
- Facilitating Circles of Security parenting programs
- Increased work with interpreters for Centacare Multicultural Services clients
- Utilised external locations, such as the Bishops House, for groups
- Trialled a kids yoga group

The Counselling team provides services to people of all ages: from infants, youth, adults and the elderly. Our focus is mostly about relationships and wellbeing and also includes providing Family Dispute Resolution and Employee Assistance Program services.

Emergency Relief

Our commitment to the most vulnerable people in our community extends to providing much-needed emergency relief for when a person/family really needs a hand to overcome difficult times. Our philosophy with Emergency Relief (ER) is that it is not simply provided as a hand out. Our staff discuss with people ways in which ER can get them over a current hurdle and assist them to discover and learn how to prevent the recurrence of difficult times, be that through financial counselling and/or making changes in other parts of their lives.

Centacare partners with a number of local agencies to provide ER where and when it's needed and we thank all the organisations who collaborate with us for their support.



Partners In Recovery

Over the last year, FNQ Partners in Recovery (FNQ PIR) has seen a shift in focus from providing linkages and connections to people with severe and persistent mental illness, to additionally providing guidance and support to access the National Disability Insurance Scheme (NDIS).

FNQ PIR has continued engaging with participants from Cairns and rural and remote areas such as the Cassowary Coast, Tablelands, Weipa, Cooktown and Thursday Island. Moving forward, FNQ PIR will continue to work with over 200 participants and assist people with a diagnosed psychosocial disability to access the NDIS with support throughout participants respective NDIS journeys.

Centacare FNQ would like to acknowledge and thank our PIR subcontractors, Mission Australia and Worklink. Both agencies have been active supporters of Partners in Recovery for many years. Unfortunately, both agencies have decided not to continue as subcontractors, leaving Centacare FNQ as the sole employer of PIR personnel in the region from July 2018. Despite ending their role as subcontractors, both Mission Australia and Worklink will remain closely associated with Centacare and the PIR Program in the work each agency does within the sector.

Coaching

It has been an interesting year for the Mental Health & Wellbeing Coaching team: a name change (from Centacare Mental Health Resource Services); lots of staffing changes; and some great challenges creating new team dynamics. With this in mind, we embarked on an in-depth training of Coaching methodologies and coaching skills development. The Coaching team managed to support over 350 people throughout the year with individual programs and groups such as Tai Chi; Self-Esteem; Being with Nature; and Drumming Circles. All groups are initiated through feedback and are co-designed by the people we work with.

The team have been working with Carers Queensland, running a number of 'Happy Cafes' for local carers. The 'Happy Café' is an international movement, which started in the UK and promotes ways of creating Happiness and self-care.

Another highlight came about from our writing group, based on the 'Hero's Journey'. From this, a passion for Poetry was kindled, developing into a collaboration with Arts NEXUS. As a result, the Mad Poets Society meet monthly for a Poetry reading group.

The Coaching service now has a full contingent of coaches and newly introduced support workers and we are continuing to develop the high standard of our coaching and support for both the State funded programs and the National Disability Insurance Scheme.



Multicultural Services

The Centacare Multicultural Services team (CMS), provide services to hundreds of people in our multicultural community through the provision of case management, community engagement, leadership activities, coordination of reference groups, research and promotion of diversity.

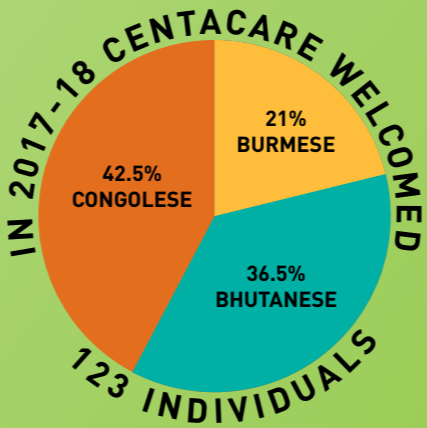
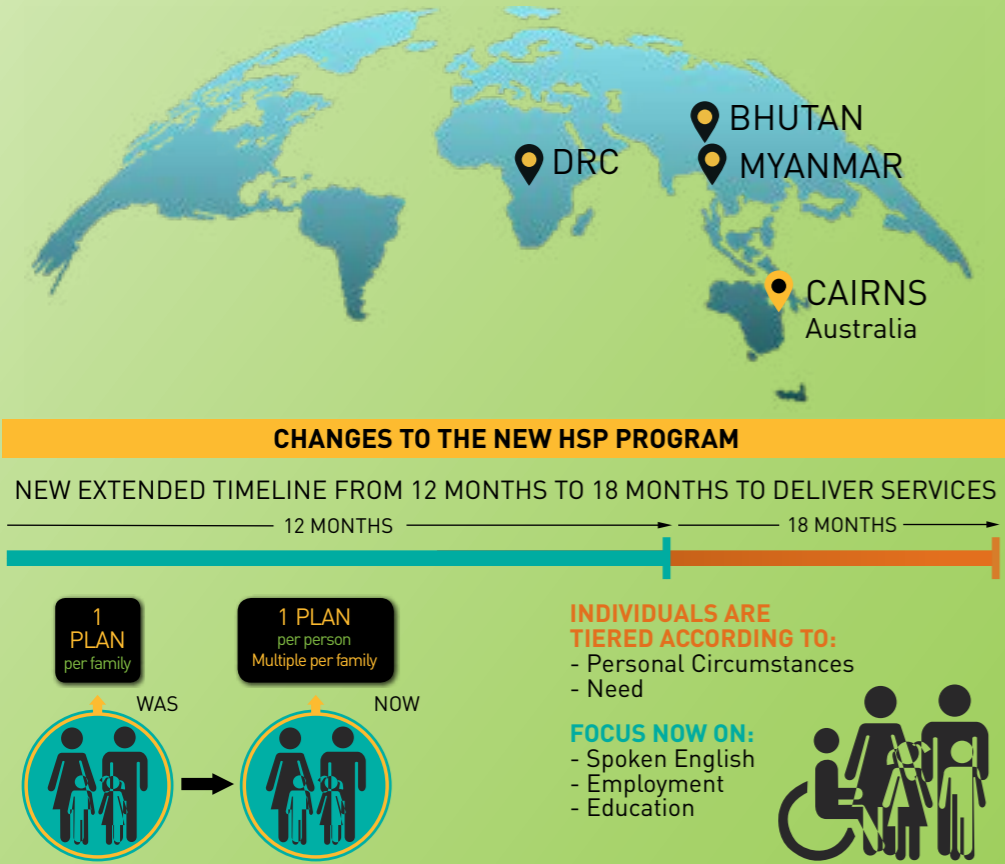
Settlement Services

In October, Multicultural Development Australia (MDA) sub-contracted Centacare to provide the humanitarian settlement program in Far North Queensland.

In the last financial year, Centacare welcomed to the Cairns community, 123 individuals originating from Bhutan, Myanmar and Democratic Republic of Congo.

The key objective is to build the skills and knowledge for social and economic wellbeing of newly arrived humanitarian entrants. Centacare achieves this by a client-centered approach where outcome goals and activities are developed, in collaboration with the client and tailored to their personal circumstances. Centacare works collaboratively to ensure the best possible settlement outcomes.

Orientation continues to be a key activity consisting of core topics aligned with basic skills and knowledge supporting clients to independently access services as well as participate fully in a social and economic life of Australia.



HSP ARRIVALS TO CAIRNS

BURMESE (Myanmar)	21 %
• Arakanese	
• Falam Chin	
• Kachin	
BHUTANESE	36.5%
CONGOLESE (DRC)	42.5%

Community Engagement forums, projects and advocacy

Throughout the year, CMS has continued to deliver projects, which focus on building capacity within communities, develop leadership skills, promote cultural diversity and social cohesion, create culturally dynamic partnerships and promote wellbeing. Hundreds of people in the community have participated and benefited from these activities.



Rostrum Voice of Youth Success in July

In May, children supported by our Youth and Engagement Program competed as Far North Queensland finalists in the Rostrum Voice of Youth Competition.

Rostrum Voice of Youth is a national student public speaking competition open to all high school students across Australia. Over 3,000 students participate in the competition annually from 500 schools Australia wide.

Tapas and Tamana Dahal arrived in Australia four and a half years ago from Nepal as Bhutanese Refugees. Together with their family, they have been a part of many CMS programs over the years.

Centacare was proud to support Tamana and Tapas as they competed against students from across Far North Queensland. The competition was fierce, and Tapas and Tamana proved that hard work and dedication always pays off.

Tapas won the junior section and went through to the State finals. We are very proud of them both.

Skilling Queenslanders for Work

In February, CMS collaborated with MiHaven Training to deliver Certificate I in Construction and Certificate II in Hospitality.

The program is delivered under the QLD Governments, Skilling Queenslanders for Work initiative and ensures students understand the Australian workplace, how to apply for jobs and are ready to move into ongoing employment. We recognise that migrants bring professional skills from previous employment overseas but their skills are often not recognised in Australia, making it difficult to find work.

The goal of the program is to get people into employment with training, local work experience, support and advocacy. Centacare is delighted to report that out of 17 participants who have completed their course eight have obtained employment so far. A further 24 students are currently undertaking work experience and studying.



Email reception@centacarefnq.org for more information or call (07) 4044 0130.

Centacare FNQ aims to provide individuals with the opportunity to volunteer, donate and connect with the community where they live by getting involved in projects and programs run throughout the year.

Aged Care & Disability Services

Social Wellbeing Hub

Centacare's Social Wellbeing Hub is based on the North side of Cairns in the beautiful suburb of Holloways Beach. With a small friendly homelike environment and large shady gardens we cater for both people over the age of 65 and younger people who have disabilities.

We focus on developing, maintaining and supporting social connection and independence, in an easy-going environment. We are a small centre with a friendly team who are committed to individualised support and lots of fun.

Each day offers different activities that promote social interaction for people over the age of 65, or 50 years for Aboriginal and Torres Strait Islander people living in the community. We offer a range of activities including sports, games, creative programs, outings and special occasion events such as the Melbourne Cup and other festivities. Morning tea is provided and lunch can be arranged or brought from home.

Through the 2017/18 year the centre has a facelift with new furnishing and resources. With a growing interest from our clients in the digital world of skype and Facebook to stay connected with distant family we have developed opportunities to connect with local young people to learn how to make the most of today's technology.

Introduction of the National Disability Insurance Scheme has also allowed more people in our community to look to our centre as a social connection opportunity as the scheme rolls out across our region in coming years.



Celebrating Special Days Together



Hen Friends

Through the year, a total of six "sharing days" were held at New Horizons Villas and Mercy Place Woree, which brought local Bhutanese elders and residents together around chicken-themed activities such as craft and bingo.

The sharing days provided opportunities for residents to learn about Bhutanese culture, through sharing food, culture and dance. Twenty-three Bhutanese elders, thirty-five residents of Mercy Place Woree and New Horizons Villas and eight students from Our Lady Help of Christians School took part in the sharing days.

The aim of the project included encouraging friendships between the Bhutanese elders and residents of Mercy Place Woree and an improved sense of wellbeing and social connectedness. Through interacting with the hens, the elders also had an opportunity to demonstrate and build on their previous skills in farming.

Harmony Day 2018

Centacare Social Wellbeing Hub celebrated cultural diversity on Harmony Day by holding a Morning Tea for clients, their friends and families.

Harmony Day is an opportunity to celebrate Australian multiculturalism, based on the successful integration of migrants into our community. The day is about inclusiveness, respect and belonging for all Australians, regardless of cultural or linguistic background.

We welcomed local Latin American Dance Company, The Rhythms of My Land / Ritmos de Mi Tierra who provided great music and dancing! A great time was had by all.



Gatsby Party

The Centacare Marlin Coast Respite Centre turned back the clock to the 1930's in November with a Gatsby themed party!

The team were thrilled to see all the clients put so much love and work into their outfits. It was a wonderful day, full of fun activities, delicious food, a little wine and prizes for the best dresses and hats.

Everyone including the team made an effort and looked fantastic!



Mother of Good Counsel Primary School

In August we welcomed four students from Mother of Good Counsel Primary School who came to sing for our clients this morning.

Thank you very much to the students of Mother of Good Counsel School, North Cairns for sharing their beautiful voices with us. Our clients always enjoy their visits.



NDIS

Centacare FNQ spent the last year making final preparations for the National Disability Insurance Scheme (NDIS), which rolled out across Far North Queensland on 1 July. The process has been long and ever changing, however, the main premise of the scheme, being more choice and control for people who have disability, is still the main aim.

In preparation for transition to the NDIS we have continued to work closely with local organisations and other Centacare services, to ensure we have up to date information and resources to support clients and community members. We hope by learning from the experience of others we will be better positioned to provide personalised and relevant options of support to individuals and families.

Centacare is taking the lead in preparing for the transition to the NDIS for people with a lived experience of psychosocial disability through Partners in Recovery (FNQ PIR). To ensure we provide consistent support and assistance across the region, we have adapted our model to directly employ Support Coordinators to better assist participants through the transition process.

Staff have been supported with continual learning, through external training workshops, on supporting people through the transition process, service delivery, service access, and provider portal transactions. Centacare has provided information session to various community groups, councils, stakeholders, and clients who currently access our services.

Supports available under the NDIS

Mental Health & Wellbeing

- Coordination of Support
- Social and Community participation
- Resilience Coaching - Individual and Group
- Mentoring & Peer Support
- Counselling and Therapeutic Supports
- Specialist Support - Behaviour /Early Childhood
- Community Connection

Other NDIS Support We Offer

- Coordination of Support (general)
- Plan Management
- Negotiated Individualised Services

Disability Program

- Social Support
- Group Activities/Day Program
- Life Skills Development
- Community Access

Multicultural Services (CMS)

- Individual skills development & training
- Group programs
- Community participation

Partners in Recovery & the NDIS

This is how PIR is helping people with psychosocial disability...



centaOne
by centacare



Identify your service



Assistance with licenses & training



Achieve the QLD Quality Framework



Receive Business Support

In 2017, Centacare received funding as part of the NDS Innovative Workforce Fund to trial a project called CentaOne.

CentaOne looked to provide potential NDIS Providers in remote and very remote regions of Far North Queensland with personalised support to access the NDIS market. The project started in the Torres Strait Islands, Weipa and NPA communities and focused on developing step-by-step resources to assist potential providers understand the requirements of becoming an NDIS Provider.

Over the course of the project, CentaOne expanded its service regions to include Mossman, Cairns and the Tablelands. The project provided a variety of learnings to the organisation and the community regarding the types of providers, requirements and capacity to support the needs of the NDIS participants.

The project was finalised on 30 August 2018 and CentaOne, although completing its innovation trial, will continue to form part of Centacare FNQ's service offerings in the future. The focus will be on creating workforce capacity for all, particularly for people with a disability and/or identifying as Indigenous or from a CALD background.



NDIS Services at Centacare FNQ

Email ndis@centacarefnq.org for more information or visit www.centacarefnq.org. Centacare FNQ is available to answer your questions. We can also visit you at home for a chat. We have a range of services and supports that can be tailored to meet your needs. Contact our team by calling 1800 367 747 or by emailing us at ndis@centacarefnq.org

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.

On the HR front, there were a large number of recruitments and associated onboarding, as well as ongoing staff training and support. The organisation also renewed its Employee Assistance Program, negotiated a new Enterprise Agreement, worked on an online Induction platform and online HR record system and increased student placement engagement.

2017/18 saw the introduction of a new server and additional equipment and set-up for new recruits. The organisation trialled a telephone auto prompt to try to improve client access. This was unsuccessful and later disengaged as it didn't work as planned. Not every innovation will work but we will keep trying and not be deterred from seeking improved processes.

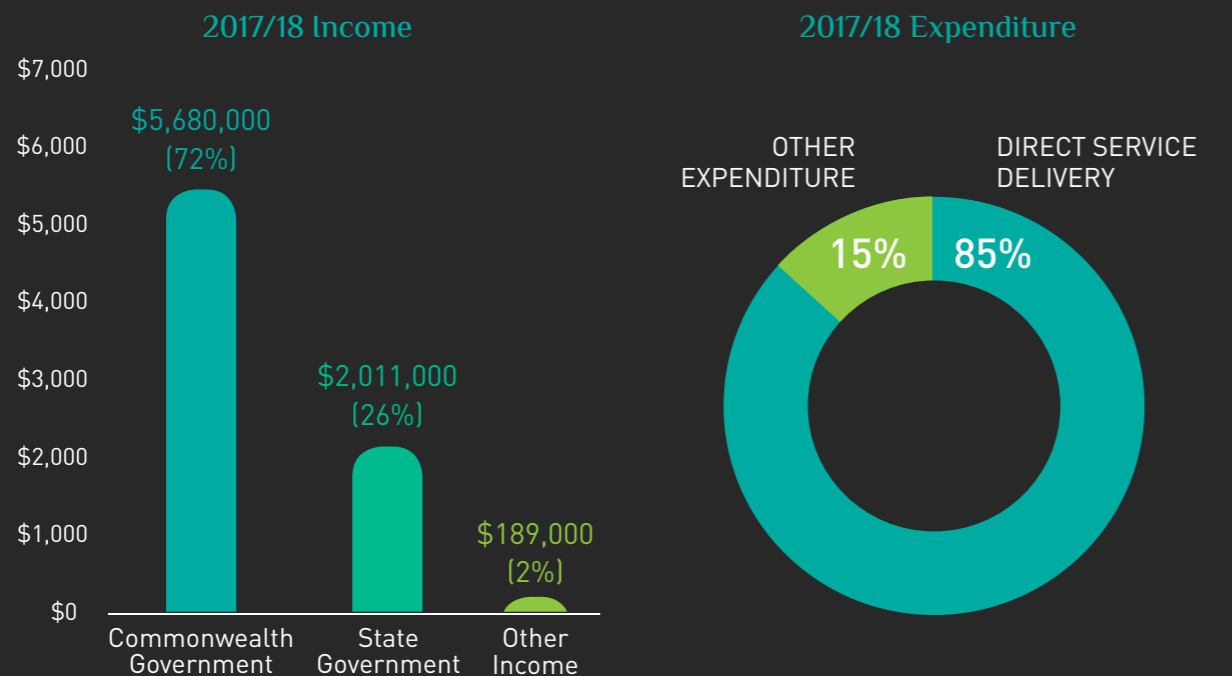
The Quality system underwent another positive HSQF audit.

The Communications area saw a range of new and improved ways of communicating with stakeholders with improvements to the Centacare facebook, website, flyers and service information. The Centacare logo and branding were revitalised and reflected the name change from Centacare Cairns to Centacare FNQ. Communications 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. Several of the team have worked at Centacare for over 15 years and their experience, together with the fresh ideas of newer members in the team, enables this team to work efficiently and come up with innovative ways to improve efficiencies and services for staff and clients.

Finances



Thank You

Funding Bodies 2017/2018

Centacare FNQ would like to acknowledge and thank the following entities that have funded our work throughout the year:

- Australian Federal Government
 - Department of Health
 - Department of Social Services
- Queensland Government
 - Department of Communities, Disability Services and Seniors
 - Department of Premier and Cabinet
 - Department of Child Safety, Youth and Women
 - Department of Education and Training
 - Department of Local Government, Racing and Multicultural Affairs
- Queensland Mental Health Commission
- Ethnic Communities Council of Queensland
- Cairns Regional Council
- Multicultural Development Australia
- Queensland Health

Partners & Supporters 2017/2018

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



Affiliations

Centacare is a member of the following bodies:



Accreditations

Centacare FNQ is accredited under the Human Services Quality Framework.



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

- Holloways Beach
- North Cairns
- Cooktown
- Weipa
- Ravenshoe
- Thursday Island

Please direct all enquiries to our registered Head Office, below:

REGISTERED OFFICE OF CENTACARE FNQ

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

