

centacare

MAKING A DIFFERENCE FNQ



2017 Annual Report

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Who We Are

Centacare FNQ, previously Centacare Cairns, was established in Cairns as the Catholic Family Welfare Bureau in 1981 and has proudly worked with the community to deliver social services, underpinned by catholic social teaching, that support the needs of residents of the region. As an organisation, Centacare FNQ has grown from an identified need for counselling and family relationship services not solely within the Cairns area but throughout the entire Far North Queensland region. It is for that reason, and after much consideration, that we proudly introduce ourselves today as Centacare FNQ. 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.

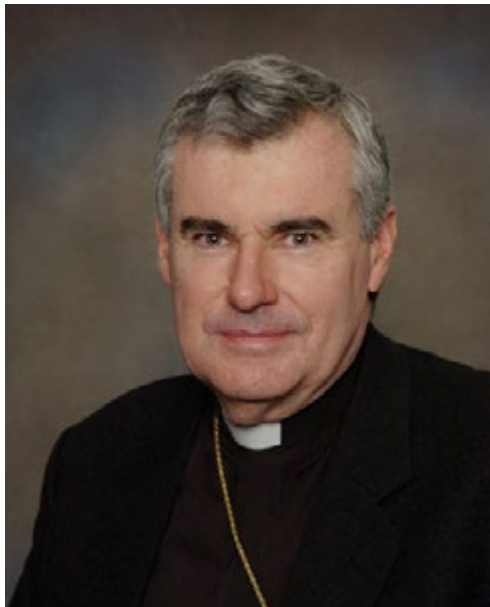
In addition to supporting Far North Queensland communities, we also must acknowledge the uniqueness of the region we live in. Centacare, as a provider of social services, connects people to wellness and with the rollout of the NDIS approaching, we are determined to ensure all people, including those living in our rural and remote communities, have access to all the services they require. With this in mind, over the past financial year, the staff of Centacare FNQ have supported and collaborated to create new Industry frameworks and award winning programs. In addition, we have developed innovative support systems suited to the needs of our diverse community. Through exciting, inclusive projects and events Centacare has promoted social cohesion across

our culturally diverse community. Internally we continuously improved our systems and processes, maintaining the highest quality services to ensure Centacare FNQ can continue to provide a broad range of human services.

In this year’s Annual Report we thank you, the people, communities, all our partners and funding bodies that have continued to support us so we can continue to support people to thrive in their own community.



Bishop's Message



James
Foley

Pope Francis wanted the past Holy Year of Mercy to be, "a true moment of encounter with the mercy of God"; as a period for remission of sins and universal pardon focusing particularly on God's forgiveness and mercy and even though the year of Mercy has ended, he called for the 'doors of reconciliation' to remain open.

"Let us also ask for the gift of this open and living memory," the Pope exhorted. "Let us ask for the grace of never closing the doors of reconciliation and pardon, but rather of knowing how to go beyond evil and differences, opening every possible pathway of hope."

Centacare's values and practice principles fully embrace the call from Pope Francis for ongoing mercy. Mercy is demonstrated by Centacare each and every day through the important work they undertake on behalf of the Diocese. Centacare, in its delivery of services to areas most in need, is non-judgemental, encouraging and courageous.

Throughout the past year, Centacare has continued to serve our community with care and respect for human dignity, providing a fine example of collaboration, togetherness and compassion, and the benefits these qualities bring to church and others within the communities in which we live. Centacare has also extended its reach both nationally and internationally through the sharing of its work.

The staff at Centacare contribute a significant amount to the health and wellbeing of all and for their service and determination to the church and community, I thank them.

Executive Director's Report



Anita
Veivers

In a time of constant and significant change in the Community Services Sector, Centacare has continued to rise to the challenges presented, by bringing together innovative responses to community need, whilst continuing to provide a broad range of ongoing services. I feel honoured to be part of a very diverse and creative team, which is firmly focussed on making a difference in FNQ, and constantly seeks and finds new ways to meet the needs of our community.

This year all key programs have continued across the areas of Mental Health and Wellbeing, Multicultural Services, Aged Care, Disability Support, Counselling and Emergency Relief, however, we also introduced two exciting new 'pop-up' projects, School Savvy and Café Culture.

School Savvy exceeded all our expectations with community support valued at over \$25,000 and filled a significant need for close to 600 families struggling financially to get their children back to school with the uniforms and resources they required. This project was a collaborative approach and highlighted the great outcomes we can achieve when we work together as a community.

Café Culture was originally intended as a one off concept event, which we hoped would showcase the cultural foods of our newly arrived refugee clients, and has since evolved into the early beginnings of a start-up social enterprise.

Once again more than 40,000 hours of support and assistance has been provided across the region. The Diocese of Cairns stretches from Cardwell in the south, west to the Northern Territory Border including the Atherton Tablelands, and north to the Torres Strait Islands and the Gulf of Carpentaria. To reflect the regional reach Centacare has, and is actively increasing, the decision the change the name was made in early 2017. Following much discussion, the name Centacare FNQ was agreed upon, with a new logo and branding introduced, as you would see from this publication.

This is a challenging, yet exciting time to be in the Community Services Sector. Significant reform is taking place in many areas, including the recent transition to "My Aged Care" and the upcoming rollout of the National Disability Insurance Scheme (NDIS). Centacare is working at the forefront of these changes, ensuring we are in a strong position to respond to changing expectations of both funding bodies and the community. Preparation has included analysing our processes and systems, refining and streamlining and focussing much more on customer service and engagement.

A new showcase project called "centaOne" is to be launched with funding from the National Disability Service (NDS) workforce innovation fund. This upcoming project aims to respond to the introduction of the NDIS and address the needs of people who have a disability, living in rural and remote communities, by linking them with suitable local staff, supported by Centacare FNQ.

The Centacare FNQ team has risen to the challenge again this year, and I am confident with the ongoing support of the Diocese of Cairns we will continue to find innovative and creative solutions to ensure we can keep making a difference across the region.

Our People

Seventy dedicated employees make up the team at Centacare FNQ. In addition to this, we had two university placement students and forty volunteers who provided over 430 hours of their time to support services around the region.

The provision of staff support strategies, increasing administrative efficiencies and facilitating an environment that fosters a culture of high performance continues to drive employee engagement and a workforce equipped to deliver results.

Centacare FNQ would not be the organisation it is today without the dedication, commitment and drive of employees and volunteers. Each worker brings a range of professional qualifications, skills and life experiences making Centacare FNQ such a wonderful place to work. The richness of diversity is celebrated and has enabled innovation and creativity necessary for Centacare FNQ to thrive into the future of social services.

Centacare FNQ is proud to recognise the growth and achievements of the organisation that are attributed to the relationships, trust and pride that employees demonstrate daily.



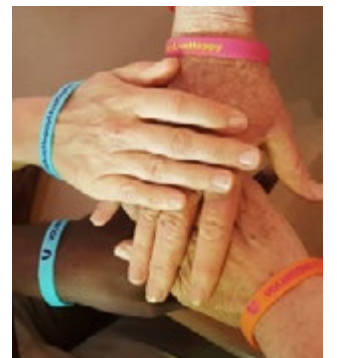
To acknowledge Queensland Mental Health Week in October 2016, Centacare staff came together for morning tea, to share food and mental health insight. The aim being to reduce stigma associated with speaking about mental health, encourage openness, unity and collaboration across the organisation.

Volunteers

Over the past year Centacare volunteers have been involved with the different groups across the organisation. Volunteers have been making stars, building gardens and conversing in English. In addition to this Centacare Multicultural Services volunteers continue to facilitate conversational English sessions, weekly Learner Driver Workshops and more recently a bi-weekly opportunity for clients to receive Job Search Support.

Volunteers are also involved in supporting our newly arrived families with accessing services and navigating systems. This continues to be valuable support for the families.

Earlier this year Centacare commenced working on a project called "We All Dance" which culminated in a performance on stage at the The Royal Ballet Cairns Gala Performance held in July. We will tell you more about that next year but can tell you that the dancers looked fabulous in the outfits made by Centacare Multicultural Services volunteers.



Snapshot

Our Key Service Areas



Mental Health & Wellbeing

Fun Fact: Between them, the Mental Health & Wellbeing team own over 1000 vinyl records!



Counselling

Fun Fact: Centacare Counselling are entering a team in the 2018 Cairns Ironman!



Aged Care & Disability

Fun Fact: Cricket knows no age limits!



Multicultural Services

Fun Fact: The Multicultural Services team can speak 35 languages between them!

Our People



40
VOLUNTEERS



430



VOLUNTEER HOURS



Our Values



Service Locations



School Savvy



\$25,000
PRE-LOVED & NEW
SCHOOL SUPPLIES DONATED



8
VOLUNTEERS



579
FAMILIES
USED THE SHOP



1000
CHILDREN ASSISTED
BACK TO SCHOOL



The start of each new school year can be a financially challenging time for families, especially those on low incomes. It is estimated that over 17% of children in Australia are affected by poverty and more than 50% of people recognised as being in poverty rely on social security payments as their main income (Poverty in Australia, ACOSS 2016).

"Having to purchase new school uniforms, along with textbooks and other school supplies, can be a huge struggle, especially straight after Christmas", said Centacare Executive Director, Anita Veivers

School Savvy was a "pop up" concept store by Centacare, which aimed to facilitate access to school uniforms and school supplies for children in families struggling financially.

Centacare launched, as part of Anti-Poverty Week 2016, an appeal for donations of school supplies and school uniforms and collaborated with St. Vincent de Paul to collect recycled uniforms.

In addition to this, with support from the Diocese and many local businesses, new and recycled stationery and school supplies were collected.

"...we're calling on families to dig out those uniforms that their children have grown out of and put them to good use by donating them to the Centacare School Savvy Appeal."

A shop front on Aplin Street, leased on a short-term basis with support from Cairns Regional Council was fitted out with borrowed shop fittings and staffed by a team of Centacare volunteers and staff. The pop-up shop tentatively opened its doors just after New Year, not really knowing what to expect. The response was amazing.

We had overwhelming support from the community sector, media, local businesses, community members, families and schools of both new and pre-loved school supplies with an estimated value of over \$25,000. Thanks to the incredible team of

staff and volunteers who worked in the shop sorting, organising, serving and collating supplies. Close to 600 families used the shop to help get their children back to school.

Support from the community meant the message about School Savvy got out to the people who needed it and that we had sufficient supplies to mostly meet demand. We estimate that School Savvy assisted in getting more than 1000 children back to school and ready to learn.

Given such a great response and noticeable positive impact, we aim to make School Savvy a regular event each year helping families doing it tough to get their children back to school, equipped to learn and succeed. Our thanks go out to everyone who helped us make this a success for our community.

"Thank you, as we are struggling financially this has helped us very much"

Cafe Culture



With a focus on promoting connections across communities, the first Café Culture; a 'pop-up' café concept, held at Centacare's Aplin Street Offices in September 2016, was a celebration of diversity, inclusion and community connection and promoted the NDIS amongst people from a cultural and linguistically diverse background. Centacare Multicultural Services in partnership with ARC Disability Services Inc., Cairns Regional Council, Caffiend and The Tattooed Sailor Coffee Roasters created a strong base from which to develop a concept embedded in community so much so that a second Café Culture was held in March 2017 and proposals for a third event in 2018 are underway.

Representatives from newly arrived refugee communities such as Syrian, Bhutanese and Burmese, combined with a

diverse array of other migrant community groups from Papua New Guinea, Iraq and Uganda to create a taste fest enjoyed by many. The event was successful with connections forged across cultures.

“

I have been in Cairns for many months and speak Arabic. There are few people here that can speak my first language. Today I met women from a neighbouring country to mine who speaks Arabic. It is wonderful. I noticed the food she had made and I connected with her thanks to the food we share. Thank you Centacare for helping me to meet my sister.

”

A Year of Events, Activities & Community Engagement

Gill Townsend and Dr Amma Buckly present at TheMHS Conference

Centacare Mental Health Resource Service (MHRS) Team Leader, Gill Townsend, attended TheMHS Conference; 'People: authenticity starts in the heart', in Aotearoa, New Zealand in August 2016 where, together with Dr Amma Buckley, Senior Research Fellow at Curtin University, they presented a paper on coaching and evaluation of the Recovery Coaching Program at MHRS at Thomas Street.



Hang Up Your Hat Day

On 25th November 2016, Centacare FNQ PIR in collaboration with Gulf Cattleman's Association (GCA) and Brandtree launched 'Hang Up Your Hat Day', a Mustering Wellness event to support our Aussie graziers and farmers. Mustering Wellness, an award winning and nationally recognised concept is a resource created by Centacare FNQ PIR and GCA, as a further

resource and mechanism, for people in the northern region to access information about wellbeing, resilience and hope.

Hang Up Your Hat Day encouraged families and communities on the coast and in urban areas to 'hang up their hats' in support and acknowledgement of the hard work and remoteness of the lives of outback families and communities, and people in the bush to 'hang up their hats' to take time and reflect on the importance of self-care, family and taking time for themselves especially when conditions have been very tough.

The community response to hang up their hats extended to schools and education centres across the region and even as far as MP's in Canberra. Local and national news reported on the events. Funds raised through 'Hang Up Your Hat Day' events went to the GCA and helped to provide vital services and programs to the FNQ outback community.

Fun Run on Thursday Island

Through the forming of relationships, Centacare has been fortunate to be involved in community events on Thursday Island. Centacare Far North Queensland Partners in Recovery (FNQ PIR) Support Facilitator, Sam Devine was involved in the facilitation and took part in a local Colour Fun Run funded by North Queensland Primary Health Network (NQ PHN). Centacare supported the event by providing fruit for the people who took part. A great day was had by all!



Journey to Jobs Finalist for TNQ Training Awards

In June 2017, the Centacare Multicultural Services (CMS) team were delighted to hear they made it into the top three training providers for the TNQ Training Awards, Community Training Initiative of the Year Award for the Skilling Queenslanders for Work (SQW) program 'Journey to Jobs'.



In addition to this Award, one of the participants from the Journey to Jobs project, Ms Jit Rai, was selected as a finalist in the Student Award category, having completed her Cert II in Horticulture

Refugee Health & Wellbeing - Policy, Advocacy and Research



REFUGEE HEALTH NETWORK QUEENSLAND

Tracey John, Manager of Multicultural Services at Centacare is a strong advocate for Refugee Health and Wellbeing (RH&W). Tracey chairs the Cairns Refugee Health and Wellbeing Network, a network of professionals who meet to address the health needs of newly arrived refugees and asylum seekers in Cairns. This Network connects to the Queensland State Refugee Health Network. Tracey is a member of the Queensland Refugee Health Partnership Advisory Group, a group that in the last year, was successful in advocating to the Queensland Government to enhance Refugee Health. This advocacy resulted in the launch of the Queensland Government's Refugee Health and Wellbeing Policy and Action Plan in April 2017. Tracey attended this significant event in Brisbane with Network colleagues and spoke about the challenges of promoting Refugee health in a regional centre. In addition, a paper "Network of Networks" was presented by Tracey at the 14th National Rural Health Conference in Cairns in April.

#wearecairns

#wearecairns is an arts based project, designed to promote social cohesion in Cairns. The project celebrates community groups and individuals from diverse backgrounds and their connections and contributions to the Cairns community. The project was funded by Multicultural Affairs Queensland with support from Cairns Regional Council, with additional support from; Inspired Signs, Auxiliary Designs, Threadless Films, and The Flying Monkey Café provided artistic support led by Rick Beresford.



In March 2017 the principal project artist, Rick Beresford filmed a promotional video with film maker Glen Saggars. Over 70 community members took part in the filming at the end of March. By the end of June, the project was well on its way to exceeding 800 participants from the community. #wearecairns culminates with an art exhibition and an opening night in August 2017.



We All Dance

In March this year, Centacare Multicultural Services collaborated with Queensland Performing Arts Centre (QPAC) and the Royal Ballet on a project called "We All Dance". Centacare's dance group brought together over 20 young and not so young who want to dance from the multicultural community. Dancers from the Royal Ballet mentored and assisted the group with choreographing and performing a dance piece together. The aim of the dance group is to demonstrate to the community how beneficial the arts is in bringing people from all backgrounds together. "We All Dance" culminates with the Cairns Gala Performance on July 2nd at Munro Martin Parklands.

- Café Culture - read more on page 9
- School Savvy - read more on page 8
- Harmony Day at Marlin Coast - read more on page 19

Mental Health & Wellbeing

Counselling

Counselling Services are funded by both the Australian Commonwealth Government (Department of Social Services and the Attorney General's Department) and the Queensland Government (Department of Communities, Child Safety and Disabilities Services) to provide services to children and families.

Objectives include providing primary intervention and prevention services to families and to ensure the well-being and safety of children. Some of the many ways practitioners achieve this include working with children and their families to strengthen family relationships, building parenting skills and working with children experiencing change in their lives to build resilience.

Children, couples and families experiencing family breakdown, children and young people at risk of entering the Child Safety system and children and families already involved with Child Safety are a key focus for the counselling team.

An identified barrier to accessing services was the difficulty getting to the counselling site in Aplin Street. These premises include purpose built children's rooms, housing a variety of resources for therapeutic use with children including art supplies, clay and sand therapy, musical instruments and therapeutic games. Because of these resources, attendance at Aplin Street is encouraged, especially for younger children. As this is sometimes an impossible task for families in crisis, the outreach programme to work with children, young people, families and schools was expanded to include families through the Southern Corridor.

Centacare currently provides outreach counselling services from the following locations:

- Smithfield State High School
- Trinity Bay State High School
- Cairns West State School
- Hambledon House
- Early Years Centre, Bentley Park



FNQ Peer Workforce



In October 2016, Centacare FNQ PIR established a Peer Workforce framework to lead the sector in valuing lived experience of mental illness. The final framework provides a national support system for employers across all industries and sectors who are interested in employing a peer workforce member, who works within the mental health system.

As an important and emerging component of mental health recovery, peer workers and peer support can often assist others working on their own recovery. Meeting a peer with a lived experience of mental illness, hearing their stories and understanding that they have been through difficulties too can often inspire a sense of mutuality that can't always be obtained through traditional treatment methods.

Since the launch, the Peer Workforce Framework has garnered considerable interest within Australia

Centacare FNQ Now on Thursday Island

A new milestone was set when Centacare FNQ employed their first 'in-house' Support Coordinator, to work with people with a psychosocial disability, on Thursday Island, the most remote position for Centacare to date.

With Cairns some 900 km to the south, providing services to people living in the Torres Strait and the Northern Peninsula Area is rarely straightforward. Due to this, in June 2016, Centacare employed a local Support Facilitator, allowing Centacare to continue to provide support to families and the community living in this remote locale. Both the community and Centacare have much to gain from this partnership.

The breadth of connections and the formation of strong links with many facets of community is a testament to Centacare's commitment to working alongside people and responding to local need. Through the forming of relationships, Centacare has been fortunate to be involved in community events from Fun Runs to Expos, RUOK day, the Mad Hatter's Tea Party, training opportunities and the revival of the local Community Well-Being Interagency Group.

Cairns Mental Health Co-Responder Project

Last year, Centacare, as the lead agency for FNQ PIR, was able to fund and participate in the review of the Cairns Mental Health Co-Responder project. The Co-Responder model; a trial model in place for first-response to people experiencing a severe mental illness, is widely viewed as being a successful collaborative venture between Queensland Police Service (QPS) and Queensland Health (later joined by Queensland Ambulance Service). The project included research into why the model works so well and to determine the benefits, particularly to those members of our community living with severe mental illness and their families.

Important to Centacare was the success of the Co-Responder model in protecting and enhancing human rights of people with a mental illness. We see the Co-Responder model providing important options for people experiencing a mental health crisis to lessen the possibility of people entering either health or justice 'custodial' settings. The options were limited prior to the introduction of the Co-Responder model, therefore, the intention was to highlight the human rights and other benefits of the model and to establish how mental health and wellbeing could be further enhanced in this region and beyond.

As a result of the evaluation report, which was published in April 2017, the QPS are building on their formal mental health response training and the QLD Mental Health Commission is reviewing the Co-Responder model with a view to introducing it statewide

Emergency Relief

The provision of Emergency Relief (ER) at Centacare FNQ has been a fundamental aspect of our service delivery for many years. As the "social services arm of the Diocese of Cairns", our mission and values are historically linked to working with the most vulnerable people in our society and there is an inherent requirement, real or perceived, to provide emergency relief.

Department of Social Services (DSS) Grant funding for Emergency Relief allows a portion of funds to be used for innovative projects, to find ways to better meet the needs of clients and communities. This allowed Centacare to bring the School Savvy project into being and, to once again, be working more directly with people in the community. Assisting children to attend education facilities, equipped with the necessary uniforms and supplies, fits well with our mission. The demonstrated benefits have encouraged us to do this again next year.

Family Dispute Resolution Service & Mediation

In June of 2017, Centacare began offering the Family Dispute Resolution Service and Mediation for couples and/or care-providers affected by family separation.

Family Dispute Resolution can help separated couples or care-providers to reach an agreement on parenting matters outside the court system.

The changing needs of children affected by family separation are the primary focus of dispute resolution at Centacare. We promote healthy family relationships with the aim being to assist in the prevention or reduction of conflict. We encourage mutual agreement rather than litigation and promote the right of all children to have a meaningful relationship with either parents or care-providers.

Family Dispute Resolution is offered through a five-stage process involving:

- Initial intake
- Formal intake and assessment conducted by a Mediator
- Child-Focussed Parent Information in preparation for mediation
- Family Dispute Resolution session/s
- Post-Family Dispute Resolution follow-up

Engaging in Family Dispute Resolution provides an opportunity for separated parents and/or care-providers to meet on neutral ground to minimise conflict and reduce associated risks to children's emotional well-being and mental health.

Mental Health Resource Service - Recovery Coaching

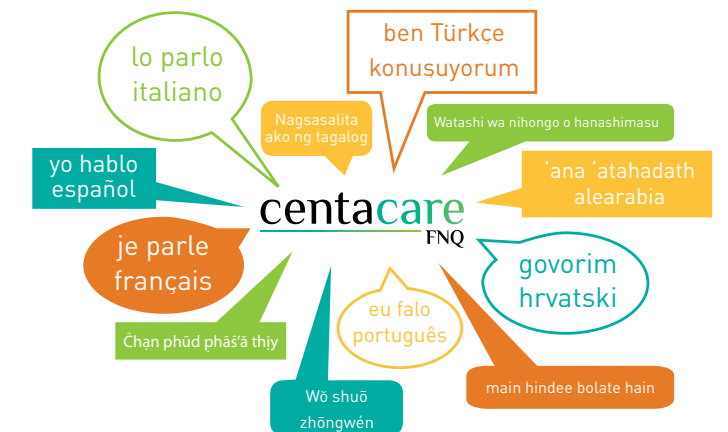
Centacare Mental Health Resource Service (MHRS) has been offering Recovery Coaching for over 3 years and it has been going from strength to strength. Recovery Coaching combines the best of individual personalised coaching plans with participation in some of the groups that we have on offer. Our tagline is 'Learn, Try, Stretch' which can enable participants to create new and exciting alternatives to their current way of life.

Groups offered by MHRS

- Drumbeat: Drumming and discussion to facilitate personal and shared understanding
- In the Moment: Mindfulness group using movement, meditation and discussion
- Thrive: Mental Wellness covering various topics over the 6 weeks to build understanding and resilience
- RAGE: Re-navigating angry and guilty emotions
- CairnsTiki Tour: Visiting what's on in the community, with each week being a different topic and tour
- Taming the Ride: Living with Bi-Polar
- Topical Tuesdays: A discussion group with different topics each week

Multicultural Services

The Centacare Multicultural Services (CMS) team provide services to hundreds of people in our multicultural community. CMS provides case management, community engagement, social enterprise support, leadership activities, coordination of reference groups, research and promotion of diversity in their daily commitment to their work. The CMS team comprises staff from 12 different cultural backgrounds and together can speak about 35 languages!



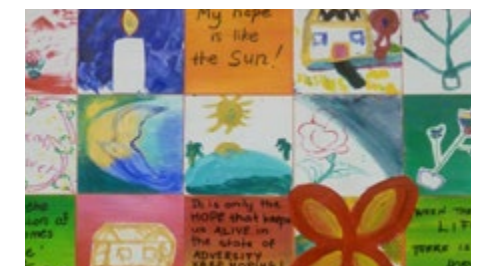
Community Engagement forums, projects and advocacy



Throughout the year, CMS has delivered projects focused on building capacity within communities, developing leadership skills, promoting cultural diversity and social cohesion, creating culturally dynamic partnerships and promoting wellbeing. Hundreds of people have participated and benefited from these activities.

Settlement Services

CMS, on behalf of the Australian Government, has been implementing support programs for humanitarian entrants (refugees and asylum seekers) for more than 30 years. For the last 6 years, the Humanitarian Settlement Services (HSS) program has been a flagship program for CMS. 2016 is the final year of this particular program and we celebrated by welcoming 89 new arrivals into Cairns. People that we have supported to create a new home in Cairns have originated from Bhutan, Myanmar and Democratic Republic of Congo. In 2017, Centacare will continue to provide settlement services through a subcontracting arrangement.



Aged Care & Disability Services

Marlin Coast Respite Centre

The Centacare Marlin Coast Respite Centre is a friendly and welcoming place offering social support and activities to older people and younger people with a disability. Our service has been operating from our existing site at Holloways Beach since 1998 and we are currently funded by the Department of Health for people over 65 years of age and by the Department of Communities, Child Safety and Disabilities for our group under 65 years of age. Our staff members are well qualified and very devoted to our clients. The Centre offers a variety of activities which are tailored to individual preferences and abilities and include gentle exercise, music, aromatherapy, craft and group games. Activities help to keep mind and body active and contribute to overall health and wellbeing.

Regular guest speakers provide information sessions on topics of interest and day outings are offered in the cooler months, one of the favourite outings being lunch at the local sports club. The Centre regularly invites the community to share in events such as Carer morning teas and family BBQ's.

People from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander and people living with Dementia are welcomed and supported by our friendly and experienced staff.

A Typical Day at the Centre

When clients arrive, morning tea is served and relaxed conversation can be heard. After morning tea we move to the activities area to discuss current events or share personal stories. Staff have introduced new forms of exercises, resistance bands, movement to music, balloon fly swats, and parachute all of this is colourful with lots of energy from staff and the clients.

Lunch time is enjoyed after a busy morning. Bingo is then played for the last hour, we have a diverse range of clients with individual needs, so while bingo is being played some clients can enjoy playing cards, listening to music, knitting, craft making, or a stroll in the garden. After a day of interaction, movement, stimulation and fun our clients head home.



Celebrating Special Days Together

Harmony Day

Harmony Day was celebrated at Centacare Marlin Coast Respite (CMCR) on the 21st of March 2017, with a celebration of cultures. Clients and staff members from CMS joined CMCR staff, clients, families, and other local community members. Music, food and the combination of different cultures and values were highlighted at this delightful event

International Day of Families

International Day of Families was celebrated on the 15th of May 2017. All families involved with CMCR services were invited to a morning tea. This year's observance of the International Day of Families focused on the role of families and family-oriented programs promoting the overall wellbeing of clients

Intergenerational Activities

Social communication through intergenerational activities is a value add for both young and old and an important part in the wellbeing of clients. This year CMCR invited students from Mother of Good Counsel Primary School. Mother of Good Counsel students delighted clients with their beautiful singing voices and promised to come back before Christmas to sing Christmas Carols.

Special thanks to the students and their organiser, Manda Young, Assistant Principal of Religious Education at the school.

“I like the music and laughing with everyone. It's great and good to get out of the house.”

“I've been coming for over 5 years and enjoy it a lot, the company, laughter and the friendly staff is why I love coming”

“This is a wonderful place to socialise laugh and let your hair down a bit I really didn't want to come but now just try and stop me”

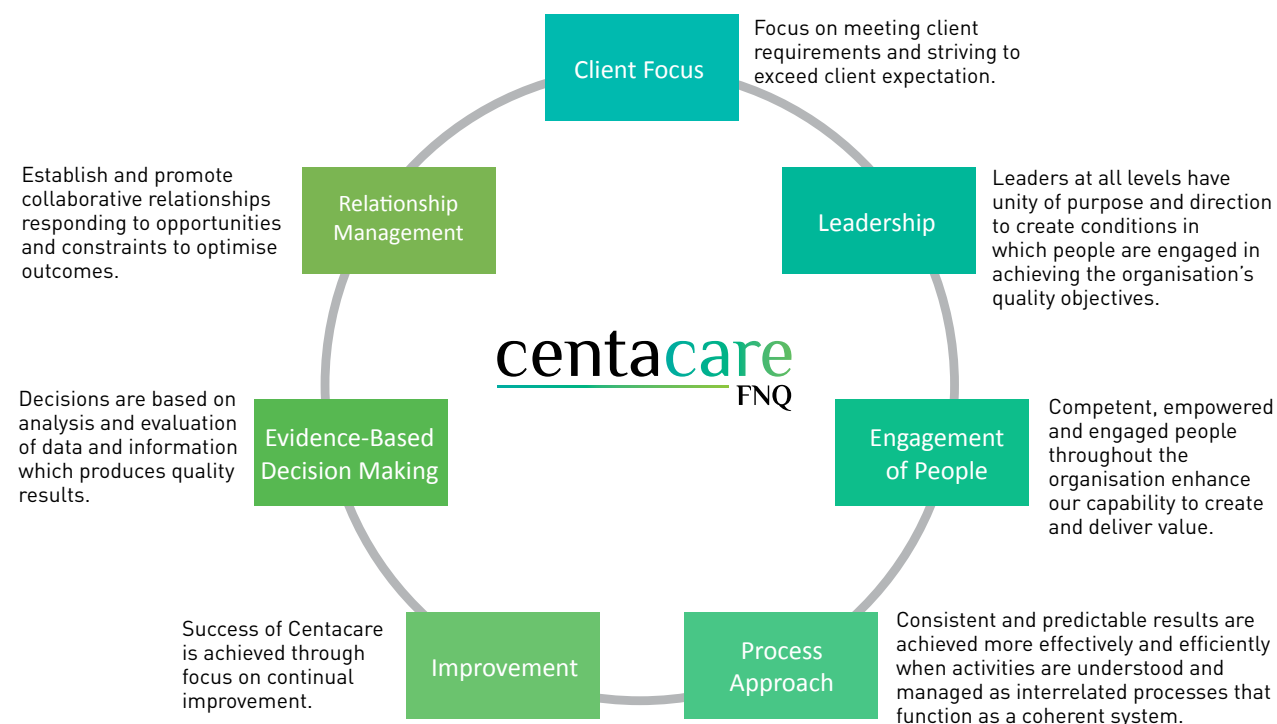
“I am visiting from Brisbane and I am taking a lot of things I have learnt from your respite centre back with me, I enjoy how you play music and constantly move”

Corporate Services

Quality Systems

In May 2016 Centacare was awarded Human Services Quality Framework (HSQF) certification as part of our ongoing commitment to better service practices. During the year, we continued to review and improve these practices and take into consideration the changing landscape in the sector.

Quality Principles



Streamlined Data

Centacare is committed to continually improving management of data and record keeping. Having expanded our Client Management System (Csnet) last year we have better record management processes and consistency throughout the organisation.

Community Connection

Centacare continually seeks to provide better access to our organisational information and services. In 2016, Centacare worked with digital developers, Brandtree, to develop a new website which was released in late 2016. The new website has assisted in improving communication with the community, providing greater access to information for our clients and visitors. In addition to this, the website also provides a central hub of information for employees through an internal portal for organisational, program and human resources information. Centacare has also increased its online footprint, featuring in online directories and through the use of social media such as Facebook.

Work Health & Safety (WHS)

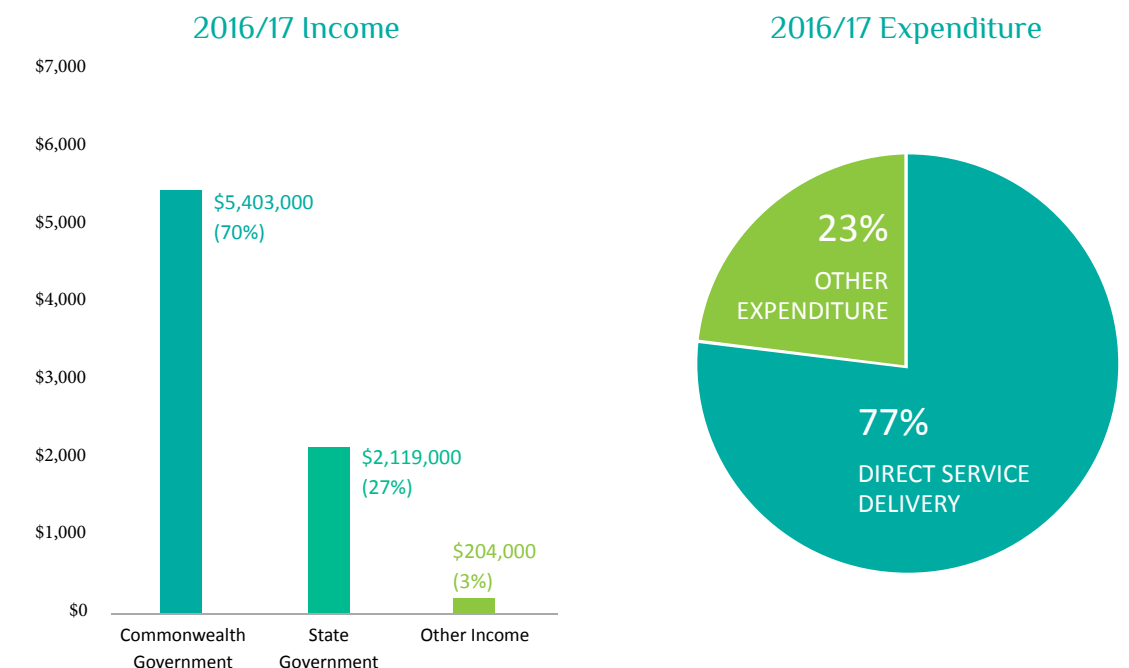
Centacare, as an employer, is committed to not only providing a safe workplace for all employees but to continuously improving to ensure our standards of service remains high.

Each quarter a WHS Committee meets to review WHS across the organisation. The committee comprises seven delegates, one staff member from each service area. Minutes from the committee meeting are distributed to all staff members and discussed further within departmental meetings. Any feedback is fed back to the committee for action if required.

Organisational Culture

- Coordinated organisational training over the past financial year has focussed on the introduction of the NDIS. Training and information has been shared via internal staff presentations and by attending training sessions offered externally across the region.
- HR Function within the organisation is reviewed on an ongoing basis. Based on the feedback from the review performed in 2016, documents and systems have been updated.
- As part of our values, Centacare supports and advocates for workplace gender equality. Centacare, as part of the Catholic Diocese of Cairns, again received an annual compliance notification from the Workplace Gender Equality Agency.

Finances



Commonwealth Government income decreased in 2016/17, based on the annual allocation of funding. This was mainly due to funding reductions in relation to the NDIS.

The proportion of funding expended on direct service delivery remained constant at 76% - 77%.

Centacare has received Government block funding to deliver services to the community for over 30 years. Whilst many of our existing programs are expected to remain block funded into the near future, the organisation is positioning itself to respond to changing expectations of both funding bodies and the community.

NDIS

The National Disability Insurance Scheme (NDIS) rolls out across Far North Queensland on 1 July 2018. The process to prepare has been long and ever changing, however, the main premise of the scheme, being more choice and control for people who have disabilities is still the main aim.

Like many organisations, Centacare has been preparing for the change from funding being provided as a 'block' directly by government to agencies, to a system where each individual client manages their own funds and can 'purchase' their supports from the provider/s of their choice.

This has led us to consider our structure, look closely at our processes and systems and ensure our service delivery is meeting the needs of our clients. This process was supported with the assistance of a local company, the Fortis Group, who performed a review of the organisation to advise the streamlining of systems and development of clearer person-centred processes.

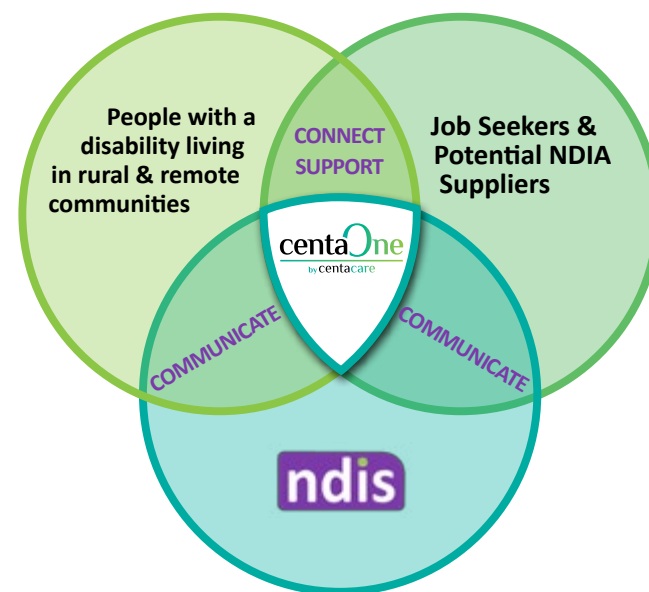
Centacare continues to value collaboration and partnerships. In preparation for transition to NDIS we have worked closely with both local organisations and other Centacare services on a statewide basis, to ensure we have up to date information and resources to support clients and community members to understand this massive change. We have created and shared resources to ensure the community has available a variety of information about transitioning to the NDIS and the possibilities this presents.

Staff have been supported to attend a number of external training workshops and have also provided information session to various community groups, councils and stakeholders.

Centacare is taking the lead in preparing for the transition to NDIS in the area of psychosocial disability through our Partners in Recovery Program. In order to ensure we provide consistent support and assistance across the region, we have adapted our model to directly employ Supports Coordinators in Cairns as well as regional and remote areas.

To address the needs of our diverse region in rural and remote communities we have created a showcase concept called centaOne to provide local solutions to the need for place based support staff in areas where there may be limited options of service providers. This project will run throughout 2017 – 2018 and we hope will be a successful innovative solution which ensures equity of access to those in rural and remote parts of the region.

In 2017-2018, we will officially register with the National Disability Insurance Agency (NDIA) and start offering services as an NDIS provider in July 2018.



Acknowledgment of Funding

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, Child Safety and Disability Services
 - Department of Education and Training
 - Multicultural Affairs Queensland
 - Queensland Health
- Queensland Mental Health Commission
- Ethnic Communities Council of Queensland
- Cairns Regional Council
- Multicultural Development Australia

Partners & Supporters 2016/2017

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 at 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:

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The Roman Catholic Trust Corporation for the Diocese of Cairns trading as Centacare FNQ

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