



ANNUAL REPORT 2014-2015



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OUR STRATEGIC PLAN FOR 2013-2016

Our Strategic Plan, based on Results Based Accountability, focuses on making a real difference for the wellbeing of our communities.

The strategic plan identified client populations, their needs and Centacare's response providing us with focus and guidance for both our client and corporate services. These priority populations and identified outcomes continue to be relevant. The following are priority populations:

- Children at risk and/or experiencing disadvantage
- Adolescents at risk and/or experiencing disadvantage
- People with disabilities
- Individuals and families seeking improved mental wellbeing
- Families
- Indigenous people
- People from culturally and linguistically diverse backgrounds
- Remote communities



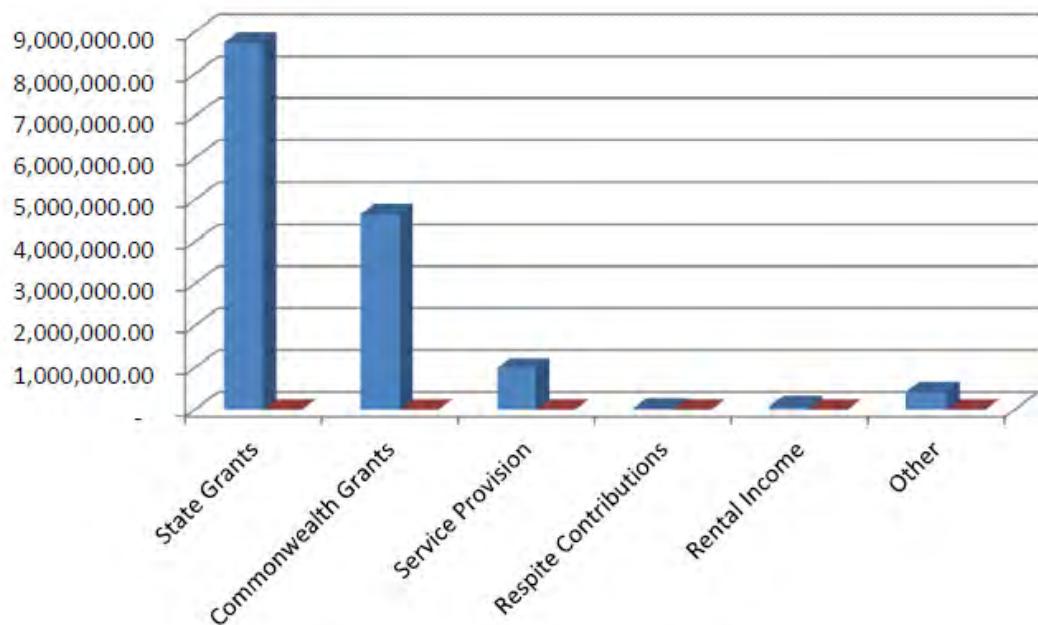
FINANCIAL SUMMARY REPORT

Centacare North Queensland is funded by:

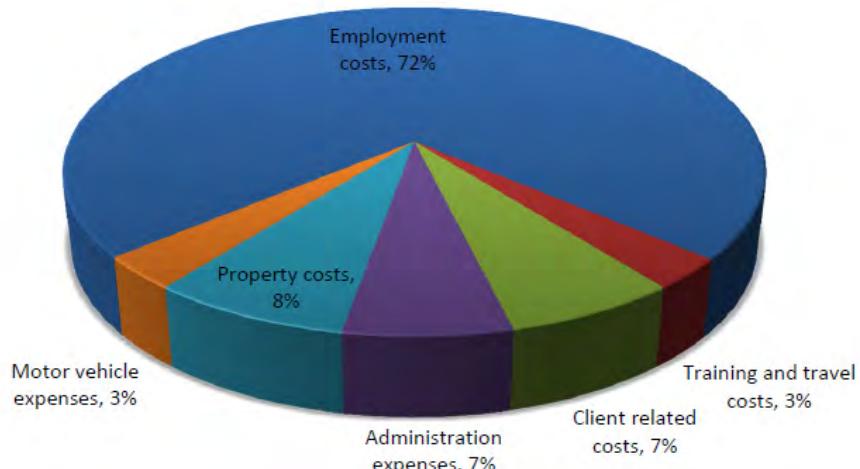
- Department of Communities, Child Safety and Disability Services
- Department of Housing and Public Works
- Department of Social Services
- Catholic Diocese of Townsville
- Department of Health
- Department of the Prime Minister and Cabinet
- United Synergies
- Brotherhood of St Laurence
- Australian Government Attorney-General's Department (AG)



2014-2015 INCOME SOURCES



2014-2015 EXPENDITURE





ACHIEVEMENTS FOR 2014-2015

- 4,453 individuals received support through Centacare NQ this year.
- 1,568 of those who received support were Aboriginal or Torres Straight Islander.
- 1,336 of the total individuals supported were children.
- 90,377 support hours were provided to people by Centacare NQ across the region.
- Centacare NQ service area covers 807,576km². Staff are either located in this area or have visited that community during the year.
- Reconnect reached their client target of 36 per financial year by March 2014 and assisted 20 more clients by the end of June 2014.
- Homestay team members created the Happy Healthy Homes Program, through which the Homestay worker is able to build a good rapport with clients prior to them being transitioned into the Homestay program once obtaining long term accommodation. This has seen many clients building self confidence and life skills to maintain their tenancies.
- BRIDGE in Mount Isa developed and delivered a 5-session wellness program as part of the Flexi school curriculum to a group of high-school aged indigenous boys. Feedback received from the school indicated that teachers found the sessions to be informative and helpful for the students, and they would like it repeated next year.
- BRIDGE Townsville was nominated for the CSSA Award for Excellence in Service.
- The Gambling Help program continued its significant increase in client numbers during this financial year. In 2012/2013 GH recorded 12 clients, this then increased to 44 clients in 2013/2014, and has now reached 53 clients in the 2014/2015 year.



ELS Circus

HIGHLIGHTS FOR 2014-2015

- Highlights for the Family Relationship Centre for the past 12 months has been an increase in the work we have completed in collaboration with our partners to provide better outcomes for our clients. We have worked closely with the Women's Shelter, North Queensland Women's Legal Service, Legal Aid, Townsville Community Legal Centre, Family & Federal Courts and the Townsville Correctional Centre (Men's & Women's).
- The Bowen Counselling & Support Service provided the Love Bites program to the local high school in Bowen during 2015. Love Bites is a school based domestic and family violence and sexual assault prevention program, involving discussion and education regarding healthy and respectful relationships. This was well attended by high schools students, with a high level of engagement in the program. This program is completed as a partnership between several organisations in Bowen, which are involved in the planning and delivery of the material.
- This financial year the Family Intervention Service implemented the Outcomes Star, an evidence based assessment tool. This has been a positive change for the program and families as the Outcomes Star is a visual assessment that is completed by the worker and the family, a collaborative approach to assessment. This has resulted in families having more involvement in the planning and development of their goals. This assessment tool has also allowed for families to measure their change and see their progress towards their goals. This assessment is completed with every family at commencement and then reviewed throughout the intervention to measure the change process. Family Intervention Workers are finding this assessment allows for more in depth conversations and a better understanding of the family.



- BRIDGE Mt Isa developed and delivered a 5-session wellness program as part of the Flexi school curriculum to a group of high-school aged indigenous boys. Feedback received from the school indicated that teachers found the sessions to be informative and helpful for the students, and they would like it repeated next year.
- Family and Relationship Services Counselling (FRSC) program continued to promote and take part in several community events during the year. The team was involved in NAIDOC, Welcoming Babies, the Eco-Fiesta and National Families Week. The National Families Week event saw the FRSC program joining with the Townsville Catholic Diocese to have stalls at the Cotters and Willows markets. Families were given promotional items kindly given from the Department of Social Services which included tips on keeping families strong. Approximately 200 community members spoke with FRSC team members at the stalls and the team hope to do this again in 2016.
- ACCESS Townsville continued to provide services to the workers and employees of the Townsville Region. Counselling, mediation, supervision, critical incident and training services were all conducted throughout the year. ACCESS Townsville is part of a larger National ACCESS Network, which allows the program admittance to more resources and networks than other regional providers. ACCESS Townsville looks forward to making more connections to assist more workers in 2016.
- With a vacancy at Trinity House for some time, one of the highlights of the year was having a young man take up residence. What had become a makeshift storage room was soon transformed into a fully functional fourth bedroom. Having a new resident has resulted in the team working closely together to ensure that disruptions to the other residents' routines were kept to a minimum whilst the new resident was settling in to his new home. Team collaboration has brought positive outcomes. Since our resident has moved in, he is now attending an extra Community Access Program, has been able to purchase personal and activity related items of his choice, and he has shown an interest in assisting staff with chores around the house. It is a satisfying feeling to have all the bedrooms full and know we have been able to welcome another member of the community into Trinity House.



- There were several highlights for the Education and Life Skills Program over the past year, with the program continuing to establish innovative programs that respond to community need. The ELS program in the past year has introduced a number of new initiatives:
 1. Northern Connect Project: This project, initially set out for 1 year, has been extended for at least another year and aims to reach out to Defence Services families and offer supported engagement in a range of programs focused on parenting, resilience, and family relationships. Northern Connect is a very tangible way of Centacare recognising the unique demography of the Townsville region and the importance of ensuring our services are accessible by all.
 2. Parents Apart Program: This award-winning program includes a series of educational and psycho-therapeutic sessions, aimed at supporting separated parents to navigate the many life changes that occur when parents separate and how they can continue to parent effectively when their relationship changes from spouses to co-parents.
 3. Strong 6 Project: Strong 6 is Centacare's newest approach to creating a 'community of safety' around children through highly interactive activities with both children and the significant people in their lives such as parents, carers and teachers. The project is aimed at delivering consistent messages of personal safety and equipping children and families to identify and respond to potentially unsafe situations. Strong 6 will run over 2 years and is based in 6 schools in the Townsville community.



STORIES FROM THE YEAR

- ACCESS Mt Isa attended two critical incidents during the 2014/2015 financial year, and both garnered positive feedback in regards to Centacare NQ's timely and caring response from the organisations serviced. During one of the incidents, one worker took the opportunity of having an informal talk with one of the attending counsellors, and it was identified that past grief and trauma had compounded the current reaction.
- A previous BRIDGE client was re-referred to BRIDGE as a result of running away from home due to family dysfunction and parental conflict. The child client (now 13) had previously attended counselling twice over a 3 year period with two separate BRIDGE counsellors, following a sexual assault at 9 years of age. The lack of parental engagement in the two previous instances, resulted in limited positive outcomes for her and a resistance in attending counselling for a third time. The new BRIDGE counsellor was able to establish excellent rapport with the parent (mother), and conducted family intervention with very good outcomes for the mother and daughter, as well as the other 4 children in the family. The mother developed excellent insight into the links between her own trauma, and her reaction to her daughter's abuse (by the same person), and was at closure able to support and respond to her daughter's emotional needs. Their relationship became strong and supportive. After closure of the BRIDGE case, the mother then transferred to FRSC to address her own past sexual trauma, and continued to engage with counsellor under FRSC, resulting in positive outcomes for her as well.

BRIDGE Team Member & Children



- Circle of Life Townsville once again was involved with the Welcoming Babies Ceremony with Townsville City Council. Over 300 brochures of the program were included in the gift bags for new parents with babies born in the Townsville area. Our program was also invited to a very special occasion with the 10th Walk to Remember held by SADS (Stillbirth and Neonatal Death Support group) along the Strand. Circle of Life is invited every year to support family and community members during the annual memorial service. This year SADS very kindly gave our workers a butterfly to release for the occasion.
- A gift of a desert rose plant led to a resident's love of gardening at Trinity House in Mount Isa. One plant soon became many plants. He has not only grown desert roses from seeds but extended his variety of plants and added ornaments to decorate the garden. He has been able to tend to his plants, while in his wheelchair, by using raised garden beds and plant stands. A herb garden has brought extra flavours to meals at Trinity House.
- Centacare hosted a Christmas party on the Strand for people who access the DiverseAbility programmes. Approximately 45 people attended a BBQ and activities creating social connectedness. Santa arrived to the delight of everyone and faces lit up when Santa handed out presents. The feedback from the families was extremely positive and a huge thank you to the DiverseAbilities team for attending in their own time.
- The Bowen Counselling & Support Service is part of the Domestic Violence Action Group (DVAG). We were involved in the planning of and attendance at several community events to raise awareness of domestic and family violence, and to promote a clear message the domestic and family violence would not be tolerated. These events also promoted the services in the community that are available to support those people affected by domestic and family violence. One event program staff were involved in was the Candlelight Ceremony, in memory of those who have died due to domestic and family violence.

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North Queensland

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